

FALL 2013 NEWSLETTER

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From the President

Greetings RMACRAO members! It was a pleasure to see so many of you at the 2013 RMACRAO Annual Meeting in Fort Collins this summer. CSU folks were excellent hosts as was the Fort Collins Marriott. And we couldn't do it without all the work done by the program committee, the local arrangements committee, the exhibitors, and the speakers, sessions presenters, and facilitators. As well as the membership in attendance. This is a perfect example of a successful group effort and I want to thank you all for making the annual meeting a tremendous success. It's the people of RMACRAO that make our organization so great and I truly believe that the higher education communities in New Mexico, Wyoming, and Colorado are a fantastic group of individuals who are always more than willing to share ideas as well as lessons learned. And I hope you were able to take some of these ideas and lessons from the annual meeting back to your institution.



As a side note, I asked the presenters from the annual meeting to submit a copy of their presentation for posting on our web site (www.rmacrao.org). For those that have sent us a copy of their presentation, these are now on the web site under RMACRAO Annual Meeting 2013 > Session Presentation Archive (those with the "File Type" field populated next to the session). If you were a presenter and have not yet submitted a copy of your presentation, please send a copy directly to me and we'll get it posted. And next year we'll look at what we can do to get the presentations posted by the beginning of the annual meeting rather than after the fact.

At the annual meeting I asked the membership to prepare for the opportunities that we're presented with on a daily basis...."opportunities to improve processes, opportunities to effect change, and opportunities to provide better service to our customers". And I also said that one of the best ways to prepare for these opportunities is to become involved. And the first opportunity is the 2014 annual meeting which is just around the corner. As you're reading this, the board of directors will have completed their site visit of the Crown Plaza Hotel and Conference Center in Albuquerque for our 2014 meeting. It's never too early to save the dates for the meeting: July 16-18. And now an opportunity to get involved. If you have ideas for a session you'd like to see or if you want to present on a topic yourself, please take this opportunity to contact Charlie Couch, President-Elect, who is leading the Program Committee in preparing for next year's annual meeting. Also, Charlie is looking for one more person from an admission's office to serve on this committee to help offer a well-rounded program for our membership....contact Charlie directly ASAP if interested. And other opportunities will be available at a later date to maybe present (as we look for speakers on a particular topic or members to serve on a panel discussion) or to facilitate a session at the annual meeting. So when these opportunities come your way, be sure to take advantage of them.

And in case you haven't asked yourself this question yet as you're reading this, "What other opportunities might there be?"

- Carolyn Gutierrez, Local Arrangements Chair, is looking for people to serve on the Local Arrangements Committee for the 2014 annual meeting. Please contact Carolyn if you're interested in helping with this.

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Vice Presidents' Reports

Colorado—Jamie Yarbrough

American Sentinel University

Thank you Sally Page, the RMACRAO Board of Directors and all of the RMACRAO members for welcoming American Sentinel University as a new member. I am appreciative of all your efforts to fulfill RMACRAO's purposes and in particular, updating the bylaws to be more inclusive to private universities as regular members.

It is my pleasure to introduce American Sentinel University to the RMACRAO membership.

American Sentinel University, headquartered in Aurora, Colo., delivers competitive advantages of accredited online degree programs in nursing, informatics, geospatial information systems, business, information technology including a nursing doctoral program with two specializations. Its affordable, flexible bachelor's and master's nursing degree programs are accredited by the Commission for the Collegiate Nursing Education (CCNE). The university is accredited by the Distance Education and Training Council (DETC). The Accrediting Commission of DETC is listed by the U.S. Department of Education as a nationally recognized accrediting agency and is a recognized member of the Council for Higher Education Accreditation. The university was founded after three accredited institutions merged into one: Denver-based institutions American Graduate School of Management and Sentinel University and Birmingham, Ala.-based American College of Computer and Information Sciences. With an international reach, American Sentinel has thousands of students and alumni around the world. The university has more than 165 full-time faculty members, more than 54 percent of which hold doctoral degrees and more than 100 academic administrators and staff. Some 94 percent of American Sentinel students are satisfied based on a 2012 student survey. American Sentinel has students and alumni working at the nation's top hospitals including Cleveland Clinic, Brigham and Women's Hospital and John Hopkins Hospital. American Sentinel has received the G.I. Jobs Military Friendly School Award consecutively since 2009, holding position amongst the top 20 percent.

The American Sentinel University's Registrar's Office is a six-person run department, headed by Dr. Thomas Hartman, Registrar. Thomas earned his Ph.D., in Higher Education Student Affairs Leadership from the University of Northern Colorado and has been involved with RMACRAO for more than 15 years. He has served as an admissions officer or in the registrar's office at UNC, Aims CC, CU Denver, Jones International University, Argosy University and American Sentinel University. Our student information system is CampusVue and our goals for the upcoming year include implementing document imaging, document management, transcript evaluation services, electronic transcript send/receive services and a content management system.

We gained valuable insights from this past July's Annual Meeting and are implementing what we learned in multiple areas including staff development, transfer evaluations and creating a registrar's office wiki. The contacts we made with vendors will allow us to implement new systems and processes to realize efficiencies in serving our students. Again, thank you for welcoming us to RMACRAO and we look forward to seeing you in Albuquerque next July!

Colorado Christian University

Colorado Christian University has embarked on a major campus redevelopment campaign. The existing CCU Lakewood campus consists of twenty buildings. Nearly all of these existing buildings will be torn down as part of the redevelopment project, and the total square footage of the new campus will triple. CCU has chosen to redevelop its campus in its current location – enjoying the benefits of Lakewood while creating a university that will last well beyond the university's 2014 centennial.

The CCU campus will be redeveloped to enhance the college experience of every student, encouraging students to socialize with one another, learn from mentors, and experience the full range of college life year round. The academic core of the new campus will include greater lab space, smart classrooms, and other technologies necessary for the 21st century scholar.

The 7-9 year campus redevelopment project is estimated to cost in excess of \$120 million. Phase One began this summer with the construction of a new 43,000 square foot academic building. The building is slated to open fall 2014, meeting a variety of present needs and a crucial first step toward a dramatically transformed campus.

For more information on CCU's campus redevelopment campaign, please see the campaign homepage: <http://www.ccu.edu/campaign/>

Metropolitan State University of Denver

SALT: MSU Denver has partnered with American Student Assistance to provide a new product to our students called SALT. Our campus is setting itself apart from the norm by taking a leadership role in higher education and providing a program to our students to help them become financially literate during college and beyond. With SALT students can boost their financial smarts with interactive lessons tailored for our school, track their student loans online, find scholarships they are eligible for, land jobs and internships, and talk with expert counselors for personal student loan assistance.

Early Alert: MSU Denver has launched the Early Alert program Fall 2013. The new Early Alert program is sponsored by the Academic and Student Affairs Division as a retention tool used to identify students early in the semester who are experiencing academic difficulties or who could benefit from referrals to appropriate campus resources. Providing intervention assistance early in the semester is very important to enhancing student persistence and graduation rates. Utilizing the functionality of the BRM software, the University has developed a web-based, user-friendly and more efficient Early Alert system to replace the manual Academic Alert process.

Degree Works: MSU Denver will be transitioning from the CAPP system to Degree Works. With an emphasis on completion rates and time to degree finding a better way to support student academic planning is essential.

Banner Workflow: Office of Admissions has fully implemented Banner Workflow. The Office of the Registrar and Academic Advising Center is next on the Banner Workflow project.

University of Colorado Boulder

The University of Colorado Boulder is excited to join over 500 institutions now accepting the Common Application. Freshman applicants applying for spring, summer, or fall 2014 can now apply through either the Common Application or using our CU-Boulder application.

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Vice Presidents' Reports (continued)

As you are probably aware, between September 11 and 15, the northern front range of the Rockies, and subsequently – the northeast part of the state, had record setting flooding that many have deemed as our “100 year flood”. As a result, the University of Colorado Boulder was closed on Thursday and Friday, September 12 and 13, partially due to minor flooding on campus but more so to protect our students, faculty and staff. Roads were flooded or washed out all around us, and the creeks were rapidly rising, making it extremely dangerous for driving. As a result of the campus closure, as well as impacts of flooding of student/faculty/staff homes in the Boulder, Lyons, Longmont, etc. area, many students are finding it difficult to get back to student life. As a result, the University has decided to be more flexible in many of our deadlines and policies, including:

- More flexibility in requests for expunging courses for student impacted by flooding.
- Increased advising and faculty intervention for students who consider withdrawing from the University.
- More flexibility in granting late pass/fail requests.
- More flexibility in full-time requirements for students (for example, Housing, probation/suspension), understanding we have no control in other areas (NCAA requirements, financial aid, etc.)
- Encouraging more flexibility in exams and project deadlines, especially early in the semester.
- More flexibility in granting incomplete grades.
- Financial assistance to students who were directly impacted by the floods.

We hope these adjustments will help the students that were impacted by the floods.

While the admissions office at the University of Colorado Boulder has been using Oracle CRM (customer relationship management) to communicate with their customers for a few years now, the registrar's office just recently started using it. We have found CRM to be quite flexible when building audiences (the equivalent to a PS Query), as well as the html editor and ease of use to send targeted emails. We're currently using it for the following:

- Students Enrolled from the Waitlist – went live Fall 2013
 - Unique email is generated to students who are enrolled from the waitlist into a course
- Students who drop a course with a grade of “W” – went live Fall 2013
 - Email is generated daily to students who have dropped a course(s) with a grade of “W”
- Enrollment Appointments – went live October 2013
 - Student-specific email that will include individual enrollment appointments including date/time frames for Spring 2014
- Grades posted – go-live slated for late-December 2013
 - When grades are posted, all students listed on the class roster (excluding dropped students with a ‘W’ grade) will receive an email that their grades are available for that course/class.

We are proud to announce that the Office of the Registrar at CU-Boulder has recently implemented a new Drupal-based website. This is exciting for many reasons as the new site thoroughly enhances the student, faculty and staff experience.

Drupal is a content management system (CMS) that is widely used to create and manage many different types of websites. The open-source platform gives us access to a tremendous amount of resources including; custom development, modules (or widgets), dynamic feeds for important deadlines and dates, and site add-ons which allow us to expand on the core site features.

Key administrative features include a non-public authenticated website for faculty and staff to access vital grading and ISIS information and the ability to assign content permissions for streamlined content management. By utilizing the permissions feature, departments within the registrar's office will now be in charge of their own content, and as a result, out-of-date content is virtually eliminated. Our new service-driven website offers vast improvements in terms of esthetics, search capabilities, functionality, streamlining processes, creation of business applications, and live feed calendars that have never been offered.

Our web team looks forward to participating in the annual DrupalCon, in Austin, Texas, to learn about ways to further improve the new website.

University of Northern Colorado

The University of Northern Colorado is experiencing significant change in a variety of areas.

The Office of the Registrar has recently acquired the National Student Clearinghouse as its e-transcript provider. We hope to begin providing e-transcripts by the end of the Fall 2013 term.

We've also recently acquired Degree Works as our new degree audit tool, replacing CAPP. The next 14 weeks or so will be busy for staff with training, scribing, and development of the tool. Our goal is to launch Degree Works in Fall 2014.

After a year-long discussion, the evaluation of UG transcripts has moved from the Office of Admissions to the Office of the Registrar. The move helps align front end processes with back end degree completion processes. We anticipate a more efficient and effective evaluation system.

Lastly, the Office of the Registrar is preparing for the HLC accreditation visit coming Spring 2015. Staff are working closely with multiple units on campus to review practices and procedures so that we are meeting federal compliance expectations.

Western State Colorado University

The last year has been one of change and more change at Western State Colorado University. The Office of the Registrar embraced these changes by rolling up our sleeves and wholeheartedly supporting the transitions at Western. In the process, we even made a few adjustments within our office.

With changes to orientation, branding, staffing, and the additions of new buildings, the Office of the Registrar and the Academic Resource Center – who share an office suite – decided to evaluate our customer-service model. A few weeks before the start of the semester, we reviewed what was working and what might make the offices run more smoothly.

The staff decided the front office was overcrowded and confusing for visitors. There are multiple workstations, offering too many choices of where to go and whom to speak with. This caused confusion for students and visitors entering the suite. Visitors to the office faced staff for the Academic Resource Center (ARC), and the office of the

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Vice Presidents' Reports (continued)

Registrar. Staff members from the offices were in the reception area, which also housed three student computers and a table for visitors. The space was tight and often noisy. The Office of the Registrar lost a half-time worker to another office, so it was an ideal time to re-evaluate our staffing and layout.

Both offices:

- were willing to share a receptionist but didn't want it to impact individual office budgets.
- were willing to evaluate office and storage areas.
- had work-study students who helped with projects, had regular duties, and sometimes provided reception and triage for the office.

Although the offices had differing functions and goals, both teams agreed on the need to improve customer service. After some deliberation, we agreed to change the office layout. Work-study students now answer the phones and greet walk-in traffic. A staff member who works with sensitive issues moved to an underused office space. Several pieces of furniture were removed, providing more space to accommodate student visitors.

Although, we are still in the pilot stage of this new configuration, we sense success. Visitors to the office know where to go for help. Students can access computers more easily. Seating for visitors is clearly designated and more comfortable. And the office is quieter, because staff members don't collaborate in its open areas.

The offices have combined resources to provide better customer service.

In addition to changing to university status; implementing a very successful First-Year Experience; changing to one, multi-day orientation session for new students that tripled concurrent enrollment; implementing living-learning communities; opening a beautiful new residence hall; building a new 120,000 square foot athletic facility; and launching a new graduate program; Western has experienced several leadership changes. Interim Associate Vice President Dr. William Niemi is a longtime professor of Politics and Government, who most recently served as associate vice president of Academic Affairs and director of the First-Year Experience. He brings to the position a strong sense of Western's history, a deep respect and knowledge of the faculty-governance process, strong communication skills, and a transparent leadership. Also, on July 1, Brad Baca became Western's interim president. Mr. Baca, the former executive vice president at Western, reorganized the enrollment-management team, including the directors of Admissions, Financial Aid, Institutional Research and Media Relations. And he is working closely with the Board of Trustees on institutional goals and objectives, while a presidential search continues.

Changes are reaping rewards. The incoming freshman class is larger than last year. Retention numbers are significantly better. This reflects well on the implementation of the First-Year Experience.

We've had a great start to the fall semester and look forward to another exciting year at Western State Colorado University.

From the President (continued)

- Lane Buchanan, Past President, will be needing volunteers to serve on the Nominations & Elections Committee to solicit and prepare a slate of candidates for the board positions we'll be electing next year. Contact Lane if you're interested in serving on this committee or if you're interesting in running for a board position for this next year.
- AACRAO 2014 will be in our own backyard this year....March 30 – April 2 at the Colorado Convention Center in Denver.
 - With it being so close, please take advantage of this opportunity and attend the AACRAO annual meeting (and send more of your staff if that's an option because of the travel costs being lower than they normally would be).
 - Volunteer to help at the AACRAO 2014 Annual Meeting. The annual meeting volunteer committee is being co-chaired by Lara Medley (Colorado School of Mines) and Kelley Christman (University of Northern Colorado) and they're looking for RMACRAO members to help out during the AACRAO annual meeting. Please contact them if you're available to help (lmedley@mines.edu and kelly.christman@unco.edu)
 - Also, you can volunteer to facilitate a session at the AACRAO meeting at <http://meetings.aacrao.org/am/index.php>
- And sending the board comments/feedback on what we're doing is another opportunity to get involved. We always welcome hearing from our members and how we can better serve the membership.

Hopefully that gives you some "opportunity" starting points for now.

Some opportunities that I plan to pursue with the board over the next year include developing the Marketing & Communications Coordinator position, taking a look at our banking and transaction fees and exploring if there's a cheaper way for us to do business, exploring the option of increasing membership dues (as well as looking at membership dues charged by other regional AACRAO associations and the services they provide to their membership), creating a central site on the web for many of the templates and info used by the board to help facilitate the transition of board members from year to year, getting our new web site finished and the list serve up and running, etc. A lot for us to work on but some exciting opportunities to improve service to the membership.

Finally, I'd like to welcome Nonie Wainwright to the RMACRAO board. Nonie was recently appointed to the position of Marketing & Communications Coordinator. Nonie is currently the Coordinator of Communications in the registrar's office at the University of Colorado Boulder and will bring a wealth of experience and expertise in this area and help us to develop this position.

I wish you all a great (academic) year!

Sincerely,

Sally Page,
RMACRAO President

Looking Back: Historian's Report by Nolan Oltjenbruns

As plans begin to take shape for next year's Annual Meeting in Albuquerque, my thoughts drift back 23 years to 1990, when I attended a RMACRAO Annual Meeting for the first time. That meeting, coincidentally, was held in Albuquerque as well. It's been great fun to delve into the organization's archives to uncover the meeting details and resurrect those memories!

In the years leading up and including 1990, the Annual Meeting was held in October rather than July. That being the case, meeting attendees in 1990 had a marvelous opportunity to observe the early morning "mass ascension" by hundreds of hot air balloons at the Albuquerque Balloon Fiesta, held in October each year.

We boarded buses in the dark of night and made our pre-dawn way out to Balloon Fiesta Park on the north side of the city. As we arrived, all those balloons still lay stretched out on the ground as their pilots prepared for the day's launch. But soon, as dawn approached, each pilot inflated the balloon to its full height. One by one, the balloons lifted into the brightening sky and followed the autumn breezes over the Rio Grande valley. I haven't had an opportunity to attend another Fiesta since 1990, but I'll never forget the beauty and majesty I witnessed that day.

1990 was a memorable year for us from a business standpoint, as well. The Annual Meeting was held at the Winrock Inn in Albuquerque. AACRAO President-Elect Charles McKinney provided updates on several topical issues, including:

- SPEEDE (electronic data transmission);
- AACRAO's new focus on professional development initiatives;
- Formation of a task force intended to review the quality of AACRAO's Annual Meeting;
- Planning for the 1991 AACRAO Annual meeting in Hawaii

RMACRAO membership voted at the Business Meeting to move the Annual Meeting to July, effective in 1991. Also at the Business Meeting, out-going President Bill Haid passed the gavel to President-Elect Valerie Mead. (I'm proud to state that in my time in the profession, I've had the privilege to work on a day-by-day basis alongside both of these consummate professionals).

As part of his President's Report, Bill notified the membership that a bid had been put in for Denver to host an AACRAO Annual Meeting. Although the bid was not successful, he indicated that the bidding process had been a valuable learning experience. (Looking ahead to future years, Denver's opportunity to host would finally come about in 2014!).

Make sure to mark your calendars now (July 18 through 20) for the 2014 Annual Meeting. Help make RMACRAO's return to Albuquerque a great event!

Feedback from Travel Grant Recipients about the 2013 Annual Meeting

We asked travel grant recipients who attended the 2013 Annual Meeting to share with the membership what they got out of their experience. Here's what they had to say:

Jenna Davis, Lamar Community College

RMACRAO is a professional development and networking opportunity at its finest. It is designed in a way that encourages collaboration between everyone who attends. I got practical information that I was able to implement at LCC right away along with ideas for the future. It is imperative to be as efficient and effective as possible in our chosen profession and RMACRAO gives us an opportunity to discuss best practices with our colleagues.

Nonie Wainwright, University of Colorado Boulder

As a new employee to the Registrar's Office in a recently created position at the University of Colorado Boulder, I was asked to present at RMACRAO before I knew what the somewhat odd acronym even stood for. Still learning what the Coordinator of Communications role was in my office, I anxiously accepted the invitation. As it turned out, many members of RMACRAO were also eager to learn about the role of the communications coordinator. Presenting at RMACRAO provided a wonderful experience to understand the function of the organization through the sharing of ideas and stories. I learned about the successes, the works in progress, and the struggles from other institutions and offices while comparing those to what was happening on our campus. The overall experience culminated in a deep understanding and appreciation for our role not only at the University of Colorado but at schools throughout our region. My advice for future first-timers, and even second or third-timers, is to fully participate at every opportunity. The more you actively bring to the RMACRAO table, the larger the reward for you and your institution.

Kendra Heinrich, Metropolitan State University of Denver

I really enjoyed the sessions specific to our jobs and what we do day to day, such as ASSET and COF. It was great to hear what others do and don't do and to be able to relate to one another and recognize that we are all in the same boat. We are all trying to get through these new bills being passed, policies being updated, and the fact that we were all able to discuss it and hear what works and what we can take away was most rewarding to me. The overall experience was far more than what I expected from the obvious networking. I had an unforgettable experience and hope to attend again. Thank you to all the members and to those who helped run the show.

2014 Annual Meeting

Reaching New Heights!
Perspective. Purpose. Passion.

Crown Plaza Hotel and Conference Center July 16-18, 2014, in Albuquerque, New Mexico.

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 Charlie Couch (presidentelect@rmacrao.org) by **Friday, January 31st, 2013.**

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!

2013 Annual Meeting Wrap-up

The 2013 RMACRAO Annual Meeting in Fort Collins, Colorado had 186 attendees of which 60 were first-time attendees. As well as offering up an array of workshops and speakers, attendees enjoyed the Credential Solutions Cookout, dinner at Nordy's BBQ and a night in charming Old Town Fort Collins.

New Member Institutions

American Sentinel University, Aurora, Colorado
University of St. Francis, Albuquerque, New Mexico

First-time Attendees

Joanne Ashmun-Front Range Community College
Marc Barker-Colorado State University
Terese Bates-Colorado Mesa University
Jerry Becker-Colorado State University
Jenn Bissell-Colorado State University
Rochelle Braaten-Colorado State University
Peyton Colburn-University of Colorado at Boulder
Mathew Cox-University of Colorado Colorado Springs
Mari Dark-Naropa University
Jenna Davis-Lamar Community College
Sarah Ener-Front Range Community College
Tiffany Fast-Front Range Community College
Jennifer Fillion-University of Denver
Jared Fogle-Colorado Christian University
Kara Freeman-Front Range Community College
Joshua Fry-Colorado Technical University
Patsy Gibb-Front Range Community College
Megan Gregorich-Colorado State University-Pueblo
Rosalind Grenfell-University of Wyoming/Casper College Center

Aileen Harker-University of Colorado
Kendra Heinrich-Metropolitan State University of Denver
Matt Hooley-Laramie County Community College
Sandie Hubbard-American Sentinel University
Roxanna Hughes-San Juan College
Kristine Hunerwadel-University of Colorado - Law School
Becky Jones-University of Colorado Boulder
Nancy Judson-University of Colorado Boulder
Michelle Kelly-Front Range Community College
Donna Ketterer-Colorado State University
Dana Kohler-The University of Northern Colorado
Timothy Lankford-Argosy University
Petra Marlin-Colorado State University
Kay Marshall-University of Colorado Denver
Ben Martin-University of Colorado Boulder
Shelly Meyers-Nicholas-University of New Mexico-Valencia Campus
Dave Micus-University of Wyoming
Shannon Miller-Colorado State University
Christa Minardi-University of Colorado Denver
Jessica Oppen-University of Colorado Boulder
Danielle Ortega-University of Colorado
Terri Pecora-Colorado State University
Michelle Pelle-University of Denver
Gwen Persons-University of Colorado Denver
Donna Phillips-University of Colorado Boulder
Katie Risheill-Colorado State University
Renee Seidel-Front Range Community College
Erin Siems-Casper College
Michael Sisneros-Trinidad State Junior College
Robert Sloat-Regis University
Julie Sullivan-Front Range Community College
Renee Tastad-Front Range Community College
Brooke Taylor-Colorado State University
Trish Torrez-Colorado State University
Lisa Vigil-Colorado State University-Pueblo
Nonie Wainwright-University of Colorado
Nnena West-Community College of Aurora
Ilene Withers-Colorado State University
Edward Zarate-Metropolitan State University of Denver
Jane Zheng-University of Colorado Boulder

Web Developer Update

The new RMACRAO website is up, running, and growing! It has a new look and feel, and will be a better tool to serve the RMACRAO population as it is based on a content management based platform, allowing members of the RMACRAO organization to update various pages on their own without yhr need for advanced web design. In other news, Google accepted the "Google Apps for Education" application from RMACRAO so that our organization can now benefit from the zero cost business version of their major apps and services. This includes Google Groups for RMACRAO listserv rather than a higher cost software and server combination, Gmail for all @rmacrao.org email accounts, Calendar, Contacts, Drive (30GB space for every account), Mobile, Sites, Talk/Hangouts, and much more. These services on the Google platform will resolve many issues that RMACRAO has had in keeping our technology budget low. We are taking advantage of the cloud so that collaboration, communication, and cooperation are simple and easy to understand and do. It is all well documented and has little or no overhead. We are very excited to start using this this year!