

FALL 2011 NEWSLETTER

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From the President

Hello RMACRAO Members! It is hard to believe that the fall term is already upon us. I hope that the new academic year is off to a great start for all of you!

It was great to see so many of you in attendance at the 2011 Annual Meeting in Denver. As usual the event provided great networking opportunities and an abundance of sessions relevant to our professions. A very special thank you to Lara Medley and the Local Arrangements Committee for making the Annual Meeting a huge success! We truly appreciate your dedication to making sure everything ran smoothly for those in attendance. I also want to thank all of the presenters, facilitators, and exhibitors, because without these groups our meeting would not be possible.

The 2011-2012 Board of Directors is working diligently to come up with creative ways to bring out the best in RMACRAO and mold the organization into what the membership needs it to be. One step we have already taken in this direction is to appoint Jason Maxwell, from the University of Colorado-Colorado Springs as the Marketing & Communications Coordinator. This additional position was approved by the membership at the Annual Business Meeting. I am truly excited to work with this group of dedicated professionals to move our organization forward, and I encourage all of you to use them as a resource.

This year is sure to continue to provide challenges for all of us as we work to ensure that we provide top quality service to recruit, admit, and retain students at each of our institutions. These challenges give us a perfect opportunity to use our member organization to get innovative ideas that will allow each of us to continuously improve our organizations despite shrinking resources. This sharing of resources is exactly what RMACRAO is all about! I encourage all of you to consider how you can become more involved, and utilize the resources our organization provides to its membership.

The goals for our organization for this year are going to be centered on communicating with our membership, and figuring out who our organization is. In order to do this we will be coming up with a survey to find out a variety of information about each of our member institutions. We will also be developing communication strategies to better serve all us in our professional needs. Stay tuned for what should be another exciting year.

Just as a reminder the AACRAO Annual Meeting will be held on April 1-4, 2012 in Philadelphia, PA. We also encourage you to save the date for the RMACRAO Annual Meeting will take place July 18-20, 2012.

Best wishes for a great year!

— Kelley Christman, President



Vice Presidents' Reports

Wyoming—Stacy Maestas

Western Wyoming Community College

Sarah Clark was recently hired as a new Admissions Counselor at Western. She was previously employed at Northwestern Community College.

Northwest Community College District, Sheridan/Gillette College

This year we are looking at a few new faces. Stacy Bradford and Kristin Baule joined our Admissions & Advising area on our front line. In Gillette, Laura Stryker and Angela Stanley joined our Records Office on the frontline. Geneva Good has joined Gillette College in the Information Reception/Admissions area as well. Unfortunately, Micah Olsen has decided to pursue other adventures at the college and has moved from the role as a Recruiter to the Manager of our Spear-O-Wigwam program.

In the summer of 2012, our offices will begin the temporary movement to other locations on campus as the construction will begin on the renovations of the Whitney Building on the Sheridan College campus. With the designs and layouts in development, it will be exciting to see the transformation that the college campus will experience.

Laramie County Community College

The LCCC Admissions office received a grant through the League for Innovation in the Community College to participate in a three year project which focuses on social media technology and community college student success. LCCC was one of eight community colleges chosen to participate in the project. As a result, LCCC now has an official LCCC Facebook app. To learn more about the project, here is a link to the [press release](#).

University of Wyoming

Starting in the fall 2011 semester, the University of Wyoming implemented a process to allow students to withdraw from a class through their student account in real time. After the student has withdrawn, an email is sent the next day to the instructor and the respective advisor in selected colleges. One of the benefits is that students will receive the highest possible refund, since the withdrawal is coded in real time. If the student is attempting to withdraw from their last class, then they will still need to contact the Dean of Students office.

Colorado—Katie Velarde

Colorado State University-Pueblo

Colorado State University-Pueblo continues to grow! They grew about 2% overall this year and about 5% in new freshmen. In addition, their continuing student retention rate went up by about 3%. This is the fourth consecutive year of growth that CSU-Pueblo has experienced.

The campus residence halls are nearly at capacity as well. All three new halls are full, and the existing Belmont Residence Hall is nearly full. Walking Stick, a property on campus which CSU-Pueblo just purchased, is full.

The Records Office will be adding an Assistant Registrar this fall and will be taking over the campus Graduation Achievement Project.

Colorado State University-Global Campus

On June 30, 2011, CSU-Global Campus achieved independent regional accreditation. CSU-GC is now accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools.

In August 2011, CSU-Global Campus was approved for membership in SOC (Servicemembers Opportunity College), and CSU-GC is being added to the list of SOC Consortium Institutions.

CSU-Global Campus continues to grow as we fulfill our mission of providing innovative higher learning opportunities for nontraditional students, in Colorado and beyond.

University of Denver

The DU Registrar's Office launched its own Facebook page at the beginning of autumn quarter.

In October, the University of Denver upgraded to Banner 8.5.2. Everyone is still standing.

University of Northern Colorado

It is a pleasure to announce that Charlie Couch has accepted the position of Registrar effective May 9. Charlie comes to UNC from Northwestern College in Orange City, Iowa. Charlie has worked as a Registrar and in registrar-related capacities for 16 years, most recently serving as Director of Institutional Research/Registrar at Northwestern. Charlie has many accomplishments in the Registrar's area as well as being an active member of numerous professional associations. Additionally, Charlie has presented at several state and national conferences on Registrar and student services topics.

The Registrar's Office at UNC is working towards various "grow green" initiatives, which include the elimination of the printed undergraduate and graduate catalogs and providing only an e-catalog; the elimination of paper forms housed within our area and providing them in an online format to be routed through workflow technology; and evaluating services and processes that require paper usage and migrating to e-service.

Colorado Mesa University

As of August 10, 2011, Mesa State College officially became Colorado Mesa University. This change in name and status, from college to university, is the next step in a long tradition of transformation and growth. Originally founded as a junior college in 1925, a dedication to teaching and a progressive nature led the institution to evolve into a four-year state college. During the past few years the school has gained momentum and seen substantial growth in enrollment, academic programs and state-of-the-art facilities as well as the addition of graduate programs.

Discussion about whether the institution should become a university had been underway in Grand Junction for many years. After recommendations by the 2010 Mesa State College Strategic Planning Committee to seriously consider strategies that strengthen Mesa State's brand perception and awareness and to explore the possibility of

Vice Presidents' Reports (continued)

becoming a university, they met with key stakeholders to gather their opinions. They did research with prospective students and parents, hosted a series of small focus groups, held a tele-townhall meeting with alumni, and conducted two comprehensive surveys.

Taking into account all the results from the research, the Mesa State College Board of Trustees on April 26 voted to change the name from Mesa State College to Colorado Mesa University. A bill was introduced in the Colorado Senate and passed through the Colorado Legislature with strong bipartisan support within a matter of weeks. On June 6, Gov. John Hickenlooper signed the bill into law at a special ceremony in the presence of about 250 students, faculty, staff and community members.

Changing their name doesn't change their core values. They remain committed to teaching, to small classroom sizes and to providing a high quality education at an affordable price. Tuition and fees for the upcoming year reflects the lowest increase among Colorado schools. In fact, student fees will actually decrease with the elimination of more than 300 course-specific fees. Combined, the increase that students will see this next year for tuition and fees is 4.8 percent.

Colorado Mesa University strongly believes their new name will position the institution for success while recognizing its strong history and their commitment to excellence. With all that has changed in the institution's 86-year history, the dedication to providing the highest quality education in a student-centered environment will always remain. It is this principle that will continue to guide the momentum of Colorado Mesa University as it moves into the future.

Colorado School of Mines

The Colorado School of Mines (CSM) recently discovered that the list of approved states that a driver's license may be accepted for HB06-1023 (Verification of Lawful presence) has expanded. Their staff researched and found that AK, HI, MD, MI, NE, NC, OR, TN, TX, VT, and WI driver's licenses or state Id's meet the requirement for verification. These have all been added since the introduction of the bill. Thanks for sharing CSM!

New Mexico—Carolyn Gutierrez

New Mexico State University

The Federal Aviation Administration (FAA) has asked the Physical Science Laboratory at NMSU to research the issues involved in allowing US law enforcement to use unmanned aerial vehicles (UAV). An unmanned aerial vehicle (UAV) is a machine which functions either by the remote control of a navigator or pilot (called a Combat Systems Officer on UCAVs) or autonomously, that is, as a self-directing entity. UAV's have been used with great success in the military in Iraq and Afghanistan but have had limited access into US airspace by the FAA. US law enforcement agencies have asked the FAA to reduce the restrictions so that UAV could help to locate lost children, hunt for drug smugglers and ease traffic jams in evacuations of cities before hurricanes or other natural disasters. NMSU is considered a research leader in the study and use of UAV's in the nation.

Looking Back: Historian's Report

by Nolan Oltjenbruns

Are you ready for a look way, way back into RMACRAO's history? I'm talking about 1977, the very first year of RMACRAO's existence as a three-state regional organization.

Our Past-President (Barbara Tucci) has been kind enough to provide me a copy of the Annual Meeting program from that year, held at Santa Fe, New Mexico. Here are some program features that I found interesting:

- ◆ The meeting was held in November, 1997. Fall meetings were customary at that time. My own recollection is that RMACRAO didn't move to a July meeting schedule until the early 1990s.
- ◆ The AACRAO Representative that year was Robert Melott, who served as Vice President for Admissions, Records, and Computer Services at Tulsa Junior College in Oklahoma.
- ◆ The program began at 6pm on a Wednesday evening. Following a general opening session, the first set of breakout sessions ran until 10pm that evening!
- ◆ Thursday evening featured famed author Tony Hillerman as a guest speaker. His topic was 'The Great Taos Bank Robbery and Other Tales from Indian Territory'.
- ◆ There was a sampling of program topics that could still be relevant today. Some examples: Legislative Concerns: Local, State, National; Automated Application Systems; International Student Concerns; Phony Transcripts; Time Management; Motivating the Staff.
- ◆ On the technology side, a session on Mini-Computers was offered. (This is truly an ancient concept now, in the current age of Internet-based information systems!)
- ◆ Old-timers in the group (I'm including myself here) would recall some the presenter names, and maybe had the great fortune to work with or be mentored by some of these elders in our profession: Alan Eddy (Colorado State University); Fred Christ (University of New Mexico); Charlie Selden (University of Northern Colorado); Ken Curtis (Metropolitan State College); and Rick Legoza (University of New Mexico).
- ◆ RMACRAO's first President was Virginia (Jinny) Williamson, who was initially hired as the College Nurse for Colorado Mountain College, and later took on the role of Registrar in addition to that. (Can you imagine any scenario where you, as your institutional registrar or admissions director, would be asked to add Nursing to your set of responsibilities?!)

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Looking Back (continued)

- ◆ Some of the colleges mentioned in the program no longer exist, or have changed names:
 - ◇ Mesa College (now Colorado Mesa University)
 - ◇ El Paso Community College (now Pikes Peak Community College)
 - ◇ Loretto Heights College (now defunct, although many of its programs were absorbed by Regis University). One of my early memories of working in the Registrar's Office at Regis: Registrar's Office staff worked several days to put all the Loretto Heights hard-copy transcripts into alphabetical order. This was a vast improvement over the prior filing system, which was based on an index number assigned to each student record.

In future issues of this newsletter, you can expect to see additional looks back in time at our history and at the legacy of others whose hard work preceded our own. I encourage any of you to submit suggestions, especially if you fondly remember specific Annual Meeting from years past. It's fun to reminisce!!!

RMACRAO 2011 Annual Meeting Wrap-up

Report submitted by Lara Medley, Local Arrangements Committee Chair

The RMACRAO Annual Meeting for 2011 was held at the Hyatt Regency Tech Center in Denver, Colorado, July 20-22nd.

The conference was a successful one, including many informational sessions each day as well as national and local speakers. Our events this year took us to the top floor of the Hyatt Regency for the President's Reception, a Rockies baseball game, the Comedy Works, and to the AVOW corporate offices.

This year we had 154 participants plus 18 exhibitor representatives. Our 154 participants included 146 college and university representatives, 2 AACRAO representatives, and 6 guests.

Of the 39 colleges and universities in represented, the top three schools sending the most representatives were Metro State, Front Range, and CU Boulder! Thank you to all of the 39 member institutions who participated this year.

A special thanks goes to Colorado School of Mines, University of Northern Colorado, University of Wyoming, and CSU Global Campus for donating time, talents, products, and funding for conference items and marketing.

Remember to save the date for next year in Laramie, Wyoming – July 18-20. Come light your fire!

RMACRAO 2011 Annual Meeting Exhibitor Update

Report submitted by Lara Medley, Exhibitor & LAC Liaison 2011-2012

As you all know, we have a fabulous group of companies with great representatives. These groups support our meetings by both attending as exhibitors and agreeing to go the extra mile to sponsor an activity or item.

This year we had 16 exhibitors including:

AVOW
CollegeNET
CollegeSource
Credentials Solutions
Digital Architecture
EMS
Jolesch Photography
Leapfrog
National Student Clearinghouse
Paradigm
Pearson Data Solutions
RightNow Technologies
SCRIP-SAFE International
Servicemembers Opportunity Colleges
SmartCatalog
SunGard Higher Education

AVOW sponsored our Thursday evening activity at their offices with good food and excellent company and conversation. Credentials Solutions sponsored our annual golf tournament, complete with breakfast burritos, 18 holes, and beautiful weather at the Wellspring Golf Club. Digital Architecture provided our lovely conference t-shirts. Jolesch Photography provided all of the amazing photography for the entire Annual Meeting. The National Student Clearinghouse provided our beautiful conference padfolios. Paradigm printed all of the certificates that were presented throughout the conference. SCRIP-SAFE sponsored one of our Break with Exhibitors events. SmartCatalog sponsored the audio-visual equipment that allowed us to communicate effectively for our opening, general, and closing sessions. Finally, SunGard Higher Education provided the nice conference bags that I'm sure we are all using to carry our work between the office and home.

We could not put on such a successful conference without the help of our industry partners and friends. Please thank them when you get a chance.

RMACRAO Annual Meeting First-Time Attendees

55 first-time attendees joined us this year at the annual meeting. Welcome to all of you! We hope you will come to our 2012 annual meeting and get involved in RMACRAO.

Suzette Albert, Front Range Community College, Administrative Assistant
Robin Alden, Mesalands Community College, Director of Enrollment Management
Jaqueline Auker, University of Northern Colorado, Marketing and Community Relations Manager
Tracy Barber, University of Colorado Colorado Springs, Associate Registrar
Alex Bauer, University of Denver, Admission and Transfer Coordinator
Teresa Bauer-Sogi, University of Colorado Grad School, Anschutz Medical Campus, Administrative Assistant
Elizabeth Bedient, University of Colorado Denver, International Scholar Advisor
Maria Best, Mesa State College, Admissions Counselor Processing
Chris Bierdeman, University of Northern Colorado, New Student Events Coordinator
Maggie Bodyfelt, Community College of Denver, Academic Credentials Specialist
Kelley Brundage, Colorado State University, Associate Registrar for Degree and Transfer
Brenda Caceres, Front Range Community College, Admissions and Records Administrative Assistant
Terry Caddell, University of Colorado, Boulder, Regulatory Compliance Assistant
Vince Calvo, University of Colorado, Boulder, Regulatory Compliance
Charlie Couch, University of Northern Colorado, Registrar
Tinka Crosby, University of Denver, Degree Evaluator
Flora DeRobles, Metro State College, Admin Asst
Donna Dible, University of Denver, Coordinator of Data Management and Research
Kerry Gabrielson, Trinidad State Junior College, VP Student Affairs
Linda Garcia, CSU-Pueblo, Assistant VA Benefits Coordinator
Tabatha Grayckowski, Colorado School of Mines, Assistant Registrar
Amy Guy, Jones International University, Assistant Registrar for Records
Carrie Hinds, Mesa State College, Assistant Director of Admissions, Transfer Services
Kelly Hock, University of Denver, Degree Evaluator
Sally Ingraham, University of Colorado, Tuition Classification Officer
Mary James, Front Range Community College, International Admissions/Residency Examiner
Erin Jendras, Front Range Community College, Admissions/HB-1023

Allison Jussel, Regis University, Assistant Director
Adam Kennerley, Jones International University, Associate Registrar
Chuck King, Rocky Mountain College of Art and Design, Registrar
Tiffany Kingrey, Colorado State University-Pueblo, Visitor Center Coordinator
Valerie Kisiel, Front Range Community College, 24/7 Email Advisor -Banner Recovery Specialist
Shawn Lechuga, Front Range Community College, Banner Specialist
Emma Lynch, Metro State College of Denver, Excel Outreach Counselor
Michele Manry, RightNow Technologies, Events Coordinator
Jason Maxwell, University of Colorado at Colorado Springs, Assistant Director of Admissions
Diane Mee, Colorado School of Mines, Office Services Specialist
Betsy Miller, Western New Mexico University, Registrar
Nancy Mills, University of Colorado Denver, Tuition Classification Officer
Shelly Mock, University of Northern Colorado, Program Assistant
Diane Mondragon, Adams State College, Assistant Registrar
Amy Moody, Metro State College, Office Manager
Charity Moser, Colorado Christian University, Assistant Registrar
Julia Murphy, Colorado State University, Assistant Registrar
Maria Petty, University of Colorado Boulder,
Stephanie Protsman, Metropolitan State College of Denver, Assistant Registrar
Karen Raymond, University of Northern Colorado, Senior Research Analyst
Janene Roys, University of Northern Colorado, Academic Report Writer
LeAnne Schnader, Colorado State University, Tuition Classification Officer
Pepper Jo Six, University of Wyoming, Associate Director
Pamela Stratton, Pikes Peak Community College, Tuition Classification Officer
Cindy Sufian, Colorado State University-Pueblo, Transcript Clerk
Amber Thompson, Lamar Community College, Admissions Counselor
D. Tobiassen Baitinger, Colorado State University, DARS Supervisor
Tina Truong, New Mexico State University Alamogordo, Admissions Director

Free Registration for the 2012 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 2012 Annual Meeting in Laramie.

This year's winner is: Tinka Crosby, Degree Evaluator, University of Denver. Tinka was a first-time attendee, and we hope she joins us in Laramie. Congratulations!

Awards and Retirees

At the RMACRAO 2011 Annual Meeting this past July, the following individuals were recognized:

Distinguished Service Award and Honorary Membership Recipient:
LeRoy Rooker, AACRAO Senior Fellow

Retiree: **Terry Burleson**, University of Colorado, Denver

New Member Institution

RMACRAO extends a warm welcome to our newest member institution: **Eastern New Mexico University Ruidoso**.

RMACRAO 2012

Come Light your Fire!

Calling all members mark your calendars for July 18-20, 2012 and head to Laramie, WY.

Our next annual meeting will be held at the Hilton Garden Inn and University of Wyoming Conference Center. We have a block of rooms reserved starting on Tuesday night with a room rate of \$129.00 per night.

We are planning on great presentations, speakers, exhibitors and fun.

For those that come early we will be bowling on Tuesday, followed by Poker on Wednesday and Dueling Pianos on Thursday. You will not want to miss these!!

Call for Proposals

The Program Committee is busily planning for next year's annual meeting.

The committee encourages any and all interested RMACRAO members to submit proposals for sessions for that meeting. Proposals are due to Lane Buchanan (presidentelect@rmacrao.org) by February 1, 2012.

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!