Where did the summer go? A question that I know everyone asks themselves each year at the beginning of fall term. I hope that everyone’s fall term is to a great start. It seems like just last week we held the 2017 Annual Meeting in Loveland, Colorado. It was great to see so many of you there. The meeting was a great success and would not have been possible without our 2017 Local Arrangements Committee Chair, Michelle Heiny, and all of the Registrar Staff at the University of Northern Colorado. Thank you Michelle and everyone at UNC for all of your work behind the scenes and for a job well done in planning this year’s meeting.

I would like to take this opportunity to welcome the newest members of the Board of Directors: James Tisdale from Metropolitan State University of Denver, President-Elect; Debbie Giron from New Mexico State University, Vice President for New Mexico; Alli McCown from Laramie County Community College, Vice President for Wyoming; Amelia Jackson from University of Colorado Boulder, Vice President for Colorado; Jerry Becker from Colorado State University, Treasurer-Elect; and Miori Gidley from Front Range Community College, Secretary. Thank you to our new and returning Board members for your dedication to RMACRAO.

Make sure to save the date for the 2018 AACRAO Annual Meeting, March 25-28, 2018 in Orlando, Florida. More information is available at www.aacrao.org. This is a great opportunity for professional development and networking. If you are interested in attending AACRAO and you will be a first-time attendee, consider applying for the AACRAO travel grant. Please check out the newsletter for more information or contact your state VP if you are interested!

Also make sure to save the date for the 2018 RMACRAO Annual meeting, July 11-13, 2018 in Las Cruces, New Mexico. If you are interested in presenting or have any presentation ideas please contact Jim Tisdale. It is never too early to start planning next year’s conference.

The Board of Directors will be holding a two day meeting the first week of October in Las Cruces, New Mexico. One of the main agenda items for the meeting is to start working on the implementation of the bylaw changes that were passed at this year’s annual meeting in Loveland, Colorado. Stay tuned for updates.

I encourage everyone to reach out to your peers and network with other RMACRAO members. If you have any questions or suggestions for the Board please feel free to pass along to any of us.

Stacy Sharp, RMACRAO President
VP Colorado Report

New team member

**Daniel Easton** was hired as an Associate Registrar for Records and Enrollment on July 5, 2017. Daniel’s previous role was as the Assistant Director in the Office of Student Conduct and Conflict Resolution at the University of Colorado Boulder.

Promotions

**Allison Diekhoff** was recently promoted to Assistant Registrar for Enrollment and Registration Services. Allison has worked in higher education for twelve years with the last nine focused in the Registrar field. In her time at CU Denver, she has held the roles of Graduation Specialist and Curriculum Manager.

**Leslie Mitchell** has been promoted to Registrar Specialist Coordinator. This is a newly created position that is designed to conduct assessment related to our business process/work flows, as well as design programming for pilot tests of our qualitative service to our constituents. Leslie has been a Registrar staff member for nine years where she has worked in the Records and Enrollment unit.

**Marissa Tornatore** was recently promoted as the Assistant Registrar for Residency Classification. Marissa has worked at CU Denver for five years and has spent the last two and half years in the Office of the Registrar as a Graduation Certification Specialist.

VP Wyoming Report

Wyoming Catholic College received approval from SEVP to admit international students. They are enjoying a great period of growth, with enrollment up 60% to 177 students this year! In March they will have a visit from the HLC for their accreditation.

Laramie County Community College is preparing to celebrate one year with the Student Hub, their one-stop for student services! The Hub soft-launched on October 31, 2016, a few months before moving into their new Pathfinder Building on campus. Students and staff alike are adjusting well!

Lots of staff changes around the state:

- Laramie County Community College welcomes **Blake Marquardt** as an Admissions Representative.
- Sheridan College welcomes **Char Lessenger** as an Admissions Counselor and **Karen St. Clair** as an Academic Advisor.
- Eastern Wyoming College welcomes **Wendy George**.
- Wyoming Catholic College welcomes **Susan Gleason** and **Nicholas Curley**.
- Casper College welcomes **Lisa Meldrum** and **Dalia Pedro Trujillo**.

We are deeply saddened to announce that our colleague, John Foley, passed away after a long fought battle with cancer on September 21st.

John worked in the Office of the Registrar at the University of Denver (DU) for over 35 years and dedicated his life to DU and its students. As the administrative systems specialist, John was an indispensable member of the DU office. He will be deeply missed as a friend and colleague.

VP New Mexico Report

The State of New Mexico is working on two major projects. The Common Course Numbering project hit a small snag which caused it to be delayed to the 2019-2020 academic year. We do expect to have a cross walk this spring and will share the information as soon as it becomes available. In addition, a statewide taskforce of faculty and higher ed administrators have been developing principles and guidelines for use in creating a new model of general education for the state of New Mexico.

New Mexico State University is ecstatic to announce that Dacia Sedillo has officially accepted the position of the University Registrar. NMSU’s strategic plan to continue our excellence is prosperous, our freshman enrollment for this fall semester is up more than 11%. NMSU was recently ranked the number one for land-grant institution in the nation for being a leader in research and upward social mobility for our students.

San Juan College is happy to announce the hiring of two recruiters - Elizabeth Martinez and Kalie Alley. Both individuals are from the Farmington, New Mexico Area.

Michael Raine is the new Associate Registrar for Curriculum, Catalog and Residency at University of New Mexico.

Kathleen Sena is the new Registrar at Santa Fe Community College. They are looking forward to the implementation of Banner 9 as well as having diplomas on demand. They will start having their diplomas printed in house to have readily available for their students.

Highlands University has a new Interim Registrar Thomasina Ortiz-Gallegos

October 2017 Board Meeting Update

The RMACRAO Board of Directors convened for their October meeting in Las Cruces, NM. In addition to the standard agenda items, the board took a considerable amount of time to discuss and strategize around the bylaw changes approved by membership during the 2017 Annual Meeting.

At this time, the approved changes have been made within the RMACRAO bylaws document and individuals currently serving in Vice President roles have been re-titled as follows,

- Alli McCown—Vice President for Admissions
- Amelia Jackson—Vice President for Records and Registration
- Debbie Giron—Vice President at Large

The board will be sending a questionnaire to the membership to aide in further transition planning—so watch your email! Until the transition has been finalized, members are encouraged to utilize the existing email addresses and contact any of the Vice Presidents or member of the board of directors. We will continue to work closely as a board to ensure that member requests and information are appropriately distributed and that membership information stays up-to-date.

Coming Soon...Virtual Roundtables!

Why wait an entire year to engage in one of RMACRAO’s most popular sessions? Each July at the RMACRAO Annual Meeting, members bring important topics and issues for discussion in a forum/roundtable session. Typically, the Annual Meeting program dedicates open forum or roundtable time to key issues and our three primary states (Wyoming, Colorado, and New Mexico), 4-year records & registration, 4-year admissions, and 2-year admissions, records & registration.

We would like to extend the conversation through Virtual Roundtable sessions on key topics throughout the year.

The Board of Directors will be soliciting your input for this new initiative via a questionnaire to the membership.

Watch your inbox for the questionnaire and stay tuned for updates!
The RMACRAO Board of Directors and Local Arrangements Committee would like to thank all presenters, facilitators, exhibitors, and attendees for making the 2017 Annual Meeting a success!

Travel Grants

RMACRAO provides a limited number of Travel Grants for first time AACRAO Annual Meeting attendees ($400 travel grants) each year. Usually, three grants are available for the AACRAO Annual Meeting.

Application Deadline:
February 1st of each year for the AACRAO Annual Meeting

To Apply:
1. Complete a RMACRAO Travel Grant application
2. Return the application to your RMACRAO State Vice President.
3. You will be notified of the application results by early to mid-February for the AACRAO Annual Meeting.

Travel Grant Application

104th Annual Meeting
March 25-28, 2018
Orlando, Florida / www.aacrao.org

Save the date
Seven travel grants were awarded to members for the 2017 RMACRAO Annual Meeting in Loveland, CO. Here is a glimpse into the experience for these first-time attendees,

My experience at the 2017 RMACRAO Annual Meeting was extremely positive. I was able to attend the pre-conference workshop about reporting and compliance presented by representatives of the National Student Clearing House. There I learned valuable information about the reporting process. This spurred discussion among myself and my peers about our own institution and what that processing looks like on our side.

I also attended a session on FERPA, which was very eye opening. I knew that it was very important to protect our students' private information, but I had no idea that students' current mailing address and telephone number were technically directory information under FERPA. It was great to talk to other attendees at this session and learn about how their institutions handled this type of directory info and other issues surrounding FERPA.

Overall, attending this conference gave me the opportunity to take a step back and connect with my colleagues as well as attendees from other institutions in a collaborative learning environment that is sometimes hard to come by in day-to-day work at the office.

Patricia Mulligan, Customer Service Specialist, Colorado State University

I was largely unsure of what to expect from the 2017 RMACRAO Annual Meeting as I walked through the doors of the conference center earlier this fall. I had some hopes, but being relatively new to my position in a registrar's office and completely new to the organization, I was determined to stay open to all that the event had to offer. I was not disappointed.

What I found was a gathering of dedicated professionals who were welcoming, encouraging, and inspiring. From the presenters sharing their knowledge, to the participants asking important questions, to the vendors sharing their latest offerings, to the visiting speakers pushing us to think in broader terms, everyone was focused on learning and improving. I felt challenged and engaged, and I left with many philosophies and ideas to continue rolling around in my mind. I am grateful to have been given the opportunity to be a part of the Annual Meeting.

Beth Klaisner, Degree and Transfer System Specialist, Colorado State University

I so enjoyed by first ever RMACRAO Annual Meeting. Everyone was so friendly, and, helpful. The Sessions I attended were very informative, especially the ones regarding Colorado Tuition Classification.

I think what I enjoyed the most was connecting, and, getting to know people from other Higher Ed Institutions, and, knowing we can use each other for support, and, advice throughout the year.

Thank you for a great experience, and, a great Conference.

Cynthia Reeve, Processing Specialist, University of Northern Colorado
My name is Reid Kallman, and I am the Associate Registrar for Enrollment and Records Services here in the Office of the Registrar at CU Boulder. RMACRAO 2017 was my first Rocky Mountain Association of Collegiate Registrars and Admissions Officers conference. I enjoyed attending the conference, meeting new colleagues and was impressed with how well the conference was organized. The sessions I found most beneficial were the Colorado Round Table session, FERPA round table session and the Tuition Classification round table. There was a good discussion from the CDHE in the Tuition Classification session about the new Olympic Athlete residency exception legislation that was recently modified. Emily helped to answer some of CU Boulder’s questions surrounding the certification process for validating Olympic athletes in training.

I also co-presented on the topic of FERPA and leveraging technology at CU Boulder. Being the only school in Colorado that uses PeopleSoft, I thought that attendees might shy away from this session because of the uniqueness of our software platform; however, I was pleasantly surprised by the number of people in attendance. Additionally, several people approached us following the presentation and spoke about how some of our practices, experiences, and ideas around FERPA were extremely useful, regardless of the student information system that we used.

Reid Kallman, Associate Registrar for Enrollment & Records Services, University of Colorado Boulder

I will be honest and say that when I first started receiving emails and hearing about the RMACRAO 2017 meeting, I wasn’t entirely sure I wanted to go. At CU Denver (and I’m sure many other institutions) Summer can be hectic as Fall term looms in the near future and a constant stream of newly admitted students needing to be processed rolls in. As over 60% of our population is comprised of transfer students and our transfer team consists of myself and one other person, it was hard to think about stepping away for a few days with little access to remote work for fear of the workload that would be waiting upon my return. Thankfully I have a very supportive Supervisor/Teammate who pushed me to apply for the travel grant, and to go regardless, and I’m very glad that I did. The conference this year was a great way to meet others working in higher education, not only from our neighbor institutions, but from my own office as well. Due to the layout of our office, Transfer is physically separated from Registrar Operations. This meant that I barely knew the coworkers I was attending RMACRAO with even though I have been working in our office in some capacity for almost 4 years. By attending sessions with them I was able to not only get to know them as people, but also understand more about how our office and procedures work in a way that may not have been possible otherwise. Overall I think the most beneficial part of the conference was the ability to meet with other institutions to discuss and problem solve, because no matter how odd some of the situations we face may be, someone else has most-likely already encountered it.

Alya Bott, Transfer Specialist, University of Colorado Denver
Professional Development Scholarships

The RMACRAO Board of Directors is pleased to recognize the following 2017-2018 Professional Development Scholarship Recipients,

Stacy Maestas, Laramie County Community College, will be travelling to the AACRAO 2017 SEM Conference

Abby Calcote, San Juan College, will be participating in the AACRAO Summer Institute for International Admissions

Michelle Heiny, University of Northern Colorado, will be attending the 2018 NCAA Regional Rules Seminar

Insights from the AACRAO Technology and Transfer 2017 Conference

While attending the AACRAO Tech 2017 Conference in New Orleans, I found myself impressed by the core of the content presented at the conference and the linear themes running throughout. The keynote speakers were engaging and informative, from Dr. Carla Cooper, who spoke about 6 key factors to student success, to Dr. Kevin Pollock, who spoke about removing bureaucratic barriers for students. Scott Berinato, from the Harvard Business Review, spoke about improving persuasive communications through simplifying data visualizations. Each presenter used data to found their arguments and to inform their presentations. I found Dr. Cooper and Dr. Pollock’s presentation on improving student interactions particularly compelling as an Assistant Registrar for client services.

Dr. Cooper’s research focused on humanizing our approaches to customer service through 6 key components, which included student’s desire to be directed, focused, nurtured, engaged, connected and valued. In our interactions with students, Dr. Cooper encouraged campus administrators to engage with students by asking for their names, asking about their goals and their future plans, and making sure that they felt that we valued their feedback and skills. Dr. Cooper encouraged valuing students by seeking their feedback in skills, including both student employees and regular students. This could be through focus groups and testing and through involving them on campus events. In one example, a student was able to use their musical talents to help enhance an event. Dr. Cooper also encouraged campus administrators to tap into their student employees’ potentials by encouraging peer to peer counseling and assistance. Dr. Cooper also reminded us that while we see our campus infrastructure in terms of org charts and offices, our students see us as individuals. In order to better help our students succeed, we need to understand how they perceive us and then help them through higher educational from that perspective.

Dr. Pollock’s presentation was along a similar vein, however, Dr. Pollock encouraged administrators to seek to remove those bureaucratic barriers that we perceive as necessary. In one example, Dr. Pollock suggesting a smaller version of forced conferrals, where administrators would identify students who had completed their degree requirements but had never applied for graduation. In Dr. Pollock’s research, time is the enemy for many students. In an NSC report from 2014, 31 million students left their higher education institution without receiving any kind of credentials within the last 20 years. Dr. Pollock encouraged campus admins to try to uncover the ways that we may be blocking student success and to alleviate barriers by shortening the time they may have to spend in school. Dr. Pollock also encouraged admins to collaborate and work with their IT departments to develop these improvements for students.

Overall, I found this conference to be an enlightening and engaging experience. The presentations were focused on leveraging technology and data in order to improve customer service, while also providing theoretical frameworks to approach student success. The passion of the presenters, organizers, and participants made this a worthwhile event with presentations about data, technology, and helping to better serve our students.

Rebecca Jones, 2016-2017 Professional Development Scholarship Recipient
Assistant Registrar for Enrollment & Records Services, University of Colorado Boulder

I would like to thank RMACRAO for awarding me with a Professional Development Scholarship, which allowed me to attend to 2017 AACRAO Tech and Transfer Conference. The experience provided the opportunity to meet new colleagues while participating in many sessions that align closely with my position, I especially benefitted from learning easily implementable solutions to expedite the transfer evaluation process.

While attending the Tech and Transfer fair, my coworker and I were inspired to rework the edit reports we use to catch errors in data entry. Prior to Tech and Transfer, the time consuming process of running edits was only completed once a month. We were able to rework the reports to have them run automatically twice a week, which eliminated the manual, time-consuming process, and allows us to ensure our student’s transfer work is accurate.

Krystal Ryczek, 2016-2017 Professional Development Scholarship Recipient
Academic Resource Manager Degree & Transfer, Colorado State University
Suggestions?

Do you have an article or idea you would like to see incorporated into an upcoming RMACRAO newsletter? We would love to hear it!

Contact us at communication@rmacro.org