RMACRAO 2017
Annual Conference
July 26-28, 2017
Embassy Suites
Hotel, Spa & Conference Center
Loveland, Colorado
# Table of Contents

4  Message from the President  
5  Sponsors  
9  RMACRAO 2016–17 Board of Directors  
11  Featured Speakers  
12  Meeting at a Glance  
14  Events, Sessions and Workshops  
14 Wednesday  
17 Thursday  
25 Friday  
28  Business Meeting Agenda  
29  2016 Business Meeting Minutes  
36  Budget, Current & Proposed  
38  Executive Board and Committees  
39  Nominations & Elections/Travel Grant  
40  Honorary Membership  
41  Application for Membership  
42  Exhibitors  
47  Map of Conference Center  
48  RMACRAO 2018  
49  Starting New Traditions  
50  Notes/Ideas/Things to Do When I Get Home
Welcome to Loveland Colorado!

On behalf of the board of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers, I would like to express my appreciation to each of you for attending the 2017 annual RMACRAO meeting. I believe this will be a great conference where you gain new professional insights into what you do. Please take advantage and learn from your colleagues; network; and catch up on what’s going on amongst your peer institutions.

The theme of this year’s meeting is “Obstacles are Opportunities.” My hope is each of you walks away with new ideas, processes, technological enhancements, or changes to operational practices that make an impact on your own campus.

A big thank you to Stacy Sharp and the hard work she put into making this a very exciting program!

Finally, on behalf of the Board, I would also like to express my appreciation to the Local Arrangements Chair, Michelle Heiny and her team for their hard work on offering a wonderful experience in Loveland! Great job!

Sincerely,
Stacy Maestas
RMACRAO President, 2016-2017
Sponsors

Thank you to the following exhibitors and affiliates for helping make our Annual Meeting as successful as it is!

Diamond Sponsor

Lifetouch Special Events, Working with RMACRAO schools to provide photography and name recognition at your commencement ceremonies
Gold Sponsors

Announcing a single solution for curriculum, syllabi, catalogs and outcomes management.

SmartCatalog integrates curriculum, syllabi and outcomes management in an integrated system that ties outcomes to courses and programs to learning objectives. From impact reporting to course change proposals and sectional course syllabi – one system does it all.

Call today for a free online webinar or visit our website to see everything IQ can do for you.

1 800 770-8425  www.academiccatalog.com
Aspire to academic greatness with a catalog that truly exemplifies the culture and excellence of your institutional offering.

CourseLeaf Catalog transforms basic online catalog presentations into dynamic, fresh and student-engaging environments that lead to a higher level of student success.

Our family of more than 235 colleges and universities has transformed its catalog management process through automated workflow, while publishing a “Next Generation” catalog to web, mobile, and print-ready formats fluently and in significantly less time.
We would like to recognize Laramie County Community College’s Public Relations Office for printing the 2017 RMACRAO annual programs and recognize the University of Northern Colorado’s Marketing Department for helping with the creation of the program. Thank you to both offices for their assistance and help with this year’s program!
Board of Directors 2016-17

PRESIDENT
Stacy Maestas
Registrar
Laramie County Community College

VICE PRESIDENT—WYOMING
Linda Nichols
Registrar
Casper College

PRESIDENT ELECT
Stacy Sharp
Assistant Registrar
University of Northern Colorado

VICE PRESIDENT—COLORADO
MARKETING & COMMUNICATIONS COORDINATOR
Katie Pederson
Registrar
College for Financial Planning

PAST PRESIDENT EXHIBITOR & LAC LIAISON
Charlie Couch
Registrar
University of Northern Colorado

VICE PRESIDENT—NEW MEXICO
Debbie Giron
Curriculum Data Specialist
New Mexico State University
The RMACRAO Board of Directors manages the business and affairs of the association. The Board meets five times each year to discuss and move forward with Association business.

If you are interested in serving on the Board of Directors, please contact the Chair of the Nominations & Elections Committee at pastpresident@rmacrao.org
Featured Speakers

Jack Miner
Keynote Speaker
Wednesday, July 26
12:45 pm – 2:15 pm
Location: High Meadows Ballroom
Emerging Issues in Higher Education and a Higher Education Washington Update

Mike Stanley
General Session Speaker
Thursday, July 27
1:15 pm – 2:45 pm
Location: High Meadows Ballroom
Don't Kill the Dreamer-How to Encourage Innovation

Gardiner “Tuck” Tucker
Closing Session Speaker
Friday, July 28
11:00 am – 12:30 pm
Location: High Meadows Ballroom
Cracking the Relationship Code
### WEDNESDAY, JULY 26

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
</table>
| 7:30am – 5:30pm | **REGISTRATION OPEN**  
Location: Conference Center  
Registration   |                                                                 |
| 8:00 – 11:00am | **PRE-CONFERENCE WORKSHOPS**  
Continental breakfast is provided for attendees  
**DANNETTE SULLIVAN, REGIONAL DIRECTOR**  
Clearinghouse Live: In Your Neighborhood  
Location: River Birch A  
**MIKE STANLEY**  
Navigating the 7C’s of Leadership, Leading in Turbulent Times  
Location: River Birch C |                                                                 |
| 11:15 – 12:40pm | **LUNCH ON YOUR OWN**                                                        |                   |
| 11:15 – 12:40pm | **FIRST TIMERS LUNCHEON**                                                      | High Meadows Snowberry |
| 12:00 – 4:45pm | **EXHIBITOR AREA OPEN**  
Location: Pinyon Pine   |                                                                 |
| 12:45 – 2:15pm | **OPENING SESSION**  
**JACK MINER**  
Emerging Issues in Higher Education and a Higher Education Washington Update  
Location: High Meadows Ballroom |                                                                 |
| 2:15 – 3:00pm | **EXHIBITORS SPEED DATING & REFRESHMENT BREAK**  
Location: Pinyon Pine  
Sponsored by: Parchment |                                                                 |
| 3:45 – 4:45pm | **CONCURRENT SESSIONS I**  
**RMACRAO TOWN HALL MEETING**  
Location: High Meadows Ballroom   |                                                                 |
| 4:45 – 5:15pm | **RMACRAO GROUP PHOTO**  
Location: High Meadows Ballroom   |                                                                 |
| 5:45 – 7:45pm | **PRESIDENT’S RECEPTION**  
Location: High Meadows Ballroom   |                                                                 |

### THURSDAY, JULY 27

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
</table>
| 7:30am – 5:30pm | **REGISTRATION OPEN**  
Location: Conference Center  
Registration   |                                                                 |
| 8:00 – 11:15am | **EXHIBITOR AREA OPEN**                                                        | Pinyon Pine       |
| 8:00 – 9:30am | **CONCURRENT SESSIONS II**                                                      | New Mexico Forum  
Wyoming Forum  
Colorado Forum |
| 9:30 – 10:00am | **REFRESHMENT BREAK WITH EXHIBITORS**  
Location: Pinyon Pine  
Sponsored by: Smart Catalog |                                                                 |
| 10:00 – 11:00am | **CONCURRENT SESSIONS III**                                                      |                   |
| 11:15 – 1:00pm | **RMACRAO LUNCHEON & BUSINESS MEETING**  
Location: High Meadows Ballroom  
Sponsored by: Lifetouch Special Events |                                                                 |
| 1:00 – 5:30pm | **EXHIBITOR AREA OPEN**  
Location: Pinyon Pine   |                                                                 |
| 1:15 – 2:45pm | **GENERAL SESSION**  
**MIKE STANLEY**  
Don’t Kill the Dreamer, How to Encourage Innovation  
Location: High Meadows Ballroom |                                                                 |
| 2:45 – 3:15pm | **REFRESHMENT BREAK WITH EXHIBITORS**  
Location: Pinyon Pine  
Sponsored by: National Student Clearinghouse |                                                                 |
| 3:15 – 4:15pm | **CONCURRENT SESSIONS IV**                                                      |                   |
| 4:30 – 5:30pm | **CONCURRENT SESSIONS V**                                                      |                   |
| 6:00 – 10:00pm | **THURSDAY EVENING EVENT**  
Dinner and Tour at the Anheuser-Busch Brewery |                                                                 |
### Online Session Evaluations!

For the 2017 RMACRAO Conference, the board is excited to continue offering web-based session evaluations. This will eliminate paper usage and improve how we compile session results for presenters at the end of each conference. With this service, facilitators will not be present for sessions.

**HOW IT WORKS:**

- Attendees will receive an email, via their conference registration email account, at the end of each of the session events.
- For attendees who prefer the use of QR-codes, we have placed a code at the end of each of the session block within this program guide.

We hope our members enjoy this evaluation format and find it more convenient. Free QR readers can be downloaded from sites such as Google Play Store, iTunes, etc.

---

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
</table>
| 7:30 – 10:30am | **REGISTRATION OPEN**  
Registration Location: Conference Center                                             |                                   |
| 8:00 – 11:00am | **EXHIBITOR AREA OPEN**  
Location: Pinyon Pine                                                              |                                   |
| 8:00 – 9:30am | **CONCURRENT SESSIONS VI**  
4 Year Records and Registration  
4 Year Admissions  
2 Year Admissions, Records, and Registration |                                   |
| 9:30 – 9:45am | **REFRESHMENT BREAK WITH EXHIBITORS**  
Location: Pinyon Pine  
Sponsored by: Course Leaf         |                                   |
| 9:45 – 10:45am | **CONCURRENT SESSIONS VII**                                                   |                                   |
| 11:00 – 12:30pm | **CLOSING SESSION**  
Gardiner “Tuck” Tucker  
Cracking the Relationship Code  
Location: High Meadows Ballroom |                                   |
| 12:30 – 2:30pm | **RMACRAO BOARD OF DIRECTORS MEETING**  
Location: University of Northern Colorado, Loveland Campus |                                   |
Workshops and Events  WEDNESDAY JULY 26, 2017

REGISTRATION OPEN 7:30am – 5:30pm, Location: Conference Center Registration
EXHIBITOR AREA OPEN 12:00pm – 4:45pm, Location: Pinyon Pine

8:00 AM – 11:00 AM

PRE-CONFERENCE WORKSHOP – OPTION #1
Clearinghouse Live: In Your Neighborhood
It is a unique opportunity for you and your staff to learn more about your National Student Clearinghouse, find out about existing and upcoming new services, and engage with our staff and subject matter experts on topics critical to the success of your institution and students. It’s also an awesome opportunity to come together with your colleagues from area institutions.

We will cover a range of topics, including:
• Updates from the National Student Clearinghouse • Enrollment Reporting process and compliance
• Nationally recognized Audit Resource Center (ARC) • DegreeVerify and Verification Services • eTranscript services and updates • New products and services coming your way in 2017 • New StudentTracker for Colleges & Universities 2.0 • Reverse Transfer.

Presenters:  Dannette Sullivan, Regional Director
Sean McTighe, Director of Data Excellence and Operations
Introduction By: Stacy Maestas, Laramie County Community College
Location: River Birch A

PRE-CONFERENCE WORKSHOP – OPTION #2
Navigating the 7 C’S of Leadership, Leading in Turbulent Times
This is an exciting workshop where you will learn the valuable 7 C’s, which are those concepts that Mike employs when guiding leaders through tough times. Because when those times hit, the worst thing you can do is panic or give up. Maybe your turbulent times have already come, or maybe you’re bracing for what you think is inevitable. Maybe you’d like to avoid those challenges altogether. No matter what situation your organization is in, Mike can help with the Seven C’s of Leadership.

Presenter: Mike Stanley
Introduction By: Stacy Sharp, University of Northern Colorado
Location: River Birch C

11:15 AM – 12:40 PM

FIRST TIME ATTENDEE LUNCHEON
Are you new to RMACRAO? Is this your first RMACRAO annual meeting? Join the RMACRAO Board of Directors and other first-time attendees for this meet and greet session. You will get to know other first timers and will hear more about RMACRAO and how to get involved.

Location: High Meadows Snowberry
12:45 PM – 2:15 PM

OPENING SESSION-KEYNOTE ADDRESS

Emerging Issues in Higher Education and a Higher Education Washington Update

The opening session will look at some of the new trends in higher education especially focusing on enrollment management and enrollment services. We will cover broad topics like college access and affordability, technology, delivery of services, changes in pedagogy and teaching methods, and business advancement. We will also talk about topics near and dear to enrollment services like the new recruitment methods, the evolving academic transcript, recruiting a diverse class, new strategies for student retention…and many more. This will be an opportunity to look at the landscape of new initiatives that could impact our offices but also predict which will be here to stay and which are just the next fad.

In addition, our AACRAO rep will share an update on initiatives coming out of DC including an update on the legislative agenda and anticipated changes within the Department of Education.

Presenter: Jack Miner, AACRAO VP for Finance & Registrar, The Ohio State University
Introduction By: Stacy Maestas, Laramie County Community College
Location: High Meadows Ballroom

2:15 PM – 3:30 PM

EXHIBITORS SPEED DATING & REFRESHMENT BREAK

Location: Pinyon Pine
Sponsored By: Parchment

3:45 PM – 4:45 PM

TRANSFER ROUNDTABLE (SESSION 1A)

Please join CSU, UNC and friends, to discuss transfer evaluation. Topic ideas will range from building equivalencies that ensure consistent evaluations for all students, to how TES can be fully utilized to following statewide agreements concerning transfer evaluation, etc. The possibilities are endless! Bring your thinking caps and share ideas with other RMACRAO schools, so we can learn from each other and identify ways to be game changers for transfer evaluation together!

Facilitators: Carla Durante, Colorado State University
             Donna Ketterer, Colorado State University
             Susan Wheeler, University of Northern Colorado
             Betsy Kienitz, University of Northern Colorado
Location: River Birch A

FERPA ROUNDTABLE (SESSION 1B)

Join your peers to participate in this moderated roundtable to discuss FERPA topics, trends, questions, scenarios and challenges as you live them on your campus.

Facilitators: Kristi Wold-McCormick, University of Colorado Boulder
             Chris Seng, Colorado State University
Location: River Birch B
COF ROUNDTABLE (SESSION 1C)
An open discussion for topics relating to the College Opportunity Fund.

Facilitator: Peggy Hill, Manager of the College Opportunity Fund
Location: River Birch C

REGISTRATION ROUNDTABLE: SHARING INNOVATIONS, BEST PRACTICES AND IMPLEMENTATIONS (SESSION 1F)
Getting students registered is a critical step in their journey and key to enrollment management. In this roundtable session, we’ll share ideas, new projects and best practices at our institutions. Have you implemented a Mobile App? Are you using Reserved Seating, Priority Registration or Automated Waitlist? Perhaps you’ve designed a custom process or have a great idea to share. Regardless of what student information system your college uses, we can learn from each other’s knowledge.

Facilitator: Miori Gidley, Front Range Community College
Location: High Meadows Snowberry

VA ROUNDTABLE (SESSION 1G)
Marc Barker, the former president of the National Association of Veteran Program administrators will be hosting a roundtable discussion on the changes, challenges and opportunities in the VA Benefit processing world. Recent legislative changes in outcome data reporting, the Fry Scholarship, Section 702 of the Veterans Choice Act, and the National Student Clearing House initiative and more will be discussed.

Facilitator: Marc Barker, Colorado State University
Location: Lake Loveland A & B

4:45 PM – 5:30 PM
RMACRAO TOWN HALL MEETING
Come join the Board of Directors to discuss the proposed changes to the RMACRAO Bylaws. In addition to the Board’s proposed updates and changes, the Task Force also submitted three proposed Bylaw changes as a result of the survey the membership completed earlier this spring. The voting then will take place at the business luncheon meeting on Thursday.

Location: High Meadows Ballroom

5:45 PM – 7:45 PM
RMACRAO GROUP PHOTO
Please gather together for the 2017 RMACRAO group photo.

Location: High Meadows Ballroom

PRESIDENT’S RECEPTION
Don’t miss the President’s Reception – a gathering to meet new people and enjoy the company of old friends. Everyone is encouraged to attend.

Location: High Meadows Ballroom
Workshops and Events  THURSDAY JULY 27, 2017

REGISTRATION OPEN 7:30am – 5:30pm, Location: Conference Center Registration
EXHIBITOR AREA OPEN 8:00am – 11:15am and 1:00pm – 5:30pm, Location: Pinyon Pine

8:00 AM – 9:30 AM

COLORADO FORUM (SESSION 2A)
This is an opportunity to meet with colleagues and discuss issues common to Colorado 2 and 4 Year Institutions. Topics to be discussed will be determined by those in attendance.

Facilitator: Katie Pederson, College for Financial Planning
Location: River Birch A & B

NEW MEXICO FORUM (SESSION 2B)
This is an opportunity to meet with colleagues and discuss issues common to New Mexico 2 and 4 Year Institutions. Topics to be discussed are to be determined by those in attendance.

Facilitators: Geraldine Martinez, New Mexico State University – Dona Ana
Location: Lake Loveland A & B

WYOMING FORUM (SESSION 2C)
This is an opportunity to meet with colleagues and discuss issues common to Wyoming 2 and 4 Year Institutions. Topics to be discussed are to be determined by those in attendance.

Facilitator: Linda Nichols, Casper College
Location: River Birch C

Concurrent Sessions II

9:30 AM – 10:00 AM

REFRESHMENT BREAK WITH EXHIBITORS

Location: Pinyon Pine
Sponsored by: Smart Catalog

10:00 AM – 11:00 AM

EMPLOYEE ACCESS AND SECURITY (SESSION 3A)
Front Range Community College departments have been piecemealing employee access and security for years now, tracking most access and information independent of each other. In addition to onboarding new employees, this is also a challenge with employees who transfer to other positions/departments, or who leave the college. FRCC formed a small team a year ago to examine the issues related to issuing and removing employee access for controlled security points, in areas such as the Banner database, third party platforms, IT services, etc. The purpose of our project is to give direction, support and confidence to both supervisors and employees that they will receive the access points in a timely matter throughout their employment at FRCC. By implementing this project, supervisors and employees can concentrate on their jobs instead of chasing paper work. While we are not ready for our implementation, we’d like to share our plans so far, items
we’ve considered, and the map for our goals. We’d also like to open the floor to other schools to share their methods, programs and processes to benefit all attendees.

**Presenters:** Christin Asevedo-Smith, Front Range Community College  
**Location:** High Meadows Snowberry

**USING DEGREE WORKS DATA (SESSION 3B)**

This session will start with the basics of Degree Works data collection and tables. Then introduce the processes and steps used to improve some of the graduation processes and to identify other student issues at CMU. Tools for the process include Degree Works Transit, Microsoft Access data queries, and IT-created Banner reports, but most can be transitioned to COGNOS or other IT-generated reports. There is a wealth of information in the Degree Works data and this will give some starting points.

**Presenter:** Holly Teal, Colorado Mesa University  
**Location:** Carter Lake A

**EVERYONE COMMUNICATES, FEW CONNECT (SESSION 3C)**

If you can connect with others one-on-one, in groups, and with an audience, your sense of community improves, your ability to create a team work increases, and your influence skyrockets. People who connect with others have better relationships, experience less conflict, and get more things done than those who cannot connect. Leaders who have learned the art of connection are able to communicate their ideas persuasively, establishing buy-in and attracting followers.

**Presenter:** Mike Stanley  
**Location:** River Birch A & B

**MANAGE DIPLOMAS, VERIFICATIONS, TRANSCRIPTS AND ALL STUDENT RECORDS WITH A COMPREHENSIVE DIGITAL CREDENTIALS PLATFORM (SESSION 3D)**

Today’s students live digitally. They want to send their official records anywhere worldwide with the click of a button. They expect to showcase their accomplishments on social media. Parchment’s comprehensive digital credentials platform lets you do all that and more! Issue digital diplomas, send credentials securely, print and mail (including tracking!) the same day, and receive records into a unified inbox for streamlined processing and evaluation. With the power of a single platform, academic credentials are fast, secure, and finally able to be put to work.

**Presenters:** Matt Stinson, Parchment  
**Location:** Lake Loveland B

**A ONE-STOP SYSTEM FOR CATALOGS, CURRICULUM, SYLLABI, AND TRANSFER CREDIT EVALUATION (SESSION 3E)**

Looking for a convenient easy-to-use system to manage all of your academic content? Look no further. IQ is that system. IQ lets you manage curriculum changes, propose catalog edits, create and upload syllabi, and manage transfer credit evaluation, all in one powerful system. Everything is stored in a central data warehouse for re-use and archiving. IQ integrates with your SIS making managing academic content easier than ever. Plan to attend SmartCatalog’s presentation to learn more about IQ!

**Presenter:** Anita Aker, Sales Director for Smart Catalog  
**Location:** Lake Loveland A
BEST PRACTICES IN LGBT RECORD MANAGEMENT (SESSION 3F)

Universities across the country are refocusing how they work with LGBT students. From name and gender changes for transgender students, to ensuring that your office is inclusive and welcoming for students, to actively recruiting LGBT students as part of your diversity profile, this is a new frontier for many schools. Listen to some best practices from across the nation including resources to deal with legal issues, record changes, student tracking and making your campus more LGBT Friendly.

**Presenter:** Jack Miner, AACRAO VP for Finance & Registrar, The Ohio State University
**Location:** River Birch C

11:15 AM – 1:00 PM

RMACRAO LUNCHEON & BUSINESS MEETING

Don’t miss the RMACRAO Luncheon & Business Meeting! This is an opportunity to gather with RMACRAO members and the Board of Directors for lunch. In addition the membership will vote on items such as the proposed budget and new applications for membership.

**Location:** High Meadows Ballroom

**Sponsored by:** Lifetouch Special Events

1:15 PM – 2:45 PM

GENERAL SESSION

**Don’t Kill the Dreamers, How to Encourage Innovation**

The best way to move your organization forward is through innovation. Fresh, new ideas are at the heart of maintaining a successful business. Certainly there is something to be said for having a foundation built on principles, but once you have that foundation formed, innovation is important for the longevity of your business.

Staying stagnant in the business world isn’t really staying stagnant at all. If your organization stays in one place, everyone around you will move forward without you and leave you behind. But keeping up with and preferably staying ahead of your competitors ensures your organization’s staying power. Creating an environment where new ideas are welcome and genuinely listened to will set your organization apart.

Remember that your organization started out as a mere idea and blossomed into something far greater. And continued growth won’t come from just sitting back. The world is always changing and it has changed faster in the last 20 years than any of us could have imagined. You didn’t get to where you are without embracing innovation and it’s important to keep that attitude.

No one who runs an organization should believe that they have all the answers. Your employees come from various backgrounds and offer varying perspectives on everything your business is about. One of your employees who may be a single mom has a different view on life than another who is an immigrant or yet another who may be a divorcee. They all have different needs and rare views that translate into unique ideas and dreams that as a leader, you need to hear.

**Presenter:** Mike Stanley
**Introduction by:** Stacy Sharp, University of Northern Colorado
**Location:** High Meadows Ballroom
REFRESHMENT BREAK WITH EXHIBITORS

Location:  Pinyon Pine  
Sponsored by:  National Student Clearinghouse

3:15 PM – 4:15PM

ELLUCIAN CRM RECRUIT ROUNDTABLE (SESSION 4A)

Are you knee deep in the implementation of CRM Recruit? Just starting? Have you been at it for a while and still have some kinks to work out? Or are you a CRM professional and want to share the tricks of the trade? Join us to share advice, challenges or best practice when utilizing CRM Recruit. The University of Northern Colorado implemented CRM Recruit in 2014 and they are finishing up their second recruitment cycle. UNC implemented Recruit with three different constituencies and utilized another CRM prior to implementation. UNC utilizes Banner. Laramie County Community College implemented Recruit in April, 2016. They are approaching a whole recruitment year with the product that has provided successes as well as challenges. LCCC utilizes Colleague.

Presenters:  Dana Kohler, University of Northern Colorado  
Sarah Hannes, Laramie County Community College  

Location:  High Meadows Snowberry

COME SAIL AWAY...JOIN US FOR A DISCUSSION ABOUT SEMESTER AT SEA (SESSION 4B)

Learning never stops and extends far beyond the classroom. Come learn what life is like as a University Registrar on a floating campus as I recap the Spring 2017 voyage with stops along the way in Hawaii, Japan, China, Vietnam, Myanmar, India, Mauritius, South Africa, Ghana and Morocco.

Presenters:  Chris Seng, Colorado State University  

Location:  Lake Loveland A

TRANSITIONING FROM STUDENT TO STAFF (SESSION 4C)

Have you ever hired a former student employee to a full-time position? Are you interested in learning more about an office that has successfully explored this option multiple times? Our session will cover what characteristics we find valuable in student employees, the benefits of hiring internally, and the challenges in doing so.

Presenters:  Lindsay Snyder, University of Northern Colorado  
Ilissa Alexander, University of Northern Colorado  

Location:  River Birch A
CERTIFIED ELECTRONIC DIPLOMAS, PAPER DIPLOMAS, EDIPLOMAS: WHAT ARE THE DIFFERENCES AND WHY IS DIGITAL SIGNING A DOCUMENT SIMPLY NOT ENOUGH? (SESSION 4D)

As the pioneer and creator of the Certified Electronic Diploma (CeDiploma®), Paradigm, Inc is the only company to offer a secure, portable and trusted electronic solution for diplomas and credentials. Accepted by both State and International Governments, Certifying Boards and Employers the CeDiploma® is a transactional document that provides the student with a secure alternative to the transcript. Paradigm offers the only solution allowing independent validation of the CeDiploma®: an indisputable response from you, the credentialer, that the diploma is authentic and valid. The differences in ediplomas, paper diplomas and CeDiplomas are vast and varied. Come and learn more about these products, as well as, our 10 day turnaround times, 24-hour rush service and direct mailing services that can help you find the extra space and time that you crave all while giving your students what they NEED!

**Presenter:** Elizabeth Kunde, Paradigm  
**Location:** Lake Loveland B

GET THE CURRICULUM AND CATALOG MANAGEMENT EFFICIENCIES YOU WANT (SESSION 4E)

An interactive discussion on the challenges and inefficiencies of managing courses and programs manually and an overview of the open source, community-developed Kuali Curriculum and Catalog Management system. Learn about solutions developed by the Kuali Community and schools just like you. The Kuali Community is an association of schools dedicated to providing software to higher education that allows institutions to lower costs and achieve operational control through open source collaboration.

**Presenters:** Paul Houser, Kuali  
Sean Warren, Kuali  
**Location:** Carter Lake B

ENSURING COLLEGE-READINESS AND APPLICATION OF CREDIT TO DEGREE REQUIREMENTS (SESSION 4F)

This interactive session will provide you with the latest updates on Higher Education Admission Requirements; transcripting credit for State Prior Learning Assessment Policy; revised State Developmental Education Policy; and helping K12 partners to understand the difference between transfer and application of GT Pathways and Concurrent Enrollment credit.

**Presenters:** Ian Macgillivray, Ph.D., Director of Academic Affairs, CDHE  
Carl Einhaus, Director of Student Affairs, CDHE  
Spencer Ellis, Academic Policy Officer & Citizen’s Advocate, CDHE  
**Location:** River Birch B
COLORADO TUITION CLASSIFICATION ROUNDTABLE (PART ONE) UPDATES (SESSION 4G)

This roundtable begins with Andrew Rauch and Emily Burns from the Colorado Department of Higher Education, and Lauren Becker, Assistant Attorney General, reviewing new Colorado statutes and updates to the Higher Education Classification Guidelines pertaining to tuition classification. There will be time for the Colorado tuition classification professionals to discuss current trends and laws related to tuition classification.

**Presenters:** LeAnne Schnader, Colorado State University  
Nancy Judson, University of Colorado  
Andrew Rauch, Colorado Department of Higher Education  
Emily Burns, Colorado Department of Higher Education  
Lauren Becker, Assistant Attorney General

**Location:** River Birch C

REPORTING — WHY IS IT SO HARD? (SESSION 4H)

Ever feel like it should be easier to get the information you need? Millennium’s easy to navigate reporting tools make it simple. No need to be a computer whiz or know SQL (REALLY!!!). We provide web-based self-service reporting for your office, allowing you to optionally assign access to key stakeholders across campus. Download report data to pdf/excel with a single click, or schedule automated delivery of your report on a self-defined schedule. Our easy to use tools give you the information you need when you need it! Find out more at www.mcsl.com.

**Presenters:** Anna LaGreca, Millennium

**Location:** Carter Lake A

4:30 PM – 5:30 PM

COLORADO TUITION CLASSIFICATION ROUNDTABLE (PART TWO) EMANCIPATION (SESSION 5A)

This roundtable is an opportunity to discuss issues you are having with emancipation, unusual emancipation situations and Colorado State Statutes. Andrew Rauch and Emily Burns, from the Colorado Department of Higher Education, and Lauren Becker, Assistant Attorney General will be available as resources.

**Presenters:** Lauren Becker, Assistant Attorney General  
Emily Burns, Colorado Department of Higher Education  
Nancy Judson, University of Colorado  
Andrew Rauch, Colorado Department of Higher Education  
LeAnne Schnader, Colorado State University

**Location:** River Birch C
BEYOND TRANSACTIONS: OFFICE OF THE REGISTRAR AND STUDENT SUCCESS (SESSION 5B)

The idea of the University Registrar may conjure up images of compliance, regulations, transactions, transcripts, and the seemingly tedious and confusing process of registering for courses. At Colorado State University, we view our Office of the Registrar as a key component of student success and we act accordingly. Join us as we share over a dozen specific University initiatives in which our Registrar staff engage to support student success.

Presenter:  Chris Seng, Colorado State University  
Location:  River Birch B

BEYOND COMPLIANCE: USING FEDERAL COMPLIANCE FOR INSTITUTIONAL LEARNING AND IMPROVEMENT (SESSION 5C)

This presentation describes how the University of Northern Colorado developed a sustainable infrastructure for managing federal compliance requirements for accreditation from the Higher Learning Commission. Presenters will discuss the formation of a standing compliance committee, challenges, and communication strategies. Attention to compliance has served as an opportunity for institutional learning and a catalyst for improving the student experience.

Presenters:  Kim Black, University of Northern Colorado  
Ann Bentz, University of Northern Colorado  
Location:  River Birch A

DESIGNING A CATALOG: CONSIDERATIONS, CONTENT, AND CHOICES (SESSION 5E)

Who uses your catalog and what are they looking for? The catalog is one of the most important collections of information on campus. It can also showcase what makes your institution unique and differentiates you from the other choices students have to further their education. Learn how design and content complement each other in a catalog built to help users quickly find relevant information. We’ll discuss decisions that apply to the catalog as a whole and decisions that apply to specific types of pages that leverage design and content to build the most useful catalog for your institution.

Presenter:  Bryan Blackwell, CourseLeaf  
Location:  Lake Loveland B

CURRICULUM AND CATALOG: MANAGING CHALLENGES THROUGH COLLABORATION, COMMUNICATION, AND COOPERATION – HOW NOT TO LOSE YOUR MARBLES (SESSION 5F)

Discussion of strategies used to work across departments to meet the challenges of implementing curriculum and publishing the general catalog.

Presenters:  Andrea Russo, Colorado State University  
Shelly Ellerby, Colorado State University  
Location:  High Meadows Snowberry
BUILDING STRONG BUSINESS RELATIONSHIPS FOR A HEALTHIER OFFICE ENVIRONMENT
(SESSION 5G)

How can you better lead your office or interact with those around you? A lifelong practitioner of “people skills” will share insights, ideas, and strategies on how to make a project, meeting, or workplace more successful, pleasant, and positive.

**Presenter:** Mark Hommerding, Lifetouch  
**Location:** Lake Loveland A

FERPA: LEVERAGING TECHNOLOGY AND LESSONS LEARNED AT CU BOULDER
(SESSION 5H)

A phone call or an email from a parent or third party asking about FERPA-protected student data is an all-too-common situation in higher education. Consequently, the University of Colorado Boulder recently introduced two new FERPA enhancements: electronic FERPA student consent and FERPA-compliant online guest. Join CU Boulder staff to hear how these online tools assist students and allow third-parties access to specific non-directory information.

This session will also address how to manage students’ requests to review and inspect their educational records, student record retention policies and how they may or may not overlap with FERPA, and CU Boulder communication strategies for FERPA-related information. This presentation will cover what the CU Boulder Office of the Registrar has learned from their experiences with FERPA this past year.

**Presenters:** Reid Kallman, University of Colorado Boulder  
Becky Jones, University of Colorado Boulder  
Dustin Moody, University of Colorado Boulder  
**Location:** Carter Lake A & B

**6:00 PM – 10:00 PM**

THURSDAY EVENING EVENT

Join us for a tour of the Anheuser-Busch Brewery, dinner, and s’mores by the fire pit. You do not have to worry about driving; we have that covered for you! Buses will depart from the hotel at 5:45 pm.
**Workshops and Events**  
**FRIDAY JULY 28, 2017**

REGISTRATION OPEN 7:30am – 10:30am, Location: Conference Center Registration  
EXHIBITOR AREA OPEN 8:00am – 11:00am, Location: Pinyon Pine

---

**8:00 AM – 9:30 AM**

**4 YEAR ADMISSION FORUM (SESSION 6A)**  
This roundtable discussion is designed for sharing of ideas, merging issues and best practices for admissions at four-year institutions.  
**Facilitator:** Dana Kohler, Assistant Director, University of Northern Colorado  
**Location:** River Birch A

**4 YEAR RECORDS & REGISTRATION (SESSION 6B)**  
This roundtable discussion is designed for sharing of ideas, merging issues and best practices for registrars at four-year institutions.  
**Facilitator:** Kristi Wold-McCormick, Registrar, University of Colorado Boulder  
**Location:** River Birch B & C

**2 YEAR ADMISSIONS, RECORDS & REGISTRATION (SESSION 6C)**  
This roundtable discussion is designed for sharing of ideas, merging issues and best practices for registrars and admissions at two-year institutions.  
**Facilitator:** Stacy Maestas, Registrar, Laramie County Community College  
Sarah Hannes, Director of Admissions, Laramie County Community College  
**Location:** High Meadows Snowberry

**REFRESHMENT BREAK WITH EXHIBITORS**  
**Location:** Pinyon Pine  
**Sponsored by:** CourseLeaf

---

**9:30 AM – 10:45 AM**

**GUARDIANS OF THE (FINANCIAL AID) GALAXIES TOO (SESSION 7A)**  
Is financial aid an obstacle or an opportunity? Have you wondered why financial does what it does? Have you wanted context to understanding what you hear from students when they tell you “Financial Aid said...”?  
Come ask the ‘experts’ in an open forum. Anything and everything will be entertained.  
**Presenters:** Marty Somero, University of Northern Colorado  
Natasha Ambrose, University of Northern Colorado  
Nancy Gray, AIMS Community College  
**Location:** River Birch B
DISCIPLINARY TRANSCRIPT NOTATIONS: AACRAO GUIDANCE UPDATE (SESSION 7B)

With AACRAO's recently changed stance regarding disciplinary notations, increased public accountability and scrutiny, possible federal legislation and member interest, an AACRAO work group was formed and tasked with developing guidance and best practices for institutions. This session will focus on the work group's progress during the past year and share its guidance developed on this topic and shared with the AACRAO membership at the 2017 annual meeting.

**Presenter:** Kristi Wold-McCormick, University of Colorado Boulder
**Location:** River Birch A

LEVERAGING TECHNOLOGY FOR GRADUATION CLEARANCE (SESSION 7C)

University of Colorado Boulder is utilizing degree audit data to provide high level reports to assist with the graduation clearance process. We will outline our process and identify what has worked and not worked for our campus. We also encourage the audience participants to share what they may be doing to clear their graduation candidates at their institutions.

**Presenters:** Amelia Jackson, University of Colorado Boulder
Rodney Floyd, University of Colorado Boulder
**Location:** Lake Loveland A

VERIFICATION AND TRANSCRIPT SERVICES DONE RIGHT (SESSION 7D)

Come learn more about our newest service, degree and enrollment verifications with eduCheck®! Our verification services will eliminate the requirement to send large files to your service provider and provides a potential revenue stream for your institution. We will also discuss our fully automated transcript ordering and processing solutions, TranscriptsPlus® and RoboRegistrar®. Paired with our industry leading automation, the largest electronic transcript sending and receiving network in the industry allows our integrated system to deliver transcripts in EDI, XML and PDF formats in five minutes or less. Couple those capabilities with our print and mail service eRoboMail® and we are able to optimize all transcript fulfillment to anywhere in the world!

**Presenter:** Josh Hoagland, Credential Solutions
**Location:** Loveland B

ARE YOU GETTING MAXIMUM VALUE FROM YOUR RELATIONSHIP WITH THE NATIONAL STUDENT CLEARINGHOUSE? (SESSION 7E)

Get the latest scoop about what’s going on at the National Student Clearinghouse. Hear any new developments with the Department of Education. Be sure you’re getting the assistance you need with Enrollment Reporting. Learn about how the Audit Resource Center can help. Consider the benefits of Reverse Transfer. And get details on our work with the Veterans’ Administration!

**Presenter:** Dannette Sullivan, Regional Director
Sean McTighe, Director of Data Excellence and Operations
**Location:** Carter Lake A
FIRST TIME ATTENDEES RECAP (SESSION 7G)

All first time attendees to the RMACRAO Annual Meeting are invited to talk about the conference and the RMACRAO organization. We will discuss what worked, what didn’t work, and what you would like to see at the next conference. Was there a topic that you would like to hear about? Is there a topic that you would like to present? Is there something that you would like to see RMACRAO do during the year? Join us to share your thoughts and get answers to your questions.

**Presenters:**  Stacy Maestas, Laramie County Community College
Stacy Sharp, University of Northern Colorado

**Location:**  High Meadows Snowberry

**11:00 AM – 12:30 PM**

CLOSING SESSION

Cracking the Relationship Code

Human relationships surround us at all times, whether that relationship is with ourselves or with others. How we believe, know, learn, and practice regarding relationships affects our work reality in higher education. Relationships provide significant highs and tumultuous lows, they dominate our conversations at work and when we head home, they pervade our thoughts and emotions, making them a cornerstone to our experience. I’ll provide you some tips, insights, research and examples of human relationships and ways to manage them at work that can bring you greater insight and success.

**Presenter:**  Gardiner “Tuck” Tucker

**Introduction by:**  Charlie Couch, University of Northern Colorado

**12:30 PM – 2:30 PM**

RMACRAO BOARD OF DIRECTORS MEETING

All current, ingoing, and outgoing members of the RMACRAO Board of Directors need to be in attendance.

**Location:**  University of Northern Colorado, Loveland Campus

Thank you for attending this year’s 2017 RMACRAO Annual Conference. Please take a few moments to complete the overall evaluation to let us know your feedback about the conference.

Overall Evaluation
Business Meeting Agenda

I. Call to Order-Stacy Maestas, President

II. Minutes from the 2016 Annual Meeting-Stephanie Protsman, Secretary

III. Treasurer’s Report-Geraldine Martinez, Treasurer
   a. 2016-2017 Budget
   b. 2017-2018 Proposed Budget

IV. RMACRAO President Report-Stacy Maestas, President

V. Nominations & Elections Report-Charles Couch, Past President

VI. RMACRAO 2017 Review & Recognition
   Stacy Sharp, President Elect
   Michelle Heiny, LAC Chair

VII. Old Business-Stacy Maestas, President

VIII. Passing of the Gavel -Stacy Maestas, President

IX. 2017-2018 President Remarks-Stacy Sharp, President

X. New Business-Stacy Sharp, President
   a. Amendments to Constitutional Bylaws
   b. Applications for Membership

XI. RMACRAO 2018 – Las Cruces, New Mexico

XII. Announcements-Stacy Sharp, President

XIII. Adjournment-Stacy Sharp, President
2016 Business Meeting Minutes

Annual Business Meeting
Ramkota Hotel and Conference Center
Casper, Wyoming

THURSDAY, JULY 21, 2016

I. CALL TO ORDER. Charlie Couch called to order the 2016 Annual Business Meeting of the Rocky Mountain Association of Collegiate Registrars and Admissions Officers at the Casper Ramkota Hotel and Conference Center. A quorum for any Association meeting, annual or special, shall include the presence from at least one delegate from 25% or more of the member institutions, with each state represented by at least one institution. As President, Charlie determined through consultation with the Local Arrangement Committee Chair and the Vice Presidents that a quorum exists.

Charlie recognized the current RMACRAO Board of Directors:

- Charlie Couch, acting president and past-president for this year’s meeting, as well as Exhibitor & Local Arrangements Committee Liaison representing the University of Northern Colorado
- Stacy Maestas, President Elect and Program Committee Chair for the 2016 Annual Meeting representing Laramie County Community College
- Linda Nichols, Vice President for Wyoming representing Casper College
- Katie Pederson, Vice President for Colorado and Interim Web Developer representing College for Financial Planning
- Kathleen Sena, Vice President for New Mexico representing Northern New Mexico College
- Paula Martinez, Secretary representing Metropolitan State University of Denver
- Chris Seng, Treasurer representing Colorado State University
- Geraldine Martinez, Treasurer-Elect representing Dona Ana Community College
- Kyla Foltz, Local Arrangements Committee Chair representing Casper College
- Stacy Sharp, Marketing & Communications Coordinator representing University of Northern Colorado
- Kelley Christman, Historian representing University of Northern Colorado

II. MINUTES FROM THE 2015 ANNUAL MEETING. Paula Martinez came forward to present the 2015 Annual Business Meeting Minutes. Ken Clavir, University of Northern Colorado made a motion to approve the minutes; Metza Templeton, Metropolitan State University of Denver seconded the motion.

III. TREASURER’S REPORT. Chris Seng came forward to present the 2015-2016 Budget Report and the 2016-2017 Proposed Budget to the membership for revision and/or approval. Current savings account is at approximately $25,000 and the checking account balance is at approximately $38,000. There are no concerns where we are financially. Out of 71 members, 68 paid their annual dues. For the annual conference there are approximately $520 in the mail or unpaid. The operating budget is approved each year. The conference budget is kept separately. The Local Arrangements Committee controls the conference budget.
We awarded an additional travel grant because we had expenditures to cover it. We ask Board members to cover their own costs; however, we try to cover some of the meals. Sherri Gaugh from San Juan College recommended the savings are included in the budget. The proposed budget changes include the following:

- A slight increase of revenue from annual dues due to additional new members.
- A reduction from $500 to $400. The Board has asked Board members to utilize institutional funds for travel and meal expenses.
- Bank filing fees reduced by $50.
- Association Travelers Insurance as increased by $50.
- Web support was increased to cover Paypal fees from membership dues.

Charlie Couch reminded the membership that due to our fiscal year ending on September 30, expect an alteration of line items in October for the current year budget expenditures.

Charlie Couch asked for a motion to approve the proposed budget. Stacy Maestas, University of Northern Colorado made a motion to approve the proposed budget; Jason Maxwell, University of Colorado at Colorado Springs seconded the motion.

IV. RMACRAO PRESIDENT REPORT. Charlie Couch presented a report of association happenings for the past year. They were in no particular order of importance or priority:

- We continue to assess membership fees and whether or not the amount is appropriate compared to other regional associations and the respective services we provide. We are in line with other associations and we will continue to maintain current membership dues at this time.
- With the success of the online session evaluations from last year, we will continue to offer this more efficient means by which to receive input about session information.
- We continue to market and invite institutions outside of the tri-state membership to offer our conference as a professional development alternative. We reached out to eight states. We received one new membership application from the state of Texas. We hope that this continued outreach will attract other institutions to RMACRAO.
- A few RMACRAO board members attended the AACRAO leadership meeting in Washington, DC for state or regional board members and brought back some great information and ideas to the board. Some of those items include:
  - The importance of ensuring continuity of information as board members transitions to new positions on the board or transition off of the Board. We do a good job transitioning from one position to the next.
  - Types of insurance we should have as a volunteer organization, how much to carry and what it covers.
  - Which types of tax forms volunteer organizations file and when. We cleaned up a little of this and we are in a good position with the state.
Conference site or hotel negotiations and best practices. Charlie learned how to negotiate and navigate with hotels for the conference. Having other Board members involved will help with continuity.

• As most of you know we’ve had a couple board members step down for personal reasons requiring remaining board members to complete their duties for the year.

  – Denise Esquibel, President, stepped down on April 22 due to health concerns. We appreciate all of her service and commitment to RMACRAO and wish her the very best in the future. With Denise’s resignation, Charlie agreed to fill in as acting president for the remaining part of her unexpired term.

  – Corey Wahl, Local Arrangements Committee Liaison (LAC) & Exhibitor Liaison and Web Developer, stepped down on December 18 to focus his attention on other commitments leaving a significant hole in duties and responsibilities. Katie Pederson graciously agreed to fill in as interim web developer and has done an excellent job in maintaining RMACRAO’s website. Charlie filled in as the LAC & Exhibitor Liaison representative and worked with Corey to maintain the excellent work he has done over the past ten years. Corey left a great infrastructure and platform.

• Awarded all available travel grants for the RMACRAO annual meeting and two travel grants to the AACRAO annual meeting reflecting a continued commitment to our membership with respect to professional development.

• A moment was taken to acknowledge the Executive Board members who will be leaving their positions on the Board after the meeting. Their service to the association is greatly appreciated. Charlie encouraged other members to consider putting their name in to serve on the Board because it is a very rewarding experience and learning opportunity.

  – Kathleen Sena, Vice President of New Mexico, Northern New Mexico College
  – Paula Martinez, Secretary, Metropolitan State University
  – Chris Seng, Treasurer, Colorado State University

V. NOMINATIONS & ELECTIONS REPORT. Charlie Couch, as Past President and Chair of the Nominations & Elections for this year announced the results of the Nominations & Elections Committee and voting by institutional members.

This year we had 17 votes from institutions in all three states (out of a possible 69 at the time). This represents 25% of the possible votes we could have received. The outcome of the voting is:

• President Elect: Stacy Sharp, University of Northern Colorado

• Secretary: Stephanie Protsman, Colorado State University Global Campus

New Mexico did not have a candidate on this year’s ballot. One New Mexico institution submitted a write-in vote for Kathleen Sena, the outgoing New Mexico Vice President. However, based on RMACRAO bylaws Section 4.02 Election and Term of Office, Officers shall not succeed themselves if
elected for a two-year term. Within this context, this leaves a vacancy for the Vice President for New
Mexico position. The New Mexico vacancy will be discussed under new business later in the business
meeting. Charlie declared these candidates received a majority vote to be elected.

VI. RMACRAO 2016 REVIEW & RECOGNITION. Charlie Couch introduced Stacy Maestas and Kyla
Foltz for a few remarks about the program and local arrangements.

Stacy Maestas thanked all of the session presenters and exhibitors. It is because of them that we are
able to offer such an incredibly and valuable professional development opportunity for the membership.
She also recognized Laramie County Community College publications department for their work in
producing the Annual Meeting program at no charge.

Kyla Foltz thanked the membership for attending the event. She emphasized the importance of
professional fellowship RMACRAO offers and hopes everyone has an amazing time. She thanked and
recognized Linda Nichols and team with Casper College for their assistance with registration and
navigating the logistics of hosting the annual meeting.

Charlie Couch gave a special thank you to both Stacy Maestas, Kyla Foltz and staff.

Charlie Couch recognized the members from RMACRAO who retired this last year.

Stacy Maestas recognized Dr. Jackie Freeze as the newest honorary member of RMACRAO. Dr. Freeze
was the Vice President for Student Success Services at Western Wyoming Community College where
she worked for 43 years. Her entire career was spent at Wyoming Community College. From 1976 to
2001 she worked directly in Admissions and Registration, as an officer, the Director, the Registrar, and
as Associate Dean. She has been the Vice President since 2001. She was very active in RMACRAO and
AACRAO during that time.

Her achievements and connections include:

- American Association of College Registrars and Admissions Officers
  - Publications Advisory Board, 1999-2000
  - Nominations and Elections Committee, AACRAO, 1997-98
  - AACRAO National Committee Chair, Nontraditional Education Committee 1993-95, member 1991-93
  - Conference Presenter (1989-2001)

- Vice-President, Rocky Mountain Association of Collegiate Registrars and Admissions Officers
  (1984-86); President, 1987-88

Jackie is currently very involved in Complete College Wyoming and Complete College America. She is
State Gubernatorial Appointee to the Wyoming Complete College
America Alliance Team, 2012-Present, Chair Since 2014. Erin Grey, Director of Admissions at Western
Wyoming Community College accepted this award in Jackie’s absence.
VII. OTHER AWARDS. Kelley Christman and Kathleen Sena came forward to present the RMACRAO Distinguished Service and Special Recognition Awards.

- Corey Wahl from Colorado School of Mines
- Lara Medley from Colorado School of Mines
- Danette Sullivan from National Student Loan Clearinghouse

VIII. OLD BUSINESS. Charlie Couch announced at this time we have no old business to take care of.

IX. PASSING OF THE GAVEL. Charlie Couch passed the historic gavel to our incoming president, Stacy Maestas. Before he passed the gavel he took a moment to thank the membership and the Board for the opportunity to lead this organization this past year. He learned a lot, got to know folks better, and he especially appreciated the challenges and support. Most of all, he recognized the appreciation and dedication of the membership to the organization. RMACRAO is a special group of people. The commitment and dedication from the membership is remarkable. It has indeed been an honor serving as acting president this last year. He thanked his staff as they provide the daily support to allow him to tend to RMACRAO matters. A special thanks to Kelley, Ken, Stacy and staff for the work they do.

Stacy Maestas came forward and receive the Presidential Gavel.

X. 2015-2016 PRESIDENT REMARKS. Stacy Maestas took a moment to thank Charlie Couch for his work over the past year and presented him with a plaque signifying his service to RMACRAO.

Stacy thanked the membership for supporting her nomination last year for the presidential series as well as the support she received this year as the program chair. She thanked the leadership at Laramie County Community College for their support and encouragement to pursue professional development opportunities outside of the college, as well as to her amazing staff who manage well without her. She also thanked her family for their love and support. She reminded everyone that taking on additional responsibilities within RMACRAO is a commitment and requires some travel and time away from home. Her family and staff are always understanding and supportive of her seeking new opportunities and professional development.

In looking at the next year she expressed that she is excited for the Town Hall meeting to hear feedback from the membership with regard to the direction of RMACARO. One of her goals for the Board this year, in addition to thoughtful consideration of the feedback received from the Town Hall, is to do a thorough review of the by-laws. There are places in the by-laws where there are inconsistencies. She asked the membership to send any questions, comments, or suggestions to any of the board members.

XI. NEW BUSINESS. Geraldine Martinez presented the applications for membership.

a. College of Financial Planning: Amelia Jackson, CU Boulder made a motion to approve the application: Kelley Christman, University of Northern Colorado seconded the motion. Motion approved.

b. University of Mary Hardin-Baylor: There was a question if this Texas school was part of the outreach and if the by-laws allows the organization to go outside of the current states. The
answers was yes. Ken Clavir, University of Northern Colorado made a motion to approve the application; Holly Teal, Mesa State University seconded the motion. Motion approved.

There is currently a vacant position for the Vice President for New Mexico due to a clause in the bylaws. One institution from New Mexico submitted a right-in candidate, Kathleen Sena, who is also the outgoing Board member for the same position. Section 4.02 of the RMACRAO bylaws state the organization does not allow for officers to succeed themselves on the Board. So while we have a write-in candidate with the majority of votes from the state, the bylaws, at this time, does not allow her to succeed herself on the Board. In addition, any proposed changes to the bylaws require notification to the membership 90 days before the Annual Meeting. Since it was already past the 90 day mark when this was realized, we couldn’t propose a change to the bylaws that would allow an officer to succeed him/herself on the Board. After much discussion, the Board agreed that we need approval from the membership to make an exception to Section 4.02 of the bylaws to allow a Board member to succeed him/herself on the Board.

Stacy Maestas opened up the floor for discussion for or against this the option? Sherri Gaugh from San Juan College made a motion to add a candidate for election, Amber Trujillo Mclure, to be nominated for Vice President of New Mexico. Dennis Becker from Denver University seconded the motion. Amber accepted the nomination. Motion approved.

A nomination will be sent out within the next 30 days to New Mexico for a vote.

There was a discussion because the Board was asking for an exception but ended up with a nomination. Chris Seng questioned 4.05 for an appointment. Sally Page agreed to make an appointment. Kelley referenced the by-law for an unexpired term and that it should go to membership.

Stacy Maestas asked the Board how they would like to proceed. Kathleen Sena agreed with Kelley Christman and questioned if it is a one-year or two-year appointment. In consideration of New Mexico, Kathleen recommended the Board go through a vote for the nomination.

Allie McCowan from Laramie County Community College made a motion to move forward with a special election; Kyla Foltz from Casper College seconded the motion. Motion approved.

During the nominations and elections process the Board asked for names of members who were interested in serving in Board appointed positions. With the transition of Stacy Sharp to President-Elect, Stacy recognized Katie Pederson from the College for Financial Planning for to agreeing to step into the role of Marketing and Communications Coordinator in addition to being the Vice President for Colorado. Sarah Hannes from Laramie County Community College will be the new Web Developer. Charlie Couch agreed to continue with the Local Arrangements Committee and the Exhibitor Liaison for the next year.

XII. **RMACRAO 2017-LOVELAND, CO.** Stacy Maestas invited Stacy Sharp, President-Elect and Program Chair, to talk about the 2017 Annual Meeting. The University of Northern Colorado will be hosting at the Embassy Suites in Loveland. This is a great location to bring family and friends. There are various areas to visit, rodeos, hockey, concerts, laser tag, bowling, community pools, etc. Stacy asked the membership to send an email or to call her if anyone would like more information.
XIII. ANNOUNCEMENTS

- All board members, both outgoing and incoming, were required to go to the stage after the meeting adjourned.
- Dinner is at the Historic Tate Pump House and begins with a group picture at 6:00 pm.
- A reminder that dessert will be served in the exhibitor area, compliments of Parchment, following the close of this meeting.

XIV. ADJOURNMENT. Stacy Maestas announced the meeting has reached the end of the agenda and hearing no new announcements, the 2016 RMACRAO Business meeting was adjourned.
## Current Budget

### Fiscal Year 2016–2017

<table>
<thead>
<tr>
<th></th>
<th>Projected</th>
<th>YTD</th>
<th>Rec’d YTD</th>
<th>(Over)/Under Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Dues</td>
<td>$7,500.00</td>
<td></td>
<td>$7,466.00</td>
<td>$34.00</td>
</tr>
<tr>
<td>Transfer from Savings</td>
<td>$1,000.00</td>
<td></td>
<td>$1,000.00</td>
<td></td>
</tr>
<tr>
<td>Savings</td>
<td>$39,667.66</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$48,167.66</td>
<td></td>
<td>$8,466.00</td>
<td>$34.00</td>
</tr>
</tbody>
</table>

### EXPENSES

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Committee</td>
<td>$400.00</td>
<td>$281.07</td>
<td></td>
<td>$118.93</td>
</tr>
<tr>
<td>Presidents Travel</td>
<td>$150.00</td>
<td></td>
<td></td>
<td>$150.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$200.00</td>
<td>$137.25</td>
<td></td>
<td>$62.75</td>
</tr>
<tr>
<td>Advertising/recognition</td>
<td>$100.00</td>
<td></td>
<td></td>
<td>$100.00</td>
</tr>
<tr>
<td>AACRAO Reception</td>
<td>$500.00</td>
<td>$655.23</td>
<td></td>
<td>$(155.23)</td>
</tr>
<tr>
<td>Bank/Filing Fees</td>
<td>$300.00</td>
<td>$5.07</td>
<td></td>
<td>$294.93</td>
</tr>
<tr>
<td>Peer Evaluation</td>
<td>$750.00</td>
<td>$750.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RMACRAO Travel Grants</td>
<td>$1,200.00</td>
<td>$1,400.00</td>
<td></td>
<td>$(200.00)</td>
</tr>
<tr>
<td>AACRAO Travel Grants</td>
<td>$1,200.00</td>
<td>$800.00</td>
<td></td>
<td>$400.00</td>
</tr>
<tr>
<td>Association (Travelers) Insurance</td>
<td>$1,200.00</td>
<td>$1350.00</td>
<td></td>
<td>$(150.00)</td>
</tr>
<tr>
<td>Pro Development Scholarships</td>
<td>$1,500.00</td>
<td>$750.00</td>
<td></td>
<td>$750.00</td>
</tr>
<tr>
<td>Web Support</td>
<td>$1,000.00</td>
<td>$969.80</td>
<td></td>
<td>$30.20</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$7,098.42</td>
<td></td>
<td></td>
<td>$1,341.18</td>
</tr>
</tbody>
</table>
### Proposed Budget

#### Fiscal Year 2017–2018

<table>
<thead>
<tr>
<th>Notes</th>
<th>REVENUES</th>
<th>EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Annual Dues</td>
<td>Executive Committee $400.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Presidents Travel $150.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Miscellaneous $200.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Advertising/recognition $100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AACRAO Reception $750.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bank/Filing Fees $300.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Peer Evaluation $750.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RMACRAO Travel Grants $1,200.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AACRAO Travel Grants $1,200.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Association (Travelers) Insurance $1,350.00 Increase of $150.00 from prior year</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pro Development Scholarships $1,500.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Web Support $1,000.00</td>
</tr>
</tbody>
</table>

**TOTAL** $8,500.00  
**TOTAL** $8,650.00
Executive Board & Committees

Charlie Couch, Past-President
Greetings RMACRAO Members! Are you aware of how RMACRAO is managed? Here are a few facts for you!

BOARD OF DIRECTORS ELECTED POSITIONS (VOTING MEMBERS)

• Presidential Series (three year commitment)
• President-Elect/President/Past President
One person is elected each year for the President-Elect position. This person automatically becomes the President the following year, then the Past President.
• Vice Presidents (two year commitment)
• VP for Colorado, VP for New Mexico, VP for Wyoming
• Secretary (two year commitment)
• Treasurer Series (three year commitment)
• Treasurer Elect/Treasurer
One person will serve one year as the Treasurer-Elect and two years as Treasurer. During the third year of service, the Treasurer trains the Treasurer-Elect.

BOARD OF DIRECTORS APPOINTED POSITIONS (NON-VOTING MEMBERS)

• Newsletter Editor
• Web Developer
• Exhibitor & Local Arrangements Liaison
• Marketing & Communications Coordinator
• Historian

COMMITTEES

• Local Arrangements-manages all on-site details of the annual meeting.
• Nominations & Elections-finds candidates for the upcoming election. Chaired by the Past President.
• Program-solicits presentations for the annual meeting. Chaired by the President-Elect.

If you would like to become a RMACRAO Executive Board or committee member please contact your State VP!
NOMINATIONS & ELECTIONS

President-Elect: James Tisdale, Registrar, Metropolitan State University of Denver
Treasurer-Elect: Jerry Becker, Associate Registrar, Colorado State University
Vice President - Wyoming: Alli McCown, Student Hub Coordinator, Laramie County Community College
Vice President - Colorado: Amelia Jackson, Assistant Registrar, University of Colorado Boulder

APPOINTMENTS TO THE BOARD

Vice President – New Mexico: Debbie Giron, Curriculum Data Specialist, New Mexico State University

HONORARY MEMBERSHIP

Barbara Tucci, Santa Fe Community College

PROFESSIONAL DEVELOPMENT SCHOLARSHIP RECIPIENTS

Amber McClure, Mesalands Community College, CAEL Conference
Rebecca Jones, University of Colorado Boulder, AACRAO Technology and Transfer Conference
Krystal Turner, Colorado State University, AACRAO Technology & Transfer Conference

AACRAO TRAVEL GRANT RECIPIENTS

Alexandria Barker, Admissions Representative, Laramie County Community College
Ashley D. Moran, Registrar, Rocky Vista University
Juan Fernando Loa, Assistant Registrar, University of Colorado Boulder

RMACRAO TRAVEL GRANT RECIPIENTS

Yousef Bendiff, Graduation & Academic Services Coordinator, University of Colorado Boulder
Ayla Leroyce Bott, Transfer Specialist, University of Colorado Denver
Reid Kallman, Associate Registrar, University of Colorado Boulder
Beth A. Klaisner, Degree and Transfer System Specialist, Colorado State University
Patricia Mulligan, Customer Service Specialist, Colorado State University
Dawn Nottingham, Academic Services Manager, Colorado State University
Cynthia Reeve, Processing Specialist, University of Northern Colorado
Honorary Members

Paul Berwick (1999)
Bill Bruner (1990)
George Burnham (1992)
Rich Davis (1994)
Allan Eddy (1999)
Steve Ekerholm (2004)
Wayne Farley
Jackie Freeze (2016)
Bill Haid (2009)
Dave Hunt (1996)
Shelly Jackson (2009)
Randall Kouba (2004)
Bernie Linenberger (1990)
Tom McKechney (2010)
Joe Orndorff (2010)
Bob Preston (1996)
Leroy Rooker (2011)
Charles Selden (1992)
Christopher Kyle Sena (2010)
Kathleen Sena (2010)
Goldie Ward (1990)
Bob Weaver (1990)
Application for Membership

Please complete and return to treasurer@rmacrao.org

After application, the RMACRAO Executive Committee will certify that the applicant has met the criteria for this membership, and the application will be submitted to a vote of the RMACRAO Association. Membership will be approved upon securing two-thirds of the delegate vote cast at the next annual meeting. If approved to join RMACRAO, you will be billed for dues beginning in October of the year in which you are approved.

Institution/Organization Name: Burrell College of Osteopathic Medicine

Membership Application Type: Institutional (Educational Institutions)

Institution Type: Graduate or Professional

Accreditation: Accredited as Degree Granting Institution

FTE Enrollment: 1-999

Registrar Website: bcommnm.org

Admissions Website: bcommn.org

Primary Contact Name: Marisella Reyes

Title: Registrar

Mailing Address: 3501 Arrowhead Drive

City, State, Zip Code: Las Cruces, NM 88001

Email: mreyes@bcommnm.org Phone: (575) 674-2231

Additional Members:

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
COURSELEAF FROM LEEPFOG TECHNOLOGIES
2105 Act Circle, Iowa City, IA 52245
www.leepfrog.com

EXHIBITOR: Bryan Blackwell
As the flagship product line of Leepfrog Technologies, CourseLeaf is a leader in catalog, curriculum and section scheduling management software for higher education. Building off Leepfrog’s more than 20 years of excellence in software development, CourseLeaf delivers tailored, web-based software that helps colleges and universities manage the editing and publishing of annual catalogs, the modification and approval of curriculum, the planning and coordination of the schedule of classes.

CREDENTIALS SOLUTIONS
One Northfield Plaza, Ste 501, Northfield, IL 60093
www.credentialssolutions.net

EXHIBITOR: Josh Hoagland
Credentials Solutions develops innovative transcript and verification solutions to fit the unique needs of Higher Education. Our new degree and enrollment verification service eduCheck® eliminates the hassle of compiling and sending degree files, reducing your institution’s risk of data exposure. Flagship product TranscriptsPlus® and integrated automation software RoboRegistrar® provide the industry’s only truly comprehensive transcript solution for all major SIS platforms that includes online ordering, automated hold checking, integrated student communication, and electronic extraction and delivery. TranscriptsNetwork™ is the largest electronic transcript sending and receiving network serving Higher Education and is capable of exchanging PDF, EDI and XML formats. Coupling this electronic transcript reach with print and mail service eRoboMail® streamlines the entire transcript process from ordering through fulfillment. In addition, Credentials offers ParkingPlus®, which manages the ordering, payment, production, mailing and dispensing of parking permits.

EVISIONS
Irvine CA, 92602
www.evisions.com

EXHIBITOR: Suzy Jonsen
Evisions argos enterprise reporting delivers the insights you need quickly, in order to make timely, better-informed decisions. It’s a single feature-rich, user-friendly tool that’s easy to implement and manage. It works by filling reporting requests through simple ad hoc queries to advanced dashboards that display interactive charts and data cubes, graphically illustrating insights at a glance. A reporting solution for everyone
Thank you to our Exhibitors!

GRAD IMAGES
3490 Martin Hurst Rd, Tallahassee, FL 32312
www.gradimages.com/info

EXHIBITOR NAME: Bennett Zerbe

With over 40 years of experience, GradImages is the leader in commencement photography across North America. Our mission is to provide the highest quality photographs with the most reliable, efficient, and personal service for our clients and their graduates. We are honored to be trusted by more institutions for this important service than any other photography company.

JONESVILLE PAPER TUBE
540 Beck St – P.O. Box 39, Jonesville, MI 49520
www.papertube.com

EXHIBITOR: Sherri Gaugh

Jonesville Paper Tube, founded in 1955, manufactures paper tubes for handing out at the commencement ceremony, mailing diplomas, sending acceptance letters, recruiting information or anything else your imagination can think up! Custom made to your specifications!

KUALI, INC.
3300 North Ashton Blvd, Ste 300, Lehi UT, 84043
www.kuali.co

EXHIBITOR: Paul Houser

Kuali delivers open source administrative software using modern SaaS technologies built specifically for higher education. The Kuali Curriculum and Catalog Management solutions significantly reduce costs and streamline processes for colleges and universities. Our solution is the most modern, configurable, and easy-to-use system on the market. Please stop by our exhibit and learn why the University of Utah, Brigham Young University, Southern New Hampshire University, and the University of Washington have all recently decided to implement the Kuali solutions!
LIFETOUCH SPECIAL EVENTS
2771 104th St, Suite F, Urbandale, IA 50322
www.lifetouch.com/commencements

EXHIBITOR: Mark Hommerding
Great photography of your graduates coupled with friendly service at no cost to your institution. Lifetouch has been a leader in commencement photography for over 30 years. We visit your site to ensure we work seamlessly with your graduation team. Complimentary PR images and a memory book included.

MILLENIUM

Ever feel like it should be easier to get the information you need? Millennium’s easy to navigate reporting tools make it simple. No need to be a computer whiz or know SQL (REALLY!!!). We provide web-based self-service reporting for your office, allowing you to optionally assign access to key stakeholders across campus. Download report data to pdf/excel with a single click, or schedule automated delivery of your report on a self-defined schedule. Our easy to use tools give you the information you need when you need it! Find out more at www.mcsl.com.

NATIONAL STUDENT CLEARINGHOUSE
2300 Dulles Station Boulevard, Suite 300, Herndon, VA 20171
www.studentclearinghouse.org

EXHIBITOR: Dannette Sullivan
The National Student Clearinghouse is the nation’s trusted source for education verification and student educational outcomes research. We serve the education community by facilitating the exchange and understanding of student enrollment, performance and related information through our Data Exchange Services, Financial Aid Services, Research Services, Transcript Services, and Verification Services.
PARADIGM, INC.
2600 Performance Ct, Virginia Beach, VA 23453
www.paradigm-corp.com

EXHIBITOR: Elizabeth Kunde

Paradigm, Inc is a full service diploma and diploma cover company that specializes in the printing and direct mailing of documents straight to students. In addition, we are now home to the Certified Electronic Diploma (CeDiploma) a transactional document that provides the student with an alternative to the transcript, allowing the recipient, from employers, Governments and Embassies to independently validate the document. We offer a simple, quick and stress free service which will save you valuable time, space and labor. With exceptional customer service, 10 day turnaround times, superb accuracy, simple on-line ordering system and competitive pricing why not switch today?

PARCHMENT
6263 North Scottsdale Road, Suite 330, Scottsdale, AZ 85250
www.parchment.com

EXHIBITOR: Matt Stinson

At our core, Parchment believes credentials matter. Providing a convenient platform to help institutions and individuals securely send and receive digital credentials, including transcripts, diplomas and certificates, has established Parchment as the most comprehensive digital credential management service. Since 2003, 30 million credentials have been exchanged between Parchment’s member network of senders and receivers. This send network, reaching 25% secondary and 19% postsecondary enrollments in the U.S., is the gateway to turning credentials into opportunities. Founded in 2003, Parchment Inc. is headquartered in Scottsdale, AZ, with offices in Roseville, CA, Denver, CO, Grand Rapids, MI, Toronto, ON and Washington, DC.
SCRIP-SAFE SECURITY PRODUCTS
136 Commerce Blvd, Loveland, Oh 45140
www.scrip-safe.com

EXHIBITOR: Kevin Hickey
SCRIP-SAFE® Security Products, Inc. is the trusted supplier of secure paper transcripts and diplomas for over 2000 colleges and universities. From its inception in 1989, SCRIP-SAFE pioneered ground-breaking security features and established the most highly regarded customer service program in the business. In addition to providing secured paper transcripts, SCRIP-SAFE’s unique Diplomas on Demand® service allows in-office printing that includes all signatures and honors, etc. Its Diplomas on Demand Elite program offers a prompt and reliable diploma fulfillment and direct-to-graduate mailing service. Both programs support long-term archival storage of all issued diplomas. Of course, SCRIP-SAFE offers diploma covers, mailing tubes and envelopes. Today and every day, the entire Cincinnati based SCRIP-SAFE team is dedicated to earning your trust.

SMARTCATALOG
90 Bridge Street, Ste 206, Westbrook, ME 04092
www.academiccatalog.com

EXHIBITOR: Anita Aker
Announcing the first complete academic content management system. SmartCatalog IQ facilitates the management of Catalogs, Curriculum, Syllabi, and Transfer Credit Evaluation in a single system. Integration with Student Information Systems is seamless and IQ’S relational architecture ensures consistency between systems. SmartCatalog combines a powerful and proven technology with ease-of-use for front line users.
Please join us for the 2018 RMACRAO Annual Meeting:

July 11th- 13th 2018
at the Hotel Encanto
Las Cruces, New Mexico
Starting New Traditions

The RMACRAO Board has decided to start a new tradition to ‘Give Back’ to a local community charity. Each year at the RMACRAO conference, the Local Arrangement Committee will choose a local charity to support.

This year we will be asking attendees of the conference to support Weld Food Bank. Weld Food Bank services all cities within the Weld County Limits through various programs.

This year at the annual conference, we will have an informational and donation station. Please consider supporting this local charity.