

Heather C. Smith

Education

1999 Ed.D. Johnson and Wales University  
1987 M.B.A. Anna Maria College  
1976 B.S. Worcester State College  
1971 A.A. Chipola Junior College

Professional Experience

2005-Present Associate Vice President for Enrollment Services, Bridgewater State College  
2001-05 Dean of Enrollment Services, Community College of Rhode Island  
1999-01 Associate Dean of Enrollment Services  
1997-99 Assistant Dean of Enrollment Services  
1990-97 Assistant Dean of Admissions and Records  
1989-90 Registrar, Middlesex Community College  
1980-89 Assistant Dean Student Services, Central New England College

Publications

2005 AACARO Registrar's Resource Guide Chief Editor AACRAO publications, scheduled November 2005  
2000 Retention of Records Guide for Retention and Disposal of Student Records, AACRAO publications, 2000 Update  
1998 Student Data Handbook, Technical Working Group, SHEEO and NCES, published by NCES  
1996 Chapter author CCRI'S Automated Phone Notification System in Breakthrough Systems AACRAO publications \, 1996

Professional Affiliations

2004-Present Snowmass Institute – Strategic Enrollment Management Institute Faculty Member

AACRAO American Association of Collegiate Registrars and Admissions Officers

2001-04 President-Elect, President, Past-President  
1997-0 Board of Directors as Vice President of Professional Development and Publications  
1995-96 Nominations and Elections Committee  
1993-94 AACRAO Annual Meeting – Boston – Chair Physical Arrangements Committee  
1986-94 Chairs, Presenter, and Member of various Professional Committee

NEACRAO – New England Association of Collegiate Registrars and Admissions Officers

1992-94      President-Elect, President, Past-President

1984-94      Chair, Presenter, and Member of various Professional Committees

#### Presentations

“50 Years of Choosing Colleges and the implications for Enrollment Managers”  
SEM XIV 2004

“Trends in Higher Education Millennials Go to College” WACRAO 2003

“Trends in Higher Education Millennials Go to College” AUA University of Derby,  
Derby England 2003

‘National Trends in Transfer Articulation’ NETA 2003