



ROCKY MOUNTAIN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

WYOMING • COLORADO • NEW MEXICO • FALL 2008 NEWSLETTER

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From the President

Can you believe that October has arrived? The aspen trees are beautiful and remind us that the winter is soon on the way. I hope that everyone's academic year has gotten off to a great start, and that you have been able to use something you learned from our annual meeting to improve your operation.

And what a fantastic meeting it was! Thank you to the University of Wyoming for the great venue and amazing job of having everything organized and run so flawlessly. Thank you also to all of our presenters, facilitators, exhibitors, and all of our members who added your valuable ideas to the many discussions. I was particularly excited about the balance we achieved between the admissions and registration/records parts of our organization. I hope that we can continue this for our next meeting in Denver.

Speaking of Denver, we are well underway in making plans for our 2009 RMACRAO Annual Meeting. Thank you to **Judi Diaz Bonacquisti**, our 2009 LAC Chair **Elena Sandoval-Lucero**, and **Metro State College** for choosing to be our host school this year. President-Elect **Nolan Oltjenbruns** is already working hard to put together a great program for us. Please contact him if you have a presentation or speaker you would like to see, or you would like to volunteer to be a facilitator.

I am excited about the upcoming year and working with our fantastic board of directors toward the goals we have outlined for our organization. These goals include extending our reach into the electronic world with credit card transactions and – Have you heard? – the new RMACRAO Forum! Have you been to the Forum? What a wonderful way to share ideas! Please take some time to check it out and share your expertise with your colleagues (www.rmacraoforum.org).

Tammy Aagard, our wonderful past president, along with a few other members of the board will be working on “job descriptions” for each position on the board. Hopefully these descriptions will help to demystify each position and assist us in recruiting more volunteers from our member institutions. In addition, we hope to tighten up our financial audit procedures and continue our increased communication and exchange of ideas with AACRAO, other regions, and other nearby states. In the interest of this last goal, Nolan and I will be attending the AACRAO leadership meeting in Washington D.C. this December.



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Vice Presidents' Reports

Colorado - Kelley Christman

Chris Seng, associate registrar, reports that **Colorado State University** is planning to implement **Banner 8.X**, 'The Ocho' the weekend of February 21, 2009. **Sue Coulson** is leading the internal registrar's office 'Ocho' team. We also have a team meeting bi-weekly that provides the cross department implementation coordination. This larger university team has representatives from admissions, student financial services, graduate school, institutional research, continuing education, accounts receivable, advising, information systems, and the registrar's office. We will have a full system test of the new software between January 5 and 15. The 'Ocho' has been installed for testing and should have more information on our progress at the BUMS meeting in November.

Also at CSU, over the summer staff from admissions, student financial services and the registrar's office teamed up with our central information technology units and began a four month project to implement the **SunGard HE document management and workflow systems**. As of the first of October, scanning and indexing of documents is occurring in all three departments and we're moving towards more streamlined processing using the workflow product.

One example of how we'll use the document management and workflow software systems: All application materials for new students will be scanned and indexed by Admissions. Based upon the materials received for the new student and when they are admitted, one of several workflow processes will initiate communication to staff in the registrar's office to proceed with the next action for the new student. Staff in the registrar's office will proceed with their duties, such as review of the transcripts, using electronic copies of the application materials. Staff can access the electronic images for any student directly from Banner. This seamless integration between Banner and the document management system works great. Academic department staff will also be able to view certain document type images like

college transcripts. The paper application materials in the new student folder will not come to the registrar's office as was the customary practice. They will be held by admissions for a short time and then destroyed. By late October the registrar's office plans to scan and index all documents for our currently enrolled students that need to be processed and have long term record retention requirements. If you have any questions about the use of these systems in the registrar's office, please contact **Eugene 'Skip' Ackler** at skip.ackler@colostate.edu.

Shelly Loomis, Jamie Yarbrough, and the degree and transfer team at CSU have continued to make changes to **DARS**. The university is now using the NCAA tools that are part of the DARS software package. These tools support the student athlete eligibility checks, their progress toward the percentage of degree requirements, the GPA check, and the satisfactory progress eligibility check. These components are all now part of the degree audit that both students and campus advisors can view online anytime.

The **University of Northern Colorado** is excited to announce the addition of a staff member to the graduation check area. **Michelle Heiny** started recently and has been learning the ropes of the CAPP degree evaluation and advising students on their path to graduation. The enrollment management area at the university also recently underwent some change when it was combined with housing, residence life, and campus recreation. As a part of this move, **Tobias Guzman** was appointed as the assistant vice president for enrollment and student access. We are excited to see what this new combination will bring!

Northeastern Junior College is pleased to announce **Brock Baseggio** joining the admissions staff as the coordinator of high school relations. Brock has an associate's degree from NJC, and a bachelor's degree from UNC, along with experience in insurance. He will be in charge of campus visits, our student ambassadors, and visiting high schools.

At the **University of Colorado - Boulder**, one of our own associate registrar's is serving our country in Iraq. **Gordon Russell**, who has been with the registrar's office since 1989, is a Captain in the U.S. Navy serving in the International Zone at the U.S. Embassy. Gordon frequently sends us great information (all unclassified!) about life in Iraq and what the conditions are, and how much the people appreciate and need our military forces over in Iraq. We also hear about the oppressive heat, sand storms, and the bugs too! We expect Gordon back in about April of 2009 and will welcome him with a huge celebration. Gordon missed his daughter's high school graduation and her freshman year playing soccer for the University of Colorado (Kate Russell). Kate is 1/2 of the registrar's office contingent of CU soccer players, as she joins Registrar **Barb Todd's** daughter Kelly Ross in playing for the CU soccer team (currently rated 15th in the country and tied for first place in the Big 12)! Go Buffs! We look to future soccer players Laurel and Carly Page (Sally's daughters) and Brooke Calvo (Vince's daughter) to one day carry on the CU soccer tradition!

At the beginning of September, CU-Boulder launched its new **Easy Online Ordering system for transcript production** using the Avow Systems, Inc. + ADDS Solution. Students can easily order all of the transcript delivery options online and pay for rush services using a major credit card. This also brings the exciting new technology of electronically produced and emailed Certified Adobe® PDF transcripts to our student population. The PDF transcript is usually delivered to a university, company, or student in less than two minutes from order submission. Overnight, 50% of the rush transcript orders produced at UCB are now PDF transcripts, and the number will most likely continue to increase. Additionally, some of the security enhancements provided in PDF transcripts provide a glimpse of the not so distant future in electronic document exchange. Some of these include the use of GeoTrust/VeriSign electronic certificate embedded in a transcript which delivers

Vice Presidents' Reports (continued)

tamper proof documents, the ability to recall a miss-issued transcript, expiration of a document, and other document control features. **Corey Wahl**, assistant registrar, says "When there is a multi-billion dollar industry for producing fraudulent transcripts for our institutions across the country, we as registrar and admissions officers need to look for better and more secure solutions of delivering point to point transcripts. I believe we in higher education have lulled ourselves to sleep in falsely believing that delivering paper transcripts is the best, safest, and most secure solution to protect the integrity of our academic records, despite the advances in security paper and toner. The electronic PDF solution will provide a multi-faceted solution that allows for interface in many current XML transfer, EDI, and other network transcript solutions, as well as the ability for admission offices, mom, dad, or grandma to easily view the transcript on their home computer using the FREE Adobe® Reader. It appears to me to be the only long lasting and viable universal solution for this type of commerce in the future."

Also at CU-Boulder, in conjunction with the University of Colorado System, we're progressing with the implementation of the **DARS degree audit and transfer articulationsystem**. The registrar's office and A&S degree audit units are very excited to announce our "go live" with selected degree audits for advisors and students in the spring 2009 semester. The admissions office will bring up selected transfer articulation in the fall 2009 semester as well. These first milestones with the project are significant for us, but we are also looking ahead to our next phases with increasing DARS functionality and our integration with Campus Solutions in 2010. We would like to thank all of our RMACRAO colleagues, especially CSU, who have continually provided valuable mentoring and support during our implementation process. We look forward to officially moving into the RMACRAO DARS User Group category soon and sharing our DARS (redLantern) perspectives with all of you in the future.

New Mexico - Denise Esquibel

College of the Southwest has changed their name to **University of the Southwest** as reported by Registrar **Evelyn Rising**. This change became effective August 2008. Note when emailing them, the csw.edu has changed to usw.edu.

New Mexico State University welcomes back **Delia P. DeLeon** as assistant director for admissions. After being gone for seven years, she returned this summer to help lead the admissions office, which is responsible for undergraduate and graduate admissions and recruitment. Her job, she says, is to ensure that we have well prepared and informed recruiters in the field to provide information to students and school counselors. Ms. De Leon is glad to be home, in Las Cruces and at NMSU. "I'm very passionate about NMSU—the people and quality of education. I am a product of NMSU and very proud of it. It is nice to be able to give back."

NMSU also welcomes **David Melendez** as the military advisor. He earned his BA (2005) in both anthropology and linguistics from New Mexico State University and is currently pursuing his MA in anthropology (emphasis in cultural and linguistic – minor GIS) to be completed this fall 2008. He enlisted in the US Army after high school and served for approximately nine years in both Active-Duty and Guard status. He was honorably discharged from military service at the rank of Sergeant and had served in various capacities to include an Army RECON platoon, special forces unit, and last position in military intelligence. Melendez stated "I am honored to serve our military service members in their academic endeavor(s)".

Wyoming - Kay Leum

Paul Prestwich began his duties as president of **Northwest College** in June. Prior to assuming his responsibilities as president, Dr. Prestwich served as the vice president for academic affairs at Sussex County Community College in New Jersey. Before moving to the East, Prestwich spent six years at Northeastern Junior College in Sterling, Colorado. **Brad Hammond**, registrar/director of admissions, and **West Hernandez**, assistant director of admissions, indicated that the Northwest College community is excited and proud to have Dr. Prestwich on board. **Sarah Clark** has been hired as an admissions representative for Northwest College. Sarah is originally from Billings, Montana and was a 2004 graduate of Northwest College. Sarah received her bachelor's degree from Montana State-Billings in 2007 in history and communications. Construction has started on the Simpson Hall addition, adding 72 beds to the Northwest's newest residence hall.

Alison McNulty of **Casper College** reports that Casper is in the midst of a bond campaign to help raise money to build three new buildings on campus – music, Gateway (administrative offices, workforce training, and development center) and a combined UW/CC Student Center; renovation of several of our current buildings is also included in the bond issue campaign. Plans for a new residence hall complex are also underway with funding coming from other sources. The construction of the residence halls should begin first with the Gateway Building being second. The addition of 20 new programs over the past four years has instigated the construction plans. One new program this year was web site design and new training and development programs are Electric Power Technology, Underground Utility Locator, and Extractive Resources Technology. In the planning stage for next year is Paramedic. New admissions and student records specialists are **Tandi Miles** and **Tim Moffett**. Tandi is a Casper native and Tim comes to Casper from St. Cloud, Minnesota. CC's United Way

Vice Presidents' Reports (continued)

campaign is underway for the new academic year with **Tanya Sell** and **Jennifer Pickering** from admissions and student records as campus co-chairs. Their fundraising plans include a big gala, "Casper College Past, Present and Future," to wrap up the campaign and fall semester.

At **Laramie County Community College**, **Kim Castaneda** moved from student records and registration to the athletic department last summer, and **Jenny Hargett**, director of enrollment services, is pleased to announce that **Danielle Saulsberry** has joined the records staff in Kim's place. Danielle has previously worked in a registrar's office at Southeast Missouri State University.

Christina Hoskinson, associate registrar, with the **Northern Wyoming Community College District**, reports that they had a successful start to the new academic year. At **Sheridan College**, the completion of the new Whitney Villas residence halls was able to open just in time for the students to move into their rooms. This construction project is quite an accomplishment since the construction began in March with nine buildings and an additional 83 beds. At the **Gillette campus**, the opening of the Herbert A. & Dorothy P. Carter Health Science Education Center was completed in August. A grand opening was held September 5th.

In July of this year, **Western Wyoming Community College** became one of 196 institutions of higher learning approved for the Academic Quality Improvement Program (AQIP). The AQIP process will replace the traditional ten year accreditation review. Western was also selected for the SENSE Survey of Entering Student Engagement, and it was given on campus in September, reports **Laurie Watkins**, associate vice-president of student success services. SENSE data helps colleges understand students' early experiences and improve institutional practices that affect student success in the first college year. Our new president, **Dr. Karla Leach**, started in July and has been very involved

on campus and with our mill levy campaign effort. We opened our 42 bed residence hall (PBU's - personal bedroom units with common living and kitchen space for four students in each room) but still need more rooms to accommodate those on the waitlist. We are asking for another 1.8 million to fund an additional 78 beds in an add-on building. WWCC now has over 70 international students from 16 countries including China, Japan, India, Ethiopia, Brazil, South Korea, Taiwan, Cameroon, Sri Lanka, Cote D'Ivoire, Mexico, Zimbabwe, Vietnam, Ghana, Poland, and Jamaica.

Tami Afdahl, director of marketing and public relations at **Eastern Wyoming College**, shares that they welcomed several new employees this fall; new president **Dr. Tom Armstrong**, most recently from Otero Community College in LaJunta, Colorado, and **Dr. Rex Cogdill**, dean for student services. Dr. Cogdill was most recently at Chadron State College. Also new to EWC: **Zach Smith**, recruiter; **Laurie Jenkins**, director of food services; and **Katie Osten**, assistant director of residence life. The college is celebrating 60 years of educational excellence in 2008. A celebration was held on campus on Sunday, September 14.

The **University of Wyoming** has begun the self-study phase of HLC reaccreditation. **Tammy Aagard**, registrar, reports that the registrar's office has been engaged with evaluation of current processes and strategic planning along with the rest of campus as part of this self-study. In addition, the registrar's office has been tapped to complete a Comprehensive Program Review. This process will include a self-study and visits by a review team lead by an outside reviewer. The self-study will be completed in December with visits in the spring. This process will assist the office in evaluating the current state of processes, budget, and staffing while celebrating successes and providing information on opportunities for improvement.

The office also welcomed three new babies. **Lane Buchanan**, associate registrar, and his wife Kim had a baby girl named Nadia in June. **Dave Bluemel**, registration assistant, and his wife Bridgette welcomed a new little girl named Kinley in August. **Nicole Candelaria**, degree analyst, is enjoying her first grandson Merales born in August also. Now we have three more UW Cowboys/Cowgirls in the pipeline.

From the President (continued)

Last but certainly not least, I am so fortunate to work with the 12 incredible people who make up the RMACRAO board, and we will all miss the fantastic people who came off the board this year. This regional organization is so different from others in that we truly enjoy each other's company, enjoy working together, and become close friends. Everyone is completely committed to improving our member organization. It is very easy to brush this off as the way that all organizations work, but that simply is not true. The people in higher education in Wyoming, New Mexico, and Colorado are truly fantastic, supportive people. If you haven't experienced this yet – run for a position on the board next year! We would love to have you!

Please contact one of the board members if you have any ideas, questions, or comments that you would like to share. Until we meet again, I wish everyone professional and personal success.

– *Lara Medley, RMACRAO President*

From the Past - Historian's Report

The Past is the Present and the Future!

RMACRAO offers numerous ways to become involved in the association. One of the projects undertaken by your board of directors a few years ago was to develop an inventory of all of the activities and tasks of the board during a typical year. This project, along with the resources transferred from outgoing board members to incoming board members, has provided a guide in providing continuity throughout the years.

In reviewing and working with the board, I am impressed and amazed at the dedication and individual effort that goes into making RMACRAO successful, and the changes and adaptations made over the many years that makes RMACRAO what it is today. The spirit of RMACRAO is rooted in service and volunteerism. This is reflected in the association's mission:

The purpose of the RMACRAO association is to engage in activities that provide for the advancement of professional competence in the collegiate registrar and admissions officer professions through annual meetings and by the exchange of information and ideas of common interest. Also, it is to promote a spirit of helpfulness, cooperation, and unity among its members.

The purpose of this article is to encourage all our members, but especially our new members and first timers, to get involved with RMACRAO as many have done in the past. There are many ways to become involved and stay involved with RMACRAO and it is only through the involvement of our active, retired, associate, and newest members that this organization thrives. The history of RMACRAO is filled with the spirit of involvement and engagement, mentorship, and sharing. Whether working individually or collectively, the sharing of knowledge and benefits us all and our member institutions throughout the region.

Below are some ways to be involved in RMACRAO:

- Renew your membership. Let those in your offices and leadership know about your involvement with RMACRAO. Encourage nonmember institutions that meet

the qualifications to join or rejoin RMACRAO.

- Don't just attend the annual meeting and conference, be a part of it by being a presenter or a facilitator or volunteer to help the local arrangements committee. Most importantly, consider hosting a future annual meeting.

- Encourage your staff to attend and participate as well. Suggest making a presenting as a way to attend.

- Nominate someone for a board position or better yet, nominate yourself. President-Elect, Vice President-Colorado, Vice President-Wyoming, and Treasurer-Elect are open positions for election this next year. Or consider an appointed position, such as historian, newsletter editor, exhibitor liaison, or web services coordinator when spots become available.

- Serve on a committee such as the membership, nominations and elections, local arrangements, annual meeting program committee, or others. If you see a need for an ad hoc committee, suggest it to a board member and express your interest to serve. Ad hoc committees in the past have included legislation, fraudulent records, and by-laws to mention a few.

- Apply for a travel grant for a newer member or employee to attend the annual AACRAO or RMACRAO annual meetings.

- Apply for a Professional Development Scholarships and share what you learn.

- Make use of the membership guide and resources found on the RMACRAO web site. Participate in the newly launched discussion forums and contribute to various topics or share something fun.

- Compare how your institution stacks up with others in the region using the institution profile document. It might give you ideas and help you with improvements at your own institution. Volunteer to help with updating this document.

- Read the newsletter and look for other ways to become involved. Volunteer to be a peer review resource person, collect ideas for sessions for the annual meeting from other conferences you attend and share with the program committee, etc.

- Contribute to the newsletter and share with your state Vice President what is happening in your offices and institutions. Who's new, what is changing, new

initiatives, success stories, and more.

- Nominate someone for distinguished service to the association.

- Encourage vendors you know or who you do business with to be an exhibitor at the annual meeting. Help the exhibitor liaison.

- If you have served on the board in the past, have files of information that would be useful in the archives please consider contributing to the archives. We have gaps in the historical records that you may be able to fill.

As you review this newsletter and the online calendar of deadlines on the web site (coming soon), take a moment to imagine the ways you would like to become involved in RMACRAO. If you cannot find something of a particular interest, inquire with a current or former board member on how to get involved and use your interests and talents. The past is what it is, the present is now, and the future is all about you.

– Steve Ellis, Historian

Volunteer!

Have you ever thought about running for an office but didn't know what was involved? Have you been interested but worried about the time and financial obligations of serving as a member of the RMACRAO board? If the answer to these questions is yes, you will be happy to learn that we are compiling a set of short presentations that distill information about each position into an easy to understand format. These presentations will be posted to the RMACRAO web site and will provide a snapshot of the duties of each position, approximate time involved, and financial responsibilities for this service. It is hoped that this information will provide potential candidates for board positions with a clear view of responsibilities. In addition, it can be shared with supervisors to gain approval for service in these critical positions. Stay tuned to the web site and RMACRAO forum for roll out information.

– Tammy Aagard, Past President

RMACRAO 2009

A gorgeous site has been selected for the 2009 RMACRAO Annual Meeting. It will be held at the **Hyatt Regency Tech Center in south Denver**. Room rate is \$179/night. Be sure to get the dates on your calendar: **July 22-24, 2009**. The staff at the Hyatt has been great to work with so far and we'll keep you updated as we make plans for next year's annual meeting!

– *Elena Sandoval-Lucero, 2009
LAC Chair*

Call for Proposals

The Program Committee is busily planning for next year's annual meeting in Denver, CO, July 22nd through July 24th. The committee encourages any and all interested RMACRAO members to submit proposals for sessions for that meeting. Proposals are due to Nolan (Nolan.oltjenbruns@unco.edu) **by February 1, 2009**.

A variety of presentation formats are possible: individual, joint, panel discussion, open forum, etc. Your participation through sharing your knowledge and expertise is what makes RMACRAO the great organization it is! Whether you're a seasoned veteran in the profession or a dynamic newcomer to the field, don't miss this opportunity to share what you know. If you're hesitant to get up in front of a group, please know that your RMACRAO colleagues will be a supportive, attentive audience. You and they will be enriched by the experience. So submit a proposal now! Do it!!!

– *Nolan Oltjenbruns, President Elect*

Web Developer Update

Look for a new look and feel to the RMACRAO web site in the next few weeks! This enhancement will allow us to provide more and better services to our members online. The RMACRAOforum.org web site is up and working great...for those of you who have heard about it! For the rest of you, RMACRAOforum.org is an online forum and blog for the RMACRAO community. It is a great place to participate in cooperation, collaboration, communication, and year round professional development. Draw on the expertise of all of our many talented professionals in the region. However, if we don't use it as a membership then the tool and opportunity is wasted. Please make a visit to www.rmacraoforum.org forum a regular priority and opportunity for you to take advantage of this great service!

– *Corey Wahl, Web Developer*

\$250 Travel Grants Available for AACRAO

As the membership approved the 2008-2009 RMACRAO budget, an increase in the travel grants to AACRAO was also approved. Instead of awarding six \$100 travel grants, RMACRAO will now award three **\$250 travel grants** (one per state if we have applicants from each state). This change was made because the expense of attending AACRAO is much more than attending a RMACRAO annual meeting and the board felt that the AACRAO travel grant should be increased to reflect this.

So if you're planning to attend the **2009 AACRAO Annual Meeting in Chicago (April 13-16)** and this will be the first AACRAO annual meeting that you've attended, then be sure to apply for a travel grant at www.rmacrao.org/travel_grant.html **by February 1, 2009**.

Scholarship Recipients

The RMACRAO board awards two professional development scholarships per year up to \$750 each. This year, because two of the recipients are attending online courses that cost \$395 each, the board was able to award 3 scholarships:

Paula Smith-Hawkins, Supervisor Student Records, University of New Mexico

AACRAO's Registrar 101 Online Course Scholarship amount: \$395

Debra Clark, Registration Advisor, Western State College

AACRAO's Registrar 101 Online Course Scholarship amount: \$395

Rachel Robinson, Assistant Director of Admissions, Metro State College of Denver

2009 National Association of Student Personnel Administrators (NASPA) Annual Conference Scholarship amount: \$750

We look forward to these individuals sharing what they learn through their professional development opportunity either by writing an article for the newsletter or presenting at the 2009 annual meeting.

2008 Annual Meeting Review

RMACRAO 2008 Wrap-Up

The 2008 RMACRAO Annual Meeting held at the Hilton Garden Inn in Laramie, WY was attended by 127 members as well as 32 individuals from the exhibiting companies and several guests. We also had 49 first-time attendees to the conference.

While we tried to accommodate attendees with credit card registration, unfortunately we were unable to do so in the end. But never fear, we learned a lot and are hoping that the efforts of those involved were not in vain and that the 2009 annual meeting in Denver will bring about this new and exciting feature.

Many of the comments received were regarding a new event that we decided to try this year and that was the Post-President's Reception Party, held after the President's reception on Wednesday night. Many enjoyed the bowling and Karaoke at the Laramie Lanes. Yes, some of the Karaoke was a little scary, but you would be surprised at some the vocalist that this group has hidden within!

The most popular event was the Thursday night event in which 151 people were served a delicious dinner and enjoyed the comedy of the Impulse Theatre group out of Denver. Their comedy was first class and enjoyed by all.

We were also able to receive the knowledge of some nationally known speakers thanks to hard work and networking by some of the members at the AACRAO annual meeting in Florida last March as well as the state and regional officers meeting in Washington D.C. attended by Lara Medley and Tammy Aagard last December.

Based on comments on the conference it was quite well received and with a few suggestions for improvements that will be good information for those hosting the conference in later years. We all enjoyed hosting this conference and were glad to have the facility to be able to do so.

– *Gay Lea Gralheer, 2008 LAC Chair*

Our Exhibitors are Awesome!

What a turn out we had from exhibitors at our annual meeting this summer in Laramie! We had a record number 21 companies from across the country share with us their tools of the trade that can help us do our jobs better and serve our constituencies better.

Those who participated in our annual meeting included:

ACT
Avow Systems
CampusDocs
CollegeNet, Inc.
ComQuip, Inc.
Credentials, Inc.
Digital Architecture
Hershey Systems, Inc.
Jolesch Photography
LEXNET Consulting, Inc.
Lifetopia
National student Clearinghouse
National Transcript Center
Padadigm
Perceptive Software
redLantern
Rocky Mountain Images
SCRIFE-SAFE, International
Servicemembers Opportunity Colleges
SunGard Higher Education
World Education Services

I'm sure many of you have had opportunity for follow-up conversations with some of the exhibitors since July. And through those conversations I know they will want to participate with us again at RMACRAO 2009. Information will be going out to them and many other prospective exhibitors in November. If there are companies/businesses that your school works with to provide your services and think they might be interested in attending RMACRO 2009, let me know so that I can contact them.

Our annual meetings certainly benefit from their participation. Whenever you get a chance to say thank you to them, please do so on behalf of your institution and RMACRAO.

– *Kathleen Sena, Exhibitor Liaison*

Distinguished Service Award

Mary Angell (known fondly as “**Angell**”), registrar at College of Santa Fe and most recently RMACRAO past president for 2007-2008, was given the distinguished service award at the annual meeting in Laramie. It was an honor for the organization to make this award to Angell as she has honored us with her service over the years (and will continue to do so). Her citation, which was read at the annual meeting, is available on the RMACRAO web site at www.rmacrao.org/distinguished_service.html.

New Memberships Approved

Congratulations to new member institutions that were approved by the membership during the business meeting at the annual meeting in Laramie. Welcome!

Dona Ana Community College
Jones International University
CSU Global Campus

2008 Annual Meeting Review (continued)

Travel Grant Recipients Share a Bit

Each of the following individuals were first-time attendees at a RMACRAO annual meeting and each received a \$100 travel grant for attending the meeting in Laramie. They've shared a little bit with us of what they took away from their RMACRAO experience.....

John McDuffie, Office of the Registrar, University of Colorado-Denver

"At RMACRAO I enjoyed a lot of different experiences over the few days. The main thing I enjoyed was the environment and the people I was able to share it with and how I was so openly welcomed into the RMACRAO team with open arms. Although the classes and lectures did offer a great amount of information, I feel I got so much more out of meeting and talking with individuals from so many other institutions and learning from their experiences. I personally work with transcripts and graduation for my office and I was able to bring back information on printing diplomas and what printers might actually work better for us. RMACRAO is something that not only helps you understand more about records and admissions but also helps you understand your co-workers and other institutions."

Della J. Willis, Office Administrator, UNM-Valencia Campus

"I was given the opportunity to attend this year's RMACRAO conference in Laramie, Wyoming. As this was my first time attending, I was unsure of what to expect. The organization of the event itself was exceptional; from the accommodations, food, and staff. I was able to attend many workshops that held my interest, such as Student Retention, Battlefield for Returning Vets, a scheduling round table, and other excellent workshops.

I left feeling excited about the information I had gathered and immediately spoke with my supervisor about some of the great ideas and presentations that were given. We are looking at ways to enhance student retention and to help returning veteran's at our campus, so this was extremely timely. The contacts I made and the information I came back with from the meeting have left such a positive mark on the importance and continued success of this organization.

Thank you for giving me the opportunity to attend this year's RMACRAO conference. The travel grant was greatly appreciated and I hope other's will take advantage of this. I hope to be attending other RMACRAO conferences in the future."

Allyson Henry, Student Services Specialist, Fort Lewis College

"I had the opportunity to attend RMACRAO in July 2008 and I was hoping to meet new people and grow in my career. I am happy to say I was not disappointed! Whether it was from the presenter, a fellow conference attendee, or both, I was able to gain something from every session. I found the records and e-registration forum particularly informative and useful, and I also really enjoyed Mr. Ezell's session on Diploma Mills. Everyone, including the hotel staff, exhibitors, presenters, and RMACRAO board, was extremely friendly and helpful! I left the conference feeling refreshed and energized! Thank you RMACRAO board for making the conference such a positive and meaningful experience for me!"

Shari Greiner, Admissions Representative, Casper College

"I really enjoyed the chance to network with so many other schools around the region. The first-timers luncheon was a great kick off to the conference. It was great to get to know so many other people that were new to the conference and even the profession. I really enjoyed the sessions that I attended. I liked the session that split up the two- and four-year schools and allowed for open discussion on issues that we as two-year schools were going through. The presenters did a wonderful job. It was a great experience and I would love to attend the conference again."

Kyla Foltz, Admissions Coordinator, Casper College

"My RMACRAO bag is here at my feet, under my desk. Inside are all of the treasures of the conference. I have kept all of the handouts from the informative sessions; business cards of my new acquaintances, friends, and colleagues; packets from the vendors; and scribbled notes, thoughts of how all of this new information can be related to our office and our college for future success.

I also have hung in my window for passers-by the picture of the conference attendees at 7200 FEET! The RMACRAO conference for me was my first opportunity to mingle with professionals from the records and registration side of our the business. I learned much about these processes that I know internally but haven't networked with other colleagues about these issues specifically. Most importantly I relaxed, kicked back and had FUN! Our speakers were engaging and our entertainment was fabulous. Thank you for allowing me to attend RMACRAO for the first time."

2008 Annual Meeting Review (continued)

Free Registration for 2009 Annual Meeting

Just prior to closing session at the annual meeting, we asked members to return their nametag holders (so we can use these again for future annual meetings). As incentive for returning the nametag holders, we drew a name that individual will get free registration to the RMACRAO 2009 Annual Meeting in Denver in July. And the winner is: **Michelle Hanson, Academic Credentials Evaluator, University of Denver.** Michelle was a first-time attendee and we hope she returns next year. Congratulations!

Congratulations Retirees

The following individuals recently retired from their institutions and were recognized at the annual meeting in Laramie. Congratulations to all!

Robin Ryan, UNM
Louise Martin, UNM
Harry Norton, UNM
Reina Pepke, UNM
Barbara Arnold, UNM
Ellen Cook, CU-Boulder
Cookie Gowdy, CU-Boulder
Marilyn Cotant, Eastern Wyoming College
Sharon Simmons, University of Colorado-Denver

First-Time Attendees Welcomed

Wow, 49 first-time attendees at the annual meeting in RMACRAO. That's huge and we hope we peaked their interest enough to attend future annual meetings and to become involved in the organization.

Anna Marie Almanza, Admissions & Records, Front Range Community College
Becka Anderson, Admissions Representative, Casper College
Linda Barker, Supervisor Accounts Receivable, University of Wyoming
Josh Baros, Admissions Counselor, University of Northern Colorado
Kevin Berg, Admission Counselor, University of Northern Colorado
Brittney Berge, Admissions Representative, Northwest College
Angalynn Bishop, Assistant Registrar, Eastern Idaho Technical College
Marilyn Bryan, Degree Analyst, University of Wyoming
Cherie Butler, Admissions & Records, Front Range Community College
Joy Cadman, Associate Registrar, Jones International University
Linsey Cornish, Customer Service Specialist, Colorado State University
Lynn Crist, Manager Student Financial Services, University of Wyoming
Kristen Cusack, Director, Admissions & Records, Community College of Aurora
Sharon Doty, Student Services Specialist, Fort Lewis College
Alan Fenn, System Analyst/ SW Developer, Colorado State University
Kyla Foltz, Admissions Coordinator, Casper College
Lois Frederick, Int'l & Study Abroad Evaluator, Colorado State University
Melanie Friesen, Admissions Representative, University of Wyoming
Shari Greiner, Admissions Representative, Casper College
Michelle Hanson, Degree Evaluator, University of Denver
Julie Harms, COF Coordinator, Colorado State University
Jo Ann Haussler, Graduation Evaluator, Front Range Community College
Allyson Henry, Student Services Specialist, Fort Lewis College
Joyce Holliday, Degree Audit Coordinator, University of Colorado - Boulder
Jeremy Hughes, Assistant Registrar, Central Wyoming College
Adrienne Loveland, Assistant Director of Admissions, University of Wyoming
Betty Lujan, Data Coordinator, Northern New Mexico College
Jeanne Lujan, Admissions Associate, UNM- Valencia Campus
Stacy Maestas, Records Technician, Laramie County CC
John McDuffie, Program Assistant, University of Colorado Boulder
Shirley McGary, Office Assistant, Sr., UW Outreach School
Kyra Moon, Degree Evaluator, University of Denver
Joe Mueller, Director of Admissions, Western Wyoming CC
Tutu Mulatu, Transfer Evaluator, University of Denver
Christina Murray, Associate Registrar, Colorado School of Mines
Erin Olson, Degree Analyst, University of Wyoming
Janey Powers, Manager Transcripts, University of Colorado Boulder
Lorenzo Rivas, Graduation Evaluator, CSU - Pueblo
Brandy Robinson, Degree Evaluator, University of Denver
Heather Roebuck, Coordinator, Student Advising, UW/CC Center
Christy Samford, Assistant Registrar - Degree Audit, University of Colorado-Boulder
Elena Sandoval-Lucero, Director of Admissions, Metropolitan State College
Jennifer Schufer, Associate Director, Admission, University of Colorado-Boulder
Leanne Simms, Admissions, University of Wyoming
Katie Storms, Assistant Registrar, Jones International University
Debbie Swierczek, Office Associate, UW Outreach School
Bridget Taylor, Admissions Representative, Central Wyoming College
Mike Triplett, Web Systems Development, Colorado State University
Della Willis, Office Administrator, UNM- Valencia Campus
Renee Woodward, UW/CC Programs, University of Wyoming