



# OACRAO News

Vol. 16 No.2  
Spring, 2002

Published by the Ohio Association of Collegiate Registrars & Admissions Officers

Greetings from Columbus! While summer has already started for some of you at semester schools, a few quarter schools are still collecting grades and planning graduation events as we come to the close of another school year. In “admissions world” colleagues are looking closely at their autumn ’02 entering class projections and finishing up the admissions cycle.

For those of you who missed my e-mail message to the OACRAO members several weeks ago, I left my admissions position at OSU and started a new job on April 1<sup>st</sup> as assistant director of alumni affairs in the College of Medicine and Public Health at OSU. Since I was in my previous admissions position for 14 years, I forgot what it was like to leave something so secure, that I knew so well, and where I had developed a great network of professionals across the state and beyond. I had forgotten what it was like to plunge into a new job, full of excitement and anticipation to learn a new area of higher education administration. While I have numerous contacts at OSU and very relevant skills to shift from admissions to the “alumni world, I felt I was starting all over again. I realized quickly that the admissions “lingo” and acronyms meant nothing in alumni affairs and there’s a whole new language to learn. The organizational structure within the college-setting is very different than that of the enrollment services arena. And most noticeable is the fact that my network of experts-who have become dear friends over the years-will no longer be that network for me.

During these first six weeks of my new job, I am reminded of what it’s like for many folks entering the admissions and registration world for the first time...those first weeks on the job trying to learn the jargon, feeling like every question is a stupid question, and wondering who will be the new life-line to the way things work, and continuing professional development.

So for those of you that are the new in the enrollment services world, don’t hesitate to ask questions, seek out staff that can help you connect, and become involved in your profession. I guarantee you won’t regret it. And for you veterans who have been at the job for a while, the next time you are introduced to a new staff member, put yourself in their shoes. Be accessible to them, make sure they know your door is always open, and be that link to their future success. I guarantee you won’t regret it.

P.S. All is well with exec these days. We’re starting to gear up for the fall conference in Cleveland and hope you are too. From what I have seen and heard in reports from LAC and Program Committee, it’s sure to be a super conference! Thanks for the opportunity to finish my term through November with all of you!

*Matha Hicks*  
OACRAO President



---

## What’s in this Newsletter?

AACRAO 2002 Minneapolis.....	Page 6
Historian’s Corner.....	Page 4
President’s Message.....	Page 1
Scholarship Committee.....	Page 5
2002 Conference Updates.....	Page 2
“To the Members” .....	Page 3
Updates.....	Page 5
Workshops.....	Page 8

# OACRAO ROCKS.....

## in Cleveland!

“OACRAO ROCKS.....IN CLEVELAND” at the Sheraton City Centre in downtown Cleveland November 6-8!!!! Mark your calendars now to come to the 2002 OACRAO Conference. Get psyched to hear Jane Scott, long time Cleveland Plain Dealer Rock Critic, who will entertain and motivate you.

Wednesday night, enjoy dinner at the hotel, and after dinner, choose to stay at the hotel and participate in a variety of fun events or explore downtown Cleveland on your own. The hotel is within walking distance of many major attractions such as the Rock and Roll Hall of Fame. You will be able to purchase discount tickets for only \$13.75 per person. That’s a 20% discount!! Thursday will feature our main event – a night at the Great Lakes Science Museum, where you will enjoy a buffet dinner, all second floor exhibits and an Omnimax Theatre film.

In addition to exciting entertainment, we promise you informative and innovative sessions featuring topics on Admissions and International Education, Data Management and Research, Professional Development, Records and Registration and Membership Development.

REMEMBER.....”OACRAO ROCKS.....IN CLEVELAND” IN 2002!!!!

*Laura Finson, Frank Salak  
& Sammie Tyree-Cox*  
OACRAO 2002 LAC Co-Chairs



---

## Conference Program Takes Shape

The annual November OACRAO conference program is shaping up and will be another great opportunity to learn about new developments in student services. Among the more than 35 session topics offered will be discussions regarding home schooling, retention, international admission, workflow processing, and wellness in the workplace. Other topics include how to conduct effective meetings, grading via the web, evaluating distance learning coursework, one-stop student services, evaluating customer service, and FERPA 101! There will also be a great hands-on opportunity to explore the history of OACRAO. And don’t forget to speak with exhibitors about their products and services...explore the Great Lakes Science Museum...spend time with colleagues in admissions and registration...volunteer for a committee! Hope to see you in Cleveland!!!

*Don Foster*  
Vice President, Programs



## To the Members,

Shortly after being handed my new VP of Membership Development “hat” to wear, I jotted down a list of some things I wanted to do in this newly created position. I took this list to our first Executive Committee meeting of the year, on December 13 at Pontifical College Josephinum, where additional goals were added. The Executive Retreat held at Ohio Northern University’s Nature Center on February 3 resulted in even more objectives being identified. The updated list of goals and objectives was taken to the new Membership and Mentoring Committee, which met concurrently with the Program Planning Committee at Mt. Carmel College of Nursing, on February 22. The “M&M” committee members who attended included, Lorinda L. Bishop, Melanie Caugherty, Mary Alyce Orahoad, Laura Ruwe, David Sauter, and B.J. Surovjak. The membership goals and objectives were further reviewed modified and supplemented. By this time, I realized that my new “hat” was taking on the dimensions of a Texas-style Stetson! I had enough on my plate to keep busy for at least the next five years. So, at the last Exec’ meeting, held earlier this month in Columbus, we set some immediate priorities and plan to concentrate on completing these before taking on the other projects, which would be attended to within a long-range plan.

The approval of the motion to establish the position of Vice President of Membership Development at our last Annual Meeting was a mandate for membership growth and retention. This will be a formable task, as it will require considerable research, outreach and association introspection involving the cooperation of many people. Some of the unanswered questions brought up during the above meetings included: Do we need to define ‘voting members’ from each member institution like AACRAO? Why not allow schools located near our state’s borders to become members, like some western state associations do? Do we want to form a multi-state regional association, like MSACRAO (Middle States)? Should we more actively recruit Admissions Directors, whose active members have dwindled; or should we ‘cut our losses’? Maybe we should merge with established admissions groups like OACAC and OATYCAO, or take fledgling organizations under our wing like the relatively new transfer credit associations, SOTC and NOTC. Do you think we should accept Ohio Proprietary Schools as members, like the University of Phoenix and Computer Tech? These and many others are good, albeit difficult questions, which we hope to address in a comprehensive manner.

Our primary goals have been established as follows:

- Identify eligible institutions and personally invite them to join. If they are not interested in becoming a member, try to identify their concerns and invite them to just attend the next annual meeting, possibly with a discounted fee.
- Develop new conference sessions and support established or previous sessions, which benefit professionals who have new positions or responsibilities in certain basic areas of our field, which would also serve as a draw for new members.
- Re-establish an improved mentoring program. This would involve our experienced members serving a one-year term as a mentor to a new member or first-time conference attendee. Mentors would be matched to the plebes according to their job duties, experience or new areas of interest. Mentors would always be from outside the new members’ institutions and serve as both “conference companions” during the first annual meeting and as resource / networking coordinators for at least the remainder of the year. Mentors will receive special recognition for their service.

Other goals identified include, but are not limited to:

- Surveying non-active members to determine what it would take to attract them.
- Surveying current membership to determine our strengths and weaknesses.
- Identify other professional affiliations with similar interests and determine if duplication of efforts or conference conflicts exist and if so, if they can be avoided or minimized.
- Review and refine our definition of, and eligibility requirements for, membership in OACRAO for the purpose of growth without affecting quality.
- Develop long-range membership recruitment and retention plans.

I am honored to be able to serve in this position and am excited about the potentially significant improvements that may develop. I gain a great sense of satisfaction by helping others to experience the rewarding professional development, loyal camaraderie, and intimate friendships I have come to expect from my umbilical connection to OACRAO.

*Bob Myers*

Vice President, Membership Development





## Historian's Corner

# 1977 to 2002: One Generation Later

For OACRAO newsletter inspiration, I recalled some advice from the Yellow Pages and "...let my fingers do the walking" through the OACRAO shelves. 1977 popped up...twenty-five years ago, which reminded me of my undergraduate degree at Miami University, one of worst (or best?) winters on record, and the purchase of a high-tech electronic typewriter!

Recall for yourself your own journey these past twenty-five years. We are now approaching the halfway mark in 2002, seemingly a "blink" later than 1977. The oldest Sauter son (first of three) has now decided on his college: Pre-Architecture at The Ohio State University this-coming Fall. One generation in the Sauter household has come to pass, and so we'll begin ten years of wearing professional and personal hats within higher education.

In perusing the information from OACRAO 1977, I am struck by the focus on the Annual Meeting. Virtually all the memos, notes, and information speak only to those three days: November 2-4, 1977, at the Holiday Inn in downtown Cleveland. Clearly we have come a long way in service to all members within our profession by the issues reviewed, workshops presented, and year-long communications we promote...not just the Annual Meeting.

The following items peaked my interest, and hopefully yours:

### 1977 financial highlights:

- Annual Meeting                      \$3,600
- Dues                                      \$2,200  
(maximum per institution was \$35)
- TOTAL BUDGET                      \$5,800  
(November 3, 1976 OACRAO budget balance was \$2,171)

### In other news of 1977:

- The OACRAO newsletter was called the "Registrator."
- Sam Schaff, OACRAO Historian, was reported to be "...still working on the OACRAO history."

- 1976-77 Executive Committee was:
  - Howard Baldwin, President (University of Akron)
  - Tim Boylan, Vice-President (Lorain County Community College)
  - Linda Frank, Secretary (Cleveland State University)
  - F. Wayne Ashbaugh, Treasurer (Mount Union College)
  - James Moore, Past President (Ohio Northern University)

### Annual Meeting topics for the 125 in attendance included:

- Registration and Forms
- Forecasting
- Specialized Markets
- Professional Development
- State-wide Migration Reporting System
- Publications Critique
- Records Auditing
- Buzz Session

The registration fee was \$33, and Holiday Inn rates were \$17.50/single and \$23.00/double.

### Feedback on the Annual Conference included these comments:

- VA: we have to stick together on this nonsense.
- I feel it would be helpful to develop and have programs which include secretarial and clerical staff.
- Need sessions on interpersonal relationships and middle management.
- Attrition: how big a problem is it?
- What security measures can be used to prevent students from fraudulently altering student records files?

My challenge for you...and me...in looking ahead to the "next generation," twenty-five years from now, takes root in this additional comment from the 1977 Annual Conference:

*How do we encourage promising students to consider careers in admission and records?*

Amidst our "busy-ness," let's agree to take a moment to further support OACRAO by enjoying the past, by maintaining the present, and by marveling at the future...and to include in that future the mentoring opportunities for those around us!

*Dave Sauter*  
OACRAO Historian



## Scholarship Committee Prepares for Annual Meeting

I have this enormous Miami U. mug – a door prize from an OACRAO conference long since past – that sits on a bookshelf in my home “office.” From time to time, I make the rounds at home and gather loose change from the top of the dresser and between the couch cushions, inside the washing machine and under the front seat of my husband’s pickup truck. All found change is then deposited in the Miami U. mug.

One day last week, I took my overflowing Miami U. mug to a local grocery store that has this amazing machine that counts coins and spits out a paper tape redeemable for cash. No more wrapping pennies for me! I poured in the coins as fast as possible and waited for the tape to appear.

So what does this have to do with the Scholarship Committee? Well, I now have \$73 to spend on Split the Pot tickets at the Annual Meeting in November. Or maybe, I’ll place the winning bid on one of the great items that the Scholarship Committee

will have available at the silent auction.

The Scholarship committee has been diligently working to review more than 900 applications for the Leadership and Service Scholarship. We will be sharing the names and accomplishments of our five scholarship recipients with you in the Fall edition of the OACRAO newsletter.

The Scholarship Committee is also developing a plan to initiate a process of soliciting corporate gifts to the scholarship fund. We would certainly welcome any suggestions you have as we continue to develop our fund-raising plan.

Look for the announcement of the scholarship recipients in the Fall newsletter, and start saving your pennies!

*Mary Southards*

Chair, OACRAO Scholarship Committee



## ..UPDATES....UPDATES....UPDATES....UPDATES....UPDATES..

### **Bluffton College**

• Merv Miller, Admissions Counselor, left Bluffton College in December and is now Admissions Coordinator at Bethany Christian Schools in Goshen, Indiana. Lori Scheer is serving as Interim Admissions Counselor for the remainder of the year.

### **Cuyahoga Community College, Eastern Campus**

• Laura Finson was named Assistant Dean of Student Affairs at the Eastern Campus of Cuyahoga Community College as of February 4, 2002. Currently, she is also serving as the Interim Director of Admissions and Records.

### **Kent State University - Tuscarawas Campus**

• Congratulations to Director of Admissions, Denise Testa and her husband Brian on the birth of their daughter, Kayla Jane, born April 2, 2002.

• Agnes “Aggie” Swigart, Assistant Dean of Kent State Tuscarawas was presented the Distinguished Woman Award by the Professional Women of Kent State University (PWKSU). The award is presented to a KSU employee who has made a significant contribution to the university community or who has contributed to the betterment of women at any of KSU’s eight campuses.

• Construction began last summer on a \$9.5 million Science and Advanced Technology Center to house the science and nursing programs as well as to serve as a hub for customized training, workforce development, research and development and technology innovation. Completion is scheduled for this fall.

### **Mount Carmel School of Nursing**

• Karen L. Greene, Registrar and Director of Institutional Research at Franklin University, is the new Director of Records & Registration at Mount Carmel College of Nursing. Karen replaces Jim Noe, Dean of Student Affairs, who is retiring at the end of the academic year. Karen has been at Franklin since 1970 and has held a series of increasingly responsible positions. She holds her BS in Educ. from Ohio University.

### **The Ohio State University**

• The second time’s a charm for Paula Compton! Paula returned to University of Toledo earlier this month in a new position as Associate Vice President for Enrollment Services. The majority of Paula’s career in admissions was at The Ohio State University, until she accepted a position as Director of

(Con’t on page 10)

## AACRAO 2002 Conference Updates



From the President-Elect's perspective, there was a lot going on at the annual AACRAO Conference held April 2002 in Minneapolis. Here's a brief accounting of some of the highlights.

The official "OACRAO Night Out" was held April 16th in a reserved backroom of Gluek's Restaurant and Bar. Thirty association members participated in this informal gathering to enjoy appetizers, dinner, and fellowship among the old world atmosphere of a European beer hall. A special guest in attendance was Gene Schuster, the 2001-2002 President of AACRAO.

An unofficial OACRAO outing was attended by about a dozen members as they experienced the thrill of NBA professional basketball - the Boston Celtics defeated the home team, the Minnesota Timberwolves, in a close and exciting game.

The Great Lakes 2004 conference in Indianapolis continues to move forward. A breakfast meeting with state association representatives from Indiana, Ohio, Michigan, Illinois, and Wisconsin was held to more formalize the event and determine who wants to be involved. OACRAO and Indiana ACRAO are very much committed to the renewal of this conference for states in the Great Lakes region.

AACRAO continues to strengthen its relationship with the 26 state and 9 regional associations by hosting a workshop and luncheon at the annual conference for officers of these state and regional associations. Some topics covered at this work-

shop were recruiting & retaining exhibitors; how to run orderly meetings; planning successful officer retreats; and a general discussion of current topics. There was also a plan described by AACRAO to use a commercial organization to tie together all the state association web sites with AACRAO's site; and/or it could serve as an association's home site; and it could possibly share membership data bases. We are fortunate to have the support of Ohio University for the OACRAO web site. The Executive Committee will monitor this situation.

Like OACRAO, AACRAO at the national level operates with much reliance on volunteers from our registrar and admission professionals. Please consider joining an AACRAO committee.

*Allen Cole*

OACRAO President-Elect



### Ockerman Award Goes to Texas

At the AACRAO Conference in April 2002, Texas ACRAO was given the annual Elbert W Ockerman State and Regional Professional Activity Award for its project to formally archive and preserve its association records and historical documents. OACRAO, along with Arizona and Michigan, were also considered for this year's award. OACRAO's successful scholarship program was submitted for this award. Previously, OACRAO won this award in 1999 for the development of the OACRAO website and also in 1997 for its workshop on Records Fraud and Misrepresentation.

## An OACRAO Evening On-the-Town!

Several OACRAO members dined at Gluek's Pub for an evening of fun and commeraderie at AACRAO 2002. See President-Elect Allen Cole's article for more information.



## Workshop Update

Welcome to Spring! Hard to believe how quickly the fall and winter have flown by and that summer is right around the corner. And as summer approaches, it is time for me to start planning not only our summer workshop offerings, but to also start working on conference workshops for the annual meeting.

April has already been a busy month for OACRAO. The program committees are busy working on developing the sessions for the annual conference and the 2002 Local Arrangements Committee is hard at work planning an exciting three days in Cleveland. On April 3<sup>rd</sup>, the Younkin Success Center at The Ohio State University hosted our second annual OACRAO Support Staff Day. 79 people from 20 different institutions attended the all day workshop. The morning session was facilitated by Paul Taylor, Dean of Student Affairs at Lexington Community College. Paul gave the group great tips on how to deal with difficult students and the unusual situations that our front-line staff often encounter. The group especially enjoyed the



video scenarios that Paul provided which helped facilitate discussion on how each institution would handle the different situations. The afternoon was facilitated by Janet Sauter, Visiting Instructor in the Department of Communications at Miami University's Middletown campus. Janet spoke to the group on the value of the first impression, the do's and don't's of public speaking, and tips, techniques and strategies that work in presentations. Thanks to both Paul and Janet for a fun and informative day.



Mark your calendar now for the 6<sup>th</sup> Annual Residency Officers Update being held on Wednesday, June 26<sup>th</sup> in Columbus. Further details, including registration information, is available at the workshop link on the OACRAO website.

In February, the program committees met at Mt. Carmel College of Nursing to start working on the slate of sessions for the November meeting. Lots of wonderful ideas were generated including the following suggestions for pre-conference workshops:

INS Best Practices (from Admissions & International Education and Records & Registration)

FERPA 101

Data Security and Access in a Web Environment (from Data Management & Research)

Communication Skills (from Professional Development)

Got an idea for a summer or pre-conference workshop? Contact me at [starcher.9@osu.edu](mailto:starcher.9@osu.edu). I would love to hear from you!

*Mindy Starcher*  
Vice President Workshops



## OACRAO Presents!

OACRAO was well-represented at the 2002 AACRAO conference in Minneapolis, MN. Several of our members presented or co-presented workshops/sessions. Others served as session facilitators. See below for a listing of members who shared their expertise at AACRAO.

- *Registrar 101*, Brad Myers – The Ohio State University
- *New Methods of Dealing with International Admissions Records Fraud* – Marie Taris, The Ohio State University
- *Practical Guidelines and Tools for Evaluating Transfer Credit* – Bill Jones, Ohio University
- *Imaging – Where Do I Begin?* – Jane Pidcock, Ohio University; Bob Myers, Ohio University; Tony Benton, Ohio University
- *Enrollment Enhancement at a Community College* – Lorinda Bishop, Owens Community College
- *Making Your Campus FERPA Compliant* – Brad Myers, The Ohio State University
- *Open Forum on Transfer Articulation: What's Happening Out There?* – Gerald Kiel, Cleveland State University
- *Community College Issues Forum* – Lorinda Bishop, Owens Community College
- *E-Recruiting and Your Admissions Website – Developing the Overall Strategy* – Chris Munoz, University of Dayton
- *Are Your Records Secure?* – Deb Benton, Ohio University
- *Who Gets Access to Your Data?* – W. Allen Cole, Xavier University; Deb Benton, Ohio University; Michael George, The Ohio State University
- *Electronic Signatures: What are the Institutions Doing?* – Brad Myers, The Ohio State University
- *Advancing Educational Opportunities in Ohio Thru Automating Transfer Advising and Processing* – Jason Elwood, Miami University
- *Developing a Regional Degree Consortium: Point and Counterpoint* – Steve Flaherty, Ohio University
- *Dual Role: Registrar & Director of Institutional Research* – Stuart Terrass, Mount Union College
- *Exception Processing: There are no Precedents!* – Bill Jones, Ohio University
- *Student Right to Know Disclosures: What Do They Look Like?* – James Noe, Mount Carmel College of Nursing; Connie M. Goodman, The Ohio State University

## Registrar 101 Offerings from AACRAO

JUST ADDED: Two sessions which guide you through a semester in the life of a Registrar. Seasoned registrars offer tips you'll use immediately!

Did you miss the Annual Meeting but want to learn about techniques and resources that will make your life as a Registrar much easier?

Come to one of three day-and-a-half long workshops that AACRAO is co-sponsoring this summer, along with the National Student Clearinghouse:

Atlanta, GA — June 17-18

Washington, DC — July 1-2

St. Louis, MO — July 29-30

Michael Allen, Associate Registrar at the University of Texas at Austin and the facilitator of the Registrar 101 Workshop at the Annual Meeting, will again oversee these sessions, with a panel of practicing registrars from each location.

Here is what people said about last year's summer Registrar workshops:

---

("Updates", Con't from page 5)

Admissions a few years back at Toledo. Since then, she returned to OSU for a short time to do special projects within the Undergraduate Admissions Office, but has now returned to Toledo for her new job. Way to go Paula!

### University of Toledo

• Joe DeCristoforo, Registrar, has accepted a new position at the University of San Antonio, Texas, effective February 2002.

### Weatherhead School of Management

The Weatherhead School of Management at Case Western Reserve University will be moving to the Peter B. Lewis campus on the northside and looks forward to joining the CWRU Schools of Law and Applied Social Science on that side of campus. The new building was designed by architect, Frank Gehry. Plan on coming to Cleveland for OACRAO this November to take a look at this new and unusual University Circle site! Here is the web site for an advanced preview: <http://weatherhead.som.cwru.edu/> (click on bottom right corner).

"As a beginning registrar, I had no idea so much information and so many resources were so readily available - the session on 'information resources for registrars' was alone worth the price of admission!"

"As an experienced registrar, I learned much that will make my life easier - and the notebook and handouts will help me provide information to my staff, as well as to other parties."

"All the presenters wanted to be available for future reference - that was much appreciated! Contact information was provided."

"The break-out session by size of school, and the concluding Q&A session, were extremely practical and helpful."

The summer Registrar 101 workshops provide the following interactive sessions. All the sessions are available to all registrants:

- The Roles of the Registrar: An Overview
- Information Sources for Registrars
- Outsourcing Services
- FERPA Audit: An Overview of What is Expected of You
- A Semester in the Life of a Registrar, Part I — NEW!
- A Semester in the Life of a Registrar, Part II — NEW!
- Strategic Planning and Project Management.
- Open Discussion

For an hour-by-hour program schedule, and registration information, see the AACRAO website at: <http://www.aacrao.org/meetings/reg101.htm>

Questions? E-mail to: [meetings@aacrao.org](mailto:meetings@aacrao.org) or call (202) 293-9161.



### OACRAO Newsletter

Published three or four times a year by the Ohio Association of Collegiate Registrars and Admissions Officers

Connie M. Goodman, Editor

The Ohio State University

1200 Lincoln Tower

1800 Cannon Drive

Columbus, OH 43210-1230

Phone: (614) 292-7685

Fax: (614) 292-7199

Email: [Goodman.7@osu.edu](mailto:Goodman.7@osu.edu)