



ROCKY MOUNTAIN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

COLORADO ♦ NEW MEXICO ♦ WYOMING ❖ SUMMER 2003 NEWSLETTER

2002-2003 Executive Committee

Kathleen Sena, President
The University of New Mexico
ksena@unm.edu
(505) 277-4792

Tamara Lehner, President-Elect
University of Wyoming
tslehner@uwyo.edu
(307) 766-5160

Steve Ekerholm, Past President
University of Colorado at Colorado Springs
sekerhol@uccs.edu
(719) 262-3375

Becky Barnes, Vice President - Colorado
University of Northern Colorado
rebecca.barnes@unco.edu
(970) 351-1851

Mary Angell, Vice President - New Mexico
College of Santa Fe
mangell@csf.edu
(505) 473-6322

Laurie Watkins, Vice President - Wyoming
Western Wyoming Community College
lwatkins@wwcc.cc.wy.us
(307) 382-1647

Nolan Oltjenbruns, Secretary
Colorado State University
nolan.oltjenbruns@colostate.edu
(970) 491-2712

Scheherazade Downey, Treasurer
University of Denver
cdowney@du.edu
(303) 871-4996

Sally Page, Newsletter Editor
University of Colorado at Boulder
sally.page@colorado.edu
(303) 492-2464

Sherri Waggoner, 2003 LAC Chair
Fort Lewis College
waggoner_s@fortlewis.edu
(970) 247-7376

From the President

It's hard to believe that another academic year has come and is almost gone. So many plans to accomplish so much and seemingly so little time to even scratch the surface. And that is ever so true with serving as an officer for RMACRAO.

On that note I wanted to share with you that RMACRAO is incorporated. After several minor adjustments to our incorporation papers we officially achieved this goal in mid-April. I'd like to thank **Luz Barreras** from New Mexico Institute of Mining and Technology, **Linda Toohey** from Casper College, and **Laurie Watkins** from Western Wyoming Community College for spear-heading this effort the last couple of years to accomplish this major task.

By now everyone should have received a copy of an Institutional Profile Survey from me that was sent out in early April. I chose this as a project this year because I have found this resource so valuable to me over the years. The first version of our region profile was published in 1991, the second one in 1995, and now eight years later version three will hit the streets at the annual meeting in July, in Durango. To that end I would like to encourage all the institutions that have not yet returned their survey to me to do so as quickly as possible. I plan to dedicate the first full week in July to compile the results and getting the profile printed to have available at the meeting.

All of the officers certainly have been busy with specific responsibilities related to their respective offices. **Tamara Lehner** and her Program Committee for sure. As they are working every so diligently to plan an informative and educational annual meeting, you need to make sure you have marked your calendar to attend.

Tamara also was busier earlier this year making the arrangements for the great reception for RMACRAOans at the AACRAO 2003 Annual Meeting in Washington, D.C. There was never a question that evening of anyone going away hungry or of not having an opportunity to visit with old friends and meet new ones. It was great to see those who could attend this year's annual meeting.

Sherri Waggoner and her Local Arrangements Committee are working along side Tamara to take care of all the logistics to host the annual meeting at Fort Lewis College in Durango. They have been very busy recruiting exhibitors to come and share their products and technology with us.

I am very appreciative of the vice presidents from each of the states, **Laurie, Becky, and Angell**, for keeping us up-to-date on the various and sundry happenings at a number of the institutions in the Rocky Mountain region.



(continued on page 5)

Vice Presidents' Reports

Colorado - Becky Barnes

Randy Kouba, longtime RMACRAOan, will retire at the end of June from the **University of Colorado at Colorado Springs**. More than 30 years ago, Randy's first job on campus was answering phones and running errands for the Office of Admissions and Records. His career progressed from student hourly to admissions counselor, assistant director, associate director, interim director, and director of admissions and records (enrollment management). A little over a year ago Randy agreed to serve as interim vice chancellor for student success. About six months ago, after seeing that the vice chancellor for student success position was properly filled, he agreed to serve as interim vice chancellor for administration and finance. While having moved up in the campus administration Randy has never forgotten his roots, admissions and records, and plans to attend the RMACRAO annual meeting this July.

Patricia S. Ridley, from the **United States Air Force Academy**, retired in February after 26 years in civil service. For the last 10 years of her career, Patricia worked in the registrar's office as the secretary for cadet examinations and records, moving on to become a records manager, and eventually ending her career as the graduation and first class coordinator and assistant to the chief, for academic scheduling and customer service. Patricia has been a key player for the Air Force during her career. Her contributions, expertise, positive attitude, and devotion to the mission will be missed by the registrar's office and the United States Air Force Academy.

David P. Sorenson, Ph.D., retired from the **University of Colorado Health Sciences Center** on August 31, 2002 after 30 years as director of student admissions and records. **Lynn Mason**, Ph.D., was appointed interim director effective September 1, 2002. He will serve in his new post at least through the end of this summer, when a search committee will assemble candidates for a permanent director.

Colorado State University has created a new web site for prospective students. **Connect.colostate.edu** is a dynamic web site giving students a personalized portal to university information. When students access the web site with their personal identifier and password, they will be able to personalize their web page by selecting links to academic areas and campus activities that match their interests. Designed to keep students connected to the university, the web site entertains and informs students with a variety of unique features, including stories and photos about university students, faculty, programs, and activities; a continuing comic-strip series, "Learning Curve," by Fort Collins native, Rudy B. Hall; "Carl's Corner," a witty "Did You Know" column written by Admissions Counselor Carl Melle; and much more.

Toni Swanson, assistant registrar for classroom scheduling at **Colorado State University**, will retire at the end of June after more than 30 years of service to the university. Toni's commitment to Colorado State began in 1973 when she was hired as a transfer credit evaluator in the Office of Admissions and Records. From there she moved to the microbiology department as their departmental secretary and then returned to admissions and records in 1988 to manage the classroom scheduling office. For the past 15 years, Toni has provided the campus with an accurate and timely class schedule. Over the years, Toni has displayed exceptional skill in managing the university's inventory of general assignment classrooms. In dealing with tasks such as gathering course offerings from over 65 departments, resolving conflicting requests for high-demand rooms, or negotiating with department chairs to offer courses during non-peak hours, Toni's conflict resolution skills have consistently resulted in positive outcomes. She has also shown creativity and initiative in solving unexpected budgetary dilemmas, such as the untimely (and unexpected) bankruptcy of the vendor who managed ad sales and contracted for printing of the schedule publica-

tion. Toni has played a valuable role in assisting the registrar's office to plan for a smooth transition after her retirement. She and her husband Bill plan to remain in the Fort Collins area. We wish her all the best as she enters a new phase of her life!

University of Colorado at Denver has now gone 'paperless'! The schedule of courses is now online. Students are registering for summer and fall terms without a printed schedule of courses for the first time. Visit CU-Denver's online schedule at www.cudenver.edu/registrar/ and click on 'course search & schedule planner' to check out their dynamic schedule planner.

CU-Denver admissions has just launched an online graduate application for admission which directly loads into their student information system. The graduate student population of 5093 students comprises 43% of CU-Denver's total population of 11,760. Graduate admissions is a decentralized process at CU-Denver and this application will not only be convenient for graduate students, but will enable the admissions office to know that a applicant has an application on file in a graduate department and can forward transcripts that end up being sent to the admissions office instead of the graduate program office. Currently the transcripts would remain in admissions until the graduate department "looked" for them. 58% of undergraduate applicants for fall 2003 have submitted the online undergraduate application.

Patricia Jimenez, associate director of admissions, will retire at the end of June after 24 years at **CU-Denver** and a total of 32 years including other state service. Pat has been responsible for the processing unit and international admissions.

Rick Sciacca, director of admissions at **Trinidad State Junior College**, reports that **John Giron**, dean of students, is retiring in June.

At the end of June, **Lynn Denzin** is retiring from **Metropolitan State College** after serving there for 25 years. Among Lynn's most recent duties, she served as the director of application services from 1998 to the present and

Vice Presidents' Reports (continued)

as co-chair of the successful implementation of the Integrated Systems Initiative project from 1996-98, including implementation of the SCT Banner student software system, TouchNet kiosk systems, Schedule 25, and Frank Solutions IVR system. Prior to that time she was associate registrar, director of student services and director of veterans services. Lynn has received numerous honors and recognitions from Metro, including the Distinguished Service Award for Outstanding Administrator in 1993 and the Outstanding Woman Administrator Award in 1995. Lynn has been an active member of AACRAO, serving on the Professional Access and Equity Committee and chairing the Information Systems and Technology Committee. Lynn served RMACRAO as vice president for Colorado from 1997-99, was treasurer from 1993-95, and has made numerous presentations at both RMACRAO and AACRAO conferences. Lynn will be greatly missed for both her professional guidance and her outstanding friendship to many.

Barb Leggate, registrar for the law school at the **University of Colorado at Boulder**, retired fall of 2002. Barb started at the university as a clerk in the records office while she was an undergraduate student and continued to work there after graduating with a B.A. in education in 1971. From 1976-78, she was the commencement coordinator in the records office. Then in 1978, she was appointed registrar for the law school until her retirement last fall.

This June, RMACRAO will bid a fond farewell to **William Green**, the registrar at **Aims Community College** for nearly 18 years. Bill will be retiring after 30 years of faithful service in postsecondary education. His career started at the University of Northern Colorado as assistant coordinator of circulation services in Michener Library where he was known to abuse his position of authority by monopolizing every automobile publication, only occasionally allowing a student to view such sacred writings. After a couple of years in "the stacks," he became the university's assistant registrar. There he facilitated the move

into the technology world, converting hard copy records to computer managed academic records, and assisting with the start up of the computerized registration system. He later used the mountains of old printed records and outdated IBM punch cards to build an immaculately clean and well insulated garage for his beloved 1969 GTO. Ten years later, Bill finally hit the big time, becoming the registrar for Aims, where his car fetish would be overlooked and his unique management style and rapier wit would be truly appreciated. Bill quickly learned the differences between universities and community colleges ("What? Aims teaches childbirth classes at the hospital?!"), and over the course of the next two decades became one of the most knowledgeable, trusted, and respected resources at the college. During his tenure at Aims he's survived seven Aims presidents (regular, interim, and no-shows), countless state audits, and the cleanup of a not-so-successful records conversion prior to his arrival at Aims, as well as the recent, successful records system conversion to SCT Banner. And now, with Aims as one of Colorado's last bastions of quarterdom, Bill has the foresight to high-tail it out of Aims before an anticipated conversion to semesters. His colleagues will miss his borderline psychotic fixation with automobiles, his Crisco Twister games, and his infectious snort-laugh, as well as his expertise, knowledge, integrity, creative problem solving, and loyal dedication to excellence in higher education for the past three decades. He's yet to make up his mind what he'll do next or where he'll do it, but he's sure to be successful. We wish him all the best and hope he knows how much he'll be missed.

Susan Smith, registrar at the **Colorado School of Mines**, is adding her name to the list of retirees. June 30 is her day of freedom. She has been registrar at CSM since August 1995 and before that was the registrar at Fort Lewis College from 1980-95. From 1979-80 she was the assistant registrar and from 1978-79 she was an admissions counselor. And finally from August 1974 to July 1978 Susan was a credentials examiner in the Office of Admissions

and Records at the University of Colorado at Denver. Susan was active in RMACRAO until around 1996-97 when CSM's freshmen orientations were held the same week as the annual meeting. She summarizes that all of her experience working for the State of Colorado has been in higher education.

New Mexico - Mary Angell

Congratulations to **Betsy Miller** who became the new registrar at **Western New Mexico University** on March 1. Betsy, the former assistant director of admissions, has taken over for Stuart Moore, who left at the end of October. We wish the best to Stuart, who is now the registrar at Springhill College, in Mobile, Alabama.

The **College of the Southwest** is growing by leaps and bounds, according to **Glenna Ohaver**, director of educational services. Enrollment has been steadily growing for the last five years and they are almost at 900 students. A new student center and two classroom buildings opened this year, and a new 48-student dorm is currently being built. The college also welcomed **Karen Workentin** as the new dean of enrollment services this year.

Lucy Sanchez, the registrar at the **University of New Mexico Valencia**, put in to action FERPA tips learned at the AACRAO conference last month. Lucy was made the FERPA "sheriff" during a lively session in Washington and went right back to her campus and put together a workshop for the work-study students. She plans on doing another session for faculty in the fall.

Ruth L'Esperance from **University of New Mexico Los Alamos** left the branch registrar position at the end of May (to have a baby). Congratulations will be due shortly!

Santa Fe Community College, New Mexico Junior College, and Northern New Mexico Community College have started work on their administrative software conversion to Banner. These three schools have entered into a consortium agreement. Each campus will upload their information to

Vice Presidents' Reports (continued)

Technet in Albuquerque, where the mainframe and backup systems will be housed. **Barbara Tucci (SFCC), Bob Bensing (NMJC), and Mike Costello (NNMCC)** have been charged with overseeing the student side of the conversion and they're scheduled to go live in April 2005.

NMACRAO is in full swing getting ready for their annual meeting. This year's meeting is scheduled for June 19-20 at the Radisson Inn in Albuquerque. Registration forms and a tentative agenda have been mailed out and must be returned by June 6. Session topics include: SEVIS, residency issues, online orientation, FERPA, systematic advising, and a Banner roundtable discussion. If anyone has questions regarding this conference or needs a registration packet, please call Lucy Sanchez at (505) 925-8581 or drop her an e-mail at T19722@unm.edu.

Wyoming - Laurie Watkins

Linda Toohey reports the enrollment services office at **Casper College** will be updated and renovated this summer. "We are very excited about the changes that will take place. The downside is that we will be relocated to the administration gym from May 22 through September 15. We would ask for your patience if you are expecting transcripts from us. There may be a delay in processing, as we will have limited access to our hard copy transcripts. We also just completed a new student lounge area in the administration building, and we are completing an impressive dance and communication addition to our theater. These departments will move into their new facility in July, and students will have the benefit of state-of-the-art lighting, dance floors, makeup area, and communication labs beginning this fall."

Central Wyoming College is currently conducting a search for a new director of admissions. **Missy Metzler**, the newest member of the team, has moved from the admissions office to the records and research office. She is

responsible for processing admission applications, registrations, and transcript requests. She is a welcome addition to the office. **Chestine Kurth**, registrar, and the information technology department are working diligently to implement SPEEDE. Chestine says, "This software will allow us to share student transcripts electronically with other institutions that also have SPEEDE. We are looking forward to this faster method of transferring information."

Eastern Wyoming College is dealing with the loss of **Ethel Marlatt**, EWC's housing director, after her long battle with cancer. She began working at EWC as the apartment coordinator in the fall 2001 and replaced Paula Arnold as the housing director this past summer. She was loved by the students and will be sadly missed by all who knew her. **Tanya Howery**, coordinator of high school and college relations, has assumed the responsibility for coordinating New Student Orientation from **Marilyn Cotant**, assistant dean of students. "Tanya was a former student and volleyball player at EWC, and brings a new fresh perspective to this important responsibility," stated Marilyn. Miss Howery will soon become Mrs. Cook, as she and **Chris Cook** are engaged to be married on June 7!

At **Laramie County Community College**, **Jenny Hargett** reports that **Sara Fleenor**, former admissions representative, has accepted a new position as an international student and orientation advisor. Orientation is no longer part of the admissions area and will be expanded to a first-year experience course.

Northwest College welcomes **Miles LaRowe** as the new president. LaRowe, who will leave his presidential post at Eastern Idaho Technical College in Idaho Falls, will officially join the campus on June 1. LaRowe replaces **Frances Feinerman** who resigned last summer after four years in the position.

Sheridan College is very pleased to present its newly revised web site at **www.sheridan.edu**. The format is easier to navigate and more user friendly than the previous site. Contractors for the new Gillette campus buildings are making great headway. New degree programs include AAS degrees in networking and integrated systems, and meat and food science.

Western Wyoming Community College President Boggs organized a campus-wide cleanup project in May to beautify the campus for graduation. Registrar **Kay Leum** reports that WWCC now allows graduation three times each year (spring, summer, and fall). (Only one graduation ceremony is held in May.) North Central accreditation work continues, and new degree programs have been added including an AAS in human services, AA with emphasis in archaeology, AS degrees in accounting, economics, and administration, and certificates in web development, international business/ESL, power plant maintenance mechanic, diesel and heavy equipment maintenance repair, underground maintenance mechanic, and surface maintenance mechanic. Also at WWCC, the admissions office is being renovated this summer with new workstations for the admissions secretary and admissions assistant. They are looking forward to the new work areas.

The **University of Wyoming** is in the process of researching possibilities for a new student information system as well as a new document imaging system, and committees have been formed for both projects. There will be many happy occasions this summer, as **Dominic Martinez, Emily Enzi, and Nadine Alvarado** plan weddings, **Scott Vanhorn** celebrates an engagement, and **Shelley Dodd** anticipates the birth of her second son in July. On a sad note, **Dominic Martinez** has announced that he is leaving UW at the end of June; he will be relocating to Denver along with his wife, who is accepting a pharmacy position there.

From the President

(continued from page 1)

Steve Ekerholm has been busy preparing for the newcomers' activities at the upcoming annual meeting. He's also been working to find out about members of our association who may be retiring so that we can make sure to wish them well in their new adventures. For those of you who will be attending the annual meeting for the first time, please plan to attend the several special sessions that have been scheduled to help acclimate you to our outstanding professional organization. If you would like to sign up as a mentor for our newcomers please contact me at ksema.unm.edu.

With **Nolan Oltjenbruns** keeping track of the executive committee activities and actions and association business, and **Scheherazade Downey** taking care of the finances, and **Sally Page** keeping us all informed, everyone has been very busy this year. And RMACRAO is doing just great! I would like to take the time to thank each of the members of the executive committee for a rewarding year and look forward to seeing everyone in Durango.

– *Respectfully, Kathleen F. Sena,*
RMACRAO President

President's Call to the Annual Meeting

I, Kathleen F. Sena, President of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers, do hereby issue the call for the 2003 Annual Meeting to be held July 16 -18 on the Fort Lewis Campus in Durango, Colorado.

The annual meeting is the premier event of our association. As we gather on the Fort Lewis campus to enjoy the camaraderie of our associates and the educational sessions provided, we will continue to be enriched in our professional and personal paths.

I look forward to meeting new members, seeing old friends, and sharing experiences of a profession that has been good to me.

RMACRAO 2003 Annual Meeting

The RMACRAO 2003 Annual Meeting, July 16-18 in Durango, Colorado is just around the corner and **registration is now open!**

An exciting program is planned which features many dynamic presenters. Some of the sessions scheduled will address timely issues surrounding transcript and diploma fraud, recruiting and marketing techniques, scheduling issues, leadership, and an awesome session on customer service and enrollment management as the keynote.

To save on mailing costs, we've sent out all of the information via e-mail and do not expect to do a mailing. Additionally, the information that was e-mailed is also available on the RMACRAO web site at registrar.colorado.edu/rmacrao/ (under Annual Meeting Info).

Please keep the following in mind when making your plans:

Thursday Evening – This year's evening out consists of refreshments, dinner, and a melodrama at the theatre in Durango's Historic Strater Hotel. **In order to be guaranteed accommodations at the Strater event, you must have your reservation in, or notify us of your plans to attend no later than June 15.** Beyond that date, the Strater will accommodate reservations on a space-available basis only.

President's Reception – The reception will be held on campus at the Center of Southwest Studies. The museum exhibit will be open, refreshments will be served, and a local DJ will provide music on the Portico.

On-Campus Accommodations – A block of rooms have been reserved for us on the beautiful Fort Lewis College campus. We would appreciate reservations being made early so the block can be extended, if needed. Refrigerators are available in the on-campus apartments. If you wish to have refreshments in the dorm rooms, coolers are recommended.

Off-Campus Accommodations – The on-campus accommodations are highly recommended, but accommodations are available off campus as well. If you're planning to stay off campus it's best to make reservations early. Durango is a tourist town and fills rapidly.

Door Prizes – If you have door prizes you would like to donate, please notify Kathy Kendall (kendall_k@fortlewis.edu). To send items in advance, you are welcome to mail them to Kathy Kendall, Fort Lewis College, 1000 Rim Drive, Durango, CO 81301-3999.

Dietary Considerations – The business lunch and Strater dinner are both buffet style and will accommodate vegetarians.

Registration Deadline – A \$25 late registration fee is applicable for registrations postmarked *after July 3*, so register now for the annual meeting! And don't forget about the June 15 deadline for the Thursday evening melodrama at the Strater Hotel (see information under "Thursday Evening").

It should be a great time to reenergize in beautiful surroundings, reconnect with friends and valuable colleagues, and get innovative new ideas as we begin the next season of recruiting and retention at our institutions! See you in Durango!

RMACRAO is Looking for a Historian!

In February Ruth L'Esperance Gallegos was appointed as the historian for RMACRAO for 2003-2005. However due to a change of plans, and the upcoming birth of a baby girl, Ruth has stepped down as historian. So we are looking again. Are you interested? If so please contact Kathleen Sena at ksema@unm.edu and she will share with you the duties and responsibilities for that office.

Mentor Program

"Anyone can count the seeds in an apple. No one can count the apples in a seed."¹

Has anyone ever helped you figure out how something works? Do other people seek you out to talk about their concerns and frustrations? Was there an individual in your life who made such a profound positive effect, that you know that you wouldn't be where you are today without that person?

RMACRAO, over the past couple of years, has been developing a mentoring program for first-time attendees and individuals new to our profession. Most of us have experienced some form of informal mentoring where wisdom and knowledge was passed along. The RMACRAO mentoring program is an opportunity for individuals to significantly increase their on-the-job learning.

For the mentor, this is a wonderful opportunity to connect and network with an individual or individuals

within our profession. As a mentor you can be a resource, an idea generator, a catalyst to solving a problem. As a mentor you can be an apple.

If you are interested in the RMACRAO mentoring program please contact Kathleen Sena at ksena@unm.edu.

– *Steve Ekerholm, Past President*

¹ *I was unable to attribute this quote to one individual. Several individuals have used this quote in one form or another.*

Scholarships for Professional Development

Professional development scholarships are available and this year we will be able to offer **three \$750 scholarships** (as one of last year's recipients wasn't able to use the award). **The deadline for applications is September 1** for those planning on attending a profes-

sional development opportunity between October 1, 2003 and September 30, 2004. So start planning now!

Examples of professional development activities include (but not exclusive to):

- Annual Summer Institute for International Admissions
- EDI in Education Conference
- Strategic Enrollment Management Conference (SEM)
- FERPA Workshop

This scholarship cannot be applied to either RMACRAO annual meetings or AACRAO annual meetings.

Individuals who are awarded this scholarship will be expected to either write an article for the RMACRAO newsletter about their professional development opportunity or make a presentation on this topic at the next RMACRAO annual meeting.

For more information and for an application, go to the RMACRAO web site at registrar.colorado.edu/rmacrao/ and click on Prof. Develop. Scholarship.



University of Colorado at Boulder

Office of the Registrar
105 Regent Administrative Center
020 UCB
Boulder, Colorado 80309-0020