



OACRAO News

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The halfway point of my flight as lead goose of our “V” formation that is known as OACRAO (see prior newsletter for more description) is here, as 6 more months remain before the November 2003 annual conference arrives. I really appreciate all of you in the flock that have committed to flying in the “V” with me this year. I want to take a look at what has transpired and what lies ahead, and I have the privilege to introduce a new feature for this newsletter.

Since the last newsletter, OACRAO business has been happening through the various Operational Committees — to name some: Audit (to close out the Treasurer’s books), Nominating (to build the slate of officer candidates), Membership & Mentoring (to develop the membership and acclimate the new members), Communication (web site advancements and brochure creation), and Scholarship (to examine the candidates and plan activities). The Executive Committee held its annual retreat Jan 26-28 despite the big snowstorm, whereby much attention was given to the preparation of the Articles of Incorporation. The Program Committees prepared the initial slate of conference program session topics at the Feb 28 Planning Meeting (see related article, page 9). And, LAC has been busy preparing all the arrangements for the conference (see related article, page 9).

I had the pleasure representing our association for various activities at the AACRAO Conference in Wash DC held April 6-9. At the sessions for officers of state and regional associations, I continue to learn of how strong and vital our state association has become —

our 77 years of history are filled with many successes. The OACRAO evening at AACRAO saw 33 persons participate. Marian Hogue was the organizer and hostess for this enjoyable social event (see pictures on page 10).

Looking forward, the planning for the annual conference will consume much of the efforts, especially of LAC and the Program Committees. The Nominating Committee needs to complete the slate of officers. Executive Committee will be bringing the Incorporation document to a vote for the membership during the business session at the conference. And, the combined Indiana/Ohio conference is taking shape for October 20-22, 2004 in downtown Indianapolis.

A big thank you to Bill Jones, now retired from Ohio University, for his “Reflections of an OACRAO Retiree” article. A new tradition has begun. The plan is to include this feature in every edition of the newsletter as retirees are identified and contacted. Knowing where one has been (either a person or an association) is an excellent guide for the future. OACRAO has an Honorary/Lifetime membership that is awarded to those long time, active members that have made outstanding contributions to the profession and to OACRAO. This is announced at the annual conference.

I look forward to the second half of my flight. Please continue to “honk” in my direction.

Allen Cole
OACRAO President



Each One, Reach One



Don’t forget to volunteer to be a mentor for OACRAO 2003!

Contact Mindy Starcher at Starcher.9@osu.edu for more information.

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Historian's Corner

What You See at U. C.

I'll be honest...this issue's article was a tough one, as we are in tough times (war, budget cuts, passing of colleagues) as the various transitions of personal and professional lives continue. As much as we celebrate those colleagues who have come before us, we are reminded how we'll miss the personalities...and passions...of our peers. And, amidst the busy-ness of our offices, one keeps being drawn to the news bulletins from around the world to "make sure all is well" or at least "well enough" so we can keep our focus and perspective.

To place this into our professional academic vernacular, consider this spin: REG 899, Professional Work Ethic, a pass-fail capstone course involving multiple years of service. Recent successes in the class have been the late Dr. Garland Parker and the now-retired Mr. Lynn Barber. Both have passed the prerequisites, the corequisites, the endless hours of study, the groupwork, the professional presentations, and all the other necessities of this experience we call higher education. I am sure they went to Registrar University, Admission University, or Enrollment Management University to learn all they could...much like we have all done! (ho ho ho!)

The prerequisites were many...for Garland, years of service prior to retiring in 1980, as Dean of Admission, Assistant Dean of Summer School, Vice Provost for Admission and Records, Executive Director of Enrollment Policy and Educational Research, and University Registrar...not to mention Professor Emeritus of History and Educational Research.

For Lynn, 38 years at U.C. as Assistant Registrar, Director of Scheduling and Data Reporting, Assistant to the Vice Provost for Admissions and Records, Assistant and then Associate Vice Provost for Admission and Records, Interim Associate University Dean for Enrollment Services, Director of Student Records and ultimately University Registrar 1976-2003. A highlight of Lynn's retirement ceremony was a surprise renaming of conference room 545 in the new University Pavilion building. WOW!

Oftentimes in this segment of the OACRAO newsletter I am privileged to write on behalf of the "real people" who make our profession what it is...this issue is no exception. While writing about Garland and Lynn, I know they would humbly ask that we continue to direct the energy we individually and collectively muster each day, and focus on those we serve...the students, the faculty, fellow staff, and of course our colleagues around the state, country, and world.

Personally, I will continue to "see" what has been so apparent at "U.C." and use it in my future.

Dave Sauter
OACRAO Historian



Reflections of an OACRAO Retiree

After witnessing and even creating decades of change, Bill Jones retired from Ohio University March 31. During his remarkable career, Jones served as an instructor, Assistant to the Dean of the College of Arts and Sciences, Assistant Dean/Director of Student Affairs for the College of Arts and Sciences, Assistant Registrar/DARS Project Coordinator, Associate Registrar, University Registrar, and Assistant Vice President for Academic Services.

In 1959, Jones and two friends from high school packed their bags and moved to Athens. Jones graduated with a bachelor's degree in English and did graduate work in College Student Personnel Services. Although he had not planned to stay in Athens after college, Jones accepted a teaching position with the University and purchased the local KFC with a fraternity brother.

In the College of Arts and Sciences, Jones saw the need for a logical, structured procedure to decide which courses would transfer from other colleges. Funded by an Ohio Board of Regents grant, he and former Provosts James Bruning and David Stewart designed a set of principles and guidelines for dealing with transfer credit, which the entire University later adopted. This system became the statewide norm and is now known as the Course Applicability System (CAS), which many schools throughout the United States also use. In 1966, Bill began on higher education's first-ever degree audit system, which eventually brought him to the Registrar's Office. By 1968, the degree audit system was functioning successfully, providing students with computer-produced graduation checksheets. In the Registrar's Office, Bill was put in charge of upgrading the degree audit system used in the College of Arts and Sciences and purchasing the Degree Audit Reporting System (DARS), which the University uses today. Jones was later hired as Assistant Registrar/DARS Project Coordinator. Jones drafted Bob DeLong, who was working at the College of Arts and Sciences at the time, to work on the DARS program in the Registrar's Office. DeLong suggested that Debra Benton, then a work-study student in Arts and Sciences, also work on the project. Together, the three combined their curricular experiences and innovative visions to put the DARS program in place.

Recognizing Jones' comprehensive leadership qualities, Larry Terrell, then Registrar, and Vice President Gary North hired him as Associate Registrar. In 1995, Jones became University Registrar. He then promoted Benton from Assistant Registrar to the Associate Registrar position, and he later hired DeLong Assistant Registrar for DARS. When Jones began thinking about retirement in 2001, Debra Benton was hired as University Registrar, and he was promoted to Assistant Vice President for Academic Services.

Jones was an instrumental force in bringing about beneficial changes and modifications to University policies and procedures, including FN/FS grading policies, a University-wide advising council, a policy limiting the number of final exams a student has to take in one day, a later starting date for Summer Quarter, a policy for paying fees late, policies for repeating and retaking courses, and the General Education requirements. When he saw that student veterans weren't getting educational assistance during the long Winter Intersession, Jones helped to successfully lobby Congress to pass the Veterans Cost of Living Adjustments Act of 2000, which guarantees benefits during the break. Jones also helped establish many other important systems, such as TRIPS (Touch-tone Registration and Information Processing System), SIS (Student Information System), and Web Registration. "We've been able to put nice systems in place to help students," Jones said.

Jones was also active in the Athens community, having directed the Athens Minor Hockey Association and co-founding Athens High School's hockey team and Academic Booster Club, of which he was the first president. He was a member of Jaycees and Kiwanis, and he is a member of the Phi Kappa Phi academic honor society.

Even after retiring, Jones, who said he doesn't understand the concept of boredom, has many plans to keep busy. "I'm always wishing I had more time," he said. He plans to work in his workshop, fish, travel, water ski, and visit his two sons, Mike and David, and his grandchildren Jack, Pete, and Corinne. Jones' "most-compelling interest" is antiques and collectibles. "I'm psychologically incapable of driving by a flea market," he said. Still interested in business, Jones and his wife Janet plan to reopen his mother's antique store in their hometown, Waynesville, Ohio.

He was honored with a retirement reception March 31 in Baker University Center's 1804 Lounge. Many friends and colleagues gathered to share their admiration for Jones.

..UPDATES....UPDATES....UPDATES....UPDATES....UPDATES..

Capital University

• Cindy Graves, Associate Registrar for Capital University, has begun new duties at Capital University in conjunction with our Adult program. Her new duties give an opportunity for the Centers for Lifelong Learning to have representation and improved communications with the Registrar's Office. She will continue to be responsible for the credit evaluations and posting of non-course credit for CLL students. In addition she will begin to review policies to help maintain consistency and propose changes to assist the CLL program and the Registrar's Office.

• Stacey Jones joins Capital University in the newly created role as Assistant Registrar. She was formerly the Assistant Registrar at the College of Wooster. Stacey will be responsible for the credit evaluations and posting of non-course credit for our traditional students. In addition, she will oversee the summer orientation program for the Registrar's Office.

Defiance College

• On Friday, April 4, Dr. Gerald E. Wood was inaugurated as the seventeenth president of Defiance College. Beverly Harrington, registrar, was asked to speak at the ceremony on behalf of the staff of the college. Dr. Wood came to the college on July 2, 2002 from Davis and Elkins College in West Virginia.

Mount Vernon Nazarene University

• Rev. Tim Eades is the new Director of Admissions and Student Recruitment at Mount Vernon Nazarene University. He came from Dayton, Ohio, where he served for four years as a financial advisor for Federal Express Financial Services. Prior to that he was Assistant Director of Admissions at MVNC and has a collectible twelve years as an Associate Minister in Dayton, Ohio.

Ohio State University

• Joyce Steffan was welcomed to the Graduate, International and Professional Admissions Office at The Ohio State University on December 2, as the Assistant Director in the Professional Area. Joyce brings a wealth of experience from her many years at Bowling Green State University. She previously held the position of Assistant Director in the Master of Organization Development Program in the College of Business Administration at BGSU. She was a part-time instructor, for the last few years, and previously in charge of the Technical Support Center in the

College of Business. Joyce has been involved in many aspects of college life, having served on numerous university committees and task forces.

• Gene Schuster has retired from the Ohio State University, effective December 31st, 2002. Gene has served OACRAO and AACRAO in numerous ways over the years and will be missed greatly. We wish him well in his retirement.

Otterbein College

• Jan Wieland, Senior Assistant Registrar for Transfer Services at Otterbein College, is retiring April 30. Her career spans 30 years, all at Otterbein, and includes previous positions held in the Life Sciences, Music and Nursing Departments. Jan has served on several Local Arrangement Committees. We wish her well as she moves on to joining her husband in operating their fruits and vegetables farm market in Morrow County.

Owens Community College

• B. J. Surovjak began as Registrar at Owens Community College on March 3, 2003.

Stark State College

• Stark State College is starting web registration and on-line payment beginning with Summer 2003 term.

• No available through the "Student Access" site are the current catalog, summer/fall 03 schedule, student handbook, and student access to the National Student Loan Clearinghouse.

• A search is currently being conducted for a new president.

University of Akron

• The Schedule of Classes at the University of Akron went paperless beginning with Fall 2003 Semester. Additional paperless offerings include: instructor class rosters, instructor grade rosters, instructor grade sheets, and student grade mailers. Beginning with the Spring 2003 semester, the University discontinued mailing class schedules to students. All of these items are now accessible on the web.

• During the fall 2002 semester, the Final Exam Schedule feature in PeopleSoft was used by the Scheduling Office for the very first time. Both the automated and manual procedures for entering exam day, time and room location information for approximately 3,500 sections. This new process proved to be a success when, after all the information was

(Con't on page 8)



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

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The Membership & Mentoring Committee is already hard at work planning events to welcome our new members and first time attendees to OACRAO 2003. New member activities being planned so far include a New Member Orientation on Wednesday (to include presentations regarding the mission of OACRAO and the role of its officers and committees), and the return of the ever-popular OACRAO Bingo. We will also be working closely with the Program Committees to identify sessions that may be of special interest to our new members and to help us create a "New Member Tract." Look for 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 will be 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. At our meeting in February, the committee discussed how we could fine-tune this program to make it even more successful this year. Our first priority is to encourage more of our members to volunteer as mentors. Last year, 24 OACRAO'ans volunteered to act as mentors, but because we had over 90 new members/first-time attendees at the conference, we not only had to assign more than one mentee to these folks, we also had to limit the program to only those who attended all three days of the conference. So here's your chance to make a difference in a colleague's life... volunteer as a mentor and help make a new person's first conference a memorable experience. The time commitment is minimal and the pay-back is HUGE! Contact me at starcher.9@osu.edu if you are interested in becoming part of our 2003 *"Each One, Reach One"* campaign!



Another goal for this program is to identify new people in the profession earlier (we typically don't know who these folks are until they register for the annual conference). Our goal in doing this would be to start to develop the mentoring "relationship" prior to the conference. To help us in this effort, we will be contacting institutional representatives periodically throughout the year to get the names of new staff in their offices who they feel may benefit from becoming involved in OACRAO. If you know of any new staff, including those that have started since our November 2002 conference, email me at the address above. We are interested in making these contacts even if you do not think they will be attending the conference in November. We hope that as this program develops, it will not be limited to those who attend the conference, but to any new professionals in the field.

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

OACRAO

SUPPORT STAFF DAY



Tuesday, July 1, 2003
10am to 3pm (check-in begins at 9:30 a.m.)
Mezzanine in the Campus Center at Capital University

Gather up your Customer Service Representatives and your front-line managers and send them off for a well-deserved break at OACRAO's Support Staff Day July 1st!

John Ropar, Director of Professional Staff Counseling Services at John Carroll University, will facilitate our morning session. His session, titled "**The Millennial Generation-Who Are Our Students?**" will provide the latest information about the new generation of college students. A timeline of previous generations will be presented to show the context of these students and the description and discussion of their characteristics. The morning session will run from 10 a.m. to 11:30 a.m.

Dave Sauter, University Registrar at Wright State University, will facilitate the afternoon session. His presentation is titled "**Customer Service Plan.**" The Customer Service presentation is a focused reminder for users in an office and a testimony to all publics concerning the office. During his presentation, you will be able to develop a customer service plan for you own office that you can take with you to implement. Sauter will conduct his session for 30-45 minutes before lunch, and then resume after lunch.

Although all are welcome, this workshop is specifically geared towards the front-line/support staff people in our offices, who are not always able to attend our annual OACRAO conferences.

Workshop fee of \$30.00 ** includes lunch

****SEND 2 OR MORE PEOPLE TO THE SUPPORT STAFF DAY AND PAY ONLY \$25/PERSON**

Registration Form on next page



OACRAO SUPPORT STAFF DAY 2003

TUESDAY, JULY 1st

REGISTRATION FORM

Please fill out all information completely. Mail or fax your registration form and payment to:

Amy Adams
University Registrar
Capital University
2199 E. Main St.
Columbus, OH 43209
FAX- 614-236-6753
Email-aadams@capital.edu

You may also register on the web at <http://www.oacrao.ohiou.edu/workshop.html>

Complete the following (please print):

NAME:		
INSTITUTION:		
STREET ADDRESS:		
CITY:	STATE:	ZIP:
TELEPHONE:	FAX:	EMAIL:

Send payment (payable to OACRAO) OF \$30.00 (\$25.00 if more than one person from you institution is attending the workshop) to Amy Adams at the above address. Once you are registered, a confirmation will be sent with detailed directions to the workshop site, parking information and an agenda.



Registration Deadline is Tuesday, June 24th

QUESTIONS??? Contact Amy Adams at 614-236-6242 or aadams@capital.edu

AACRAO State and Regional Officers Meeting

On the first week-end in December, some 20-odd officers from state and regional associations joined with AACRAO leadership and professional staff in Washington, D.C. to collectively explore ways to work more effectively together — both within our associations and with the national leadership and office. The week-end State and Regional Officer's Meeting was sponsored by the AACRAO State and Regional Liaison Committee, which is chaired by our own Brad Myers. Some of the topics presented were strategic planning and leadership development, risk management, running cost-effective annual meetings, federal relations activities, and insurance/liability issues facing our associations. There was much opportunity for learning from colleagues, both in structured settings as well as in more informal venues. Heather Smith, AACRAO President, and Paul Taylor, AACRAO President Elect, also gave presentations on the state of our association as well as directions for the future.

A new Admission 101 program to complement the successful Registrar 101 program is being proposed and the VP for Professional Development and Publications Board position title has been changed to VP of Higher Education Leadership (which shifts the responsibility for publications to the AACRAO office). Our national association is now in a solid

("Updates", Con't from page 4)

entered, there were no problems.

University of Cincinnati

• Lynn Barber, University Registrar, retired from the University on January 31, 2003. During his 38 years of total service, he distinguished himself as an advocate for the use of technology to streamline registration and records processes and procedures. Throughout his time at UC, Lynn has worked to enhance services to students and faculty. He is known for his commitment to the integrity of the academic records of the University, for his innovative uses of technology, and for his dedication to his staff.

Wittenberg University

• Miriam Tucker is the new Registrar at Wittenberg University. Her email is mtucker@wittenberg.edu.

financial position to offer more services to members while continuing to diversify revenue streams beyond member dues and annual meeting registration fees to stay financially secure.

Finally, I was pleased to learn that Ohio has the sixth largest number of AACRAO members: with 94 institutions in our state, we have 371 voting members. All states with more members have more institutions in their state (118 to 166), so we should be quite proud of the involvement of our members and be aware that we have influence in the AACRAO association.

2003 looks to be an exciting year!

Marian Hogue
President-Elect

OACRAO Wants to Keep in Touch.....But We Need Your Help

Ever run into a former OACRAO'n around campus or at various functions/events? Ever wish that you could get an historical view of how it "used to be done"? We all have; & many former members are still interested in current OACRAO activities or members. That's why we need your help. OACRAO is attempting to set up a database of interested Retirees or Former Members. If you know of anyone who fits this criteria & has indicated to you that they would like to stay involved, then send their name, address, & preferably their e-mail address to: ray.elash@sinclair.edu

Once a database is created; various committees such as Membership & Mentoring, Program, LAC, etc., can then contact where appropriate. Retirees & Former Members have a wealth of information & experience that we want to take advantage of. Help us make it happen!

Ray Elash
Secretary

From Your Flight Team Co-Pilots



Six months from now we'll gather at the Dayton Crowne Plaza for an inspiring three days, November 5-7, 2003. As we've shared before, it's the 100th Anniversary of Flight and the 200th Anniversary of the State of Ohio, so there is much to be grateful for and to celebrate.

The Flight Team has been assembled, as follows:

Physical Arrangements: Jack Miner (Co-Chair), Dave Sauter (Co-Chair), Paula Goodrich, Laura Ruwe

Printing and Publication: Bob Kubat (Chair)

Wednesday Event: Bob Kubat (Chair)

Thursday Event: Todd Brittingham (Chair), B. J. Hobler

Registration: Paula Goodrich (Chair), Norma Napoles

Charity Donations: Lucille Hautau (Co-Chair), Joyce Hail (Co-Chair), Bonnie Stough, B. J. Surovjak, Connie Goodman, Jill Russell, Miriam Tucker

Exhibitors: Sue Schillings (Chair), Dave McGinnis, Mary Alyce Orahood

Miscellaneous Assignments: Carol Jones, Bob Kubat, Mindy Starcher

Over the next months the Program Committee will be working on outstanding programs to reflect both the ongoing needs of our members as well as emerging issues. The Local Arrangements Committee will be planning the events, meals, and logistics so that when you fly in for the conference you'll start a three-day memorable event.

Until then, enjoy the emergence of Spring!

Bob Kubat & Dave Sauter
OACRAO 2003 LAC Co-Chairs

Conference Program Updates

On February 28, the Program Committee met for the day at Mount Carmel College of Nursing in Columbus to plan the sessions that will be presented at the annual conference in Dayton. Many thanks to Karen Greene, Director of Records and Registration, for hosting this important event. **Just a reminder to committee members that sessions need to be finalized no later than May 15, and the Final Program Session Forms need to be submitted to me by this same date.** In addition to follow-up sessions from last year on such topics as SEVIS and one-stop student services shops, we'll have first-ever topics covering such areas as: (1) aggressive parental involvement and how to deal with that, (2) multi-tasking in a small office environment, (3) leadership style differences, (4) the politics of class scheduling and (5) supporting academic advising. Hope to see you in Dayton for what will be an outstanding three days.

Don Foster
Vice President for Programs

AACRAO 2003 Conference

Several of our OACRAO members attended the national conference in Washington D.C., April 6-9, 2001. Dinner was at Old Ebbetts Grill, and as you can see from the photos, a good time was had by all.



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