From the President

Our winter snows this year have been a welcome relief from our drought conditions and made the local countryside a beautiful sight to behold. Of course, the snows have also confronted many of us with some challenges that have not been faced in years. Shoveling of lots of snow, changing travel plans, sleeping in airports, closing schools, and being snowed in at home – these will all be fond memories (some you may even be able to laugh about) when the buds reappear on the trees this spring. I hope all of you have pulled through these winter months healthy and that the holiday break provided a time to refresh and re-energize for the New Year.

If you are anything like me, you may be starting to feel a little “snowed in” at your desk by this time in the semester. Digging through all the tasks you are faced with each day can be overwhelming; especially with each of our roles changing so much in the past few years. Please remember that members of this association and AACRAO are here to help you plow through some of those challenges sitting on your desk.

By the time you receive our newsletter, plans for attending the AACRAO annual meeting in Boston have likely been finalized (hopefully no one will have to sleep in an airport or change travel plans to get there). While attending sessions, visiting with exhibitors and chatting with colleagues from around the country during breaks – you will be sure to pick up new information on how to handle some of the initiatives you have been charged with back at your home campus. By bringing this information back to your school, you will be able to begin digging through some of those projects with renewed energy and help to lead your organization to reach its goals.

RMACRAO 2007 in Estes Park, Colorado in July will be another tremendous opportunity to learn from others in your profession – how have they been dealing with some of the very same issues you have been tasked with at your campus. As our annual meeting takes shape, Tammy Aagard and the program committee are working to put numerous sessions and opportunities together for us to learn from and to learn about recent trends in higher education. Local Arrangements Chair Shelly Loomis and her committee are working very diligently to provide us with an atmosphere that will give us ample time, space, and opportunities to meet and learn from one another.

So as we await the last of the winter snows to pass in anticipation of the spring blooms – please remember that there are resources out there to help you more easily sweep away (or shovel off) some of those new projects that are piling up on your desk. Together we can help each other achieve success.

(continued on page 4)
**Colorado School of Mines** is finishing up the first full year on Banner Student, and what a year it has been! They are still working on implementing the Operational Data Store and subsequently the imaging and workflow functions.

Please welcome **Dahl Grayckowski** as Mines' new assistant registrar. Dahl has a degree in technical management and came from DeVry. She handles graduation and degree audit functions.

At **Colorado State University**, the Office of Admissions is pleased to announce that Colorado State is now a member of the **Common Application**, which is a not-for-profit organization aimed at easing the admission process for high school seniors applying to college. Currently there are 321 member institutions; eighteen of those 321 colleges and universities are public institutions. When making an admission decision, Common Application members consider the high school transcript and test scores, and also subjective factors such as volunteer and leadership experience. The essay and letters of recommendation are required. Colorado State’s holistic approach to application review is a natural fit as a Common Application institution.

Three counselors have recently joined the Office of Admissions at Colorado State. **Angie McCoy** began working in the admissions office while in graduate school. She earned her MA in speech communications from Colorado State University and a BA in communications from California Lutheran University. **Tabitha Rocha** received her degree in marketing from Colorado State. During that time, she worked in the admissions office as a student counselor. After graduation, she left Colorado and has worked in a variety of positions in Las Vegas. **Nicholas Hardy** received his BA in kinesiology-physical education from the University of Northern Colorado and has been working on his MS in biomedical at Colorado State. He has been a teacher and coach at both the middle and high school levels in Colorado Springs.

The Office of Admissions at Colorado State University is celebrating the grand opening of the new **Admissions Welcome Center**. The center, located in Ammons Hall on the historic Oval, provides a warm and engaging environment for prospective students and their families during their visit to campus. Equipped with state-of-the-art technology to showcase Colorado State, the center also offers campus information sessions and student-led walking tours.

The creation of a new Division of Enrollment and Access at Colorado State has resulted in a number of new assignments and structural changes:

1. **Bill Haid** is the assistant vice president for enrollment and access, and now serves as chief of staff to Robin Brown, the division vice president.

2. **Sandra Calhoun**, in addition to her responsibilities as director of student financial services, has taken on the role of university registrar.

3. The registrar and student systems offices have merged, in order to most effectively prepare for Banner registration to go live on April 2. **Chris Seng**, whose title has changed to assistant registrar, heads up the implementation team.

After two years of work and five years of hope, the **University of Colorado** is happy to announce that they intend to award a contract for a **new student information system** to Oracle Corporation for its Campus Solutions product (formerly PeopleSoft Student Administration). The plan is to have the Campus Solutions product eventually replace the university’s current Student Information System (SIS). Last September, the university published its RFP for vendor review. The RFP evaluation involved an enormous amount of time and effort on the part of many people at CU. Over 220 CU staff and faculty across all campuses were involved in the process. There were 4,500+ RFP requirements; 9 evaluation committee/work team meetings; and 88 vendor demos done by the two participating vendors. Over 200 faculty, students, academic administrators and staff attended the vendor demos. We are now beginning a 12-week “Fit/Gap” project that will identify areas in which the software does and does not meet our current processes. The President and Board of Regents will make a go-forward decision based on a revised project budget and recommendation from the SIS Replacement Project Executive Steering Committee. The project is expected to go live in 2009 for admissions and 2010 for registration.

At the same time the University of Colorado was selecting a new student information system vendor, we also selected the DARS (Degree Audit Reporting System) product for our **future degree audit system**. We had formal representation from 12 staff members among the three campuses who wrote the RFP requirements and did the majority of the vendor process review. In addition, there were three days of vendor demos that involved a large number of additional academic administrators, faculty, and staff. Work with consultants began the week of February 19 to help us draw up the project plan and timetable. It is expected that we will begin writing new audits this year. The Degree Audit Project will include the implementation of at least the following functions: degree audit functions; transfer credit articulation functions; and support for academic advising functions.
Vice Presidents' Reports (continued)

**New Mexico - Rosie Corrie**

**College of the Southwest** welcomes a new employee, **Evelyn Rising**. Evelyn is from Texas Tech with 5 years experience advising students. Her official title is assistant registrar/academic advisor.

**San Juan College** recently finalized preparations for the **North Central Academic Quality Improvement Program (AQIP)** accreditation visit which occurred in early February. **SJC** was accepted into the first group of colleges in this new “continuous quality” approach to accreditation. A commitment to improving the college and the services offered to students is a primary consideration. Documentation of processes, reviewing and implementing best practices, and inclusion of all key stakeholders are critical elements of this process. Three “special focus” projects for the upcoming year include:

- Just In Time – Solution Oriented Technology Training
- Development of a Comprehensive, Effective Adjunct Faculty Development Program
- Centralized Advising & Counseling Services

**The Financial Aid, Admissions, & Business (FAAB) Express** is a new initiative and approach for students at San Juan College, effective this spring semester. The primary goal of the FAAB Express is to reduce run-around, allow students to promptly and effectively complete simple, straightforward transactions, assist new students in getting off to a good start, as well as provide helpful referrals to the appropriate departments for more complex or “non-express” issues; ultimately providing “simply fabulous service” to students! Designed as a true one-stop center for students, this solution was developed as a result of process mapping, student focus group feedback, informal input from students and other stakeholders, and collaborative work among key staff members at SJC. At the FAAB Express, a student can register for courses, pay their tuition, and inquire on their financial aid status all in one location, without having to move from office to office. The FAAB Express strives to offer quick, accurate, and helpful service to students focusing on quick, simple transactions in an express format. If a student has an issue that will require more in depth assistance, a FAAB Express staff member will determine the office that can assist, make contact with a staff member there, and provide the student with a referral card identifying a staff member by name for the student to contact. The referral card will also include some basic information about the student’s issue, so the student won’t have to explain his/her problem all over again.

**Wyoming - Laurie Watkins**

**Alison McNulty**, director of admissions and student records, reports several staff changes at **Casper College**. In admissions, **Kyla Foltz** is the new admissions coordinator, and **Brenda Cardwell** is leaving Casper College to use her agriculture background at Farm Services. **Nita Romero and Linda Nichols** have both been named associate registrars, and **Jennifer Pickering** is the new admissions specialist. **Lynn Fletcher** is leaving enrollment services to return to institutional research. **New programs for spring 2007** are certificates in Hospitality Human Resources Management, Marketing and Sales Management, and Food and Beverage Management, and a certificate and AAS program in Auto Body Repair. **Student Erica Costello**, Associate Registrar, **Linda Nichols**, Director of the Career Center **Janet de Vries**, and Foundation Board **Robert Sutter** were nominated for awards at the Wyoming Community College Conference.

**Eastern Wyoming College** congratulates former student athlete **Dean Gorsuch** from Gering, Nebraska for winning the 2006 PRCA World Champion Steer Wrestling title. Student **Karen Berry**, Administrative Assistant for Special Instructional Programs, **Lynn Wamboldt**, Director of the Cosmetology Department, **William Schmidt**, and former Foundation Board Member **Gary Olson** were nominated for awards at the Wyoming Community College Conference. **Dean of Students Marilyn Cotant** reports that EWC is progressing with the construction of a new 58-bed residence hall on the southwest part of campus. The outside construction is now nearly totally enclosed, and interior work is moving along quickly. Bids for furnishings were recently released. Construction should be totally completed by July 1, furniture will be in place by the first week of August, and move-in is planned for August 26. An open house and dedication ceremony is set for September 20. **EWC is now offering** a Construction Technology certificate, a Livestock Judging program, and 3 new Cosmetology certificates as of fall 2006. **New EWC programs** developed for fall 2007 include Early Childhood certificate and AA degree, Criminal Justice-Law
Vice Presidents' Reports (continued)

Enforcement emphasis AA degree, Criminal Justice-Corrections certificate and AA degree, Computer Information Systems AAS degree, Construction Technology AAS degree, and Web Design certificate. EWC’s welding program was cited in an article on the Lincoln Electric web at http://lincolnelectric.com/knowledge/articles/content/Eastern-Wyoming-fume-extraction.asp

**Jenny Hargett**, director of enrollment management/admissions at Laramie County Community College, reports their new residence hall opened as scheduled for the fall 2006 semester. Laramie County voters also supported funding for construction of a new health science facility on campus. Student **Joey Ortega** and staff member **Ken Bunya**, senior support specialist/integrated technology services, were nominated for awards at the Wyoming Community College Conference.

**Northern Wyoming Community College District** – Director of Enrollment Services **Zane Garstad** reports that **Will LaDuke** has been hired as the new recruiter/rodeo coach at Gillette College. Will graduated from North Dakota State University and he has an extensive rodeo background – including winning Rookie of the Year in the National Intercollegiate Rodeo Association and Reserve National Collegiate Champion titles in calf roping and all-around. In addition, Will has been a member of the Professional Rodeo Cowboys’ Association for 12 years. Student **Fred Isaack**, Records & Registration Clerk LaVon Nemac, Chemistry instructor **Robert Milne**, and Past President Sheridan College Foundation **Frank Rotellini** were nominated for awards at the Wyoming Community College Conference.

**Brad Hammond**, registrar/director of admissions at Northwest College, reports **Casey Cobourn** resigned from the college in December for a job opportunity in Gillette. The new assistant director of admissions is **West Hernandez**, a former Northwest admissions representative. Student **Joyce Heiser**, Office of Student Affairs Administrative Secretary **Diane Palan**, Coordinator of Tutoring & Testing Services **Carol Zawacki**, and Foundation Board Member/Alumni Association President **Clay Cummins** were nominated for awards at the Wyoming Community College Conference.

**Tamara Lehner** reports that **Noah Buckley** is the new director of admissions at the **University of Wyoming**. **Pepper Jo Six**, a UW graduate with admissions experience in the College of Agriculture, is the new associate director of processing. **Emily Enzi McGrady** left UW to manage human resources training for new employees at United Medical Center in Cheyenne, and **Mary Aguayo** is the new coordinator of the Visitor’s Center.

**Western Wyoming Community College** welcomed 15 new international students to campus in January bringing the international enrollment to 70 students from 25 countries. WWCC hosted the Wyoming Community College Conference on February 22 in Cheyenne. Construction plans were approved for a new 48 bed residence hall to open during the 2007-2008 academic year. Classes in the new Compression Technology program began with the completion of a new addition and a well-site, and donation of over $1 million in equipment from area industry. A new online student orientation will be launched for summer. WWCC is partnering with Hobsons to develop an exciting, interactive online experience for students who cannot attend an on-campus orientation program. Student **Brian Cole**, Instructional Support Assistant **Kay Cooley**, and Associate Professor of English **Karen Love** were nominated for awards at the Wyoming Community College Conference.

From the President (continued from page 1)

Speaking of new projects and initiatives, I would like to introduce and welcome to the board, **Corey Wahl**, who has accepted the appointment of the newly created position of web developer. Corey is from the University of Colorado at Boulder. During the board of directors meeting in September, Corey unveiled the new web site (and URL) for our association. The board discussed various areas of the web site that needed to be enhanced and the idea that web sites need to be kept updated at all times. The newly appointed position of web developer was the result of these discussions. If you haven’t taken the time to visit our new web site, please go and check it out (www.rmacrao.org). We welcome all comments and suggestions for improving the site. My thanks go out to Corey for stepping up to the plate to help out our association by sharing his expertise – just another example of how we can help each other succeed in the tasks laid before us.

I look forward to seeing all of you in Estes Park this summer and hope that many of you will be with us at the AACRAO meeting in Boston.

Sincerely,
Mary E. Angell
RMACRAO President

Travel Grants for RMACRAO 2007

Do you know someone who has never been to a RMACRAO annual meeting but plans to attend the meeting this year? Or have you never been but plan to join us this year in Estes Park? If so, be sure to apply for a RMACRAO travel grant! RMACRAO offers six $100 travel grants for first-time RMACRAO attendees. Go to the RMACRAO web site at www.rmacrao.org/travel_grant.html for a RMACRAO travel grant application. To be considered for a travel grant, applications are due to your RMACRAO state VP by June 1.
Call for Nominations

In May, the RMACRAO membership will be receiving a ballot for the election of members of the RMACRAO Board of Directors for 2007-08. RMACRAO is your association and we need you to get involved. If you or someone you know is ready to get involved in our association, we want to know! This year we will be electing four officers:

President-Elect – This is a three-year appointment serving first as president-elect, president, and finally, past president. The president-elect serves as program chair for the annual meeting, acts as the chief assistant to the president, and may serve as president in his/her absence. The president-elect is also the liaison officer between the annual meeting local arrangements chair and his/her committee, and the Board of Directors.

Treasurer – Serves a two-year term. The treasurer keeps an accurate list of the members of the association (by membership category), collects the membership dues, pays all bills, issues checks for travel grants/scholarships, files state and federal reports, publishes a proposed budget for the Board of Directors, and prepares the financial report to be presented to the members of the association at the annual meeting.

Vice President for Colorado and Vice President for Wyoming – Each serves a two-year term. The vice presidents act as state representatives to the association and serve as a member of the Professional Development Scholarship Committee. Their primary responsibility is to serve as communication liaison between the Board of Directors and the appropriate state membership. They may also be given special assignments by the president or president-elect.

I would like to encourage everyone to seriously consider this fantastic professional opportunity. Involvement in RMACRAO is a memorable and rewarding experience as well as a valuable professional development opportunity. Serving on the Board of Directors is also a way to become more involved with AACRAO. There are several opportunities during the year for state and regional officers to get together for training and problem solving and hearty conversations.

Due to the fact that we do not have an immediate past-president sitting on the board this year, as your president, I am making the call for nominations. For this year only, I have appointed the three state vice presidents to work together as the Nominations and Elections Committee. I have asked that they get one other representative from each of their states to work along side them on this very important committee.

Nominations are due by March 30, 2007. Please submit nominations to your state vice president. It is acceptable to submit more than one nomination or to nominate yourself.

– Mary E. Angell, RMACRAO President

AACRAO Leadership Meeting in DC

Mary Angell and Tammy Aagard, RMACRAO president and president-elect respectively, represented our organization at the annual AACRAO Leadership meeting in Washington, DC this past December. The opportunity to meet with the AACRAO chairs and board of directors, as well as other state and regional association leaders was a great way to continue building our association’s national relationships.

The two-day meeting covered topics from the state of the association, strategic planning in the year ahead, succession planning, how to recruit, retain, and manage volunteers to mentoring at the state and regional level.

AACRAO is looking into perfecting webinars, so that when schools do not have sufficient travel budgets they will still be able to get information via the webinars. They are currently thinking about developing new workshops in the areas of transfer topics and academic advising. There was discussion around a dues increase – which will not exceed the CPI for December 2006 (possible range is $1 to $4, but will probably be a $2 to $3 increase). There is also a proposal being considered to allot the number of AACRAO members per institution based on FTE rather than student headcount.

AACRAO’s strategic plan for the year ahead includes leadership development, succession planning, transfer issues, grassroots network, expanding committee roles, and recruiting a wider membership. The expected retirement of many individuals employed in mid-to-high level management roles within AACRAO professions may lead to a shortage of qualified professionals – thus the thought that leadership development and succession planning should be two important strategic initiatives. Transfer of credit has emerged as a controversial and complex policy issue in higher education. The changing nature of learning experiences is increasing the complexity of credit portability, and the emergence of a national debate on this issue is providing an opportunity to expand services. Some thoughts on creating a more diverse membership include: creating a new process to allow for direct billing for additional individual members, organizing a marketing campaign to attract more diverse members, sending an edited version of the Transcript to provosts to reinforce the value of AACRAO, and to establish an ongoing member research effort to document the needs of each member segment.

The meeting also gave Tammy and Angell the opportunity to make new connections with individuals from neighboring states and to talk about the possibility of their association’s members attending our annual meeting this July in Estes Park, Colorado. As always, the meeting ended on Sunday with an exchange of great ideas and issues between state and regional officers.
Where will you be on July 18, 2007?

You don’t have to be a master sleuth to deduce where you should be in July. The scene is Estes Park, Colorado, for RMACRAO 2007: Mystery in the Mountains. You can’t miss this great opportunity to probe into the latest concepts and trends in our profession, track down colleagues and friends, and explore the sites and sounds of the Rockies.

Here are the facts – just the facts:
- **Date:** Wednesday through Friday, July 18-20 (hotel check-in is 4:00 p.m.)
- **Location:** The Historic Stanley Hotel in Estes Park – nestled in the majestic Colorado Rocky Mountains, just 70 miles northwest of Denver.
- **Conference highlights:**
  § A full slate of sessions addressing registrar, admissions, enrollment management, and professional development topics; special session by Dr. Frank Sanchez from the University of Colorado at Denver, a leading professional in enrollment management;
  § An opening reception under the beautiful Rocky Mountain sky;
  § An entertaining Murder Mystery Dinner on Thursday evening.
- **Outdoor activities:** Golfing, shopping, horseback riding, rafting, kayaking, hiking, fishing, swimming, and playing in Estes and Rocky Mountain National Park.
- **Reservations:** If you haven’t made your hotel reservations, don’t delay. Make your reservations now for the great low rate of $149 per night for Tuesday through Friday nights. A one night deposit is required at the time of the reservation. Call 1-800-976-1377 and be sure to identify yourself as affiliated with RMACRAO. For other reservation details, visit the RMACRAO web site (www.rmacrao.org/annualmeeting_2007.html). You can also check out the hotel and area web sites at www.stanleyhotel.com/ and www.estesparkcvb.com/.

The evidence doesn’t lie; you must conclude that Estes Park is definitely where you want to be on July 18-20. The details are unfolding. Look for updates on the RMACRAO web site (www.rmacrao.org).

**Exhibitor Liaison Update**

Our corporate partners will be back! RMACRAO 2007 is just around the corner and this year we will be joined by a number of exhibitors (both long time supporters of our association and some new faces with new products). It’s a known fact our annual meeting wouldn’t be the great success and educational experience that it is without our corporate partners.

This year (so far) we will be joined by ACT; Jolesch Photography; Servicemembers Opportunity Colleges; Smart Catalog; Ad Astra; Credentials; Herff Jones; Miami University DARS; National Student Clearinghouse; SCRIP-SAFE International; and SunGard Higher Education.

The RMACRAO Board of Directors will be visiting with other potential exhibitors at the AACRAO annual meeting later this month to discuss with them the benefits of attending our association’s annual meeting. If you are attending the meeting in Boston, please feel free to encourage any exhibitors you talk with to participate in our meeting in July.

If there are companies that you do business with at your institution that you would like for us to invite to participate in our meeting in Estes Park, please e-mail the contact information to me at ksena@unm.edu. I will make a contact with them and also send them the exhibitor registration packet.

– Kathleen Sena, Exhibitor Liaison

**Professional Development Scholarship Recipients**

**Dawn Carver,** degree analyst at University of Wyoming, and **Tamara Lehner,** assistant director of admissions also from the University of Wyoming, are each recipients of a $750 professional development scholarship awarded by the RMACRAO Board of Directors. Dawn plans to use her scholarship to attend Practical Skills in International Credential Evaluation presented by WES (World Education Services). Tamara plans to attend a WES workshop on International Student Recruiting. The membership can look forward to Dawn and Tamara sharing what they learn from these professional development activities sometime in the future by either presenting at a RMACRAO annual meeting or writing an article for the newsletter. Congratulations to both of you!

**REMINDER: Peer Review Available**

What issues, procedures, or goals are you struggling with? Is there a better way to do things? If you’d like to get help from RMACRAO, check out the Peer Review process at www.rmacrao.org/peer_review.html. A peer review is a great way to get new ideas, try different methods, or gain a different perspective. **The deadline is June 1, 2007 for institutions to apply for a Peer Review for 2007-2008.** Take advantage of this great opportunity!