



November 1, 2007

Hi Michelle,

I hope this email finds you well. You asked that I provide you with some feedback on your keynote address to the Canadian Banner User's Conference, October 1-4, 2007 and I'm happy to do so.

This was the 5th Annual conference of university and college professionals who work with SCT Banner student records systems from across the country. Attendees include Registrars, Asst Registrars, technical support, financial aid, human resources, finance and accounts receivable, student advisors, etc. This year we numbered 325 individuals.

I was so pleasantly surprised to hear your talk, unscripted and personal. You're so comfortable with your stage presence that those in the audience can't help but feel uplifted by your composure and confidence. With that table set, it was easy to receive your message of how each and every one of us creates our own reality. I jotted down a few of your comments, like "your perception is your reality", "we usually get what we expect", "you don't know when your clients are going to serve you", focus on your 'circle of influence, not your circle of concern'.

Most people have heard inspirational speakers but I can't recall one where I have been more affected by one statement, "are you the person who lights up a room by leaving it?" I sure hope I'm not but it really got me thinking about how others perceive me.

Many conference attendees came to see me following your session and they thoroughly enjoyed it.

Thank you again for such a thought provoking session and a great kick-off to our conference.

[Kathy Kielly](#)

Registrar
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