<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>05</td>
<td>Message from the President</td>
</tr>
<tr>
<td>06</td>
<td>Sponsors</td>
</tr>
<tr>
<td>08</td>
<td>RMACRAO 2012-2013 Board of Directors</td>
</tr>
<tr>
<td>10</td>
<td>Featured Speakers</td>
</tr>
<tr>
<td>11</td>
<td>Meeting at a Glance</td>
</tr>
<tr>
<td>14</td>
<td>Events, Sessions, and Workshops</td>
</tr>
<tr>
<td>14</td>
<td>Wednesday</td>
</tr>
<tr>
<td>21</td>
<td>Thursday</td>
</tr>
<tr>
<td>30</td>
<td>Friday</td>
</tr>
<tr>
<td>35</td>
<td>Business Meeting Agenda</td>
</tr>
<tr>
<td>36</td>
<td>2012 Business Meeting Minutes</td>
</tr>
<tr>
<td>39</td>
<td>Items to Vote On</td>
</tr>
<tr>
<td>40</td>
<td>Budget (Current and Proposed)</td>
</tr>
<tr>
<td>42</td>
<td>Applications for Membership</td>
</tr>
<tr>
<td>44</td>
<td>RMACRAO Executive Board and Committees</td>
</tr>
<tr>
<td>45</td>
<td>Honorary Membership</td>
</tr>
<tr>
<td>46</td>
<td>Exhibitors</td>
</tr>
<tr>
<td>50</td>
<td>RMACRAO 2014</td>
</tr>
<tr>
<td>51</td>
<td>Notes</td>
</tr>
</tbody>
</table>
Welcome to Fort Collins!

On behalf of the board of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers, I would like to encourage each of you to take advantage of every moment of the 2013 annual RMACRAO meeting.

The theme of this year’s meeting is “Creating Connections” and I hope each of you is able to acquire new techniques for doing so. Please take the time to create a connection with at least two fellow members with whom you have never spoken. I encourage you to try to learn new ways to connect with the students and faculty on your campus by attending some of the great sessions which Sally Page and her Program Committee have put together.

I thank you for committing your resources and taking the time out of your busy schedule to attend our annual meeting. Finally, on behalf of the board, I thank Jamie Yarbrough and the rest of the Local Arrangements Committee for putting together a wonderful meeting (especially on relatively short notice).

Sincerely,

Lane Buchanan
RMACRAO President
Thank you to the following exhibitors and affiliates for helping make our annual meeting as successful as it is.

President’s Reception

Event Photography

Opening Session

Conference Bags

Conference Program
President
LANE BUCHANAN
Associate Registrar
University of Wyoming

Vice President - New Mexico
JACOBO VARELA
Assistant Registrar
New Mexico State University

President Elect
SALLY PAGE
Associate Registrar
University of Colorado Boulder

Vice President - Wyoming
STACY MAESTAS
Registrar
Laramie County Community College

Past President
KELLEY CHRISTMAN
Associate Registrar
University of Northern Colorado

Secretary
CHARLIE COUCH
Registrar
University of Northern Colorado

Vice President - Colorado
& Local Arrangements Chair
JAMIE YARBROUGH
Process Analyst
Colorado State University

Treasurer
CAROLYN GUTIERREZ
Operations Manager
University of New Mexico
The RMACRAO Board of Directors manages the business and affairs of the association. The board meets five times each year to discuss and move forward with association business. Additional information about the board can be found in the RMACRAO bylaws.

If you are interested in serving on the board of directors, please contact the Chair of the Nominations & Elections Committee at: pastpresident@rmacrao.org
FEATURED SPEAKERS

Dr. Alan C. Lamborn  
OPENING SESSION SPEAKER  
Wednesday, July 17th  
12:30 – 2:00 PM  
Grand Ballroom  
The Case for Interdivisional Collaboration: A Sudden Transition from Best Practice to Necessity

Mike Reilly  
GENERAL SESSION SPEAKER  
Thursday, July 18th  
1:30 – 3:00 PM  
Grand Ballroom  
Federal & AACRAO Updates

Robin Brown, Ph.D.  
CLOSING SESSION SPEAKER  
Friday, July 19th  
11:00 AM – 12:30 PM  
Grand Ballroom  
You’ve Got to Bring It!

LeRoy Rooker  
FERPA UPDATE  
Thursday, July 18th  
3:15 – 4:15 PM & 4:30 - 5:30 PM  
Windsor I
## MEETING AT A GLANCE

### Wednesday, July 17, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 5:30</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 - 11:00</td>
<td>Pre-Conference Workshop: Pre-Registration and fee required</td>
</tr>
<tr>
<td>11:00 - 12:30</td>
<td>First Timers Luncheon</td>
</tr>
<tr>
<td>12:00 - 5:30</td>
<td>Exhibitor Area Open</td>
</tr>
<tr>
<td>12:30 - 2:00</td>
<td>Opening Session</td>
</tr>
<tr>
<td>2:00 - 2:30</td>
<td>Refreshment Break with Exhibitors</td>
</tr>
<tr>
<td>2:30 - 3:30</td>
<td>Concurrent Sessions I</td>
</tr>
<tr>
<td>3:45 - 4:45</td>
<td>Concurrent Sessions II</td>
</tr>
<tr>
<td>5:30 - 5:45</td>
<td>Group Photo</td>
</tr>
<tr>
<td>5:45 - 7:45</td>
<td>President's Reception</td>
</tr>
</tbody>
</table>

### Thursday, July 18, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 - 6:00</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 - 11:30</td>
<td>Exhibitor Area Open</td>
</tr>
<tr>
<td>8:00 - 9:30</td>
<td>Concurrent Sessions III</td>
</tr>
<tr>
<td>9:30 - 10:00</td>
<td>Refreshment Break with Exhibitors</td>
</tr>
<tr>
<td>10:00 - 11:00</td>
<td>Concurrent Sessions IV</td>
</tr>
<tr>
<td>11:15 - 1:00</td>
<td>RMACRAO Luncheon &amp; Business Meeting</td>
</tr>
<tr>
<td>1:00 - 1:30</td>
<td>Dessert with Exhibitors</td>
</tr>
<tr>
<td>1:30 - 5:30</td>
<td>Exhibitor Area Open</td>
</tr>
<tr>
<td>1:30 - 3:00</td>
<td>General Session</td>
</tr>
<tr>
<td>3:15 - 4:15</td>
<td>Concurrent Sessions V</td>
</tr>
<tr>
<td>4:30 - 5:30</td>
<td>Concurrent Sessions VI</td>
</tr>
<tr>
<td>6:00 - 10:00</td>
<td>BBQ in Old Town (Transportation Provided)</td>
</tr>
</tbody>
</table>

### Friday, July 19, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 - 10:30</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 - 11:00</td>
<td>Exhibitor Area Open</td>
</tr>
<tr>
<td>8:15 - 9:15</td>
<td>Concurrent Sessions VII</td>
</tr>
<tr>
<td>9:15 - 9:45</td>
<td>Refreshment Break with Exhibitors</td>
</tr>
<tr>
<td>9:45 - 10:45</td>
<td>Concurrent Sessions VIII</td>
</tr>
<tr>
<td>11:00 - 12:30</td>
<td>Closing Session</td>
</tr>
<tr>
<td>1:00 - 3:00</td>
<td>RMACRAO Board of Directors Meeting</td>
</tr>
<tr>
<td>1:30 - 4:00</td>
<td>Banner Users of the Mountain States (BUMS) Meeting</td>
</tr>
</tbody>
</table>
Workshops/Events

Registration Open: 7:30 AM – 5:30 PM, Foyer
Exhibitor Area Open: 12:00 PM – 5:30 PM, Salon D

8:00 AM – 11:00 AM

Pre-Conference Workshop (Pre-Registration & Additional Fee Required)
Continental Breakfast Provided for Attendees

Creating a Respectful Working Environment
Nearly everyone would say they want a “respectful” working environment. But what does that look like? And what does it take to develop and/or maintain such an environment? In this interactive three-hour workshop participants will examine the roots, behaviors, and benefits of a respectful working environment. They will experience key aspects of a process designed to help groups identify respectful workplace communication norms. And, they will view a video presentation about strategies and skills for giving and receiving criticism in the workplace.

Presenter: Thomas Sebok, University of Colorado Boulder
Intro By: Sally Page, University of Colorado Boulder
Location: Windsor I

11:00 AM – 12:30 PM

First Time Attendee Luncheon
Are you new to RMACRAO? Is this your first RMACRAO annual meeting? Join the RMACRAO Board of Directors and other first time attendees for this meet and greet session. You will get to know other first timers and hear more about RMACRAO.

Location: Windsor II

12:30 PM – 2:00 PM

Opening Session–Keynote Address
The Case for Interdivisional Collaboration: A Sudden Transition from Best Practice to Necessity
Over the last six to ten years there has been a dramatic increase in conversations on- and off-campus about the best ways to deepen student learning, improve persistence and graduation rates, decrease time to degree completion, and expand access to historically underserved populations. This renewed emphasis on the very heart of the educational mission – providing meaningful and educationally coherent experience that is simultaneously demanding and within students’ ability to achieve – comes at the same time as accrediting agencies, policy makers, and a wide range of external stakeholders expect colleges and universities to be able to accommodate large numbers of transfer students, find ways to evaluate and transcript prior learning experiences, and implement new guidelines on course classifications and credit hours.

There is simply no way to accomplish these goals without building meaningful collaborations between admissions, the registrar’s office, financial aid, academic affairs, and student affairs. Part of the reason is practical – the pieces are simply too
interconnected to be successfully addressed in an uncoordinated fashion. But it is about more than practicality. It is also about how we can create a sense of an educational community connecting students, faculty, and staff from the very beginning of pre-collegiate preparation programs and the admissions funnel through the educational experience and successful degree completion. To answer these challenges, everyone involved in providing a college or university education must be an educator. How that educational role will play out will vary with our individual responsibilities and where individual students are in the student “life cycle.” There must, moreover, always be room for individual initiative and creativity that goes beyond variations based on different roles. That said, it is our task – and our responsibility – to build a structure and culture of interdivisional collaboration that will make it possible to get the job done.

Sponsored by SmartCatalog

**Presenter:** Dr. Alan Lamborn, Vice Provost for Undergraduate Affairs, Colorado State University

**Intro By:** Chris Seng, Colorado State University

**Location:** Centennial Ballroom

2:00 PM – 2:30 PM

**Refreshment Break with Exhibitors**

**Location:** Salon D

2:30 PM – 3:30 PM

**It is an Art not a Science-International Transfer Evaluation Roundtable**

**Session 1A**

Most people who work with International Transfer Evaluation know it is much more of an art than it will ever be a science. The “presenters” have approximately 16 years combined experience working with this particular population; and have discovered that there is ALWAYS something new to learn in this arena. Please join us as we brainstorm ideas, share what has worked, what hasn’t worked, or new things that we’ve learned over the past couple of years. The presenters will also share what they have learned by attending the AACRAO Winter Institute over the past four years. Any and all ideas are welcome…hope to see you there!

**Presenters:** Dawn Carver, University of Wyoming

Lois Frederick, Colorado State University

**Facilitator:** Susan Wheeler, University of Northern Colorado

**Location:** Windsor II
Military/Veteran Friendly Really?  
Session 1B  
This presentation will review the topic of what truly makes an institution military and veteran friendly. Data from the last American Council on Education Veteran Success Jam (2010) will be discussed. Additional topics of discussion will include veteran education benefits, the DoD MOU, and the Principles of Excellence. The presenters will lead a discussion on best practices, implementation strategies and innovation ideas.

Presenters:  
Marc Barker, Colorado State University  
Glen Vance, Colorado State University  
Facilitator:  
Jacobo Varela, New Mexico State University  
Location:  
Windsor I

Without a Doubt: Identifying Students for Customer Service Purposes  
Session 1C  
This panel presentation will discuss how to positively identify students and former students via phone, email, or live chat in order to allow access to online records or provide customer service concerning academic records within the bounds of FERPA. The discussion will also include customer service to parents who may or may not have received permission to their students to have access to private information.

Presenters:  
Susan Dorsey, University of Colorado Boulder  
Stephanie Protsman, Metropolitan State University of Denver  
Renee Seidel, Front Range Community College  
Ilene Withers, Colorado State University  
Facilitator:  
Jeanne Breiner, Colorado State University  
Location:  
Cheyenne I

Parchment Exchange – eTranscripts and More!  
Session 1D  
Parchment ® - the “Leader” in eTranscript Exchange” will showcase the latest enhanced platform for electronic transcripts with Parchment’s Send and Receive services. Parchment offers the complete transcript solution for registrars and admissions utilizing the proven and security-driven Avow and Disulfide features and unparalleled established network. Corey Wahl will share his experiences from Colorado school of Mines’ and University of Colorado’s solution and benefits from the Parchment services.

Presenters:  
Dennis Dulniak, Parchment, Inc.  
Corey Wahl, Colorado School of Mines  
Facilitator:  
Matt Smith, Colorado State University  
Location:  
Greeley
Streamline Processes and Serve Students with an Online Academic Catalog
Session 1E
Colorado School of Mines and Leepfrog Technologies will show how they partnered to cure catalog headaches while better serving students. Distributed editing, workflow, and SIS integration combine to provide Mines with a platform for producing a beautiful, searchable catalog that students can navigate easily.

Presenters:  
Bryan Blackwell, Leepfrog Technologies  
Dahl Grayckowski, Colorado School of Mines

Facilitator:  
Christy Samford, University of Colorado Boulder

Location:  
Loveland

The Higher Learning Commission: Building a Culture of Awareness Regarding Federal Compliance
Session 1F
The Higher Education Opportunity Act was enacted on August 14, 2008, and reauthorizes the Higher Education Act of 1965. As many institutions have discovered, this reauthorization has brought with it even greater levels of accountability and compliance expectations for the higher education community. This session will highlight one Registrar’s experience with meeting these new expectations as it’s HLC accreditation visit nears. It also provides examples of what other institutions across the country have encountered during HLC visits and how Registrar’s Offices are on the forefront of building greater awareness on campus of this new era of federal compliance and accountability.

Presenter:  
Charles Couch, University of Northern Colorado

Facilitator:  
Amber Thompson, Lamar Community College

Location:  
Cheyenne II

Hope you don’t need it, but you should always be prepared for an emergency disaster at your institution
Session 1G
Colleges and universities can do much to prepare for the impact of the many hazards they face in today’s world including natural hazards (floods, tornadoes) as well as human-caused hazards. Colorado School of Mines and the University of Colorado Boulder will discuss their disaster preparedness by covering their planning and implementation of emergency plans. They will demonstrate use of the tools that were used to create a plan to address the impact of an event on each campus.

Presenters:  
Lara Medley, Colorado School of Mines  
Barbara Todd, University of Colorado Boulder

Facilitator:  
Miori Gidley, Front Range Community College

Location:  
Fort Collins
How to Survive Going Paperless
Session 1H
From opening mail, to admitting a student, and everything in between; come join us for a discussion on the ins and outs of going paperless. Learn from our mistakes and grow from our successes.

Presenters: Pepper Jo Six, University of Wyoming
            Christy Oliver, University of Wyoming
            Kim Diawara, University of Colorado Boulder

Facilitator: Sue Coulson, Colorado State University

Location: Centennial Ballroom

Student Workers: The Face of Customer Service
Session 2A
Budget cuts in higher education have manifested into staff cuts. We have been faced with how to provide the same level of customer service to parents, students, and university personnel with staff reductions and increasing workloads. Training student workers to help handle some of these customer service functions has been very stressful. During this presentation we will discuss recruitment, training, and continuing support of our valuable student worker resource.

Presenters: Kim Diawara, University of Colorado Boulder
            Jeanne Breiner, Colorado State University
            Kendra Heinrich, Metropolitan State University of Denver

Facilitator: Kyla Foltz, Casper College

Location: Cheyenne II

One Stop Shop: Implementation and Operations
Session 2B
We’d all like to eliminate the student run-around and improve student service efficiency. This panel discussion presents the planning, set-up, and activation of a one-stop student service department. Different organizational models will be analyzed, as well as the advantages and challenges of a one-stop department alignment. Impact on student service, efficiency of processing services, student and colleague feedback, and do’s and don’ts of creating a one-stop shop will also be discussed.

Presenters: Carolyn Gutierrez, University of New Mexico
            Linda Perciante, Colorado Christian University
            Sarah Ener, Front Range Community College

Facilitator: Daniel Robert, University of Colorado Boulder

Location: Windsor II
AACRAO & RMACRAO: Becoming Involved
Session 2C
Please join us as we share our experiences in both AACRAO and RMACRAO, and discuss how to get involved in these organizations. We will also talk about how to use your member organizations as a resource to help you with your professional development.

Presenters: Lara Medley, Colorado School of Mines
Kelley Christman, University of Northern Colorado
Mike Reilly, AACRAO Executive Director
Facilitator: Kathleen Sena, Santa Fe University of Art and Design
Location: Cheyenne I

Academic Planning—Providing Students with a Prescribed Path
Session 2D
How do you help students stay on track with meeting their graduation goals? In this session you’ll see how CollegeSource’s u.direct academic planner can leverage your existing degree audit data in a way that enables you to create term-by-term Roadmaps designed to provide students with a prescribed path to graduation. Using those Roadmaps, students can work independently or in conjunction with an advisor to create a personalized, term-by-term academic plan. Students and advisors can then use that plan to help ensure the student stays on track with meeting graduation goals. In addition to promoting collaboration among students and advisors and supporting retention and graduation initiatives, the u.direct academic planner also provides the institution with aggregate course demand data for planning and analysis purposes.

Presenters: Melani Pratt, CollegeSource
Shelly Jackson, CollegeSource
Facilitator: Peyton Colburn, University of Colorado Boulder
Location: Greeley

Optimized Transcript Delivery
Session 2E
In this session, we will provide an overview of our comprehensive solution for optimizing transcript fulfillment using our integrated automation software RoboRegistrar ®. Our services are designed to maximize your electronic transcript reach by supporting EDI, XML and PDF formats, while integrating a highly automated process for printing and mailing paper transcripts. Our turnkey system sends the transcript in the preferred format of the receiving institution, while being supported by 12 hour/day customer service.

Presenter: Thomas McKechney, Credentials Solutions
Facilitator: Lois Frederick, Colorado State University
Location: Loveland
Leveraging Paperless Technology  
**Session 2F**
Do you spend hours looking for one paper that was filed last week? Are there papers on various desks through your campus waiting for approval? Do you have a Curriculum Approval Process that is out of hand? This session will show you how a robust document management system can streamline processes, manage approvals, and save time.

**Presenter:** Sherri Gaugh, San Juan College  
**Facilitator:** Cheri Butler, Front Range Community College  
**Location:** Windsor I  

Modernization of the Registrar’s Office  
**Session 2G**
This session will take a look at how we have transformed the Registrar’s Office to become more efficient with everyday practices. We will share our experiences with leveraging technologies, innovation, and taking ourselves to the next level to provide better service to our students and staff.

**Presenter:** Joshua Fry, Colorado Technical University  
**Facilitator:** Christin Asevedo-Smith, Front Range Community College  
**Location:** Fort Collins

---

**5:30 PM – 5:45 PM**

**RMACRAO Group Photo**
Please gather together for the 2013 RMACRAO group photo courtesy of Jolesch Photography.

**Location:** TBD

---

**5:45 PM – 7:45 PM**

**President’s Reception - Credentials Solutions Cookout**
Don’t miss the President’s Reception – a cookout themed dinner, to meet new people and enjoy the company of old friends. Dinner is provided and everyone is encouraged to attend. DJ Entertainment for the evening provided by Corey Wahl.

**Sponsored by Credentials Solutions.**

**Location:** Outdoor Pavilion
Registration Open: 8:00 AM – 6:00 PM, Foyer
Exhibitor Area Open: 8:00 AM – 11:30 AM & 1:30 PM – 5:30 PM, Salon D

8:00 AM – 9:30 AM

4 Year Records & Registration Forum
Session 3A
This is an opportunity to meet with colleagues and discuss issues common to records and registration at 4-year institutions. Topics to be discussed are determined by those in attendance. Open to all.

Presenter: Barbara Todd, University of Colorado Boulder
Location: Windsor I

4 Year Admissions Forum
Session 3B
This is an opportunity to meet with colleagues and discuss issues common to admissions at 4-year institutions. Topics to be discussed are determined by those in attendance. Open to all.

Presenter: Jason Maxwell, University of Colorado Colorado Springs
Location: Windsor II

2 Year Admissions, Records & Registration Forum
Session 3C
This is an opportunity to meet with colleagues and discuss issues common to 2-year institutions. Topics to be discussed are determined by those in attendance. Open to all.

Presenter: Stacy Maestas, Laramie County Community College
Location: Loveland

9:30 AM – 10:00 AM

Refreshment Break with Exhibitors

Location: Salon D
A birds-eye view of international admissions and recruitment in Colorado  
Session 4A  
International student recruitment has ballooned in the last few years. We will spend this session talking about the overarching recruitment practices of CU-Boulder and CSU. We will talk about the differences between admission counselors traveling abroad vs. using a 3rd party to aid in international recruitment. We will also leave time for questions and answers.

Presenters:  
Katie Mitchell, Colorado State University  
Natalie Koster, University of Colorado Boulder  
Facilitator:  
Dawn Carver, University of Wyoming  
Location:  
Cheyenne I

Curriculum Management – Practices & Policies  
Session 4B  
An overview of curriculum management. How are we building our classes? Who’s building them? How are course inventory and electronic catalogs best maintained and managed? Come learn how the University of Colorado Boulder, University of Denver, and New Mexico State University are handling these and other processes and share your ideas.

Presenters:  
Deb Otterstrom, University of Colorado Boulder  
Paul McCarty, University of Denver  
Jacobo Varela, New Mexico State University  
Martina Juarez-Lopez, University of Colorado Denver  
Facilitator:  
Sherri Gaugh, San Juan College  
Location:  
Windsor II

Communicating for Success  
Session 4C  
Efficient and concise communication is an essential aid in the success of students, faculty and staff at any University. Come learn about the communicator’s role within enrollment management/services and how two communicators at CU-Boulder have changed the thought process about the role of websites, social media, internal communication and communicating important dates.

Presenters:  
Nonie Wainwright, University of Colorado Boulder  
Jennifer Gray, University of Colorado Boulder  
Susie Jacobs, University of Colorado Boulder  
Facilitator:  
Dee Menzies, University of Colorado Boulder  
Location:  
Windsor I
Commencement: Back-stage planning means on-stage success!

**Session 4D**
Planning how the students gather and process into the main graduation area will make the event less stressful and more elegant. Join us as we work through the planning of a commencement. Jolesch has been to hundreds of commencements and seen many examples of what works well (and some that have not). With many visual aids and handouts, we will go over how you can handle this special occasion.

**Presenter:** Karl Johnson, Jolesch Photography by Lifetouch  
**Facilitator:** Kathleen Sena, Santa Fe University of Art and Design  
**Location:** Greeley

Case Study - Creating Online Student Forms

**Session 4E**
The University of Northern Colorado implemented the SmartCatalog IQ to manage their catalog and curriculum, but extended the system to handle their Online Student Forms. This session will cover their experience and the end product. We will look at the level of difficulty involved and the technical resources necessary to create your own student (and other) online forms, workflows and permissions. SmartCatalog IQ is a complete Academic Content Management solution. Student forms are just one of the many ways this powerful software can be used on campus.

**Presenter:** Anne Valentine, SmartCatalog  
**Facilitator:** Sally Page, University of Colorado Boulder  
**Location:** Loveland

(Mis)Adventures in Usability

**Session 4F**
It sounded simple enough: we wanted to do a usability study of our portals in order to find out where to focus our development resources. Find out what happened – and didn’t happen – next. This session will cover some of the challenges CU-Boulder encountered in its attempt to perform a portal usability study, and how we continue to forge ahead despite them.

**Presenter:** Paul O’Brien, University of Colorado Boulder  
**Facilitator:** Kristen Hepp, University of Colorado Boulder  
**Location:** Fort Collins
Everything you wanted to know about transfer credit but were afraid to ask? Ok well maybe not everything
Session 4G
Join us for the transfer credit brainstorm. What are the trends you are seeing in transfer credit for your institution; legislative
issues for your state that affect transfer credit; tips and tricks you are willing to share? While not everyone uses the same
systems, the issues/resolutions can be the same.

Presenters:    Alex Bauer, University of Denver
               Lois Frederick, Colorado State University
               Kim Diawara, University of Colorado Boulder
Facilitator:   Renee Seidel, Front Range Community College
Location:      Cheyenne II

11:15 AM – 1:00 PM

RMACRAO Luncheon & Business Meeting
Don’t miss the RMACRAO Luncheon & Business Meeting! This is an opportunity to gather with RMACRAO members and the Board
of Directors for lunch. In addition the membership will vote on items such as proposed budget and bylaw changes.

Location:     Centennial Ballroom

1:00 PM – 1:30 PM

Dessert with Exhibitors

Location:     Salon D

1:30 PM – 3:00 PM

General Session
Federal & AACRAO Updates
Mike Reilly, the Executive Director of the American Association of Collegiate Registrars and Admissions Officers (AACRAO), will
share up-to-date information about federal legislation and the newest developments at AACRAO.

Sponsored by CollegeSource, Inc.

Presenter:    Mike Reilly, Executive Director, AACRAO
Intro By:     Sally Page, University of Colorado Boulder
Location:     Centennial Ballroom
Recruiting and Campus Tours
Session 5A
This session will review different campus visit practices from the university to the community college level. We’ll discuss what each school does for their tour, visit, and pre-college programming plus what evaluative data supports those practices. Come find out new methods to consider with your recruiting staff!

Presenters:  
  Shelly Annameier, Colorado State University  
  Mary Aguayo, University of Wyoming  
  Abby Calcote, San Juan College
Facilitator:  Linda Perciante, Colorado Christian University
Location:  Cheyenne I

Official Transcripts Roundtable
Session 5B
Join us and get involved in a discussion regarding official transcripts. What do you put on a transcript? Why? Is Academic Standing on there for every term? Are you sending transcripts electronically? If so, are you running into problems? If not, will you soon? How are transfer credits reflected on your transcript? We’ll discuss these questions and any others you bring, so join us to hear how four different institutions handle official transcripts.

Presenters:  
  Sue Coulson, Colorado State University  
  Michelle Heiny, University of Northern Colorado  
  Cyndee Stewart, Aims Community College  
  Dawn Carver, University of Wyoming
Facilitator:  Shannon Miller, Colorado State University
Location:  Windsor II

Benefits of Cross Training
Session 5C
Three different institutions will share their cross-training models. Whether you have a one stop shop or the need to be sure duties are covered during vacations. Every office has different reasons for cross training and every institution has different needs. This panel will share their insights as well as allow time for sharing of ideas.

Presenters:  
  Pepper Jo Six, University of Wyoming  
  Carolyn Gutierrez, University of New Mexico  
  Sherri Gaugh, San Juan College
Facilitator:  Nolan Oltjenbruns, Colorado School of Mines
Location:  Fort Collins
Online Commencement Ticketing – Best Practices
Session 5D
You learned early that a square peg doesn’t fit in a round hole. So why use a ticketing system that wasn’t designed for colleges and universities? From student information system integration and campus payment processing, to a comprehensive permission management system, UniversityTickets is your best choice.

Presenter: Derek Mitchell, UniversityTickets
Facilitator: Paul McCarty, University of Denver
Location: Greeley

Acatalog and Curriculog
Session 5E
Digital Architecture evolves the management and presentation of your curriculum: from inception, through the approval process, all the way to a dynamic web and mobile presentation supporting student access and success.

Curriculog™ transforms the cumbersome and complex “battle for updates and approvals” into an intuitive, automated process. Acalog™ creates, organizes, and publishes the e-catalog to your institution’s website and for mobile devices, while engaging students and reducing embarrassing errors. Discover why your peers rave about our easy to use solutions, collaborative process and highly responsive customer care.

Presenter: John Schoenborn, Digital Architecture
Facilitator: Kelley Brundage, Colorado State University
Location: Loveland

Colorado Tuition Classification Roundtable (Part One)
Session 5F
This forum is a chance for the Colorado Tuition Classification Personnel to share best practices, unusual situations and overall review of the process. Especially focusing on new Colorado Laws regarding Veteran and Active Duty Military Dependents; the ASSET bill and other topics the group would like to discuss. (First of two-hour session)

Presenters: Dee Menzies, University of Colorado Boulder
Celina Duran, Colorado Department of Higher Education
Facilitator: LeAnne Schnader, Colorado State University
Location: Cheyenne II
FERPA Update  
Session 5G
LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will provide an overview of FERPA. He will also discuss recent legislative changes and guide us in the implementation of these changes. (This same presentation is being offered again in Session 6G)

Presenter: LeRoy Rooker, Senior Fellow, AACRAO  
Facilitator: Lara Medley, Colorado School of Mines  
Location: Windsor I

Working with International Students  
Session 5H
CSU has a comprehensive office that works with international students and partners with other offices on campus to serve their needs. Senior Director of International Student & Scholar Services (ISSS) Mark Hallett will present information about international student services as a student moves from prospect to admit to matriculant to alumni status. The presentation will include an overview of federal requirements of students and host universities, perspective on the needs of international students, institutional impact of various types of international student programs, and how critical partnerships between campus offices are key to international student satisfaction.

Presenter: Mark Hallett, Colorado State University  
Facilitator: Dahl Grayckowski, Colorado School of Mines  
Location: Centennial Ballroom

Engaging Current and Prospective Students with Social Media: Tools, Challenges & Real Life Scenarios  
Session 6A
In today’s competitive higher education landscape, admissions and enrollment professionals cannot ignore the powerful benefits of social media communication. However, finding the best way to communicate with current and prospective students using social media can be challenging. How do you balance university voice with what students want to hear? What are the best tools for you to use? How can you foster a coordinated communication effort across campus? How do you respond in tough situations? This session will answer these questions and many more. Attendees will be provided with a wide range of real life examples of admissions and enrollment social media content, responses, roles, best practices, and have the opportunity to ask questions to a panel of university social media managers.

Presenters: Edward Hays, University of Wyoming  
Tessa McSwain, University of Colorado Boulder  
Matt Duncan, University of Colorado Boulder  
Facilitator: Sarah Ener, Front Range Community College  
Location: Windsor II
Course Action Form System (CAFS)  
**Session 6B**  
The CAF system is a homegrown application that utilizes Banner workflow. The system is used to streamline the curriculum review and approval process. It is also configured to display live data from Banner and can upload some course change information. Departments can modify a pre-existing course where present course data auto-populates into forms, or they can create new courses with ease. The easily trackable process has provided significantly improved efficiency and effectiveness.

**Presenter:** Jacobo Varela, New Mexico State University  
**Facilitator:** Deb Otterstrom, University of Colorado Boulder  
**Location:** Cheyenne I

Motivating your Team and Boosting Morale: Ideas that Work  
**Session 6C**  
In our current work environments we are often asked to do more with less. This strain can impact morale and productivity. This session will allow you to hear strategies to boost morale and increase workplace motivation from four seasoned professionals. Please join us as we demonstrate how we lift our teams’ spirits.

**Presenters:**  
Kyla Foltz, Casper College  
Paula Martinez, Metropolitan State University of Denver  
D. Tobiassen Baitinger, Colorado State University  
Dana Kusjanovic, University of Colorado Boulder  
**Facilitator:** Tabatha Brawand, Colorado School of Mines  
**Location:** Fort Collins

Electronic Transcripts: Provide a better service – save time/money – go green!  
**Session 6D**  
In this session we will look at the electronic transcript implementation project recently undertaken by Colorado State University, as well as how this change has impacted both students and staff at the university. This session should be beneficial to anyone who is considering making the transition to providing electronic transcripts for their students/former students; and to anyone looking for ways to improve services provided to students while also decreasing workload.

**Presenters:**  
Matt Smith, Colorado State University  
Jeanne Breiner, Colorado State University  
Frost Johnson, SCRIP-SAFE International  
Mark Strickland, SCRIP-SAFE International  
**Facilitator:** Charles Couch, University of Northern Colorado  
**Location:** Greeley
Student Schedule Planner with a Proven Track Record
Session 6E
College Scheduler LLC automates the manual course planning process and presents the students with every possible schedule option that is open and able to be registered for RIGHT NOW! Includes course demand reports for Enrollment Services and Registrar's Office. Scheduling courses each semester around commitments has never been easier! Hosted solution plugs directly into Banner, Datatel, PeopleSoft, Jenzabar, and Home Grown SIS. Used by 52+ institutions around the country large and small.

Presenters:  
Brett Conner, College Scheduler LLC
Facilitator:  
Barbara Tucci, Santa Fe Community College
Location:  
Loveland

Colorado Tuition Classification Roundtable (Part Two)
Session 6F
This forum is a chance for the Colorado Tuition Classification Personnel to share best practices, unusual situations and overall review of the process. Especially focusing on new Colorado Laws regarding Veteran and Active Duty Military Dependents; the ASSET bill and other topics the group would like to discuss. (Second of two-hour session)

Presenters:  
Dee Menzies, University of Colorado Boulder
Celina Duran, Colorado Department of Higher Education
Location:  
Cheyenne II

FERPA Update
Session 6G
LeRoy Rooker, former director of the Family Policy Compliance Office at the U.S. Department of Education, will provide an overview of FERPA. He will also discuss recent legislative changes and guide us in the implementation of these changes. (This is a repeat of Session 5G)

Presenter:  
LeRoy Rooker, Senior Fellow, AACRAO
Facilitator:  
Lara Medley, Colorado School of Mines
Location:  
Windsor I

Thursday Evening Event
Enjoy a special evening in Old Town Fort Collins. Dinner is at Nordy’s BBQ and will be served buffet style where you get all the fixings: green salad, potato salad, pasta slaw, green beans, baked beans, mashed potatoes and gravy, four types of meat, and a cobbler for dessert. Soft drinks are included. A full service bar is at the restaurant for those that would like something other than soda. We have the entire restaurant for the evening so that you can relax and connect with your colleagues there, or head out to find something special at the many unique stores, or go listen to the live music from Selasee and the Fa Fa Family in the outdoor plaza in the center of Old Town. Meal and bus transportation provided.

Location:  
Old Town
Registration Open: 8:00 AM – 10:30 AM, Foyer
Exhibitor Area Open: 8:00 AM – 11:00 AM, Salon D

8:15 AM – 9:15 AM

**Colorado Forum**
**Session 7A**
This is an opportunity to meet with colleagues and discuss issues common to Colorado institutions. Topics to be discussed are determined by those in attendance.

Presenter: Charles Couch, University of Northern Colorado
Location: Windsor I

**New Mexico Forum**
**Session 7B**
This is an opportunity to meet with colleagues and discuss issues common to New Mexico institutions. Topics to be discussed are determined by those in attendance.

Presenter: Jacobo Varela, New Mexico State University
Location: Greeley

**Wyoming Forum**
**Session 7C**
This is an opportunity to meet with colleagues and discuss issues common to Wyoming institutions. Topics to be discussed are determined by those in attendance.

Presenter: Stacy Maestas, Laramie County Community College
Location: Fort Collins

9:15 AM – 9:45 AM

**Refreshment Break with Exhibitors**

Location: Salon D
University of Colorado Boulder Admissions: The Game of Operations
Session 8A
A presentation and discussion of the Admissions Operations process at CU-Boulder: receiving and routing credentials, determination of acceptable documents, and scanning system workflow as it drives our process from receipt of documents to transfer credit evaluation. Bring your questions and comments and get ready for an active discussion on living and thriving in a paperless world!

Presenters: Nancy Judson, University of Colorado Boulder
Jessica Oppen, University of Colorado Boulder
Jane Merriman, University of Colorado Boulder

Facilitator: Kim Diawara, University of Colorado Boulder

Location: Cheyenne II

FERPA Training Panel
Session 8B
This session will be an interactive session regarding how different institutions approach FERPA for faculty and staff. Discussion items will include which personnel are required to attend training, different modes for providing training, questions asked during training, and the frequency of refresher training.

Presenters: Lane Buchanan, University of Wyoming
Joshua Fry, Colorado Technical University
Kristen Hepp, University of Colorado Boulder
Holly Teal, Colorado Mesa University

Facilitator: Jerry Becker, Colorado State University

Location: Windsor I

First Timers Wrap Up
Session 8C
All first time attendees to the RMACRAO Annual Meeting are invited to talk about the conference and the RMACRAO organization. We will discuss what worked, what didn’t work, and what you would like to see at the next conference. Was there a topic that you would like to hear about? Is there a topic that you would like to present? Is there something that you would like to see RMACRAO do during the year? A prize drawing will also be done at this session.

Presenter: Kelley Christman, University of Northern Colorado

Location: Fort Collins
What’s New at the National Student Clearinghouse?
Session 8D
Come hear what’s happening at the Clearinghouse. Learn about the Research and Audit Resource Centers. Hear about the Ellucian/Clearinghouse Alliance which will make the Clearinghouse transcript ordering system a part of the Ellucian (Banner, Colleague, and PowerCampus) baseline. Visit with your colleagues about how they successfully direct enrollment and degree verification requestors to the Clearinghouse – and how they encourage their students to use the online transcript ordering service.

Presenter: Dannette Sullivan, National Student Clearinghouse
Facilitator: Corey Wahl, Colorado School of Mines
Location: Greeley

Diplomas made Easy!
Session 8E
Find out how Paradigm, Inc can make the diploma process seamless from ordering to delivery. Do you need more people, space and time in the Registrar’s Office? Learn about our easy online ordering system, direct mailing of diplomas to your students, 10 day turnaround times and more.

Presenter: Elizabeth Kunde, Paradigm, Inc.
Facilitator: Lane Buchanan, University of Wyoming
Location: Loveland

Manage Critical Knowledge with Your Own Office Wiki
Session 8F
Documenting your office procedures, guidelines, regulations, contact information, DR plans, and more gives you insurance against knowledge gaps when staff members move on, and can make all the difference in disaster recovery. Get specific instructions for setting up an internal wiki with minimal cost and technical expertise and maximum benefit to your office. The Registrar wiki launched in 2011, while the Continuing Education project is currently underway.

Presenters: Susan Dorsey, University of Colorado Boulder
Jobi Carter, University of Colorado Boulder
Jane Zheng, University of Colorado Boulder-Continuing Education
Facilitator: Barbara Todd, University of Colorado Boulder
Location: Cheyenne I
Supporting GLBTQ College Students and Their Success
Session 8G
The staffs of Admissions and Registrar departments are uniquely situated to work with gay, lesbian, bisexual, transgender and queer (GLBTQ) students as students consider and enter college, and throughout their college career and beyond. This workshop offers a conceptual foundation regarding GLBTQ communities and issues, a snapshot of policies and issues GLBTQ students encounter with particular attention paid to the 2010 National Campus Climate survey of GLBTQ students, staff, and faculty in higher education, a collective picture of how Admissions and Registrar staff can make their campuses more welcoming and affirming, and an opportunity for participants to ask questions and share best practices. Listen, learn and share!

Presenter: K. Foula Dimopoulos, Colorado State University
Facilitator: Chris Seng, Colorado State University
Location: Windsor II

The Game of Life: Transfer Edition
Session 8H
Often transfer students feel like they are playing a game but they are not quite sure what rules they are supposed to follow. This presentation will help you understand how to help your students navigate the “board” and make good decisions on their journey through a 2-year school and on to the completion of their baccalaureate degrees.

Presenters: Erin Olson, University of Wyoming
            Kathy Klein, Colorado State University
Facilitator: Pepper Jo Six, University of Wyoming
Location: Centennial Ballroom

11:00 AM – 12:00 PM

Closing Session
You’ve Got to Bring It!
In order to generate creative connections, you have to bring it! Do you want to be unprepared, uninteresting, uncommitted in your leadership or do you want to exude energy, initiative, and clarity? Connecting with people takes special skills and acts of selflessness that you need to bring to your work environment every day. Let’s find out what it takes to “bring it”!

Presenter: Dr. Robin Brown, Vice President for Enrollment and Access, Colorado State University
Intro By: Chris Seng, Colorado State University
Location: Centennial Ballroom
RMACRAO Board of Directors Meeting
All current, incoming, and outgoing members of the RMACRAO Board of Directors must be in attendance.

Location: TBD

Banner Users of the Mountain States (BUMS Meeting)
A roundtable discussion for Banner users in the RMACRAO region to ensure best practices by sharing information and questions. This is a great opportunity for admissions, registrar, records, and enrollment management professions in the region to connect with other Banner users to leverage use of Ellucian tools. Participants are encouraged to bring questions and concerns to share with their colleagues.

Location: Windsor I
July 18th, 2013

I. Call to Order
   Lane Buchanan, President

II. Minutes from the 2012 Annual Meeting
    Charles Couch, Secretary

III. Treasurer’s Report
     a. 2012-2013 Budget
     Carolyn Gutierrez, Treasurer
     b. 2013-2014 Proposed Budget

IV. RMACRAO President Report
    Lane Buchanan, President

V. Nominations & Elections Report
    Kelley Christman, Past President

VI. RMACRAO 2013 Review & Recognition
    Sally Page, President-Elect
    Jamie Yarbrough, LAC Chair

VII. Web Developer Report
    Corey Wahl, Web Developer

VIII. Old Business
     Lane Buchanan, President

IX. Passing of the Gavel
    Lane Buchanan, President

X. 2013-2014 President Remarks
    Sally Page, President

XI. New Business
     a. New Member Applications
        i. University of St. Francis
        ii. American Sentinel University
     b. Proposed Bylaw Changes

XII. RMACRAO 2014-Albuquerque
     University of New Mexico

XIII. Announcements
     Sally Page, President

XIV. Adjournment
     Sally Page, President
I. Call to Order  Kelley Christman, President, called the meeting to order at 11:53AM. She also introduced the current Board of Directors: Lane Buchanan, President-elect; Barbara Tucci, Past president; Stacy Maestas, Vice President for Wyoming; Carolyn Gutierrez, Vice President for New Mexico; Kathy Kendall, Secretary; Susan Foster, Treasurer; Lara Medley, Exhibitor and Local Arrangements Committee; Paul McCarty, Newsletter Editor; Nolan Oltjenbruns, Historian; Corey Wahl, Web Developer; Jason Maxwell, Marketing and Communications Coordinator; and Nicole Candelaria, Local Arrangements Chair. Katie Velarde, Vice President for Colorado was absent from the meeting.

II. Minutes from the 2011 Annual Meeting  Kathy Kendall, Secretary, presented the minutes from the 2011 Annual Business meeting to the membership for revision and/or approval. Kyla Foltz, Casper College, made the motion to approve the minutes; Dawn Carver, University of Wyoming seconded the motion; unanimous approval by the membership.

III. Treasurer’s Report  Susan Foster, Treasurer, presented the RMACRAO budget report for 2011-12 and the 2012-13 proposed budget to the membership for approval/acceptance: Lane Buchanan made the motion to approve the 2012-13 budget; Carolyn Gutierrez seconded the motion; unanimous approval by the membership.

IV. AACRAO Representative Report  Kelley, President, introduced Nancy Krogh, AACRAO Vice President for Finance. Nancy encouraged the membership to nominate themselves or someone else from the membership for AACRAO board positions. Michael Reilly is the new chief executive officer of AACRAO. She also reminded the membership to attend the AACRAO conferences. There are new online courses—be sure to look those up and make use of them. There are new publications that have just been released. The Records & Retention e-book has now been published. Two new initiatives have been approved—one is an online journal for Strategic Enrollment Management. AACRAO is establishing a partnership with an organization that provides voter/voting information to students through higher education institutions. There is a draft bill circulating on how to transfer credits up on the hill. There is more to come on it at a later date. AACRAO needs the collective wisdom of the membership to make a recommendation to the board.

Kelley presented Nancy with a gift of appreciation for attending and speaking at RMACRAO.

V. RMACRAO President Report  Kelley Christman, President
Board of Directors worked on a strategic planning process; Kelley showed the pyramid of purpose and talked about the budget restrictions; acknowledged those that are leaving the BOD—Barbara Tucci, Past president, Carolyn Gutierrez, Vice President for New Mexico, and Kathy Kendall, Secretary.

VI. Nominations & Elections Report  Barbara Tucci, Past President, presented the Nominations & Elections report.

She announced new BOD members: President-elect, Sally Page; Vice President for New Mexico, Jacobo Varela; Charlie Couch, Secretary; and Barbara recognized the recent appointment to the BOD, Jason Maxwell, Marketing & Communications Coordinator. Kelley recognized Barbara as the Past President and presented her with a plaque.
VII. RMACRAO 2012 Review & Recognition Lane Buchanan, President-Elect - recognized those on the Program Committee – Tammy Aagard, University of Wyoming; Kelley Christman, University of Northern Colorado; and Pepper Six, University of Wyoming; Lane also recognized the session presenters and facilitators.

Nicole Candelaria, LAC Chair - recognized the LAC committee: Tammy Aagard, Shondra Yeager, Marilyn Bryant, Erin Olson, Linda Donn, Shirley Thomas, and Dawn Carver.

Kelley presented Nicole with a gift of appreciation for her hard work as chair of the LAC.

VIII. Recognition of Retirees Kelley Christman, President, recognized the following retirees:
Mary Allen, Western State College
Randel Proctor, Metropolitan State University of Denver
Debby Hammett, Metropolitan State University of Denver
Alison McNulty, Casper College
Jane Campbell, Central New Mexico College

Kelley also recognized Tammy Aagard for making an enormous impact on RMACRAO during her time at the University of Wyoming. We all wished her luck as she leaves to take her new position as the Associate Vice President for Enrollment Management at the University of Florida.

IX. Other Awards Kelley invited Lara Medley to present the RMACRAO Distinguished Service Award. Lara then invited others that have received the award in the past to help give Barbara Todd her award.

X. Web Developer Report Corey Wahl, Web Developer, presented the Web Developer Report. He and Jason Maxwell are working together to make sure the membership has the right tools to communicate with each other and the board. One tool is the list serve and another is the new website. The tools should be available after the start of the fall semester.

XI. Old Business Kelley Christman, President, stated there is no old business.

XII. Passing of the Gavel Kelley Christman, President, thanked the membership and the University of Northern Colorado for supporting her work for RMACRAO. She presented Lane Buchanan with the Presidential Gavel and asked the membership to congratulate and welcome Lane as the President of RMACRAO for 2012-13.

XIII. 2012-2013 President Remarks Lane Buchanan, President, thanked Kelley for her work over the past year and presented her with a plaque. He also expressed his gratitude to the membership for the opportunity to lead the organization. He also recognized the University of Wyoming, his supervisor and the rest the Registrar’s Office staff for their support.
XIV. New Business Lane Buchanan, President, asked Susan Foster to present the applications for membership:

a. New Member Application for:

   **Nazarene Bible College** --
   Motion to accept the application by Sherri Gaugh, San Juan College
   Seconded by Diana Anglin, Colorado School of Mines
   No discussion; unanimous approval by membership

   **Santa Fe University** --
   Motion to accept application by Barbara Tucci, Santa Fe Community College
   Seconded by Jason Maxwell, University of Colorado- Colorado Springs
   No discussion; unanimous approval by membership

   **Colorado Technical University** --
   Motion to accept application by Lara Medley, Colorado School of Mines
   Seconded by Carolyn Gutierrez, University of New Mexico
   No discussion; unanimous approval by membership

XV. RMACRao 2013-Colorado Springs Lane invited Jason Maxwell to tell the membership about the 2013 Annual meeting. Jason noted that UCCS is hosting the meeting. Back to the Bluffs is the theme.

XVI. Announcements Lane Buchanan, President made some last announcements:

1) Return lanyard at check in table;
2) Turn in your yellow forms for the exhibitor prize
3) Door prizes-check the easel for your name
4) The annual RMACRAO group photo will be taken at 6:00 at the War Memorial Stadium by Jolesh
5) After this meeting, all board members, outgoing and incoming, will sit for group photos
6) Dessert will be served in the exhibitor area. It is sponsored by AVOW Systems.

XVII. Adjournment Lane Buchanan, President, asked for a motion to adjourn the 2012 Annual Business meeting.

Motion to adjourn made by Nicole Candaleria, University of Wyoming
Seconded by Christina Hoskinson, Sheridan College

Adjourned by Lane Buchanan at 12:41 PM
Requested Bylaw Revisions

Sentence addition to Section 2.01 of the bylaws—“Membership will be defined as in Article IV of the Articles of Incorporation of the Association. Any member institution …”

Amend first paragraph of Article IV of the Articles of Incorporation – “The Association shall have three classes of membership primarily from Colorado, New Mexico, and Wyoming. …”

Amend Article IV Section A of the Articles of Incorporation – “Institutional membership shall be available primarily to non-profit higher education institutions located primarily in the States of Colorado, New Mexico and Wyoming that meet the qualifications contained herein. Institutional members must be collegiate-level, degree granting, and accredited by an association approved by the Commission on Recognition of Post-Secondary Accreditation (“COPRACORPA”). Each institutional member receives the right to vote as determined by the Bylaws. …”

Amend Article IV Section B of the Articles of Incorporation – “Associate Professional membership shall be open to organizations and entities not eligible for institutional membership, but whose professional duties are related to the purposes of the Association. It is understood that Associate Professional membership does not carry carries neither the right to vote nor the right to serve as an elected officer of the Association. Associate Professional membership is not a statement of accreditation by the Association. Associate Professional membership does not infer or guarantee transferability of credit to any of the members’ institutions, or to other institutions outside the Association. Associate Professional members shall designate individual members from their offices of admissions, registration, records, or other offices organizations interested in the Association’s activities.

Amend the fourth paragraph of Section 5.02 (a) of the bylaws – “…No ballots will be accepted over the phone, or accepted after 12 mid-night 11:59 p.m. of the deadline date.
## CURRENT BUDGET

### Fiscal Year 2012 - 2013

<table>
<thead>
<tr>
<th></th>
<th>Budgeted</th>
<th>Actual YTD</th>
<th>(Over)/Under Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Dues</td>
<td>$6,750.00</td>
<td>$6,210.00</td>
<td>$540.00</td>
</tr>
<tr>
<td>Total</td>
<td>$6,750.00</td>
<td>$6,210.00</td>
<td>$540.00</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Executive Committee</td>
<td>$430.00</td>
<td>$64.60</td>
<td>$365.40</td>
</tr>
<tr>
<td>President's Travel</td>
<td>$230.00</td>
<td>-</td>
<td>$230.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$50.00</td>
<td>$3.40</td>
<td>$46.60</td>
</tr>
<tr>
<td>Bank/Filing Fees</td>
<td>$390.00</td>
<td>$79.00</td>
<td>$311.00</td>
</tr>
<tr>
<td>Advertising/Recognition</td>
<td>$100.00</td>
<td>-</td>
<td>$100.00</td>
</tr>
<tr>
<td>AACRAO Reception</td>
<td>$300.00</td>
<td>$228.72</td>
<td>$71.28</td>
</tr>
<tr>
<td>Peer Evaluation</td>
<td>$300.00</td>
<td>-</td>
<td>$300.00</td>
</tr>
<tr>
<td>RMACRAO Travel Grants</td>
<td>$600.00</td>
<td>-</td>
<td>$600.00</td>
</tr>
<tr>
<td>AACRAO Travel Grants</td>
<td>$750.00</td>
<td>$500.00</td>
<td>$250.00</td>
</tr>
<tr>
<td>Association Insurance</td>
<td>$500.00</td>
<td>$1,000.00</td>
<td>($500,00)</td>
</tr>
<tr>
<td>Professional Development Scholarships</td>
<td>$1,500</td>
<td>-</td>
<td>($1,500.00)</td>
</tr>
<tr>
<td>Web Support</td>
<td>$800.00</td>
<td>$29.94</td>
<td>$770.06</td>
</tr>
<tr>
<td>Credit Card Fees</td>
<td>$800.00</td>
<td>$1,071.00</td>
<td>($271.69)</td>
</tr>
<tr>
<td>Total</td>
<td>$6,750.00</td>
<td>$2,977.35</td>
<td>$3,772.65</td>
</tr>
</tbody>
</table>

Updated June 7th, 2013
# PROPOSED BUDGET

## Fiscal Year 2013 - 2014

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
</tr>
<tr>
<td>Annual Dues</td>
<td>$6,900.00</td>
</tr>
<tr>
<td>Total</td>
<td>$6,900.00</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
</tr>
<tr>
<td>Executive Committee</td>
<td>$410.00</td>
</tr>
<tr>
<td>President’s Travel</td>
<td>$200.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$50.00</td>
</tr>
<tr>
<td>Bank/Filing Fees</td>
<td>$390.00</td>
</tr>
<tr>
<td>Advertising/Recognition</td>
<td>$100.00</td>
</tr>
<tr>
<td>AACRAO Reception</td>
<td>$300.00</td>
</tr>
<tr>
<td>Peer Evaluation</td>
<td>-</td>
</tr>
<tr>
<td>RMACRAO Travel Grants</td>
<td>$600.00</td>
</tr>
<tr>
<td>AACRAO Travel Grants</td>
<td>$750.00</td>
</tr>
<tr>
<td>Association Insurance</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Professional Development Scholarships</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>Web Support</td>
<td>$800.00</td>
</tr>
<tr>
<td>Credit Card Fees</td>
<td>$800.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$6,900.00</td>
</tr>
</tbody>
</table>

## Adjustments Summary

**Revenue:**
- New Membership-American Sentinel University
- New Membership-University of St. Francis

**Enrollment Corrections:**
- Arapahoe Community College
- Colorado State University Global Campus
- Community College of Aurora
- University of Denver
- Santa Fe Community College
- Laramie County Community College

**Removal from Membership for non-payment of three consecutive years:**
- New Mexico State University Alamogordo
- University of New Mexico Taos

**Expenses:**
- Traveler Insurance Rate Increase
- Executive Committee reduced
- President’s Travel decreased
- Peer Evaluation removed

Respectfully submitted July 2013, Fort Collins, Colorado
Carolyn Gutierrez, RMACRAO Treasurer
APPLICATIONS FOR MEMBERSHIP

Application for Institutional/Organizational Membership

Please complete and return this form to the RMACRAO Treasurer. treasurer@rmacrao.org

Institution/Organization Contact Information:

Institution/Organization Name: American Sentinel University

City: Aurora State: CO Zip Code: 80014

Institution Website: www.american sentinel. edu

Office of the Registrar Information:  
Address 1: 2260 S. Xanadu Way  
Address 2: Ste. 310  
City, State, Zip: Aurora CO 80014

Main Phone: 303 729 8427

Main Email: thomas.hartman@americansentinel.edu

Office of Admissions Information (If different):

Address 1:  
Address 2:  
City, State, Zip:  
Main Phone:  
Main Email:  
Website:  

Membership Application Type: (see page 2 for more information about membership and dues)

☐ Traditional Institutional RMACRAO Membership  
☐ (Traditional Non-Profit Colleges & Universities)

☐ Associate Professional RMACRAO Membership  
☐ (Proprietary/For-Profit Colleges & Universities, other higher education companies & organizations)

Organization Type:  
☐ Educational Institution  
☐ Non-Profit  
☐ Government Agency  
☐ Corporation/Consultant

Institution Type:  
☐ 4 Year Public  
☐ 4 Year Private  
☐ 2 Year Public  
☐ 2 Year Private  
☐ Graduate or Professional  
☐ International  
☐ Other:

FTE Enrollment:  
☐ 1 - 999  
☐ 1,000 - 4,999  
☐ 5,000 - 9,999  
☐ 10,000 +

Applicant Institutional Contact Information:

Applicant Name: Thomas Hartman

Applicant Title: Registrar

Applicant Email: thomas.hartman@american sentinel.edu

Applicant Phone: 303 729 8427
Application for Institutional/Organizational Membership

Institution/Organization Contact Information:

Institution/Organization Name: University of St. Francis
City: Albuquerque State: NM Zip Code: 87108
Institution Website: www.sfrancis.edu

Office of the Registrar Information:
Address 1: 500 Wilcox St
Address 2:  
City, State, Zip: Joliet, IL 60435
Main Phone: 800-735-7500
Main Email: registrar@stfrancis.edu
Website: www.sfrancis.edu

Office of Admissions Information (if different):
Address 1: 4401 Silver Ave. SE
Address 2: Suite B
City, State, Zip: ABQ, NM 87108
Main Phone: 505-246-5565
Main Email: lblazquez@stfrancis.edu
Website:  

Membership Application Type: (see page 2 for more information about membership and dues)
☐ Traditional Institutional RMACRAO Membership
☐ (Traditional Non-Profit Colleges & Universities)
☐ Associate Professional RMACRAO Membership
☐ (Proprietary/For-Profit Colleges & Universities, other higher education companies & organizations)

Organization Type:
☐ Educational Institution
☐ Non-Profit
☐ Government Agency
☐ Corporation/Consultant
☐ Graduate or Professional
☐ International
☐ Other:  

Institution Type:
☐ 4 Year Public
☐ 4 Year Private
☐ 2 Year Public
☐ 2 Year Private
☐  

FTE Enrollment:
☐ 1 - 999
☐ 1,000 - 4,999
☐ 5,000 - 9,999
☐ 10,000 +

Applicant Institutional Contact Information:

Applicant Name: Louise Blazquez
Applicant Title: Admissions Manager
Applicant Email: lblazquez@stfrancis.edu
Applicant Phone: 505-246-5565 x 108
Past-President, Kelley Christman 2012-2013

Greetings RMACRAO Members! Are you aware of how RMACRAO is managed? Here are a few facts for you!

Board of Directors Elected Positions (voting members)

- Presidential Series (3 year commitment)
  President Elect/President/Past President
  One person is elected each year for the President Elect position. This person automatically becomes the President the following year, then the Past President.
- Vice Presidents (2 year commitment)
  VP for Colorado, VP for New Mexico, VP for Wyoming
- Secretary (2 year commitment)
- Treasurer Series (3 year commitment)
  Treasurer Elect/Treasurer
  One person will serve one year as the Treasurer Elect and two years as Treasurer. During the third year of service, the Treasurer trains the Treasurer Elect.

Board of Directors Appointed Positions (non-voting members)

- Newsletter Editor
- Web Developer
- Exhibitor & Local Arrangements Liaison
- Marketing & Communications Coordinator

Committees

- Local Arrangements-manages all on-site details of the annual meeting.
- Nominations & Elections-finds candidates for the upcoming election. Chaired by the Past President.
- Program-solicits presentations for the annual meeting. Chaired by the President Elect.

If you would like to become a RMACRAO Executive Board or committee member please contact your State VP!
HONORARY MEMBERSHIP

PAUL BERWICK (1999)
BILL BRUNER (1990)
GEORGE BURNHAM (1992)
RICH DAVIS (1994)
ALLAN EDDY (1999)
STEVE ECKERHOLM (2004)
WAYNE FARLEY
BILL HAID (2009)
DAVE HUNT (1996)
SHELLY JACKSON (2009)
RANDY KOUBA (2004)
BERNIE LINENBERGER (1990)
TOM MCKECHNEY (2010)
JOE ORNDORFF (2010)
D. JACK POMMREHN (1999) DECEASED
BOB PRESTON (1996)
LEROEY ROOKER (2001)
CHARLES SELDEN (1992) DECEASED
CHRISTOPHER KYLE SENA (2010)
KATHLEEN SENA (2010)
GOLDIE WARD (1990)
BOB WEAVER (1990)
THANK YOU TO OUR EXHIBITORS

CollegeNET
805 SW Broadway, Suite 1600
Portland, OR 97205

Exhibitor: Bruce Sylva, Series25 Sales Manager

CollegeNET, Inc. is a leader in providing web-based on-demand technologies, helping institutions improve services to students and prospects, reduce paper consumption and save money. CollegeNET’s Series 25© web-based administrative systems provide optimized course and event scheduling and management, e-calendar publishing, ticket and merchandise sales, facilities and resource management, and master planning.

CollegeSource, Inc.
1327 E Kemper Rd, Suite 3000
Cincinnati, OH 45246

Exhibitors: Melani Pratt, Regional Account Manager
            Shelly Jackson, Client Relations Associate

CollegeSource, Inc. has been creating information technology solutions for higher education since 1971. More than 2,000 institutions and millions of users worldwide utilize CollegeSource products for degree audit, degree planning, and transfer articulation.

College Scheduler LLC
389 Connors Ct, Suite E
Chico, CA 95926

Exhibitor: Haley Zitnitsky, Account Executive
            Jonathan Dela Cruz, VP of Accounts
            Brett Conner, Account Executive

College Scheduler provides a web-based schedule planner for use by students to create schedules each semester. Our institutions experience increased enrollment credit hours, increased on time graduation and time savings in academic advising! Real time course demand reports available to Registrar’s Office. Works with Banner, Datatel, PeopleSoft & Homegrown. Used by 52+ institutions around the country large & small.

Credentials Solutions
436 W Frontage Rd, Suite 200
Northfield, IL 60093

Exhibitor: Thomas McKechney, CEO

Founded in 1997, Credentials Solutions specializes in a suite of online services. TranscriptsPlus®, working with SIS integrated software RoboRegistrar®, automates the delivery of all forms of electronic transcripts as well as the printing/mailing of paper transcripts. The ParkingPlus® service issues and manages parking permits. All services include 12 hour/day customer service.
Digital Architecture
5015 South Florida Avenue
Lakeland, FL  33813

Exhibitor:    John Schoenborn, Account Executive

Digital Architecture transforms the way colleges and universities manage curriculum from inception, through the approval process and publication. Acalog™ is the leading academic catalog management system, delivering thousands of e-catalogs at hundreds of colleges and universities. Our curriculum management system, Curriculog™, transforms a cumbersome and complex curriculum path into an intuitive, automated process.

Hyland Software
28500 Clemens Road
Westlake, OH 44145

Exhibitor:  Laurel Stiller, Higher Education Marketing Manager
Lou Liguore, Higher Education Account Manager

OnBase®, developed by Hyland Software, combines document imaging, management and workflow solutions in a single, Web-enabled application. OnBase helps higher education institutions increase speed and accuracy while reducing costs. Tailored for departments yet comprehensive for a campus, OnBase fosters process improvements in admissions, the registrar’s office, financial aid, accounting, HR and advancement.

Jolesch by Lifetouch
2771 104th St, Suite E
Urbandale, IA  50312

Exhibitor:    Karl Johnson

Great photography of your graduates coupled with friendly service at no cost to your institution. Jolesch by Lifetouch has been a leader in commencement photography for over 30 years. We will visit your site to ensure we work seamlessly with your graduation team. We also provide complimentary PR images to your school.

Jonesville Paper Tube
540 Beck St
PO Box 39
Jonesville, MI  49250

Exhibitor:    James Rose

Jonesville Paper Tube Corporation, founded in 1955, manufactures inexpensive paper tubes used for diploma tubes, mailing tubes, orientation kits and much more. Offered in any size, length, or color and can be printed, plain, embossed or smooth. Stop by our booth, call 517-849-8963 or visit us on the web (www.papertube.com).
Leepfrog Technologies
2105 ACT Circle
Iowa City, IA  52245

Exhibitor:  Bryan Blackwell, Implementation Manager

Leepfrog Technologies is the industry leader in catalog and curriculum management software. CourseLeaf Catalog (CAT) transforms your catalog into a dynamic, online document with powerful editing and workflow capabilities. CourseLeaf Curriculum (CIM) revolutionizes your campus with online course and program proposals, automated approval notifications, and easy tracking of proposal status.

National Student Clearinghouse
2300 Dulles Station Blvd #300
Herndon, VA  20171

Exhibitor:  Dannette Sullivan, Regional Director

The National Student Clearinghouse is the nation’s trusted source for education verification and student educational outcomes research. We serve the education community by facilitating the exchange and understanding of student enrollment, performance and related information through our Data Exchange Services, Financial Aid Services, Research Services, Transcript Services, and Verification Services.

Paradigm, Inc.
2600 Performance Ct
Virginia Beach, VA  23453

Exhibitor:  Elizabeth Kunde, Division Head-Client Relations

Paradigm, Inc. is a full service diploma and diploma cover company that specializes in the printing and direct mailing of documents straight to students. We offer a simple, quick and stress free service which will save you valuable time, space and labor. With exceptional customer service, 10 day turnaround times, superb accuracy, simple on-line ordering system and competitive pricing why not switch today?

Parchment
6263 North Scottsdale Rd, Suite 330
Scottsdale, AZ  85250

Exhibitor:  Dennis Dulniak, VP Higher Education Services
Rajeev Arora, VP of Marketing
Heather Hodgson, Sr. Marketing Manager
Eric Braesch, Sales Manager
Parchment is the leader in eTranscript exchange, combining the power of Docufide Secure exchange community and Avow Systems. Since 2003, 7 million transcripts have been delivered between more than 9,000 institutions. Parchment is headquartered in Scottsdale, AZ. Learn more at www.parchment.com.

**SCRIP-SAFE International**  
I36 Commerce Blvd  
Loveland, OH  45140

Exhibitor: Frost Johnson, Regional Sales Director  
Mark Strickland, Senior Vice President

SCRIP-SAFE© is the global leader for innovative document security solutions for both paper and electronic records. We provide universities with secured, electronic delivery of transcripts (eSCRIP-SAFE), an online transcript request service (Transcripts on Demand), web-based diploma printing software (Diplomas on Demand) and diploma paper, while printing official transcript security paper for over 23 years.

**SmartCatalog**  
217 Commercial St, Suite 406  
Portland, ME  04101

Exhibitor: Anne Valentine, President

SmartCatalog IQ is a complete Academic Content Management system. Institutions use it for Catalogs, Curriculum Management, Electronic Student Forms and more. IQ integrates with student information systems and streamlines updating degree audit programs. Published web catalogs, rules-based workflows, custom forms, email notifications and print on demand are just some of the tools available with the IQ system.

**UniversityTickets**  
115 W 30th St, Suite 500A  
New York, NY  10001

Exhibitor: Derek Mitchell, Director of Client Services

UniversityTickets is a leading provider of ticketing services exclusively for colleges and universities. Born on a college campus in 1999, UniversityTickets offers simple, cost-effective ways for college and university organizations to issue tickets and collect payments via the internet. Our products, including an innovative commencement ticketing platform, were born in a college environment and have been built from the ground up around the unique needs of college event ticketing.
Please join us for the 2014 RMACRAO Annual Meeting:

July 16-18, 2014
Crowne Plaza
Albuquerque, New Mexico
better together.

introducing...

parchment® exchange

10 years of expertise, working with the largest community of practice, Parchment is the leader in eTranscript exchange.

exchange.parchment.com