



# OACRAO News

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Visit OACRAO on the web at: [www.oacrao.ohiou.edu](http://www.oacrao.ohiou.edu)

I invite everyone to join the November flight that is otherwise known as OACRAO 2003 Annual Conference. This newsletter has many references to the conference and the details are explained. The annual conference is by far the highlight and climax of the association's cycle of activities. Much effort and participation goes into the creation, the planning, the local arrangements, and the ultimate execution of the sessions and the related events. It is fun. It is diligent work. It is exciting to share time formally and informally with my colleagues across the state of Ohio. Ohio is celebrating 200 years of statehood, after all.

Please join me at this year's annual conference, November 5-7, in Dayton.

This newsletter contains various items to prepare for the proceedings at the annual conference — like, the nominated slate of officers and the move to incorporation status. As announced last year, OACRAO is taking final steps to become incorporated. The desire to incorporate OACRAO stems primarily from liability issues. Being incorporated limits the liability of the association as well as our personal liability as members. OACRAO has had great successes in its 77 years (with no liability issues to note) and now for this day and age, it is time for a status change. This change parallels what

AACRAO has done a few years ago and what many state associations are doing. I know the Indiana ACRAO members are set to approve incorporation at their annual conference October 23-24. The incorporation document and FAQ's are available on the OACRAO web site for your inspection. Please contact me or Past-President, Dick Carpenter, if questions arise when reviewing these documents.

The 2003-04 Almanac Issue of The Chronicle of Higher Ed states there are 178 colleges and universities in Ohio serving almost 550,000 enrolled students (Fall 2000 data used), with 93,000 degrees awarded (2000-01 year used). My count of schools in the OACRAO directory is 115.

We have much to embrace and celebrate. OACRAO is helping 5 high school graduates pursue higher ed opportunities via the scholarship awards. These 5 students are recognized on page 9 of this Newsletter.

My thanks to all that have contributed to the profession and to OACRAO and my anticipation and welcome to all that will join our ranks soon.

Allen Cole  
OACRAO President



See inside for:

**Proposed Articles of Incorporation  
and**

**2003-2004 Slate of Nominees**

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## Come Fly!



*-Picture yourself...* among colleagues for a healthy dose of professionalism against a backdrop of a city where history was made in flight!

*-Picture yourself...* attending workshops and sessions which help us in admission, records and registration and related fields as we celebrate 200 years for Ohio, 100 years for flight, and 77 years for OACRAO.

*-Picture yourself...* taking advantage of the informal conversations which occur outside of the formal sessions, whether it be over lunch, in the lounge, at the Casino Party/Dinner Wednesday evening, or at the Air Force Museum dinner and tour Thursday evening...everything is included in the three-day conference fee.

*-Picture yourself...* signing up for a committee and influencing the direction of OACRAO and your professional flight path!

*-Picture yourself...* at OACRAO 2003, November 5-7, at the Dayton Crowne Plaza for a successful professional flight!

Bob Kubat & Dave Sauter  
Co-Pilots, Local Arrangements Committee

### **Proposed Articles of Incorporation**

This year at our annual meeting we will be voting on the issue of the incorporation of OACRAO. The proposed Articles of Incorporation are posted on the OACRAO website. According to the Constitution, it is required that the membership be given a minimum of two weeks notice of changes to be voted on at the annual meeting. Please visit the OACRAO website at [www.OACRAO.ohiou.edu](http://www.OACRAO.ohiou.edu) to review the proposed Articles of Incorporation and the list of Frequently Asked Questions (FAQs) prior to the meeting.

### **Annual Conference Information and the On-line Registration Form are available on the OACRAO**

**Website at:**

[www.oacrao.ohiou.edu](http://www.oacrao.ohiou.edu)

## **Conference Workshops**

**Wednesday, November 5<sup>th</sup>**

**10:00am – 12:00 p.m.**

**SEVIS...it's not a root canal!**

### **Exploring an “operational” SEVIS-the Student and Exchange Visitor Information System**

What is SEVIS and why does it exist? What is a non-immigrant student? Can a student be on an expired visa and still be legal? This workshop will explore both the responsibilities of the institutions and the responsibilities of the students in SEVIS reporting. The workshop will discuss the importance of developing systems for information to be collected and disseminated, while ensuring the rights of the students and the protection of the university. Communication among institutional departments and students is the key for successful existence in the new SEVIS era!

Presented by: Jennifer Adams, Associate Director, International Education, Capital University  
Tonda Lazofson, Assistant Director, International Education, Capital University

**Wednesday, November 5<sup>th</sup>**

**10:00am – 12:00 p.m.**

### **Communication is changing in the 21st Century!**

Instantaneous information exchange and dwindling resources have moved many of us to an electronic environment for our communications. Publications and letters that were previously printed and mailed are now available on our websites or e-mailed directly to the intended recipient. Come learn how Ohio State has changed the way we communicate with our clients. Hear about some of the new challenges we face such as making information accessible to all those interested, keeping information current and retraining users in the new methods of delivery. Participants should be prepared to share their own experiences.

Presented by: Connie Goodman, Assistant to the Registrar and Web Coordinator,  
The Ohio State University

Jack Miner, Business Manager, The Ohio State University

Amy Adams  
Vice President for Workshops

## Nominees for 2003-2004 Officers

The slate of officers for the 2003-2004 OACRAO Executive Board has been set. The vote will be conducted during our November conference. A brief biography of each follows:

**President-Elect: Connie Goodman** is Assistant to the Registrar and Web Coordinator at The Ohio State University. Prior to this, she was the Manager of Enrollment Services in the Registrar's Office, an Academic Counselor/Staff Assistant in the College of Pharmacy and worked in the Admissions Office. Connie holds a B.S. in Home Economics Education from the University of Minnesota and is seeking a masters degree in Family Resource Management at Ohio State. She has been a member of OACRAO since 1994. Connie is the newsletter editor, a member of the Communication Committee, the Data Management Committee (Vice Chair), and the Constitution Committee. She was co-chair of the Local Arrangements Committee in 2001. Connie is a member of the AACRAO "College and University" Committee and regularly attends the annual meetings. She has presented at OACRAO, AACRAO and various other professional conferences.

**Secretary: Steve Midkiff** is the Registrar at Shawnee State University. Prior to this, he was Shawnee's Director of Records and Admission Representative. Steve holds a B.A. in Education from the University of Kentucky, a Master of Education in Educational Psychology from Harvard University and a PhD in Higher Education Administration from Ohio University. He has been a member of OACRAO since 1984. Steve has served on and chaired many program planning committees, served on several auditing committees and was a member of LAC for the annual conference in Athens.

**Vice President/Membership Development: Bob Kubat** is the Registrar at Miami University. He holds a BS in Marketing with a minor in MIS and a MA in Student Personnel Services from Indiana University of Pennsylvania. Previously, he was in the Registrar's Office at Rowan University, the University of North Carolina at Charlotte, and West

Chester University. Bob has been very active in OACRAO, AACRAO and MSACRAO, where he has been on numerous committees and made several presentations. Currently, Bob is Co-chair of the OACRAO Local Arrangements Committee (2003) and a New Member Mentor (2002,2003). He is also a member of the AACRAO Professional Development Committee.

**Vice President/Programs: Sue Schillings** (formerly Sue Lindsey for those of you who don't know about the name change) is currently the Director of Admissions and Records at Cuyahoga Community College, Western Campus. Prior to this, Sue spent over 30 years at Cleveland State University, most recently as University Registrar. Other positions included Director of Institutional Research, Associate Registrar, and Data Administrator for the PeopleSoft Implementation Project. Sue received a Bachelor's degree from Bowling Green State University and a Masters in education from Cleveland State University. Her professional interests include enrollment management and federal compliance, legal, and leadership issues in Higher Ed. She has been active in the Ohio Association for Institutional Research (OAIR), the Society for College and University Planners (SCUP), and the Ohio Conference for college and University Planner (OCCUP) (president). Currently, she is a member of the AACRAO Committee on Federal Compliance and chair of the OACRAO Data Management Committee.

### Nominations and Elections Committee

The Nominations and Elections Committee has 4 openings. Two will be filled from the slate of four Past-President nominees and two from the four at-large nominees.

### Past-Presidents (choose 2):

**Lorinda Bishop** became Registrar at the University of Toledo in October, 2002. Previously, she was Registrar at Owens Community college for 14 years. Lorinda was President of OACRAO in 1999. She was Co-chair of LAC for the Great Lakes 2000 Meeting as well as the Toledo meeting in 1994. At AACRAO, her presentations include a workshop

on Records Fraud and several sessions on Systems Conversions and Academic Policy. She has also served on the AACRAO membership committee and recently finished a two year term as Chair of the Community College Issues Committee.

**Wendy Fahrnbach-Lambing** Wendy Fahrnbach-Lambing is currently an Associate Registrar and the Director of Student Records at the University of Cincinnati. Wendy's been an active member of OACRAO since 1984, serving as President in 1993-94. She currently serves on the Records and Registration and the Membership and Mentoring Committees.

**Brad Myers** is the University Registrar at Ohio State. Many of you know him as the OACRAO FERPA expert, a logical off-shoot stemming from his J.D., received at Ohio State. Brad has been very active in OACRAO, serving as VP Programs, President-Elect, President, and Past-President, LAC Chair, Audit Committee chair and a presenter on several occasions. In 1996, Brad received the Garland Parker Award. On the national level, Brad has been active in several AACRAO committees including: Academic Policies, Practices and Facilities Management Committee (chair), Nominations and Elections Committee, the State/Regional Relations Committee (vice chair and chair), the Federal Compliance Committee (chair) and the Fees/Dues Task Force.

**Dave Sauter** is the University Registrar at Wright State University. Prior to that, he was the University Registrar at Xavier University, Director of Records and Registration at Miami University - Middletown, and Coordinator of Student Life Programs at OSU-Newark/COTC. He has served OACRAO as treasurer, VP Workshops, President and is currently historian and one of the 2003 LAC Co-chairs. Committee responsibilities include OACRAO Professional Development and Audit, AACRAO Financial Aid Committee (chair 1993-95), AACRAO Nominations and Elections Committee (vice-chair) and the AACRAO task force for Certification and Credentialing.

### **At-Large (choose 2):**

**Cindy Davis** is the currently serving on the Professional Development and Communication Committees. She is a former chair of the Data Management and Research Committee. She has also served on the Constitution and Local Arrangements Committee. Her professional experience covers institutions large and small, public and private, two and four-year and includes positions at Kent State University and Central Ohio Technical College. She currently serves as the Associate Registrar at Otterbein College.

**Margaret Hawkins** is Associate Registrar at Columbus State Community College. She is a regular attendee at OACRAO annual conferences and has been a member of the Local Arrangements and Audit Committees as well as a session recorder. She regularly attends AACRAO conferences.

**Mel Severns** has been the Registrar at Mount Vernon Nazarene University since 1998. Previously, he was Assistant Registrar for 4 years, a Resident Director for 7 years and in Admissions for 2 years - all at MVNU. He holds a B.A. in Business Administration from MVNU and an M.A. in Higher Education & Student Affairs from The Ohio State University. Mel has attended several AACRAO conferences and has presented on Web Grading. He regularly attends OACRAO meetings and has served on the Records and Registration Program Committee (chair 2002, vice chair 2001), as well as being a session presenter and panelist.

**Mary Southards** is the Assistant Dean for Enrollment Management at Kent State University Stark Campus. From 1983-1996, Mary held the position of Registrar and Director of Admissions and Kent State Stark. Mary has participated in OACRAO as a presenter, session convener, and as Chair of the Professional Development Committee. She has also been an active member of the Scholarship Committee since 1999, and has chaired that committee since 2001.

## **Announcing the 77<sup>th</sup> Annual OACRAO Meeting**

**November 5-7, 2003  
Crowne Plaza Dayton**

Please join the flight for OACRAO 2003. Plan to come and participate so as to meet your colleagues, gather insights, share your knowledge and keep OACRAO strong and vibrant. Local Arrangements has the plans and destination set with a great location and wonderful events, including an aviation related outing planned for Thursday evening. The Program Committee has all the in-flight activities scheduled and ready for your consumption. This includes 32 sessions and 2 pre-conference workshops. The Executive Committee and the operational committees are in the control tower and flight is cleared for take off.

Come fly with us!

The full program of events is located at the OACRAO website at: [www.oacrao.ohiou.edu/](http://www.oacrao.ohiou.edu/). Check for special information regarding pre-conference workshops, the OACRAO Scholarship, and the OACRAO charity drive.

All registration and program information can be found on the OACRAO website at:  
[www.oacrao.ohiou.edu/](http://www.oacrao.ohiou.edu/).

**Please complete the registration form by Friday October 17, 2003.**

A block of rooms has been reserved at a very reasonable price. Hotel reservations can be made by calling 937-224-0800 (mention OACRAO rate).

**Please make your reservations by Wednesday, October 15, 2003.**

Your Local Arrangement Co-Chairs: Bob Kubat and Dave Sauter

Questions?

Contact: Bob [kubatra@muohio.edu](mailto:kubatra@muohio.edu) or Dave [dave.sauter@wright.edu](mailto:dave.sauter@wright.edu)



## Historian's Corner

# Creating Our Own History... Sometimes Amidst Hysteria!

### CREATING OUR OWN HISTORY...SOMETIMES AMIDST HYSTERIA!

Fall 2003 at Wright State University has been like no other. Amidst the increasing enrollment numbers, changing mix of students, variety of class offerings for flex and distance learning, and other “typical” changes we all may be experiencing, much has changed:

- the Fall Quarter now begins and ends by Thanksgiving;
- new General Education requirement has been implemented
- migrated from three to four credit hour base for most classes
- new timeblock configuration for classes, and classes not beginning until 8:30 a.m.
- new priority system for scheduling classes within new timeblocks and room/building priorities
- early stages of new WSU administrative system review for replacement starting next year (with vendor on-site visits the first weeks of fall!)
- OBR Audit winding down by September 24.

I'll be noticeable grayer by the fall conference!

I'm reminded of the role we play on our campuses...whether it be in items such as those above for registrars, in “crafting” the incoming class within the admission sector, helping analyze residence hall needs, helping design emerging academic building needs as new majors emerge, etc. The universities we serve and the higher education field we call our vocation all need us.

We each help create institutional history and therefore our own professional history. Continue that tradition and come to OACRAO 2003, and experience “200 years of Ohio, 100 years of flight, and 77 years of OACRAO.”

“Hysterically” yours this fall as OACRAO Historian,

Dave Sauter

## **..UPDATES....UPDATES....UPDATES....UPDATES....UPDATES..**

### **Bowling Green State University**

- Since 1981, Bowling Green has offered touch-tone telephone registration. Effective December 2003, registration services will be entirely web-based.
- Marge Hufford, Director of Records and Associate Registrar, has retired.

### **Baldwin-Wallace College**

- Vickie Lofton, Assistant Registrar, welcomed Tyler Andrew to her family on June 16. Tyler also has a 2 1/2 year old big brother at home.

### **Clark State Community College**

- Jill Russell retired as Registrar from the Records and Registration Office on June 30, 2003. The new Registrar is Elizabeth (Beth) Deger who was previously at the Botanical Gardens Library in Chicago.

### **Franciscan University of Steubenville**

- Franciscan University of Steubenville welcomed two new admissions counselors to its staff. Scot Blackburn joined us after working for several years in sales and computers. He recruits students in Ohio, Ind., Wis., Minn., N.C., and S.C.
- Anna Franzonello graduated from Franciscan University of Steubenville in 2003 with a degree in history and is happily working for her alma mater. Anna's territory includes: Maine, N.H., Vt., Mass., Conn., R.I., Penn., Md., Del., and Washington, D.C

### **The Ohio State University**

- Shelley Parker has resigned her position as Senior Degree Audit Program Coordinator in the Office of Eligibility Services to accept a position in the Office of Responsible Research.
- Rand McGlaughlin has joined the Office of Eligibility Services as a Degree Audit Coordinator. Rand was previously in the College of Arts and Sciences as the Graduation Coordinator.
- Elizabeth Conzo resigned her position as Statistical Information Specialist II in the Student Enrollment Reporting and Research Services.
- University Registrar Brad Myers is the recent recipient of The Ohio State University Failer Award for service to students. In his position as registrar as well as those that led to this level of responsibility, he has always continued to make time to volunteer with various student groups, including Sphinx, a senior honorary for which he has served as adviser for the past 10 years.

- After nearly 7 years at Ohio State, Michael George has accepted an offer to become the University Registrar at the University of Texas, Arlington.

### **Ohio University**

- The Registrar's Office has lost several long-term staff members due to early retirement incentives (2-yr buyout and \$10,000 bonus) intended to decrease payroll in tight budget times without employee layoffs. The following employees have retired: Nancy Kasler (Scheduling), Dixie West (Transcripts), Mary Ann Fowler (Transcripts), Gayle Davis (Registration), and Sylvia Cunningham (Grades).
- Patrick Beatty, Assistant Registrar for Academic Record started with OU July 1. He came from the University of St. Thomas in St. Paul, Minnesota. Renee Coen was hired on July 1 as Scheduling Supervisor. Karen Perez started July 1 in one of our Student Services Windows positions. Carolyn Darst was promoted from our Student Services Window position to Grades and Transcript Supervisor. Yvonne Nice accepted the position of Assistant to the University Registrar and started officially in that role on September 3. We hope to fill two vacant Student Services Window positions soon.
- A new application for students allows them to update their addresses, telephone numbers, and emergency contact information online.
- Student photos are now available for faculty/instructors to view when retrieving online class lists.
- After 10 years as President, Robert Glidden announced his retirement effective June 2004.
- Ohio U is celebrating its bicentennial this year (1804-2004).

### **Otterbein College**

- Jan Wieland, Senior Associate Registrar, passed away August 12 after a lengthy battle with cancer. This past April 1, Jan retired to her fruits and vegetables farm in Morrow County after 30 years of dedicated service to Otterbein from which she also graduated. She was an active member of OACRAO having served on various committees including several LAC's. We will sorely miss her enthusiasm, energy and friendship.

### **University of Cincinnati**

- Nancy L. Zimpher, chancellor of the University of Wisconsin-Milwaukee, will become the 25th president of the University of Cincinnati on October 1.

(Con't on page 9)

## Scholarship Committee

The Scholarship Committee is pleased to announce the selection of five outstanding Ohio high school graduates as the winners of the OACRAO 2003 Leadership and Service Scholarship. The 2003 winners are:

Rebekah L. Dannemiller, a graduate of Liberty Union High School. Rebekah is enrolled at The Ohio State University.

Michael S. Hunter, a graduate of Federal Hocking High School. Michael is enrolled at Ohio University.

McKenzie E. Koss, a graduate of Magnificat High School. McKenzie is attending Ohio University.

Stacey M. Moritz, a graduate of Maumee High School. Stacey is enrolled at The Ohio State University.

Molly E. Roth, a graduate of Archbishop Alter High School. Molly is attending Xavier University.

These five intelligent, talented and motivated teens were selected after the Scholarship Committee reviewed nearly 900 applications. The Leadership and Service Scholarship winners – and they are truly winners – will each receive \$500 toward their educational expenses.

The five scholarships awarded this year were made possible through the continued commitment of the OACRAO Executive Committee and the generous contributions of the OACRAO membership and Scrip-Safe Security Products. On behalf of the Scholarship Committee, please accept my thanks for your support of the scholarship initiative. Please visit the Scholarship Committee table at the Fall Annual Meeting. We have lined up some super items for our Silent Auction to support the 2004 Leadership and Service Scholarship awards.

Mary Southards  
OACRAO Scholarship Committee,  
Chair



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(“Updates”, Con’t from page 8

- Stanley Henderson, formerly Associate Vice President for Enrollment Management at the University of Cincinnati, has joined the University of Illinois at Urbana-Champaign. Beginning August 11, 2003, Dr. Gregory Stewart assumed the title of Interim Associate Vice President for Enrollment Management. Greg has been working with us as Interim Associate Director of Marketing for Admissions. He is an acknowledged leader in enrollment management having held the position of Associate Vice President for Enrollment Management at Northern Kentucky University from 1999-2002.

- Dr. Thomas Canepa joined us on September 2, 2003 as Assistant Vice President for Admissions. Tom comes to us from Western Carolina University where he served as Associate Vice Chancellor for Enrollment Management. Mr. Vory Billups will join us later in September as Associate Director of Marketing. He comes to us from Kentucky State University where he serves as Director of Admissions. Mr. Jon Mays has been appointed Associate Director of Processing,

effective immediately. Dr. Gregory Stewart is the Interim Associate Vice President for Enrollment Management.

- Congratulations are to be extended to our recently retired University Registrar, Lynn Barber. Lynn became a first-time Grandfather on September 4 when Edwin Lloyd Bowman, IV was born. Lynn still checks his email frequently, so feel free to send any well wishes to him at Lynn.Barber@uc.edu.

### University of Toledo

- The University of Toledo is utilizing the Web as a means of improving customer service to both faculty and students. Changes that have been introduced recently include: Web enabled search to find course availability and schedules, *Web for Faculty and Advisors* which allows faculty to enter grades and view class rosters, Dean/Department Chair Reporting System which enables deans and department chairs to view the grading status and enrollments for courses within their departments, On-line report request form for faculty and staff to request reports, and SIS upgrade from version 1.17 to 1.19.



## ***The M&M's Need You...*** **Membership & Mentoring Update**

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The Membership & Mentoring Committee has been hard at work all summer planning events to welcome our new members and first time attendees to OACRAO 2003. The New Member Orientation Session at 5:30 on Wednesday should be a fun and informative event (OACRAO Bingo is back!) and the M&M's have put together a suggested tract of sessions that might be of interest to our new folks. These sessions will be notated with an M&M symbol in the pocket program. Also look for the M&M's at the New Member table in the registration area. We hope to use this space as a way to welcome new folks as they arrive and to provide an area for them to come to throughout the conference if they need assistance or have questions.

Another priority for the committee this year was the continuation of the Mentoring Program that was implemented last year as the ***"Each One, Reach One"*** campaign. This program was designed to foster understanding, commitment and comfort for people attending their first OACRAO conference. Thanks to all of you who have volunteered to be mentors this year. You will be hearing from us soon!

Thanks to the 2003 M&M's for all of their wonderful ideas and for volunteering to work on these important efforts on behalf of OACRAO. It is definitely going to be another great year for membership development!

Mindy Starcher  
VP Membership Development

## Reflections of an OACRAO Retiree

by *Gene Schuster*



Your editor asked that I write an article that would share with you my 31 years of involvement in our profession. It's always difficult to know where to begin, what to include or how to close but I'll start with some background for the reader's perspective. I'm a Cincinnati boy that went up the road to Miami University during the Viet Nam conflict. We entered school in one era and left in different one, after turbulent change for the nation and colleges. Like many students, I came to campus with a career objective that changed – more than once. So after becoming a certified teacher in mathematics and finding out you couldn't teach it in the best way, I looked for a graduate assistantship that would keep me in a college environment. At the last office that might have one available, the Registrar, Ken Bogard, explained he had just selected someone else but asked if I'd consider a full time job instead. So this career began.

Looking back, I can't imagine a better place to get started than working for Ken at Miami. He started me on data reporting then room scheduling was added. Ken always encouraged participation in association activities and this was the time for Akron's "Embrace of ARMS" notoriety promoted by Howard Baldwin. Ken supported my participation in a MODS (Management of Data for Students) program and during one summer week the most practical of workshops ever about registrar-ing organized by John O'Neil at Ohio University. Dick Rainsburger and Bob Patterson were among the attendees if memory serves correctly. I've lamented

having lent my workshop notebook to someone years later when AACRAO began discussing the REG 101 program. When Tom Bilger, AACRAO's current president-elect, left Miami for Frostburg, I moved into the office's registration area. Jim Blackburn's departure from that office to become registrar at Marion colleagues began saying Bogard was running a "cradle of registrars." It also brought Lynis Ryland into our office. During the last couple years there I got more involved working with Jack Southard to build student electronic records for Miami. Ken and Jack finally agreed with me that Miami could build a better degree audit than Georgia State or Purdue that last winter there giving birth to DARS.

One thing happened in early 1978 as OACRAO leadership met to plan the annual meeting at Salt Fork State Park. Finishing late in the evening two from the Cleveland area, Keith Miles and Tim Boylan, left for home concerned about the weather change. The rest of us spent the next day watching the lobby glass flex as a blizzard raged. After being snowed-in two more days, I set out on the five-hour drive back to Oxford. It took about 9 or 10 hours as I dodged trucks buried on I-70 which was better than looking for something to eat in the lodge without staff or worrying about how to come up with the cash to pay for the unexpected nights spent at the park. Keith and Tim made it part of the way and got to know some firemen really well, we found out later.

Moving on to Ohio State as Director of Registration, Records and Scheduling in 1981 turned out to be a great opportunity. In the first two years, I worked with three different bosses, realized that I was naive about only working an 8-hour day, and encountered personnel problems that took much more time solve than I ever imagined. The year I arrived a new president came to Ohio State and wanted to do something for students. I proposed a "Three Year plan" and four years later Ohio State had eliminated

(Con't on page 11)

("Retiree", Con't from page 10)

board sheets (to tick mark students' add/drops), paper record copies in college offices and grade cards; begun to install DARS; implemented automated room scheduling, Touchtone/Voice Response registration and a data research unit. The staff went from almost 90 full-time and about 100 part-time to 65, about a third professional or technical staff. None of these remarkable changes would have happened without the contributions of a tremendously dedicated staff and the cooperation of a couple key university community members, a quiet success. There's not space on the page to mention them all by name.

The year it was a privilege for me to serve OACRAO as president, I also was invited to be Exhibits Chair for AACRAO's meeting in Cincinnati. Both were remarkable opportunities to develop deep friendship with wonderful colleagues. The LAC work allowed friendships to span to several stalwart OACAC members I had only heard about. Isn't it again time for OACRAO to host some large AACRAO activity? I hope you never give up attempting to welcome Ohio's admissions staff and relate with OACAC.

There are many fond memories involving knowing and working with the CIC's (Big Ten + Chicago) registrars. A few of us started an annual conclave for the major research university registrars in 1986 and created the Registrar's Summer Institute in 1992-3 to "pay forward" for some of the professional support we received.

The most recent experience for me in this profession has been with AACRAO leadership. AACRAO was in crisis at the time I was nominated for Secretary/Treasurer. As we came to Chicago president-elect Paul Anderson was also filling in as treasurer, the board had decided a new executive director was needed, and the two of us put the budget together from Paul's memory the evening before it was needed and I ran it to Kinko's at 2 am so it could be presented. After being elected, I made a first trip to the office in May, found out the IRS 990 was due Monday and spent the weekend trying to locate

financial data to put it together. Then we found out AACRAO was not incorporated. That is behind AACRAO now I can assure you, after completing the presidential term this April. It operates with energetic leadership, sound business practices, a strategic plan that is tightly coupled with its budget and daily operation, and is poised to grow with more member support. Won't you make a contribution?

So in 30+ years one sees lots of change. You realize any success you had comes from others cooperation, their work, and the support of your spouse. I can see that the enrollment services profession has gone through a huge period of specialization and now its professionals really need a comprehensive approach. The information age is reducing the need to devote so much time to transactions. We've done a good job collecting and storing data, but only started delivering it or making it useful for our institutions. And, today's registrar frontier is supporting student advising. Expanding authority never substituted for cooperative effort. All of those topics and a few others are for further elaboration at another time. Best wishes to you all and I look forward to seeing you in November.

### **OACRAO Newsletter**

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Registrars and Admissions Officers

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