



ROCKY MOUNTAIN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

WYOMING • COLORADO • NEW MEXICO • SUMMER 2009 NEWSLETTER

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From the President

It is hard to believe that spring graduations are over and we are headed into summer once again. I hope you are looking forward to our next meeting in Denver, **“Rockin’ in the Rockies,”** as it promises to be another opportunity for professional development, learning across institutions, sharing among states, and spending time with colleagues and friends.

Thanks to Nolan Oltjenbruns, this year’s program is packed with many great sessions. The **“Rockin’ in the Rockies”** program once again promises national speakers including a legislative update from AACRAO’s Past President, Paul Wiley. We are excited to be offering Registrar 101 and Admissions 101 as pre-conference workshops for those who are new to our professions. This region is also fortunate to have many local members who are willing to step up and volunteer to share their expertise. Because the meeting is in Denver this year – easy access for planes, trains and automobiles – we hope that a large portion of our membership will be able to attend even in these difficult economic times.

As is the custom, I will be moving on soon to the role of past president. It is the role of the past president to create a slate of candidates for the next round of elections. This year has proven quite a challenge to find professionals within our community who are both willing to serve and have the resources available within institutional budgets to support them. Tammy Aagard worked very hard to find four candidates this year who are outstanding in our professions of admissions and records/registration. She was also able to represent all three states in this slate of candidates.

This year we will be losing our long-time historian, Steve Ellis. I want to include a special note of gratitude for all of the work Steve has done for several RMACRAO boards, including creating a project timeline that won our region the Ockerman Award at AACRAO. We will surely miss him lurking in shadowy places trying to get just the right picture that represents who we are and how much we enjoy each other’s company. We will also miss his organizational skills in setting up our annual golf tournament, but no doubt we’ll continue to see him as a participant in future tournaments. Thank you, Steve, for everything you have done for RMACRAO as a board member.

Next year I will be soliciting candidates once again. In order to present a slate of candidates that includes more than one name per office, I will need several people to be willing to volunteer your time and expertise as a board member. Whether you are new to the profession or an “old timer,” please consider making a contribution to your organization.

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Vice Presidents' Reports

Colorado - Kelley Christman

Colorado State University will be hiring for two positions in the coming months. First, we have posted a job opening for our associate registrar for degree and transfer evaluation. The announcement and job description are available at <http://jobs.colostate.edu> and <http://www.registrar.colostate.edu/>. Applications received by June 15th will receive priority consideration. For more information on this please contact Dr. Jody Donovan (Jody.donovan@colostate.edu).

The second position, which will be a new position in the office, will be a web developer to support self service applications that are used by students, faculty and advising staff. This position is not currently open but we anticipate opening this in late June. For more information on this please contact Chris Seng (Christopher.seng@colostate.edu).

Shelly Loomis will be retiring from Colorado State University on July 31, 2009. Shelly has served Colorado State for 30 years and has done a tremendous job. She will be attending RMACRAO this July and looks forward to seeing everyone one more time. Details about a retirement reception for Shelly will be announced later in June.

On May 28, **Aims Community College** will bid a fond farewell to **John Salnaitis** as he leaves his position as program coordinator of enrollment functions at to become the associate director of admissions and records for the University of Colorado at Colorado Springs. We will miss John's dedication and expertise as much as we will miss his twisted sense of humor. We wish him the very best, and want to thank Steve Ellis for taking him off our hands.

University of Northern Colorado is off to a great start with the summer session. The registrar's office is looking forward to hiring a new staff member in the next several weeks to

complete our team. In addition we are in the planning phase for the implementation of Banner 8, slated for go-live October 2009.

The University of Colorado at Boulder registrar's office is seeking a full time coordinator of student technology personnel to serve on the technology team for the department's staff. This position will manage the department's Help Desk for user software and hardware support, supervise and train up to 15 student workers, develop technology related policies and instructions using order tracking software as well as other assigned duties. For more info, please log on to www.jobsatcu.com and refer to position # 681392. Evaluations begin June 4, but the position will remain open until filled.

On Thursday, March 26, 2009, CU-Boulder went live with the first phase of DARSweb interactive audits in their student portal. The College of Journalism released all of its undergraduate programs and the College of Arts & Sciences released a subset of its programs with more to come this fall. Between the March 26th go-live and May 17th, over 8,000 degree audits were requested via DARSweb. Both the College of Journalism and College of Arts & Sciences will be using the new degree audits for their summer 2009 Orientation. The College of Engineering, College of Music, Leeds School of Business, and the College of Architecture and Planning are currently testing all undergraduate programs and hope to release audits to students starting in the summer through the fall 2009 term.

New Mexico - Denise Esquibel

University of the Southwest announces that **Evelyn Rising** has been appointed as registrar effective May 27, 2009. She stated that she is looking forward to a very productive year.

Things are on the move for the Office of University Admissions at **New Mexico State University!** After implementing the Hobson's EMT Connect modules in October 2007 for undergraduate admissions, the office moved forward with the Apply module in March 2009. These products allow us to target our recruitment message to specific audiences and allow students to see the status of their application on VIP pages created specifically for them. Graduate and international admissions will implement the graduate module in June 2009.

The New Mexico State University Board of Regents have approved plans and the cost of leasing new offices and classroom space in Albuquerque, which will allow NMSU to expand its footprint in the region, offering programs that are not in competition with the University of New Mexico. At a time when there was a need for more classroom space for NMSU's successful academic programs in Albuquerque, the PineTree Corporate Center, a 40,447-square-foot complex, became available. NMSU has academic programs in Albuquerque in social work at the master's level, criminal justice, and hotel, restaurant and tourism management (HRTM). Also in Albuquerque are some of NMSU's Cooperative Extension Service programs, the Waste Management Education and Research Consortium (WERC), which runs its pollution prevention and energy efficiency technical assistance program from Albuquerque, and alumni and communications offices. The Office of University Admissions has four staff members in the Albuquerque Center who work with prospective students from the northern part of the state.

New Mexico Institute of Mining and Technology announces that in April 2009, **Sara Grijalva** was promoted to registrar and **Ina Crawford** was promoted to assistant registrar.

Vice Presidents' Reports (continued)

Wyoming - Kay Leum

Christina Hoskinson, associate registrar, for the **Northern Wyoming Community College District**, reports that successful commencement ceremonies were held on May 8th in Gillette and on May 9th in Sheridan. Sheridan will be completing the second phase of the housing development on campus this fall to bring the total beds to 400, which does not include the six family housing units. The Gillette College Residential Village is a living learning community which houses approximately 95 students. Each suite will house 3-8 students and has a full kitchen. They each have passive and active learning areas, as well as free wireless internet/Ethernet and cable TV.

The village has wrap around decks, a fully landscaped courtyard and includes state of the art laundry facilities and weekly custodial service.

Western Wyoming Community College is busy with new student registration programs – 16 sessions are hosted throughout the summer with a variety of dates and times. Western participated in the First Year Experience Institute in Santa Fe and reviewed SENSE survey results from fall 2008 entering students. They are working on our AQIP action projects as submitted in April. The final planning stages for the 50th anniversary celebration include the dedication of a bronze mustang sculpture. WWCC is also in the process of hiring a new admissions counselor – **Brant Brown** resigned in March to pursue other interests. **Joe Mueller**, director of admissions, is headed to Los Angeles for the national NAFSA conference. He was recently accepted to the NAFSA Academy to learn more about international recruitment, admissions, advising, and other enrollment topics.

Brad Hammond and **West Hernandez** from **Northwest College** share that NWC will be adding the following programs for the 2009-10 academic year: Criminal Justice, Film Production, Radio Production, Television Production, & Screen-writing. The Simpson Hall expansion is scheduled to be complete prior to the fall semester. The expansion will add 19 suites to the existing 20 suite facility.

From the President (continued)

The people on the board are amazing, wonderful people who are not only colleagues but also friends. Our main interest is to promote and sustain this important member organization both now and in the future. I am already looking for a new historian, so if you enjoy taking pictures and archiving history, we need you!

During the past year the board has been moving forward in our goal to provide enhanced online services for payment and online registration for the annual meeting. Corey Wahl has been upgrading our web site and created the RMACRAO Forum – our new online community. I hope you have had an opportunity to log on and get answers to a question that you have had or been part of someone else's solution. Tammy Aagard created some fantastic PowerPoint slides that will better explain our board positions including the roles and responsibilities of each. Elena Sandoval-Lucero has been at the head of the Local Arrangements Committee creating a great experience for us in July, and Nolan Oltjenbruns has been setting up an information-packed program.

While these projects are ones that are easy to distinguish, every member of the board plays a critical role in ensuring our success. Communication, information gathering, discussion at meetings, and event production and

promotion are equally as important and equally appreciated.

Finally, I want to thank all of our member schools for continuing to invest your funds, human resources, and voluntarily supporting RMACRAO in many ways. My time on the board has shown me that there is a true dedication in our tri-state area to ensure that RMACRAO moves forward.

– *Lara Medley, RMACRAO President*

A Reflection from a Travel Grant Recipient

RMACRAO provides three \$250 travel grants to first time attendees of an AACRAO annual meeting. **Greg Cunningham**, associate registrar at University of Wyoming, was one of this year's recipients and shares with us the following insights he gained from attending AACRAO in Chicago in April.

“My first AACRAO annual meeting was a rewarding experience. I gained a wealth of knowledge on important issues ranging from national-level higher education legislation to complying with NCAA certification requirements to best practices in transfer credit articulation. Picking which session to attend was often a difficult choice, given the wide array of topics offered. Equally important was the opportunity to meet and network with peers who are facing the same challenges - as well as to put a face to the voices heard during webinars I've participated in and from email contacts made over the various listserves.

This was my first trip to Chicago and while the city skyline was quite impressive, I prefer the view we had from the Stanley Hotel at the 2007 RMACRAO meeting (mountains over skyscrapers any day), but the goal with this trip was to learn more about the profession - and I certainly did. I truly appreciate receiving the grant from RMACRAO and hope to continue attending AACRAO conferences in the future. See you all in Denver in July!”

RMACRAO 2009

Annual Meeting Update

Planning for the 2009 RMACRAO Annual Meeting in Denver is in full swing. We are looking forward to seeing you **July 22-24** in the Mile High City at the Hyatt Regency Tech Center. We have a great slate of speakers and sessions planned as well as plenty of food, fun, and entertainment. Don't miss these fun events:

- **Wednesday morning golf tournament at Kennedy Golf Course.** Once again the tournament will be sponsored by Credentials, Inc. See more information on the next page.
- **President's Reception on Wednesday evening** will be held at the hotel in a area with a spectacular view. The Metro State student jazz trio "Three²" will be performing.
- **Thursday evening dinner and entertainment** featuring celebrity impersonator Shelvis

On the more serious side of things, the preliminary program for the annual meeting is now available on the RMACRAO web site. Members will find an excellent variety of sessions for registrar, admissions, and enrollment management staff. Presentations covering related areas such as financial aid and veterans services will also be available. Don't miss this opportunity to update your knowledge base about what's going on in the field, and to expand the horizons of new staff members in your offices.

In addition to the slate of sessions offered by our own members, experts from the regional and national scene will be on hand to share their perspectives. Some highlights:

- **Dr. Stuart Robertshaw**, known throughout the nation as "Dr. Humor", will present a not-to-be-missed keynote address entitled "The Healing Power of Humor". Dr. Robertshaw brings a long resume of speaking experiences and

publications, and is sure to be a delightful opener for our meeting. Dr. Robertshaw is a retired Professor of Special Education from the University of Wisconsin-La Crosse, as well as an attorney. He retired in 1998 from university teaching and the practice of law, to serve full time as President and Chief Executive Officer of The National Association for the Humor Impaired.

Since 1998, he has spoken to a wide variety of groups on humor including the FBI, the CIA, the IRS, Westinghouse Corporation, the American Hospital Association and over 500 business, medical and educational groups in 38 states. "Dr. Humor" will share with you what he has learned about the psychological and physiological benefits of humor and laughter.

- **Dr. Geri Anderson**, Provost for the Colorado Community College system, will also be on hand to share her perspectives in the closing session entitled "Making a Difference: What's Your *Real* Job?". Dr. Anderson, too, is known for her humorous approach, while delivering thought-provoking content of great value to higher education professionals.

- **Tobias Guzmán**, Assistant Vice President for Enrollment Management and Student Access at the University of Northern Colorado, will share his thoughts on the evolving field of enrollment management from his perspective at UNC. Come hear about one institution's experience in re-thinking how it recruits and retains students.

- **Teresa Valerio Parrot**, a leading consultant to higher education in crisis communications and media relations, will present a pair of sessions intended to help registrar and admissions staff clearly understand their role in managing these functions.

- **Paul Wiley**, AACRAO Past President, will present a legislative update from Washington, D.C., including FERPA and numerous other topics. If

your budget doesn't allow attendance at national events, this is a great opportunity to hear about what's happening at the national level.

- **Tom Riegle**, Education Liaison Representative at the Department of Veterans Affairs, Denver Office, will be on hand to present information about the new GI Bill. Don't miss this opportunity to learn how your institution will need to gear up to be ready to serve returning veterans who are eligible for this new program.

As you can see, the July annual meeting is going to be packed with valuable information and networking opportunities. Don't miss it! Remember to bring along some of your school logo items to donate for door prizes.

For more information and to register, visit the RMACRAO web site at: <http://www.rmacrao.org>. Conference registration cost is \$132. One day registrations are also available.

Book your hotel room at: <http://techcenter.hyatt.com/groupbooking/denve7rma2009>. Room rate is \$179/night.

We'll see you in July!

Call to Annual Meeting

I, Lara Medley, President of the Rocky Mountain Association of Collegiate Registrars and Admission Officers, do hereby issue the call for the 2009 Annual Meeting to be held July 22-24 in Denver, Colorado. The annual meeting is the premier event of our association. This is an excellent opportunity to share our professional experience with each other, renew longstanding friendships, and support those individuals who are new to the organization and new to the profession. Nolan Oltjenbruns, president elect and program chair, has a wonderful slate of speakers and sessions. I look forward to welcoming all of you to Denver.

RMACRAO 2009 (continued)

Attention ALL Golfers of ALL Kinds and ALL Levels

Please join us for the 2009 RMACRAO Annual Golf Tournament, sponsored by the wonderful folks at Credentials Solutions, Inc. The tournament will be conducted the morning of Wednesday, July 22, at the Kennedy Golf Course. This year we hope to roster 5 teams of 4 to participate in a scramble (best ball) format for prizes and prestige as we Rock Out in the Rockies. Located within a short distance of the Hyatt Regency, the John F. Kennedy golf course features long challenging layouts and greens that require great putting to score. Several holes play along strategic water hazards and the beautiful, but deceptive Cherry Creek.

Registration for the Golf Tournament is sponsored by Credentials Solutions and is now open. Individuals or teams can sign up. The link for registering for the golf tournament is under the annual meeting information located at www.RMACRAO.org. Tee times start at 7:10 and all players and teams are encouraged to **register by July 1**. There is \$45.00 registration fee per person for RMACRAO members and our exhibitors. Guest can participate at the rate of \$68.00. The fees include includes 18 holes of golf, cart, 2 drink tickets, unlimited warm-up range balls and a \$10.00 pro shop voucher.

Be Prepared to Vote!

At the annual meeting in July, the membership will be voting on the following:

- **The proposed 2009-2010 RMACRAO budget.** The proposed budget will be posted to the RMACRAO web site in early July. Please be sure to review this prior to the July meeting.

- **Business meeting notes from last year's annual meeting which was held in Laramie, WY.** Please be sure to review these notes prior to the July meeting as well (see http://www.rmacrao.org/about_us/annual_minutes/annual_minutes_07_19_2008.pdf)

-Application for membership from Argosy University, Denver, CO.

Argosy has applied for membership and their application is posted on the RMACRAO web site under the annual meeting information. Please review prior to the July meeting.

Pre-Conference Workshops Available

At this year's annual meeting, workshops will once again be presented for the benefit of new professionals and others who want to tap into the knowledge of their more experienced peers. These workshops, set up in a half-day format, are a great bargain: only \$35 per participant. You'll find these two workshop options scheduled for Wednesday morning, July 22:

• **Admissions 101.** Kevin MacLennan, Director of Admissions at the University of Colorado-Boulder, will lead this session exploring numerous facets of the marketing, recruiting, and admission functions.

• **Registrar 101.** Tammy Aagard, Registrar at the University of Wyoming, will lead a team of presenters on core functions managed by Registrar's Office staff.

Don't miss this chance to provide valuable professional perspective for your newest employees, and for anyone interested in learning how other institutions' admissions and registrar operations function. Register for the pre-conference workshops when you register for the conference.

Exhibitors Abound

For our upcoming 2009 annual meeting we will once again be joined by a number of companies that work with higher education to do our jobs. We have been very fortunate over many years to have companies across the country interested in coming to our RMACRAO meetings. They bring their business ideas and solutions to us, for us to converse with them in a business environment and on a casual basis so that we may learn new and better ways to provide services to our customers.

This year we will be joined by:

Avow Systems, Inc – Denver, CO
CollegNet – Portland, OR
CollegeSource, Inc – San Diego, CA
Credentials Solutions – Chicago, IL
Digital Architecture – Denver, CO
Guardian Academics – Cincinnati, OH
Hershey Systems – Santa Fe Springs, CA
ImageNow by Perceptive Software – Shawnee, KS
Jolesch Photography - Urbandale, IA
National Student Clearinghouse – Evanston, IL
redLantern – Oxford, OH
Scrip-Safe International – Loveland, OH
SunGard HE – Melvern, PA
Servicemembers Opportunity Colleges, Washington, DC

We have been in contact with other companies and businesses and they are still seriously considering their attendance and participation in our annual meeting.

I'd like to thank our exhibitors very much for their continued support of our organization. Although it's been said many times many ways . . . without them we would not be able to host such an informative, educational and productive annual meeting.

See everyone in Denver in July.

– *Kathleen F. Sena, RMACRAO Exhibitor Liaison*

Nominations & Elections 2009-2010

The RMACRAO ballot was emailed out to all members of the organization on May 19th. **Responses are due (one per institution) to me on June 19, 2009.** The ballot indicated that it could be faxed to me at 307.766.3960. I will also accept an email attachment to taagard@uwyo.edu. This has been a challenging endeavor. Individuals who would like to serve have been hesitant to volunteer because of budget issues at their own campuses. We really appreciate the four candidates that we have. Their names are listed below along with some information about them. Thank you to each of the nominees for their willingness to serve the organization.

PRESIDENT-ELECT

Barbara Tucci has been in higher education for 35 years. Thirty-one years working in the Registrar's office of three different schools. She has been Registrar at Santa Fe Community College for the last fourteen years. Many additional duties have been on her desk: Veterans Certifying Officer, International Student DSO, assistant project manager for a Banner conversion are an example. She holds a Bachelor of Arts in Social Work and a Master of Science in Computer Information Systems. Barbara worked on and attended the first RMACRAO meeting. Since returning to New Mexico she has been attending NMACRAO and RMACRAO meetings and has worked with state groups on common course numbering and other state issues.

VICEPRESIDENTFORCOLORADO

Linsey Cornish

I was born in Denver, CO and lived there until 2002 when I moved to Fort Collins, CO. I received a Bachelor of Science in Zoology from Colorado State University. After graduating I spent a few years training dogs, in both basic obedience and correcting behavior problems. I returned to the University in 2007 to work in the Registrar's Office as a Transfer Evaluator. After 6 months I moved to a Customer Service Specialist position at the Registrar's Office front

counter and became one of two individuals who help all students coming into the Registrar's Office with questions related to enrollment and academic records, registration, degree certification and transfer evaluation. I love riding, fixing, and building bicycles. I enjoy spending much of my free time exploring the world with my two dogs Henri and Sage.

VICEPRESIDENTFORWYOMING

Lane Buchanan began working in the Office of the Registrar at the University of Wyoming as a Degree Analyst in August 1997. His duties included verifying degree requirements and awarding degrees. Gradually he assumed responsibility for maintaining the online degree audit program, which had just been brought online at that point.

In 2001 he became an Associate Registrar, overseeing the degree analyst positions and the positions responsible for permanent record/transcript changes.

Starting in early 2005 he and the rest of the senior office staff began working on the migration to a new student information system. Among his responsibilities was to build the online degree audit programs for the new student system, which was brought up for fall 2006 registration.

In early 2008 after some personnel changes in the office, Lane began overseeing the service counter positions, in addition to the transcripts, enrollment verifications, and online petitions personnel.

In 2001 he attended his first RMACRAO, in Grand Junction, and has attended all but two annual meetings since then.

TREASURER-ELECT

Kathy Fuller

1. I have been a member of RMACRAO for nearly five years (doesn't seem possible) in my current position as Admissions and Records Coordinator of NMSU-Alamogordo, and have attended two RMACRAO Annual Meetings (2006 - Mescalero, and 2007 - Estes Park).

2. I have not had any direct involvement or participation in RMACRAO or AACRAO to this point.

3. I have been in higher education for over 14 years in a variety of roles - advisor, site representative, ADA Counselor, and Admissions and Records Coordinator. I feel that this wide variety of roles gives me a broader perspective and understanding of our work and helps me to be a better professional. Furthermore, I have worked for several institutions to include NMSU - Alamogordo, the University of Oklahoma, and the University of Southern California.

4. I have very limited experience with bookkeeping - I did work as the bookkeeper for a small thrift shop in Germany for American personnel. I have served on our Church's Finance/Stewardship Committee for three years (budget of nearly \$700,000, and was secretary for two of those years). Furthermore, I serve on two Boards here in Alamogordo (United Way and Legacy Christian School) both of which involve the oversight of finances. Finally, I manage our family's finances.

- Tammy Agard, RMACRAO Past President

Professional Development Scholarships

Scholarships Available

Just a reminder that RMACRAO offers **two \$750 scholarships** for members' professional development activities. **The deadline for applications is October 1** for those planning on attending a professional development opportunity between October 1, 2009 and September 30, 2010. So it's time to start thinking about what professional development opportunities you'd like to pursue for 2008-2009 in order to take advantage of the RMACRAO Professional Development Scholarships.

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

- Annual Summer Institute for International Admissions
 - EDI in Education Conference
 - Annual Strategic Enrollment Management Conference (SEM)
 - FERPA Workshop
 - AACRAO Technology Conference
- (NOTE: This scholarship cannot be applied to either RMACRAO 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 www.rmacrao.org/scholarship.html.

Last Year's Scholarship Recipients

Following are some notes from last year's professional development scholarship recipients and what they learned from their experience. Both attended the Registrar 101 online course offered through AACRAO. We thank them for sharing with us.

Paula Smith-Hawkins, Ph.D., Supervisor of Student Records, University of New Mexico in Albuquerque

"This autumn, I was fortunate to receive the RMACRAO Scholarship. I had become interested in the online AACRAO course, "Registrar 101" and saw the scholarship posted on the RMACRAO website. My supervisor and office were supportive of the application, and I am grateful that I was able to enroll for the winter offering. This is the first time I have ever taken an online course. It was a fascinating and informative experience for those of us who are new to the profession of the registrar.

The course began on January 24, 2009 and ended on February 21, 2009. We accessed Blackboard course sites for our "classroom." Students logged on to the site daily, and could access resources anytime day or night. We were instructed to check in daily, because as many as 50 postings could appear in any 24 hour period during the course. Our classroom was divided into a Weekly Announcements area, Faculty Profiles and Contact Information, a section for posted Course Materials, and the Discussion Boards. Each week we began by reviewing our announced assignments, reading the course materials for that week, and posting to the conversations on the discussion boards. These discussions were divided into topic "threads" in which a faculty member guided us through information and resources, answering our questions and provoking us to examine issues and challenges facing the registrar. Course topics included: the Role and Mission of the Registrar, Academic Policy, Resources for Registrars, and Compliance Issues and FERPA.

Faculty members included lead faculty Donald Bunis, a retired registrar writing to us from Scotland; Dr. Barbara Lauren, a research analyst from AACRAO in Washington, D.C., Elaine Bowers, assistant registrar at Old Dominion and Leslie King from

Maricopa Community College system in Arizona. The faculty guided us through topics, raising questions and creating discussion areas to guide us through the material. For example, Leslie King (our community college expert), helped us through the primary duties, and all of us commented on how our interfaces with students seem to be decreasing in this role. Elaine Dawson led a discussion thread on document imaging, with a bonus article on how this functions. We discussed changes in workload, structure of the registrar's office and whether or not this is a benefit for institutions. Dr. Lauren led us through some intriguing discussions of policy issues, especially some of the new compliance issues with FERPA.

The course began with a survey of registrar office functions, which let us know how our classmates' work roles compared to ours. We then read a series of articles on the role and organizational context of the registrar. Leslie led us through discussion of technology, our role as "gate keepers", challenges in scheduling, ideas for publications through the office, and relationships with other divisions within Student Services or Enrollment Management such as financial aid.

Our next section, information sources for registrars, offered an exhaustive list of professional associations and their resources for folks in higher education, as related to the profession of registrar. Students then had a scavenger hunt for useful listserves, presidential associations, articles from the American Council on Education, and AACRAO resources for various policies. Barbara Lauren led us through the highlights; I found the ACE site very useful. It has information on working with legal issues and FERPA, policy briefs, and even information on how the stimulus packages should affect higher education. We also had a comprehensive section on FERPA, led by Barbara, which included a recent notorious case of a professor releasing student information involving plagiarism.

Scholarships (continued)

There was an abundance of information in the sessions. In particular, I learned a lot about the Solomon Act, and how registrar's offices comply with requests for information from the military.

Participants in the online class were also able to query each other for information, and we exchanged information on transcript fees which I found particularly useful as our institution moves to online transcript requests and assesses fees. While the basic tasks of the registrar are similar, folks discussed a great variation in office structure, support, and technology resources. For example, our institution has an entire office to deal with DARS, at smaller institutions this might be handled by the associate registrar alone.

We had a list of all students in the course and e-mails, and could converse with each other and the instructors in a discussion area known as the Cyber-Café. In this area, we could pose questions about our challenges, request information, and comment on issues. "How much to do you charge for a transcript?" "Are other folks using Banner at their institutions?" "What are your training practices?" Diversity was a hallmark of my classmates. In the class were folks from around the nation. Our colleagues also came from international registrar offices, including Japan, Kuwait, and Dubai. My classmates came from public and private institutions, universities, liberal arts colleges, and community colleges.

The month of coursework flew by, and we participants found that we wanted more time to discuss and explore the materials, exchange ideas, ask about best practices, and read more. Checking in daily was a challenge during what is at my university a busy registration period, yet I daily found information helpful in issues pertinent to our needs."

*Debra Clark, Registration Advisor,
Western State College of Colorado*

"How can you stretch your shrinking professional development funds? How do you stay on top of your game in an economic downturn? I took advantage of an online class titled *Registrar 101* offered through AACRAO. New to the Registrar office and eager to learn the bigger picture, I found this class very useful. Not only did it help me to gain an overview of the Registrar's role it gave me insight into how this is different at other colleges and universities.

The course was easy to follow; I could do assignments at work (if time permitted) or at home; and the amount of work was manageable even with a busy workload. The instructors and classmates were encouraging and they asked follow up and probing questions. We shared e-mail addresses, policies and practices and Banner training manuals. The course content was robust and covered the Registrar's role, FERPA, Academic Policies, the Solomon Amendment and Veteran's benefits. I especially enjoyed learning more about FERPA. The information I obtained from this course was promptly shared with others in my office and I foresee using some of the FERPA materials with the faculty.

I learned a great deal from this course... some was expected and some things were unexpected. The unexpected was learning how to use Blackboard and talking with other colleagues about using Banner. I found the cyber café a great tool where you could talk with classmates about many items, some of which were slightly off topic. It was much like going to a social hour at a business conference and talking with colleagues about how they were handling a particularly troubling or time consuming project. The expected items were learning a broad overview of the role and responsibility of the registrar and the fit and importance of this role

for the institution. I was ecstatic when I discovered part of the course material was a document with various higher education websites and listservs. Some of the sites I was familiar with but many I had not yet discovered and I have found them very informative. The information contained in this reference document was well worth the cost of the course for newbies to our field in search of knowledge and information. Having sound resources for the job is one key to success. It is not possible to know everything, but it is important to research issues and make informed decisions.

Here is my advice to anyone who plans to take the course:

1) Be committed to spending an hour to two hours each day on the course. This involves reading the material, answering instructor questions, reading and responding to questions posed online by fellow students. If you are away on vacation or involved in time sensitive or crucial projects at the office you may be able to incorporate this class into your schedule, but if you get involved in the class early and stay active and engaged throughout the class you will gain the most from the course. Yes... you truly do get out of it what you put into it!

2) Don't be afraid of the technology used in the course. If you navigate websites and use e-mail this online class is simple and familiar. The online coordinator had easy to follow instructions and was available to assist with user error issues or other technical difficulties.

This course worked very well for me and should work well for anyone who's new to the registrar's office. I gained a better understanding of the various roles and expectations and how important the registrar function is in the institution. The course was affordable, even more so with a scholarship from RMACRAO. There was no travel or lodging expense. Most importantly the course helped me to see the big picture."