

WINTER/SPRING 2013 NEWSLETTER

2012-2013 Board of Directors

- Lane Buchanan, President
University of Wyoming
president@rmacrao.org (307) 766-5727
- Kelley Christman, Past President
University of Northern Colorado
pastpresident@rmacrao.org (970) 351-2571
- Sally Page, President Elect
University of Colorado Boulder
presidentelect@rmacrao.org (303) 492-2464
- Stacy Maestas, Vice President - Wyoming
Laramie County Community College
vpwyoming@rmacrao.org (307) 778-1240
- Jamie Yarbrough, Vice President - Colorado
Colorado State University
vpcolorado@rmacrao.org (970) 491-7470
- Jacobo Varela, Vice President - New Mexico
New Mexico State University
vpnewmexico@rmacrao.org (575) 646-6023
- Charlie Couch, Secretary
University of Northern Colorado
secretary@rmacrao.org (970) 247-7399
- Carolyn Gutierrez, Treasurer
University of New Mexico
treasurerelect@rmacrao.org (505) 277-0366
- Lara Medley, Exhibitor and Local Arrangements Committee Liaison
Colorado School of Mines
exhibitors@rmacrao.org (303) 273-3200
- Nolan Oltjenbruns, Historian
Colorado School of Mines
historian@rmacrao.org (303) 273-3521
- Jason Maxwell, Marketing & Communication Coordinator
University of Colorado Colorado Springs
communication@rmacrao.org (719)-255-3116
- Paul McCarty, Newsletter Editor
University of Denver
newsletter@rmacrao.org (303) 871-3990
- Corey Wahl, Web Developer
University of Colorado at Boulder
web@rmacrao.org (303) 492-5126
- Chris Seng, Local Arrangements Chair
Colorado State University
localarrangements@rmacrao.org

From the President

Hello to my fellow RMACRAO members-

As I sipped my coffee and stared at an early-morning waning moon trying to determine what sort of serious topic to write upon for our newsletter, *The Devil's Dictionary* by Ambrose Bierce and his definition of 'Academe' came to mind, "n. An ancient school where morality and philosophy were taught." However, he also defined 'Academy' as "n. [from Academe] A modern school where football is taught." (Thankfully he did not include the adverb 'well,' so a few of our larger institutions can still be considered academies.)



So, while we take our professions very seriously, I feel we should also take some time each day to appreciate the lighter side of life. Our RMACRAO organization can be a part of both aspects of our profession – we can grow professionally and learn from our colleagues at other institutions while enjoying the company of each other.

Our organization faced a quite serious financial situation in the latter part of 2012, but it has been resolved successfully. Less serious, but no less important, activities are currently being addressed, such as the planning for our annual meeting, which will be held July 17-19, 2013 in Fort Collins. Sally Page is working diligently to put together the program and our local arrangements committee is working on ensuring we have a productive and successful meeting.

On behalf of your board of directors, I wish you a wonderful spring semester and I look forward to seeing you in Fort Collins in a few months.

Lane Buchanan

RMACRAO Reception in San Francisco

For those RMACRAO members attending the 2013 AACRAO Annual Meeting in San Francisco in April, the RMACRAO board will be hosting a get together on

- ◇ When: Tuesday, April 16, 6:30-8:00 at the Thirsty Bear Brewing Co. (in the bar area of the restaurant).
- ◇ Where: 661 Howard Street, only about one block from the convention center.

Stop by to say "hello" and connect with your RMACRAO colleagues. Light appetizers will be provided. Hope to see you there!

Vice Presidents' Reports

Wyoming—Stacy Maestas

Northwest Community College District – Sheridan/Gillette College

Spring semester is well underway at NWCCD as well as the construction of the new Academic Center at Sheridan. We are currently on time and on budget with an intended grand opening at the end of July. In staffing news, Laura Stryker was promoted to Assistant Registrar at Gillette College. She will be attending her first AACRAO conference in San Francisco in April to learn more about the profession. Kristin Baule was promoted as well to the Testing Center Coordinator at Sheridan College. Joy Hayworth has joined us as Data Support Specialist for the TAACCT grant and Steffie Rawlings is our Institutional Research Assistant. The staff remains busy with registration beginning on April 2nd and graduation in early May.

Laramie County Community College

Dr. Jose Fierro joined LCCC as the new Vice President of Academic Affairs on February 18, 2013. Dr. Fierro comes to us from Florida State College at Jacksonville's Open Campus where he was an academic dean. More information about Dr. Fierro is available [here](#).

University of Wyoming

UW is in the process of a national search to fill the Registrar position. In addition, Greg Cunningham has left his position as Associate Registrar. An internal search for Greg's replacement has been started as well.

Colorado—Jamie Yarbrough

Colorado State University

Katie Risheill is CSU's new Assistant Registrar for Degree Support. She will be leading the team upgrading from DARS to u.achieve. We plan to start the upgrade in July.

The Registrar's Office at CSU has recently started communicating with the campus community via quarterly newsletters. The most recent issue, sent in January, can be accessed by clicking [here](#). Among other topics, this edition describes CSU's recently implemented Undergraduate Planned Leave.

CSU is hiring a Special Programs Coordinator in the Registrar's Office. Please pass the [position description](#) to interested colleagues.

Metropolitan State University of Denver

MSU Denver Reverse Transfer pilot effort allowed for partnerships with Community College of Aurora, Community College of Denver, and Front Range Community College. This program allowed for students to transfer credits from MSU Denver back to one of the Community Colleges listed. Eligibility was based on 15 credits from one of the three community colleges and completion of at least 70 total credits at MSU Denver.

MSU Denver implemented the Colorado High School/GED Non-Resident Tuition Rate. The non-resident rate is designed for students who live in Colorado, have attended a Colorado high school, and are not able to document the legal status that would make them eligible for resident tuition rates under current Colorado and federal laws. Certain U.S. citizens may also qualify for the rate. There are three specific conditions for qualifying: The student must have attended a Colorado high school for the last three years, the student must have graduated from a Colorado high school or completed a general equivalency diploma (GED) in Colorado, and the student must submit a notarized affidavit which states, except for their immigration status, he or she is in good legal standing and is seeking lawful status when eligible. The non-resident tuition rate contains no state subsidy. According to President Jordan, some observers have credited MSU Denver's groundbreaking Colorado High School/GED Non-Resident Tuition Rate with moving the ASSET bill forward.

The University is exploring construction of a new building in the MSU Denver neighborhood on the Auraria Campus. It would house the Department of Aviation and Aerospace Science and STEM-related disciplines including physics, industrial design, and engineering. In addition, groundbreaking for the athletic complex south of Colfax Avenue will take place March 2013. The facility will serve MSU Denver's athletic teams and student clubs as well as the surrounding community.

University of Colorado

Self-Service Enrollment and Degree Verification – The University of Colorado is working on the implementation of self-service enrollment verifications through the CU student portal and the National Student Clearinghouse. Students will soon be able to request and print their own verifications at any time using a single sign-on process through our student portal.

Office Movement – After seven years in the Tuition Classification office and two years as Tuition Classification Officer, Sally Ingraham retired from CU Boulder in September 2012. Terry Caddell was hired as her replacement in November. Terry has worked in the Office of the Registrar in several different roles since February of 2010. Most recently, she was the Assistant Tuition Classification Officer. Due to the numbers of recent petitions submitted by CU Boulder students, it was decided that the Regulatory Compliance staff needed two Tuition Classification Officers. Nancy Mars was promoted from an Enrollment Services Representative in February 2013 to fill the second position.

The Office of the Registrar is very pleased to welcome Nonie Wainwright as our first-ever Communications Coordinator. Nonie is a two-time graduate of the University of Nevada, Reno with bachelors and masters degrees in Journalism. She has had extensive experience working in communications and marketing for UNR Student Conduct, Athletic Department, School of the Arts, as well as serving as the Public Relations Assistant Account Executive for The Glenn Group in Reno. We are very excited to have her to develop our website, improve communications to parents, students, faculty and staff, continue our Wiki development, analyze if social media can benefit our office, and do a host of other work for us (including back-up to our NCAA Eligibility Coordinator, Dee Menzies).

Vice Presidents' Reports (continued)

A couple of other changes in the office include moving Corey Wahl to the full-time position of Business Analyst, and Susan Dorsey into his former position of Assistant Registrar for Enrollment Services. Corey has spent his career looking at software products that helped to improve our lives as well as the experiences of our students and faculty. Most recently we determined that with three years under our belt with Campus Solutions, it was time for us to get back to being on the leading edge of developing our student systems and customer service improvements.

Susan will be a great addition to the management team of our front-line operations. The Enrollment Services group is a high functioning, efficient operation team staffed with excellent people who know how to serve our customers. This opportunity allows Susan to use her technology skills she has acquired over the past many years in combination with her management skills to forge a new career direction.

CU Goes Disney – This past October, four members of the Office of the Registrar attended a three day intensive quality service training in Orlando, Barb Todd (Registrar), Sally Page (Senior Associate Registrar), Corey Wahl (Assistant Registrar) and Dana Kusjanovic (Enrollment Services Manager). Amidst having excellent dinners in the Epcot center, riding the Star Wars ride and watching musical performances of Beauty and the Beast, we learned how to incorporate Disney's quality customer service into the daily Office of the Registrar business.

A few takeaways that we have put into action are:

- ◇ We have placed auto replies on all incoming emails that let people know we have received their email and the timeline for fulfilling their request.
- ◇ We started a weekly internal bulletin that contains deadlines, announcements and frequently asked questions from all areas of our office. This was inspired by the Disney "3 O'clock Parade" method used by employees to answer questions at the park. "What time is the 3 o'clock parade?" While the obvious answer is 3 p.m., a more detailed response is an excellent opportunity to exceed a basic expectation. For example, "The parade begins at 3 p.m. from the castle and crosses the bridge at 3:15 and it winds up at the garden at 3:30. May I suggest your family watch the parade from the benches by the ice cream shop?" Our weekly bulletin empowers our staff with information from all areas of our office to assist in answering questions at more than the basic level.

University of Denver

The Anderson Academic Commons will open on the DU campus March 25. The light-filled, 154,223-square-foot, energy-efficient space will be configured with numerous rooms for group study and project work, seating for more than 1,850 students, quiet study areas, and technologically advanced services and support. Renovated from the structure of the former Penrose Library, the Academic Commons will house the main library, consisting of the Penrose Collection and traditional library services, as well as the library's Research Center and Digital Media Center. The Academic Commons also will house key high-use academic support services, including the Writing Center and the Writing Program, the Math Center, the Technology Help

Center and the University's Office of Teaching and Learning. In conjunction with the grand opening of the building, the Office of the Registrar will be launching 25Live as the location and resource scheduling tool for that building and the majority of the campus.

New Mexico—Jacob Varela

Central New Mexico Community College

Announced an engineering degree transfer agreement that will provide students with a clear pathway for earning an associate degree in engineering at CNM that will seamlessly transfer into UNM's School of Engineering. CNM's Applied Technologies Manufactured Housing Program have put their impressive skills to work by building a two-bedroom cottage with an emphasis on green construction. It's now up for bid to the public.

Eastern New Mexico University - Roswell

College-going students in the area can receive free professional assistance with their Free Application for Federal Student Aid form (FAFSA) during several FAFSA Free-For-All events scheduled in February. Several \$500 scholarships and a laptop prize packages are available to attendees who complete a FAFSA and post event survey at an event by March 1, 2013.

The Testing Center at ENMU-Roswell is among a group of sites worldwide that recently passed a secret shopper evaluation for Prometric and was labelled as one of the best testing centers in the country.

Luna Community College

Luna Community College is celebrating a newly opened Multi-Purpose Educational Center.

New Mexico Institute of Mining & Technology

Four new Smart classrooms have been opened. Thanks to federal Department of Education grants, New Mexico Institute of Mining & Technology now features 18 high-tech interactive classrooms, plus 10 interactive learning lounges and one smart lab.

New Mexico Military Institute

In a June 24 letter, New Mexico Military Superintendent, Major General Jerry W. Grizzle, was provided formal notification by the president of the Higher Learning Commission, Sylvia Manning, that New Mexico Military Institute's Junior College division has been once again approved for a 10-year accreditation — the maximum term granted.

New Mexico State University

Admissions has combined undergraduate and graduate services.

San Juan College

Thanks to the Merrion Oil and Gas Foundation, San Juan College received \$1 million more in support of the School of Energy's capital building campaign. Used to build new SOE. In Late fall new President Toni Pendergrass was hired for San Juan.

Santa Fe Community College

Santa Fe Community College is planning new solar arrays. The college has been reaccredited by HLC.

RMACRAO Disputed Financial Transactions

Many of you may be aware that our association was involved with some disputed financial transactions in the summer of 2012; below is a recap of the situation and its resolution.

- ◇ Between June 26, 2012 and Sept. 12, 2012, twenty electronic transactions of \$1,000 each which were incorrectly taken out of the RMACRAO checking account through Wells Fargo and transferred to a possible fraudulent business.
- ◇ A claim was initiated on Sept. 17, 2012 with the Wells Fargo Liability Fraud and Claims Management division to investigate these transactions, how they were initiated, and to whom the money was sent.
- ◇ Reports were submitted to the University of Wyoming Police Department, U.S. Federal Bureau of Investigation, general counsel for AACRAO, and the Economic Crime Unit of the County of Denver (CO) District Attorney's office. It was determined at last that County of Denver was the appropriate jurisdiction for investigation of this issue.
- ◇ On Jan. 16, 2013 a letter was received from the Wells Fargo Liability Fraud and Claims Management division stating that the \$20,000 from the disputed transactions was returned to the RMACRAO checking account.
- ◇ On Jan. 22, 2013, three checks were written to three vendors to pay the remaining outstanding charges RMACRAO had incurred as a result of the 2012 annual meeting.
- ◇ On Jan. 30, 2013 a letter was received from the Economic Crime Unit of the County of Denver District Attorney's office stating "The Chief Deputy has declined to begin an investigation, based on the decision that there is insufficient identity information for potential suspects. With the information provided, it is difficult to trace the person responsible for the actions against the organization's account."

As a result of this situation, the following steps have been taken:

- ◇ The RMACRAO Past-President, President, and Treasurer now each receive an email whenever a transaction passes through the association's checking account, to make sure the account is properly monitored.
- ◇ Each month, a copy of the bank statement or its transactions will be sent to each board member.
- ◇ A yearly audit of the association financial statements will continue to be held, as has been the case for the past several years.
- ◇ The non-profit status RMACRAO has with the State of New Mexico has been updated. (The required annual registration and fees had not been submitted since 2008.)

This has been a learning experience for us all and we will continue to strive to ensure the association's finances are properly protected and accounted for.

Sincerely,

Lane Buchanan
RMACRAO President

RMACRAO 2013 Annual Meeting

July 17th-19th

Marriott, 350 E. Horsetooth Road, Fort Collins, CO

We hope you are all looking forward to meeting in Fort Collins in July 2013 for a great conference. Planning is underway and we can't wait to see you here **Creating Connections!** We want you to have a chance to share and learn those valuable tips for creating connections with your campus, with your students and with your fellow professionals.

Hotel Update

Rooms at the Marriott will be available for \$119 per night. The rate is valid Tuesday July 16th through Friday July 19th nights. You can pick from 1 king or 2 doubles for that rate. Please be sure to mention RMACRAO when you book your rooms. Our group code is rmarmaa. You can go directly to their webpage <http://www.marriott.com/hotels/travel/ftcco-fort-collins-marriott/> or call 1-800-228-9290.

Events Planned

The Thursday night event is still under wraps but we are excited about a good ol' fashioned BBQ for the Wednesday night President's reception. Stay tuned for details, but start thinking about finding those cowboy boots!

If you have any questions please feel free to contact Jamie Yarbrough, LAC at vpcolorado@rmacrao.org.

RMACRAO 2013 Update

With the 2014 AACRAO Annual Meeting being held in Denver, and our own Lara Medley (Colorado School of Mines) and Kelley Christman (University of Northern Colorado) acting as co-chairs for the Local Arrangements Committee for that meeting, AACRAO will have quite a presence at the 2013 RMACRAO Annual Meeting in Fort Collins this summer. For example, Mike Reilly, AACRAO's new Executive Director, will be presenting the plenary session on "Federal and AACRAO Update" at our July meeting. In addition, LeRoy Rooker, AACRAO Senior Fellow (or better known as the "FERPA Doctor") will be doing two concurrent "FERPA Update" sessions. Janie Barnett, AACRAO Associate Executive Director, Association Services, will also be in attendance at our July meeting. And there may be others from AACRAO attending as well. This will be a great opportunity for the membership to interact with these representatives from AACRAO and will help to make this year's RMACRAO meeting a great event!

In addition, we're hoping to call upon local talent and expertise in the Fort Collins area for our opening and closing sessions. We are pleased to announce our opening session speaker, Alan Lamborn, Vice Provost for Undergraduate Affairs at CSU. Dr. Lamborn is also Executive Director of the Reinvention Center. The Reinvention Center is a national consortium of research universities dedicated to strengthening undergraduate education through networking, convening, and sharing. Our opening session speaker will be talking more about this organization and tying it into the work we do in our offices.

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RMACRAO 2013 Update (continued)

The program committee is working hard to put together a slate of sessions that will interest all. The program committee includes Jamie Yarbrough (Colorado State University), Pepper Jo Six (University of Wyoming), Sherri Gaugh (San Juan College), Carolyn Gutierrez (University of New Mexico), Chris Seng (Colorado State University), and Kim Diawara (University of Colorado Boulder). They may be calling upon you and your expertise to serve on a panel discussion or asking for suggestions on who we might contact to present on a particular topic. The committee has come up with some great ideas as well as taken ideas mentioned from the membership at last year's annual meeting. I think we can all look forward to a great program for the 2013 annual meeting!

Regards,

Sally Page
RMACRAO President Elect

Looking Back: Historian's Report by Nolan Oltjenbruns

RMACRAOans, let's look back 25 years in history, to 1987. (It truly is history for our students, many of whom were not yet born at that time!)

Here are a few of the highlights of 1987, gleaned from 'The People History' website:

- ◇ The average cost of a new home was \$92,000
- ◇ The average annual income was \$24,350
- ◇ The price of a gallon of gasoline was 89 cents
- ◇ One of the top-selling autos that year was the Honda Civic, priced at \$6,195
- ◇ The biggest financial news of the year was the 10/29/1987 stock market crash. The Dow Jones average plunged 508 points that day (22.6%).
- ◇ US population was estimated at 244.6 million
- ◇ World population reach approximately five billion
- ◇ Margaret Thatcher was elected Prime Minister in the United Kingdom, for the third time
- ◇ Work began on the Channel Tunnel, connecting the UK and France
- ◇ Some popular films that year:
 - ◇ Three Men and a Baby
 - ◇ Fatal Attraction
 - ◇ Good Morning, Vietnam
 - ◇ The Last Emperor
 - ◇ Dirty Dancing
 - ◇ Moonstruck

- ◇ In the word of television, people were watching:
 - ◇ The Golden Girls
 - ◇ Hill Street Blues
 - ◇ Highway to Heaven
 - ◇ Married With Children
 - ◇ Fame
 - ◇ Cagney & Lacey
 - ◇ Cheers

Here's what was happening in 1987 in the world of RMACRAO:

- ◇ Four individuals were newly elected to the executive committee for the 1986-87 year: Bill Haid (University of New Mexico) as VP-New Mexico; Dave Hunt (Arapahoe Community College) as President-Elect; Barbara Schneider (University of Colorado – Boulder) as Treasurer; and Susan Smith (Fort Lewis College) as Secretary.
- ◇ Planning occurred through the 1986-87 year for the 1987 Annual Meeting at Colorado State University's Pingree Park campus. Jim Thomas of Colorado State served as the Local Arrangements Chair. Executive committee minutes indicate that business activities were scheduled primarily in the mornings, so that participants could enjoy the beautiful mountain environment as much as possible. Social events included a Wednesday evening cookout, preceded by a Get-Acquainted Hour intended to greet and integrate new members into the flow of activities. Plus, the program also included both a Prayer Breakfast and a Casino Night. (There is no indication, unfortunately, as to what impact the praying had on the success of the betting . . .)
- ◇ Annual Meeting session topics included: Recruiting Minority Students; Articulation Agreements; Recruiting International Students; Electronic Transcripts; Telephone Registration; Degree Audits; Recruiting/Dealing with Transfer Students; Prepaid Tuition; Transfer Evaluations. (Sound familiar? Wouldn't you think we'd have resolved all these issues by 2013???)
- ◇ The Executive Committee discussed the possibility of bringing the AACRAO Annual Meeting to Denver in 1995. (Denver had not hosted the event since 1984). In retrospect, we now know that this possibility did not come to fruition. Denver's next successful bid to host AACRAO would not come until 2014.
- ◇ Membership applications were approved for both The Naropa Institute (Boulder, Colorado) and the Albuquerque Technical-Vocational Institute (now Central New Mexico Community College).

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Looking Back (continued)

- ◇ Long-time RMACRAO members Charles Selden (University of Northern Colorado) and Jack Pommrehn (University of Denver) were nominated for AACRAO committee positions (Nominations / Elections Committee and VP for Professional Development, respectively).

- ◇ Planning got underway for the 1988 RMACRAO Annual Meeting to be held in Cheyenne, Wyoming, concurrent with Cheyenne Frontier Days in July, 1988.

- ◇ The last Historian article (from Fall 2012) focused on Colorado Springs, Colorado as the potential site for our next Annual Meeting. But please show up in Fort Collins, Colorado, instead! More details about planning for 2013 in Fort Collins can be found elsewhere in this newsletter.

Nolan Oltjenbruns
Registration Specialist, Colorado School of Mines
RMACRAO Historian