



# ROCKY MOUNTAIN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

COLORADO w NEW MEXICO w WYOMING v WINTER/SPRING 2002 NEWSLETTER

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## From the President

**We're rounding the corner.** While the days can still be cold and dreary, it is this time of year when we start to see the warm, sunny days of summer off in the distance – moving in our direction. The winter solstice is that time of year when finally our available time in daylight starts to progress in a positive direction. Before the winter solstice, summer was hidden from our view – it was around the winter solstice corner.

We are also rounding the corner, where the AACRAO 2002 Annual Meeting in Minneapolis (April 14-17) and our RMACRAO 2002 Annual Meeting in Angel Fire, NM (July 17-19) are both in sight. Attendance and participation in both of these events should be additionally important this year as we review and discuss the influence of world events on our professional lives and responsibilities.

One of the perks of being on the RMACRAO Executive Committee is the opportunity to preview the location of the upcoming RMACRAO annual meeting, which we did in November. This is not the first time that RMACRAO has held an annual meeting in Angel Fire and I can certainly see why so many members thought our return was overdue. This site has excellent facilities in a splendid location and the Local Arrangements Committee has been working hard to plan activities that will ensure a successful annual meeting. Be sure to read Kathleen Sena's report elsewhere in this newsletter.

The state and regional reception at the AACRAO annual meeting is an affair that you definitely do not want to miss. Kathleen is also planning this event – the president-elect is an important and busy person. The reception is scheduled for Tuesday night, April 16, 6:30 p.m.- 8:00 p.m. This is a great opportunity to meet other members, sample great food, and have some fun at the same time.

An additional perk of being on the executive committee is the rewarding experience of working closely with individuals from different institutions and states. One of those individuals that I have worked with before has agreed to receive the appointment of Historian – Tamara Lehner. For those of you that don't know Tamara, she is from the University of Wyoming and tends to be somewhat of an introvert. Thanks Tamara.

**Stepping out and around.** It would be easy to carry my "rounding the corner" metaphor at the beginning of this article, into a whole range of topics – including both personal and professional challenges. But any discussion would ultimately lead to a single question: *How do we get around the corner?* The simple answer: *The first step, a single forward movement, a step out and around.* Opportunities for personal and professional growth can always be found just around the corner. If you step out and around that corner you will find them in RMACRAO and AACRAO.

Again, I look forward to the opportunities that we may have throughout the rest of the year to converse and share ideas. I hope that all is well with you, your family, and your co-workers. –Sincerely, Steve Ekerholm, RMACRAO President



# Vice Presidents' Reports

## Colorado - Becky Barnes

**Aims Community College** is pleased to welcome **Dr. Consuelo Lopez** as the new vice president for instruction and student services, effective January 2002. Immediately prior to accepting this position, Dr. Lopez served as dean of instructional services at Dawson Community College in Glendive, Montana. Dr. Lopez might be familiar to some as she served as director of research and grants at Pueblo Community College from 1995-1999. Dr. Lopez follows Dr. Bill Path as the second person to serve as vice president for the combined areas of instruction and student services.

The Office of Admissions at **Colorado State University** continues to improve its online services for students. Modifications have been made to all online forms including the application for admission, contact cards, e-mail forms, and events calendars. Students can now also register online for visit-day programs and Saturday visits. Additionally, students may view counselors' travel schedules, see events planned in their areas, and e-mail counselors directly from the web site.

The student service offices at **North-eastern Junior College** have continued their year-long customer service enhancement campaign. A team of representatives from each office meet periodically to set goals and activities for the purpose of improving service to its constituents. The group has established customer service standards that are integrated into the performance evaluation. These guidelines provide each employee with a clear expectation for a high level of customer service. The standards are reviewed each year for adjustments and re-established as part of the performance process. All student work-study employees participated in a training session in the fall that included such topics as telephone skills and cutting down on running

students around. Plans are being made to continue to improve this training program each year. The Customer Service Enhancement Team has coordinated an effort where each office takes a month and promotes customer service with fun activities, small gifts or special gatherings that reinforce the importance of quality service in their jobs. Some of these have been offered campus wide and some just within the student center/services building. It has been very creative, great fun, and has added to our sense of taking good care of the community at NJC. Anyone interested in this program can contact **Judy Giacomini**, vice president of student services, at [judy.giacomini@njc.cccoes.edu](mailto:judy.giacomini@njc.cccoes.edu).

## New Mexico - Ruth L'Esperance

**UNM-Taos** is growing in leaps and bounds! They will be going to the 2002 legislature and CHE for establishment of UNM-Taos as a full branch campus of The University of New Mexico. Good luck!

The **2002 NMACRAO Annual Meeting** will be its 25<sup>th</sup> year anniversary celebration. This meeting will be held in Taos, New Mexico on May 1-2 and the theme will be "Cinco de Mayo". For more information contact **Katie Mares** at [kmars@unm.edu](mailto:kmars@unm.edu).

**Santa Fe Community College** has a new outreach advisor on staff. His name is **Ernest Kavanaugh**. Their admissions office is now fully staffed.

After 27 years of exemplary service, **San Juan College's president, Dr. James Henderson**, will be retiring in June of this year. Dr. Henderson was the founding president of San Juan College when it became an independent institution in 1982. San Juan College is located in Farmington, New Mexico.

## Wyoming - Laurie Watkins

The **University of Wyoming** admissions office is in the midst of another busy recruiting season, their second using EMAS and an integrated marketing approach, both of which helped boost incoming freshmen numbers. In addition, the marketing campaign, including TV, radio, and newspaper advertising as well as recruiting and other campus publications, garnered numerous prestigious CASE District VI awards, including the Gold.

On the staffing side, UW welcomed several new additions to the admissions team. Recent UW graduate **Emily Enzi** came on board in mid-summer as an admissions representative, and another UW graduate, **Gretchen Schmidt**, took a new position as a part-time admissions representative based in Las Vegas, Nevada. **Shelley Dodd** came over from the registrar's office to become associate director of admissions. In the registrar's office, **Tammy Aagard** is holding down the fort as acting registrar, while a search is conducted for the position. In addition, the registrar's office will be conducting a search for the associate director's position, which Shelley Dodd vacated.

**Central Wyoming College** has new employees in the records and research office. **Jason Harris** was hired as the research analyst to do reporting for internal, state, and federal agencies. He obtains reports from the Datatel system needed for courses, programs, and grants. Jason is a Riverton resident with a UW degree in economics and served in the U.S. Army. **Alice Stocks** is the records specialist. She inputs all courses and sections, produces course schedules each term, as well as the catalog and addendums to the catalog. She is a Riverton resident with a degree in social work from UW. **Danielle Hood** lives in Shoshoni and works half-time in the records office helping produce transcripts, plus imaging and filing student documents. Her other one-half time position is in financial aid.

## VP Reports (continued)

**Jason Bush** was hired as the office support associate and is the first responder to the registration window and processes petitions, add/drop requests, withdrawals, and answers many student questions. Jason is a Lander native and served in the U.S. Air Force before returning to Wyoming.

**At Eastern Wyoming College, Tami Afdahl**, who previously served as the high school/college relations coordinator, has received a promotion along with a different job title and responsibilities. She was recently named to fill a newly created position at EWC, director of marketing and public relations. During the two years that Tami worked in admissions, enrollment rebounded from a downward trend. It is anticipated that Tami will continue to positively impact enrollment at EWC through her new position.

**Laramie County Community College** reports the return of the dental hygiene program. The college is also bringing back men's basketball, women's volleyball, and adding men's and women's soccer as club sports.

**Sheridan College** has just completed the Regional Agriculture Education Complex. This state-of-the-art facility is designed to serve the agricultural education and vocational training needs of the region. The primary structure – the Joe and Arlene Watt Agricultural Center and Greenhouse – reflects the latest technologies including computer-monitored environmental systems in the greenhouse and aquaculture labs, up-to-date commercial grade equipment in the meats lab and test kitchen, and multimedia teaching technologies in the classrooms, conference room, and faculty offices. In addition, the complex also includes a livestock barn, test crops, and outdoor rodeo arena.

**Western Wyoming Community College** welcomes **Kay Leum** as the new registrar. She comes from Blue Mountain Community College in Pendleton, Oregon. (You may remember Kay as the former director of admissions at the University of Montana, Western.)

## RMACRAO Reception in Minneapolis

Living up to last year's RMACRAO reception in Seattle certainly is a daunting task....but I think I have managed. Arrangements have been made to hold the RMACRAO reception at the Rock Bottom Restaurant and Brewery during the AACRAO 2002 Annual Meeting. The Rock Bottom is located in downtown Minneapolis in the heart of the Theatre District and within walking distance of the conference hotels.

The Rock Bottom features a unique setting designed around a working brewery, with great ambiance, extraordinary food, live music, and championship size billiard tables. For you pool enthusiasts...how about a game or two of pool? Friendly competition, time to relax, and time to catch up with old friends will be the order of the evening.

The reception is scheduled for Tuesday, April 16, 6:30 p.m.-8:00 p.m. We'll see you there!

– Kathleen F. Sena, President Elect

## AACRAO Travel Grant Recipients

The executive committee is pleased to approve five RMACRAOans to be awarded \$100 travel grants for first time attendance at the AACRAO annual meeting in April. Congratulations to:

**Debbie Barbour**, Admissions Representative, Laramie County Community College

**Rose Bennett**, Associate Registrar, University of New Mexico

**Sara Heinert**, Admissions Representative, Laramie County Community College

**Carol Mash**, Office Manager for Academic Records, University of Colorado-Boulder

**Sarah Poletti**, Registration and Grading Coordinator, University of Denver

We look forward to seeing these first-time attendees in Minneapolis!

**Better late than never**.....there is still one first-timer travel grant available for AACRAO. If interested, print out an application at [registrar.colorado.edu/rmacrao/travel.htm](http://registrar.colorado.edu/rmacrao/travel.htm) and send it to your state vice president as soon as possible.

## News to Share?

Do you have information to share with your RMACRAO colleagues? If so, please send it to your state vice president (listed on the first page) for the next newsletter.

## RMACRAO Expansion

One or more members of the association have raised a question of geographical expansion at least twice during the last several years. A committee was appointed in July 2001 and convened to better understand the membership's opinion in this matter. The committee was charged to "...explore the positive/negative factors involved in an expansion; membership preferences; possible expansion scenarios. The committee should report its findings and recommendations to the association's executive committee before April 2002."

### Expansion Committee Members:

Randy Kouba, Chair  
Jeff Hammer, Colorado Representative  
Ed Preble, New Mexico Representative  
Dean Bartow, Wyoming Representative

In October 2001 Randy Kouba, on behalf of the committee, filed the following report:

Steve,

Responses have ceased to arrive, so here are the results, such as they are.

393 surveys were dispatched by e-mail to RMACRAO members.

The most significant result was that 84 of these came back as not deliverable. If we are to use this method to communicate, we probably need the state VP's to help with accurate e-mail addresses.

Of the 309, which were delivered, we received only 44 responses.

23 respondents were in favor of exploring expansion, 17 were opposed, and 4 didn't care. Those in favor suggested ND (1), SD (2), RMACAC States (1), KS (3), NB (4), AZ (5), MT (7), UT (10), ID (5), Alaska ((1), and HI (2). The number following the state, in parentheses, is the frequency which that state was mentioned. Some of those suggesting UT indicated that was the ONLY state they would want to explore.

Due to the fact that the response rate was so low PLUS 84 surveys were undeliverable, we would recommend great caution to the executive board in using these results as a final measure of the desires of the membership. There is clearly some interest in expansion and clearly some opposition. Neither of these positions are overwhelming.

The board may wish to view these results as sufficient cause to continue the discussion at the actual RMACRAO meeting next summer. Anecdotally, I know a staff member in my office who has never attended a RMACRAO meeting and voted in opposition. I suspect some of this could have occurred both ways. It may be of interest to see what the people who attend think, as a subgroup of the entire membership.

We hope you find this at least somewhat useful. We think our committee is disbanded and wish you the best.

Regards.....Randy

The report of the expansion committee was accepted and placed on the agenda for discussion at the November meeting of the executive committee:

As noted in the report, results were considered inconclusive, due to a large number of e-mails to members that were returned as undeliverable. After considerable discussion, the committee has recommended scheduling a session at the 2002 annual meeting for continued member discussion. Related topics were also suggested: how to increase attendance at conferences; how to increase opportunities to gather as a group; and how to increase conference participation during the final half-day (Friday morning) of the annual meeting.

I want to thank Randy and his committee for all the time and effort involved in producing this report.

– Steve Ekerholm, President

### Note:

- The executive committee, working with the 2002 program committee, is exploring the possibility of scheduling a "Town Meeting" for RMACRAO members at the annual meeting in July. This topic and others will be presented for general discussion. Look for more information about the Town Meeting when annual meeting materials are distributed in May.
- The vice presidents are asking members to check their directory information to make sure that we have accurate e-mail addresses as well as updated membership information in the directory ([registrar.colorado.edu/rmacrao/directorymenu.htm](http://registrar.colorado.edu/rmacrao/directorymenu.htm)).

## RMACRAO 2002 Annual Meeting News

### 2002 Annual Meeting: Celebrating 25 Years

Pack your bags, secure your transportation, and hold on to your hats because RMACRAO 2002 is really not that far away. The planning continues as New Mexico prepares to help our organization celebrate our 25th anniversary. Yes, that's what will be happening during Wednesday, July 17th through Friday, July 19th in the cool refreshing pines of northern New Mexico at the Angel Fire Hotel and Resort.

From the opening session guest speaker who will share with us thought provoking ideas about change and how change affects us, to interesting, dynamic, and dialog generating workshops, to talking to the vendors about the hottest products on the market, we'll have it all! From the newcomers to those who have been a part of the organization over the past 25 years, there will be plenty to enjoy, learn, and take back with you to help you do your job.

From the pre-conference workshops to the human maze at the resort, to the nostalgic trip down the road to where we've been, to where we are, and to where we're headed, there will be plenty of fun and camaraderie to be had by all. Plan to bring your family for a getaway that will be worth the travel time to Angel Fire, because there are plenty of activities for them to do while your taking care of business during the conference.

The registration fee will be a very affordable \$75 (plus an additional \$25 for those who sign-up for the pre-conference workshop). The hotel conference rate is \$75 per night (single or double). There are also one, two, and three bedroom condominiums available at really great rates. Registration materials will be sent out in May.

I do have a few slots still open for workshop presentations. If you would like to touch base with me about an idea for a session, please do.

Till the next newsletter and the registration materials are sent out, we'll continue to work on making "RMACRAO 2002 – Celebrating 25 Years" well worth the trip!

– **Kathleen F. Sena**  
**Program Committee Chair**

### Pre-Conference Workshop Planned

There's something new being planned for the RMACRAO annual meeting! The RMACRAO executive committee and local arrangements committee will be offering two pre-conference workshops at the annual meeting in Angel Fire. These workshops will be modeled after the AACRAO Admissions 101 and Registrar 101 pre-conference workshops given at the AACRAO annual meetings. Each workshop will be a comprehensive half-day workshop for new admissions and registrar professionals. The workshops will take place on Wednesday morning, July 17, and will cost \$25 (which covers the cost of materials and refreshments). More information to come later this spring.

### RMACRAO Web Site

Remember to periodically check the RMACRAO web site at [registrar.colorado.edu/rmacrao/](http://registrar.colorado.edu/rmacrao/) for annual meeting information, calendar of events, member directory copies of previous newsletters, travel grant applications, minutes from executive committee meetings, RMACRAO constitution, and more!

### Call for Nominations

RMACRAO is seeking nominations for the following executive board positions:

- President Elect
- Vice President New Mexico
- Secretary

The position of President Elect is a three-year appointment, serving first as President Elect, then President, then Past President. The Vice President and Secretary will serve two-year terms. A description of duties of the officers can be found in the RMACRAO Constitution (under the By-Laws, Article IV, Duties of Officers) at [registrar.colorado.edu/rmacrao/constitution.htm](http://registrar.colorado.edu/rmacrao/constitution.htm).

It is just fine to submit more than one nomination or to nominate yourself. 2002-2003 nominations for leadership are due by April 8. Please submit nominations to **Linda King** ([lking@admin.cc.whcn.edu](mailto:lking@admin.cc.whcn.edu) or call 307-268-2213).

Once nominations are received, a slate of candidates will be established and mailed to institutional contacts to distribute to the membership for voting. The terms of the new officers begin at the annual meeting in July.

### Travel Grants Available

If you plan to attend the RMACRAO 2002 Annual Meeting in Angel Fire, New Mexico, and you're a first-time RMACRAO annual meeting attendee, apply for one of the \$100 travel grants available at [registrar.colorado.edu/rmacrao/travel.htm](http://registrar.colorado.edu/rmacrao/travel.htm). RMACRAO will award six of these travel grants to first-time attendees, so be sure to apply. The application deadline for travel grants for RMACRAO is June 1. Send completed travel grant applications to your state vice president by the deadline.

## Treasurer's Report

### 2001-2002 RMACRAO Budget (Approved 11/9/01)

<u>Expense Category</u>	<u>Amount Budgeted</u>
Executive Committee	\$ 350.00
RMACRAO Directory/Flyer	500.00
Newsletter	2,000.00
President's Travel	500.00
Stationary	500.00
Miscellaneous	500.00
AACRAO Reception (Minneapolis)	1,750.00
Annual Meeting LAC & Program	3,000.00
Historical Materials	100.00
Peer Evaluation	500.00
RMACRAO Travel Grants	600.00
AACRAO Travel Grants	600.00
Exec. Committee Liability Insurance	550.00
Fraudulent Credentials Task Force	0.00
Incorporation Process	677.86
<b>TOTAL</b>	<b>\$12,127.86</b>

### Activity Summary for 2001-2002

Balance (6/30/01)	\$13,017.21
Revenues (7/1/01-1/30/02)	3,880.00
Expenses (7/1/01-1/30/02)	4,270.43**
Balance (1/31/2002)	\$12,626.78

\*\*Additional Expenses include \$2,210 paid for the 2001 Annual Meeting LAC after 6/30/01.

– **Scheherazade Downey, Treasurer**

### Have you paid your dues?

Several institutions in each state have not paid their 2001-2002 RMACRAO membership dues. Institutional contacts were issued a third, and final, notice in February. Contacts for institutions in arrears will be getting a gentle reminder from your state vice president.

It is important that you pay your dues so that we can continue to offer travel grants to defray your institution's costs in providing professional development opportunities. Your dues also help us keep the quality of sessions at your RMACRAO annual meeting high and the registration fees low.

**So, here's the rub:** If you haven't paid your 2001-2002 dues, your RMACRAO membership will lapse and you will not be able to send representatives to the 2002 annual meeting in Angel Fire, NM. If you have questions, please contact **Scheherazade Downey** (cdowney@du.edu or 303-871-4996).



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