



for the RECORD

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January's featured article is re-printed from *University Business*—January 2016, by Rodney L. Parks, registrar at Elon University.

A world without registrars

Are you leading innovation and change or are you so stuck in the past that you thwart innovation?

By Rodney L. Parks—*University Business* · January 2016

Not long ago a journal published an article criticizing registrars for holding back the tide of innovation and change. While it dawned on me that registrars frequently have to say “no” to change, I have never thought of my fellow registrars or myself as stodgy curmudgeons seeking to restrain the pace of innovation. Quite the contrary—many of us have survived the front lines of ERP implementation and advocated for the electronic resources to move paper processes online. Moreover, I would argue that many of the newest technologies, such as PDF transcripts, XML transcripts, and innovations to degree audits, have been the brainchildren of registrars.

Nevertheless, today I find myself wavering in my convictions. I wonder about the registrar’s role and power on campus and foresee a time where the position of registrar may

Social Media!



Newsletter Editors - Mollie Miller, Union Institute & University (mollie.miller@myunion.edu) & Cindy Suter, Heidelberg University (csuter@heidelberg.edu)

Signage Contest! How do you direct students & or grab their attention? Send us photos! Email to mollie.miller@myunion.edu.

become—gasp!—obsolete. In fact, I would argue that the nation now has two very distinct types of registrars: those who lead innovation and change to the point that students rarely need to come to the office, and those so stuck in the past that they are perceived to thwart innovation.

Stuck in the past

Recently, while struggling to catch up with my email, I ran across a barrage of emails from Registrar's across the country asking the group about their use of manual typewriters. My first thought was, Why on earth would you need one of those? I was therefore surprised by the distress others expressed about their ailing typewriters and the difficulty of replacing them. That same afternoon I received a paper class roll from a local community college where I'm teaching as an adjunct, containing far too much student information and informing me to "check to ensure accuracy." In both cases I was dumbfounded, thinking it's been a long time since I've used a typewriter or seen a paper class roll. Moreover, last March I asked whether a fellow registrar planned to attend AACRAO, only to be asked, "What's AACRO?" While these examples may seem extreme, many registrars seem to live by the philosophies that "if it ain't broke, don't fix it."

There was a time when registrars had a great deal more power on campus, frequently overseeing admissions, curriculum, room scheduling, etc. But over the years we have seen those offices splinter off and function independently from the Registrar's Office. Let's face it—even our state, regional, and national organizations struggle to connect with Admissions Offices, which are beginning to affiliate with other national groups. If one thing has become crystal clear as a result of the Re:Fresh SACRAO surveys we conducted, registrars don't care that fewer admissions folks are involved in the organization, and some would prefer to have SACRAO simply serve registrars. While it may be an overgeneralization, what remains is a group that have circled the wagons to prevent intrusions by others who might introduce innovation and fundamentally change what it means to be a Registrar. Registrars often seem perfectly content to remain behind the scenes, quietly and meticulously moving new processes forward in a methodically slow march. Hence the perception that Registrar's are unwilling to change or simply don't have the skills.

We often laugh at the saying, "Nobody ever chooses to become a registrar." While that is not exactly true, many of us tell stories of simply being in the right place at the right time, or starting as a student worker in higher education and ultimately ending up in the Registrar's Office. Truthfully, however, I know of two institutions that have decided they no longer need a registrar, while others have chosen faculty members or other administrators without a lick of Registrar's Office experience to take on the role of registrar. And these folks seem to be doing just fine. After all, you don't need to sit through a FERPA session at every conference when the policy is readily available and easy to interpret on the Internet.

Please visit University Business ~ [A world without registrars](#) for complete story.

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TELL US WHAT YOU THINK: Do you agree with Mr. Park's perspective or not? Which kind of registrar are you striving to be? Does it matter, if you are the registrar at one of our bigger universities verses one of our smaller colleges? Are there obstacles in your way? Send follow up responses to the Communications Committee c/o Donna Evans (devans@antiochcollege.org), may be posted in the February 2016 OACRAO Newsletter!

2016 SAVE THE DATES

- **March 20 – 23, 2016** : [AACRAO Conference](#), Phoenix, Arizona
 - **Tuesday, March 22** : Ohio Members Dinner at [Cibo Urban Pizzeria](#), Phoenix, Arizona



- **April 1, 2016** : OACRAO Conference Planning Meeting at Mount Carmel College of Nursing, Columbus, Ohio
- **July 29, 2016** : OACRAO Support Staff Workshop at The Ohio State University, Columbus, Ohio
- **August 3-5, 2016** : OACRAO Summer Institute (OSI) at Mohican State Park, Loudonville, Ohio
- **October 5-7, 2016** : 90th Annual OACRAO Conference at Deer Creek State Park, Mt. Sterling, Ohio

CALL FOR CAMPUS NEWS

The OACRAO Communications Committee would like the help from our Institutional Representatives with our OACRAO Newsletter. We would like you to send us updates of what's going on in your Admissions and Registrar's Office or campus in general. Send us information about promotions, retiree's, new hires, new presidents, new idea's, new software, projects you are working on that would like to share. Pictures are always welcome. We would also appreciate campus scenes to promote our beautiful Ohio campuses. Your help with this would be a much appreciated addition to our monthly newsletter. Submit your news to Donna Evans (devans@antiochcollege.org) by the end of the first week of the month for that month's publication. Thank you.

MEMBERSHIP & MENTORING COMMITTEE

What is the Membership and Mentoring Committee?

- Recruiting new institutions and members to OACRAO,
- Developing new member mentoring sessions/activities at the Annual Conference, and programs at the annual conference with specific emphasis on new members,
- Communicating with new members about OACRAO and AACRAO, and
- Maintaining and disseminating the New Member Handbook.

Many OACRAO members serve as mentors for new members; at the annual conference, the mentors and mentees get acquainted but the mentoring relationship continues throughout the year to insure that the new members are welcomed and can connect with professionals within the organization. See our listing of committee members [HERE](#), on the OACRAO website.

OACRAO Scholarship Recipients

This year, the OACRAO scholarship committee reviewed 69 scholarship applicants. To be eligible, all applicants had to meet all of the following eligibility criteria:

- Current enrollment, at least half-time, at an OACRAO affiliated college or university
- Current student worker within the Registrar's, Admissions, Student Services, or Enrollment Management offices
- Good academic standing

This year the committee reviewed the applicants primarily based on the following responses:

- Please list your current involvement in leadership and service activities including the specific years of active participation.
- Select one of the leadership or service activities listed previously and describe in detail how it has shaped you as a leader.
- Which part of your higher education experience do you feel will benefit you most after you earn your degree?

The selection was difficult with all of their outstanding academics, leadership, and service at each of their campuses! A total of 3 scholarships are awarded, with one each from: a private 4-year school, a public 4-year school, and a community college.

The scholarship committee is pleased to announce the recipients of the 2015 scholarships:

Nicole Banis, University of Mount Union

Abigail Barrett, Ohio University

Jessica Eberly, Columbus State Community College

Scholarship Recipient Nicole Banis ~ University of Mount Union



Majors: Marketing and Human Resource Management

Minors: Sociology and Spanish

Academic Level: Senior

Expected Graduation: May 2016

The *Success Mentors* program at The University of Mount Union provides enhanced support to the Academic Development Workshops offered by the Office of Academic Support. To enable students in adjusting to the college workload, we develop their academic skills for overall improvement in and out of the classroom. As a student myself, my efforts are focused on study habits, organizational methods, and learning assessment techniques. ~ *Continued on Page 5 ~ Banis*

My favorite part of this job is the ability to provide such significant guidance with information that is absolutely critical for a positive college experience. When my peers are successful, I feel successful!

Leaders hold themselves to an entirely new standard. Their peers, in turn, have higher expectations of these leaders for improvement, clarification, and even handling logistics of the organization or program. To be a "good leader", you must be willing to lead by example. Undoubtedly, actions speak louder than words. "Good leaders" empower those around them, motivating them for a common goal. They step up for anything and everything that may come their way. They sacrifice their time, energy, and resources for the benefit of others. In doing so, they inspire others to be the best they can be! My advice to the next generation of college students would be to follow just that.

After graduation, I hope to utilize both of my degrees (Marketing and Human Resource Management) in working for a local non-profit organization. I'll feel most successful when I'm able to make a difference by helping those in need!

Scholarship Recipient Abigail Barrett ~ Ohio University

Major: Marketing

Minors: Retail and Fashion Product Development

Academic Level: Sophomore

A good leader is someone that is understanding of others and honest. Someone who is able to work as a team player and help assist in creating and executing ideas. Good leaders are motivated and have set goals that they strive to reach.

I like working in the Registrar's Office because it helps me gain knowledge of work ethics and the operations of such a large University's office. It helps me meet new people and have experience with staff members and supervisors that I would not otherwise have had. Lastly, one of the most benefiting parts about working at the Registrar's Office is that I learn how to be punctual to work while still maintaining good grades and attending classes regularly.

My ultimate goal after earning my Bachelor's degree in Marketing and minor in Retail Merchandising and Fashion Product Development at Ohio University is to become a Retail Marketing Manager at a high end clothing company. This is my goal because it combines both the business and marketing side of the retail world. I love fashion and how the trends are always so diverse and constantly changing therefore to be able to market and advertise for clothes would be my dream job.

The advice that I would give to the next generation of college students would be to get involved and take advantage of the opportunities that your University offers to you. I have learned to do this by joining clubs such as Ohio Women in Business and being a member of the Bobcat of the Shelter Dogs. By getting involved within your college guarantees you to make new friends and have fun while doing it!





Majors: Science and Science in Education

Academic Level: Sophomore

To me, a leader is someone everyone else can turn to and look to for guidance. A good leader leads by examples, listens to others, and is able to inspire those around him/her. The two things I like most about working in the Admissions office at Columbus State are the people- they are some of the nicest and most genuine people I have ever met, and secondly, when I am on the phone with a student answering their questions and at the end of the call they let out a sigh of relief. It is a great feeling to hear that and know I have helped them out! After earning my Associate of Science degree, I am transferring to a four-year university to earn my Bachelor's degree, then I plan to attend graduate school. The advice I would give to next generation college students is to always stay positive and to actively work to

build relationships with your professors and peers, you will be amazed at what you can learn by having a simple conversation with someone!

SCENE ON CAMPUS

SCENE ON CAMPUS: Winter Day at Union Institute & University located in Cincinnati, Ohio

Photo Submitted by Michelle Roth



MEMBER SPOTLIGHT: Nicki Williamson

Tell us about yourself.

I'm Nicki Williamson. I am married to my wonderful husband Matthew, and we have two small children: Cameron and Sydney.

What do you do at Ohio University?

I am a degree audit system analyst. I have been in this role for a little over four years and have been at Ohio University for seven and a half years, all of which were in the Office of the University Registrar. In my role, I program the degree audit software, review all curricular changes, create and run quality assurance reports, and serve as the main point of contact for DARS exception processing.

How did you come to your current position?

I started at Ohio University in the classroom scheduling area, and when we were implementing PeopleSoft, I moved to a temporary position in which I encoded prerequisites for quarter courses and again for semester courses. The knowledge I gained of the curricular process in these two positions was very helpful when I moved to degree audit.



You attended the October 2015 OACRAO Conference and met your mentor there—Carol Jones who is the president of OACRAO this year. What a great beginning! Then you won a drawing at the conference! Was this beginner's luck or are you just naturally lucky?

I rarely win;). In fact, there is a running joke at my church group that I win a door prize only if there is enough for everyone. They will say, "even Nicki won!" I was very surprised I won.

Outside of work, what do you like to do?

When I am not busy with my kids, which is most of the time, I enjoy running, and I am currently learning how to sew.

Are you originally from Ohio?

I was born and raised in Ohio in a little town just outside of Athens. I grew up on a farm and my dad had a pick-your-own strawberry farm that he still has today. Other than going away to college at Cedarville University, I have lived in or around Athens my entire life. It is a great town, and I wouldn't trade it for anything.