



ROCKY MOUNTAIN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

COLORADO ♦ NEW MEXICO ♦ WYOMING ❖ WINTER/SPRING 2003 NEWSLETTER

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From the President

The beginning of every new year is the time when most of us set goals, or resolutions to improve some aspect of our lives, through our words or actions. I know as a member of The University of New Mexico staff, I have regularly resolved to do a "better" job working with my associates to reach our goals through a more positive example. But how do we go about improving the place where we spend so much of our waking day?

Perhaps the answer lies in two words: "leader" and "guide". Sometimes as a fellow employee you have to be a leader and sometimes one has to be a guide. A leader is someone who takes you through the assigned task at hand, telling you what to do, what to look for, and exactly what your results should be. A guide takes you through the assigned task pointing out what is there, letting you move through the process where you wish to take it (sometime within physical or financial limits), and letting you decide what is best. A leader tells you what you must do; a guide helps you work through acceptable options. A leader leads; a guide suggests.

What does this mean in terms of the workplace? We are all leaders and guides. We have a big responsibility that we are all challenged with each day. We are responsible for our actions and our words. For our assigned tasks and those situations that come at us daily. Although we don't always like to, we must each set boundaries within which we can work and be successful. If each of us were to just go off in our own directions we most likely would not accomplish a goal that we have set for ourselves or even accomplish those that have been set for us by others. Now you are asking yourself, what does this have to do with RMACRAO?

Each member of this association and of AACRAO are leaders and guides. Many opportunities lie ahead of us this year to develop our skills as leaders and as guides. The AACRAO annual meeting is in April in Washington, D.C. By time you receive our newsletter you will probably have registered for that meeting. AACRAO is the opportunity for us to gather at the national level to learn about and discuss issues and processes that affect our daily work lives. Whether it is attending a session on time management or a session on FERPA, it all relates to what we do in our daily workdays. We can pick up new information or have things we know in the back of our head brought up again to remind us of something we need to do at our own schools. We will bring this information back to our schools and use it to help lead or guide our organizations to reach its goals.

RMACRAO 2003 in Durango, Colorado in July is another opportunity to develop and strengthen our skills as leaders and guides. As our annual meeting takes shape,

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Vice Presidents' Reports

Colorado - Becky Barnes

On January 13th, **Dr. Marilyn (Marsi) Liddell** stepped in to fill the long-vacant position of president of **Aims Community College**. Dr. Liddell is the fifth person to serve as president in Aims' 35-year history. With 25 years of experience in community college work, Dr. Liddell's previous assignment was that of president of Glen Oaks Community College in Centreville, Michigan. Personnel at all levels are happy to have permanent leadership as Aims faces many budget, organizational, and mission challenges.

Stephen O. Dahl, registrar at **Colorado State University**, retired at the end of February 2003, after 31 years of service to CSU and the registrar's office. Steve Dahl has been a fixture in the registrar's office since 1972 and is a wellspring of knowledge in all aspects of registrar operations. Steve began his career as manager of records and registration, and has served as assistant registrar, associate registrar, and since 1999, registrar.

Steve's contributions to the office and university have been significant and are long-lasting. He is one of the original architects of the current student information system, ISIS. Implemented in the mid-80s, ISIS has been the cornerstone of all student systems and advancements in electronic services to students. Steve was instrumental in every advance made using ISIS, including the introduction of telephone registration and even today's web registration system. ISIS is scheduled to be replaced sometime in the near future, but according to Steve, will never be forgotten!

Steve helped CSU introduce a degree planning system known as GUIDE and a transfer equivalency system known as TESS, both of which are invaluable academic tools for students and advisers alike. Most recently Steve has

been involved in the implementation of an electronic ID for students and the introduction of a cutting-edge electronic communication system providing three different types of e-mail communication systems to students.

Finally, Steve has a solid reputation on campus as a registrar who can be depended on to apply academic policy, help in the development of new procedures, and see through most problems to a solution. He was especially helpful to the campus during the development of the all university core curriculum. Colorado State University, his colleagues, staff, and friends will all miss having Steve Dahl on the job. But, like ISIS, Steve will never be forgotten.

Steve plans extensive travel with his wife, Bev, as they explore Europe without the pressure of a time limit. We wish Steve all the best in his retirement!

Two new counselors have joined the admissions office at Colorado State University. **Arthur Sintas** graduated from Colorado State with a bachelor's degree in speech communication and worked as a student coordinator in the student organizations office. Arthur brings his extensive firsthand knowledge of the university to the position as he travels throughout Colorado visiting high schools, attending fairs, and conducting admissions presentations.

Kelly Poland comes to Colorado State from Kansas State University where she received a bachelor's degree in family studies and human services. Following graduation, Kelly worked as an admissions representative in Kansas State's admissions office. At Colorado State, Kelly will coordinate the alumni ambassadors program in addition to assuming general admissions responsibilities such as counseling, recruiting, and admissions decisions.

The University of Colorado at Boulder is pleased to announce that on November 1, 2002, **Barbara Todd** was appointed registrar after a national search. Barb had been acting registrar since May 2002. Congratulations Barb!

Three of the four **University of Colorado campuses** have now been certified as SEVIS institutions. **Mark Flower** of University Management Systems for the University of Colorado system has been instrumental in leading a system-wide working group of the university to implement NewFront's fsaATLAS 6.2 enterprise software. This will allow batch transmissions, including integration with the student information system database, PeopleSoft Human Resources Management System, and the business processes that all of the CU international offices require to provide professional immigration services to students, scholars, faculty, and staff.

New Mexico - Mary Angell

The registrar's office at the **University of New Mexico** is pleased to announce that **Alec Reber** has completed a career ladder to become an associate registrar. He is responsible for registration, the veteran's office, and provides outstanding technical support for all the office computers and related software. Congratulations Alec!

Carolyn Bennett from the registrar's office is the project lead for scanning our permanent student records into the Hershey Business Systems STARRS product. After a few fits and starts, as there are with almost any major project, we expect to be completed with the scanning and indexing of PRC's dating back to 1889 (when UNM came to be), by the end of this calendar year.

Darlene Lucero, associate registrar for catalog, curriculum, and athletic admissions/eligibility, and **Alec Reber** have been leading the fit gap analysis

Vice Presidents' Reports (continued)

project in the registrar's office in preparation for the implementation phase of SCT Banner Student Systems. They have been working diligently to flow chart current processes and procedures, which everyone knows is not an easy task. This work being done now will help in the months ahead. **Carolyn Brislen** for the computer center student team is also a member of the team.

U.S. Senator Pete Domenici and Labor Secretary Elaine Chao announced that **San Juan College** is the recipient of a \$2.17 million grant to support the development of an energy production-based business and industrial training center at San Juan College. The program will be used to fund petroleum technology training and placement programs to support industry needs in New Mexico, Colorado, Utah, and Wyoming. The program will feature basic educational material and Navajo and Spanish-speaking instructors, and is expected to serve 400 participants and lead to 300 full-time jobs.

The enrollment at San Juan College for the spring 2003 semester increased by about 3.6% to a high of 6,134 students. By the end of the semester, the college expects to serve approximately 8,000 students.

The Office of Admissions and Records at SJC has expanded their online service options to include an online orientation program for new students. The online orientation program was piloted last fall with 164 students. The online orientation allows new students to choose from attending a traditional face-to-face orientation program or attending an online version. Both the traditional and the online orientations cover the same material, making the content information consistent and standardized. The online option has been well received by students and seems to better serve the growing number of distance education, transfer, and part-time students. Participating students have commented favorably about the flexibility and convenience of the online orientation.

Wyoming - Laurie Watkins

Chestine Kurth, director of records and research at **Central Wyoming College**, reports CWC's online registration is going well with the use of WebAdvisor. The campus is also very busy with the set up of SPEEDE for electronic transcript transfer for all Wyoming community colleges. The plan is to have SPEEDE up and running by summer 2003.

The University of Wyoming is geared up and excited about the new football coach, Joe Glenn. The institution is also embracing more changes and challenges as they prepare to implement tuition by the credit hour starting in fall 2003, as well as begin exploration of a new student information database system in the coming years. In January UW student services held a successful "Martin Luther King Days of Dialogue", with a series of events ranging from a march on MLK Day, to panel discussions, ethnic music, the film "Skin Deep," and a dance to wrap up the week. One highlight of this time of questioning and discovery was an insightful look at some of the causes and consequences of hateful words by Georgetown University Law Professor Mari Matsuda, a nationally recognized expert on constitutional law, feminist theory, affirmative action, and hate speech.

On the admissions front, **Jill Johnson**, and more recently, **Scott Vanhorn**, have been promoted to assistant directors of admissions for UW. **Jennifer Williams** left the admissions staff to pursue other career plans, and UW is excited to welcome back **Tracey Ray** (formerly Tracey Sweers), who has rejoined the office as an interim hire for the Denver recruiting office. Tracey also balances her recruiting work with career development exploration for UW graduates with businesses in the Denver area. On the academic records front, online accessibility continues to expand

and students may now request unofficial transcripts via the Web through the Hole in the Wall system. Both mid-term and final grades for students are no longer mailed, and are available exclusively on the Web. Serving as a pilot campus for a new program, UW is also making standard academic registration and records petitions available to students, with the completion process completely online and electronic.

Kay Leum, registrar at **Western Wyoming Community College**, reports that WWCC now uses WebAdvisor for all new student registrations during orientations on the Rock Springs campus. Registration and records will work to prepare students for paperless grades this semester. Only students who are placed on alert status, probation, or suspended from WWCC will receive paper grades. **Laurie Watkins**, director of admissions, and admissions counselor **Nicky Castillon** are busy preparing for spring follow-up travel and upcoming campus events, including an Engineering Expo, Business in Action (an event highlighting WWCC business programs), and Senior Visit Day.

RMACRAO Web Site

Remember to periodically check the RMACRAO web site at <http://www.registrar.colorado.edu/rmacrao/> for annual meeting information, member directory, previous newsletters, applications for travel grants and the professional development scholarship, minutes from executive committee meetings, our constitution, and more!

Treasurer's Report

2002-2003 RMACRAO BUDGET (Approved at Annual Meeting, July 2002)

Expense Category	Amount Budgeted
Executive Committee	\$ 350.00
Publication/Printing	500.00
Newsletter	2,000.00
President's Travel	500.00
Stationary	500.00
Miscellaneous	500.00
AACRAO Reception (Washington D.C.)	2,000.00
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
Professional Development Scholarships	1,500.00
TOTAL	13,200.00

Activity Summary for 2002-2003

Balance Forward (6/30/2002)	11,031.28
Revenues (7/1/2002-1/31/2003)	5,540.14
Expenses (7/1/2002-1/31/2003)	3,071.91
Balance (1/31/2003)	13,499.51

– *Schez Downey, Treasurer*

Membership Dues Still Outstanding

Several institutions in Colorado and New Mexico have not paid their 2002-2003 RMACRAO membership dues. Institutional contacts were issued a final reminder in February. Contacts for institutions in arrears will be getting a gentle reminder from your state's vice president.

It is important that you pay your dues so that we can continue to offer travel grants and the new professional development scholarships (approved by the membership at the 2002 annual meeting). Your dues also help us keep the quality of sessions at your RMACRAO annual meeting high and the registration fees low.

If you haven't paid your 2002-2003 dues, your RMACRAO membership will lapse and you will not be able to send representatives to the 2003 annual meeting in Durango, Colorado. If you have any questions, please feel free to e-mail Schez Downey at cdowney@du.edu or call at 303-871-4996.

Reception in Washington, DC

Bring something green to wear this year to AACRAO, as the RMACRAO reception will be held at Washington D.C.'s favorite Irish pub, Ireland's Four Provinces. Affectionately known to locals as "the 4P's," the pub offers a warm, friendly atmosphere and live music nightly. Be sure to join us for your pint of choice, and lavish appetizers which will include house favorites such as smoked salmon and brown bread, Guinness steak skewers, and cabbage wraps, in addition to traditional fare such as a mozzarella sticks, chicken wings and tenders, onion rings, and a farmhouse veggie platter. The pub is located a short metro ride from the conference hotel, at 3412 Connecticut Avenue NW, 202-244-0860. Don't miss what promises to be another memorable time for RMACRAO members at Ireland's Four Provinces, on Tuesday, April 8, 6:30 p.m.-8:00 p.m.

Apply Now for a Travel Grant to RMACRAO 2003

It's never too early to start thinking about attending the RMACRAO 2003 Annual Meeting in Durango, CO, July 16-19. Many interesting sessions are being planned and the accommodations will be very reasonable. And best of all, RMACRAO offers **six \$100 travel grants for first-time RMACRAO attendees**. If you've never attended a RMACRAO annual meeting before and you're planning to go to the meeting in Durango, we encourage you to apply for one of these travel grants. Go to the RMACRAO web page at <http://registrar.colorado.edu/rmacrao/> for a RMACRAO travel grant application. Print out the application form, complete it, and send it to your RMACRAO state vice president **by June 1, 2003** to be considered for one of these travel grants.

From the President (continued from page 1)

Tamara Lehner and the program committee are working to put numerous sessions and opportunities together for us to learn from and learn about. **Sherri Waggoner, Local Arrangements Chair**, and her committee are working ever so diligently to provide us with an atmosphere that will give us ample time, space, and opportunities to meet and work together to be better leaders and guides.

Each of us is a leader and a guide. We are the people who must lead our organizations towards growth and challenge for the future that lies ahead. Together we can help each other achieve those goals that we set forth in our new year's resolutions.

Speaking of leaders in our organization, I would like to introduce and welcome to the executive board, **Mary Angell** who has accepted the appointment of **vice president for New Mexico for 2002-2004**. Mary is from the College of Santa Fe and you can find out more about her in this newsletter. She has accepted the appointment after Sylvia Castillo from New Mexico State University stepped down from the position due to work related commitments at her institution.

See you in Washington, D.C. in April and in Durango in July.

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

Professional Opportunities Await You!

Great news, fellow members!

If you stay awake at night, pondering that age-old question, “What does RMACRAO mean to me?”...

If you have been wondering what you could do to amaze and delight your boss, co-workers, and family?...

If you frequently ask yourself, “What do I have to give to RMACRAO?”...

Then THIS is the moment you've been waiting for – a unique professional opportunity that could possibly change your life!

This year we will be electing four new officers to the executive committee: Colorado vice president, Wyoming vice president, treasurer, and president-elect. (Please see below for descriptions of the various duties for these positions.)

We are pleased to report that our organization continues to thrive. This is due, in part, to the enthusiasm of our members – cheerful volunteers who step forward in their turn to serve RMACRAO in many different ways. It is an experience in your professional career that you will never forget. Don't delay seizing this important opportunity – please give some consideration to either running for an office yourself this year, or nominating another individual who you think would also do an outstanding job.

Nominations should be made by April 1. Contact Steve Ekerholm with your nominations or if you would like more information about the election process (719-262-3375 or via e-mail at Steve.Ekerholm@uccs.edu). Feel free to also contact any of the executive committee officers for more information.

Description of duties:

The **vice presidents** act as state representatives to the association. Their primary responsibility is to serve as communication liaison between the executive committee and the appropriate state membership. They may also be given special assignments by the president or president-elect. Vice presidents serve a two-year term.

The **treasurer** shall keep an accurate list of the members (by membership category) of the association, collect the membership dues, secure the approval of the president on all bills before paying them, publish a proposed budget for the executive committee, and prepare the financial report to be presented to the members of the association at the annual meeting. The treasurer serves a two-year term.

The **president-elect** shall serve as program chair for the annual meeting, shall act as the chief assistant to the president, and shall serve as president in his/her absence. He or she shall be in charge of the annual meeting programs, and shall be the liaison officer between the annual meeting Local Arrangements Chair and his or her committee and the executive committee. He or she shall become president at the end of his/her term as president-elect. And after serving as president, he or she serves on the board one more year as past president.

Meet Your RMACRAO Officers

Kathleen Sena – President

Let me introduce myself. I am Kathleen Sena, currently the registrar at The University of New Mexico in Albuquerque. I am a native New Mexican, having been born, raised and lived in this wonderful state for all of my 40+ years. I was raised in the "City Different" (Santa Fe), attended both New Mexico State University and The University of New Mexico, and received my undergraduate degree in vocational home economics education. In "home economics" you say and then ask how did I get to be the registrar at UNM? I can say that Cindy Stuart, director of admissions at UNM opened the doors for me to begin my wonderful and rewarding career in admissions and records back in 1986.

I began at UNM in 1986 in admissions; in 1988 I moved to the registrar's office, first as an assistant registrar for scheduling and catalog/curriculum; then on to scheduling/catalog/curriculum and registration. My son was born in 1992, and somewhere in 1994 I decided I needed a change. So I applied for and was hired as the registrar for our Law School. During my brief time in that position, I realized that working in the university's registrar office is where I really wanted to be. I was fortunate enough to be able to come back. I came back and was given the task to begin the implementation of the automated degree audit system for the institution.

I has appointed interim registrar in 2000 with the retirement of Fred Cheist. And in 2001 was selected after a national search to assume the registrar position permanently (or at least until I retire). And I love what I do!

Aside from my responsibilities at UNM, I do have a 10-year-old son, who as most know is the apple of my eyes. We live in Edgewood, which is about 30 miles east of Albuquerque, on the other side of the Sandia Mountains. When I'm not at work, Christopher Kyle keeps me busy with school, sports and 4-H. We go to Santa Fe on a regular basis to help my folks and spend time with our very large family. We are very involved with horses, having several of our own, being

in partnership with some of our family with a racehorse, and of course watching the racehorse when she runs at any of the tracks in New Mexico.

I have been involved with RMACRAO and AACRAO since 1988, attending many annual meetings, presenting information sessions, working on special committees, serving on the executive board, and growing as a professional through all of these experiences.

Steve Ekerholm – Past President

I am currently the director of enrollment management at the University of Colorado at Colorado Springs. I have been with CU most of my adult life. To say CU is part of my life is a gross understatement. I have a CU degree, CU license plates, a CU street number logo, a daughter attending CU, and a wife that works at CU. All that said, my involvement with RMACRAO has been one of the defining moments in my life. The friendships I have made will last a lifetime.

Tamara Lehner – President-Elect

I am a Wyoming native and graduate of the University of Wyoming, where I've been employed for the past 16 years. For nine of those, I was box office and publicity manager for the theatre and dance department, and for nearly seven years I've been in admissions. I'm currently an assistant director, and have served on the RMACRAO board as vice president for Wyoming, a very brief stint as historian, and am now president-elect. I grew up with Kathy Ragan, who was my mentor in admissions and in RMACRAO.

Becky Barnes – VP for Colorado

How many of us dreamed of a career in higher education? How many of us followed in the footsteps of a family member who chose a career in higher education? I'll bet over 90% of us can answer "not me" to both questions.

My start in higher education began as an invaluable work-study in the registrar's office at Adams State. No, I still didn't entertain the idea of working in higher education full time. Instead, I took a leave of absence from school, moved to Fort Collins, only to be hired to work in the registrar's office at CSU. I had a great experience learning all about transfer evaluations and degree audits, but I still didn't consider a career in higher education. After about 3 years, I left CSU and enrolled at UNC to complete my degree in elementary education, and of course, got a work-study job in the registrar's office. The following year I taught reading at a local elementary school but, once again, the green light went on and I proceeded back to the registrar's office at UNC and have enjoyed the last 20 years working with great students and people.

Mary Angell – VP for New Mexico

I'm Mary E. Angell, also known as just "Angel" and have worked in the higher education profession since 1989. During this time, I worked all sides of the college environment. I started as a secretary in the continuing education office at Burlington County College in New Jersey. After helping organize the office, I became the registration coordinator for that department and then ended up running the non-credit department for two years after the director stepped down. The move to the financial side of the house came in 1993, when I became the assistant bursar. For six years, I coordinated the student account services for both credit and non-credit students. In 1999, after the registrar position at the college had been vacant for a year, I was convinced that I needed to make a move to the academic side of the college. Upon becoming the new registrar on January 1, 1999, I was then informed that the computer conversion that has been slotted as a two-year project, needed to be completed by November 1 of that year. As the project manager for the entire student system side of the Datatel conversion, I quickly learned through immersion in the academic side of the

Meet Your RMACRAO Officers (continued)

house. (And I did meet the goal of having the conversion completed in 10 months!) In 2001, I moved on to the registrar position at the College of Santa Fe in New Mexico. My second week on the job, I attended my first annual RMACRAO conference in Grand Junction, Colorado. Kathleen Sena asked me in late October of this past year to become the historian for RMACRAO and I was to be introduced as such at the executive board meeting in February. Due to some unforeseen circumstances, the vice president for New Mexico needed to step down and I was then asked to fill in that position, rather than be the historian. Baptism by fire seems to have worked in becoming a registrar and I hope that the same holds true for being a board member of RMACRAO.

Laurie Watkins – VP for Wyoming

I am the director of admissions at Western Wyoming Community College. I joined WWCC in 1996 after practicing business and commercial law in San Francisco. I'm a graduate of WWCC, the University of Wyoming, and the University of California - Hastings College of the Law. I really enjoy helping prospective students learn about options and opportunities in higher education. In addition to my recruiting travel, I'm also very involved on the WWCC campus. I currently serve as past president of the Senate, chair several college committees, and am active in college-related events. I've been a member of RMACRAO since 1996 and have thoroughly enjoyed my involvement. I have made many new friends across the Rocky Mountains!

Nolan Oltjenbruns – Secretary

I've been involved in the admissions/registrar field since 1984, and have worked at three institutions: Columbia College, Regis University, and Colorado State University. I've been in my current role as associate registrar at Colorado

State since 1997. I'm responsible for the general operations of the registrar's office, as well as oversight of office data systems and development of new student service applications.

I've been a member of RMACRAO since 1990, and have attended every annual meeting since that year. My service on the executive board began in 2000, in the secretary position. A primary focus of my service to the board has been the creation of a relational database for tracking membership, producing lists and labels, and assisting the board with member communications.

On the personal side, I'm noted for my fondness (?) for commuting, as I travel each day from Denver to Fort Collins and back. I recently sold my home in a historic neighborhood in central Denver, and am enjoying the challenge of furnishing and settling into a new home in the Lowry community on Denver's east side.

Schez Downey – Treasurer

Like many in our field I did not intend to grow up to be a registrar. My undergraduate degree was in anthropology and religious studies and my master's in medieval English literature. Upon earning my BA and being a single parent, I decided that a career in the field was not for me. Once the typing requirement was waived, I landed what I believed to be a temporary position in the registrar's office at my alma mater, the University of Denver. Over 20 years have passed and I am still here, having moved through the ranks to reach the level of associate registrar, which is just where I want to be. My extended family is here at DU – many have not only watched me grow up (sort of) but my son as well; and, oh do they have stories to tell! I am happy to say that my family has grown to include many wonderful people through my involvement in RMACRAO and AACRAO. I have belonged to other professional organizations and none come close to providing opportunities for professional development and

networking. Many of the best people are in higher education and I think there is a good reason for that. We all value the importance of the human intellect and the pursuit of knowledge – and we value the young and the young at heart. Registrars are much like librarians and museum curators – only we work with real people and are responsible for not only cataloging their achievements but also learning from them and guiding them as well.

Sally Page – Newsletter Editor

Ditto on others comments regarding not necessarily having dreams of working in a registrar's office when I grow up, but here I am, the associate registrar at the University of Colorado at Boulder. I'm a Colorado native, graduated from CU with a BA in communication and political science/public service option, and started in the registrar's office as a temporary employee shortly after graduating. At that time, the registrar's office was putting in a new student information system and needed help with testing, training, etc. This temporary assignment obviously turned into something more permanent and this last fall marked my 15 year anniversary at the university (all in the registrar's office). And while I didn't dream of working in a registrar's office, I do really enjoy my job and the people I work with. I also enjoy all the colleagues and friends I've met through RMACRAO. The first RMACRAO I attended was in Cheyenne, WY in 1988 and I've attended every year except for a few I missed because I was busy giving birth to my two wonderful girls (but not at the same time). I was appointed as the newsletter editor for RMACRAO in the summer of 1998 and really enjoy being a part of the executive committee in this capacity. I'm also responsible for keeping the RMACRAO web site up-to-date. If you have any ideas for things you'd like to see in the newsletter, let me know (sally.page@colorado.edu).

Reasons the Registrar's Office Exists

Some of you may have seen these responses come through the registrar list serve in December. Enjoy!

Reasons the Registrar's Office Exists:

- So faculty and departments have some one to remind them about the major changes they made to their academic program last year and explain what the consequences of those changes are.

- So that someone else can be the "good guy" and override policies that they created and we enforce.

- To keep paper companies in business.

- To provide students more opportunities for missed deadlines.

- To have someone capable of saying NO!

- To explain academic requirements to PhD's who originally created the requirements.

- At least one office has to try and follow the catalog.

- So that some students can stand in lineeven with web registration available, some students just want to stand in a line.

- To predict the future and change the past.

- When the campus operators don't know where to forward a call, we exist to be the outlet for all mysterious phone calls.

- To have someone for the student to blame. "You people are keeping me from graduating"....etc.

- So that other offices can blame us for loosing paperwork they never sent.

- To herd squirrels.

- To get the job done when no one else can see the forest through the trees!

- The office exists because every college or university needs a scapegoat.

- So the school newspaper has something to write about.

- It is the responsibility of the registrar's office to keep its finger on the pulse of the entire institution.

- To test the computer system.

- To provide the answer that no one else seems to have.

- To have someone who can tell students who to contact next when they have been told "no."

- To "show us the way."

- To bring order to an otherwise chaotic world of academia.

- To provide an outlet for unwanted money through transcript, graduation, and matriculation fees.

- So that not all the complaints go to the business office.

- In order to shoulder the blame for the faculty's inability to understand and carry out the institution's academic policy that they themselves formulated.



University of Colorado at Boulder

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