

## *From the OACRAO president*

Welcome to what will likely be the only OACRAO newsletter for this year. Due to many changes in our organization, communication in many ways has been a challenge this year. The Board of Directors is working diligently to make necessary changes to restore and eventually improve communication with the membership. Please see sections below that address changes to the website and the listserv.

A new dues structure has been drafted to be shared and voted on at the upcoming conference in November. The proposed structure will provide continuity in income necessary to sustain the organization, while remaining fair to all institutions regardless of size or composition. As an offshoot of this change, a concentrated effort is underway to update the membership lists and make necessary changes to the online directory.

The Scholarship Committee has proposed a new structure for itself and for awards in future years. This too will be discussed in November and voted on as changes to our Bylaws.

Two separate LAC committees have been working all year in the planning of upcoming conferences. We will be convening in Cincinnati this November, and joining Indiana and Michigan for Great Lakes 2008 in Dearborn. Both conferences are planned around the primary goal of providing opportunities for information sharing, networking, and good old hospitality. Possible sites for 2009 and 2010 have also been investigated by the Board of Directors, with the intent of finding more affordable, but equally functional conference facilities.

All of this is happening as a result of the dedication of an army of hard-working individuals from OACRAO, many who are knee deep in time consuming projects on their own campuses. Doing more with less isn't a passing phase anymore; it's become a way of life in our offices and on our campuses. Thank you all for your tireless contributions.

Please read on to see more details on the activities of your association and please plan to join me in CINCINNATI!!

Sue Schillings  
OACRAO President



### Inside this issue:

OACRAO 2007 LAC	2
Fall Conference Program Info	2
Workshop Updates	3
Listserv Update	3
Membership & Mentoring	4
Scholarship Committee	5
2007 Nominations & Bios	6-9
Updates from around the state	10-12



## Have you registered for the 2007 Annual Meeting yet? If not, there's still time!

OACRAO 2007 will be held November 7 – 9 at the Kingsgate Marriott, conveniently located on the campus of the University of Cincinnati. Information related to the conference can be found on the OACRAO website ([www.oacrao.ohiou.edu](http://www.oacrao.ohiou.edu)) as the leading headline! However, I do wish to bring a few details to your attention:

For the first time, we've contracted with the folks at Credentials to make our conference registration available online. This online application will allow registrants to pay for their conference fees using a major credit card or you may follow up with a check or purchase order after the registration has been submitted.

The web site links you to the Kingsgate Marriott site for submitting your room reservations. Be sure to note the booking code of OACOACA to get the reduced rate of \$119/night. The deadline to make your reservations at the special rate is Tuesday, October 16.

Thursday evening will be dinner "on your own" with some helpful suggestions provided by your LAC. Also accommodations have been made for a charter bus to transport attendees to the Argosy Casino, located about 45 minutes away in Lawrenceburg Indiana. If an evening at the casino sounds like fun to you, be sure to reserve a spot on the bus when you submit your registration materials. There will be a \$10.00 transportation fee associated with this even, and dinner at the casino will again be "on your own".

Donations will be warmly collected for the Cincinnati Freestore Foodbank. Details about the agency can be viewed at [www.freestorefoodbank.org](http://www.freestorefoodbank.org). Additionally, we would like to continue the practice of asking registrants to bring door prizes from their home institutions to the conference.

Further information will be shared with the OACRAO listserv in the next few days, so stay tuned and plan on heading south in November!

Wendy Lambing  
OACRAO 2007 LAC

## OACRAO Conference—Fall 2007 Program Planning

Now that summer is coming to an end and with autumn just around the corner, that could only mean one thing, we're getting closer to OACRAO's Fall Conference. The four program committee chairs, Allen Cole, Janet Duber, Cindy Suter, and Jennifer York have been busy submitting their Final Session forms and the next step will be putting the final touches on the program. Some of the topics for this year include: transfer issues, recruitment methods, IPEDS, business continuity, distance learning, cultures communications, developing your staff, communication concerns, classroom space allocations, SSN as an identifier and many more.



So, mark your calendar now for November 7<sup>th</sup> thru the 9<sup>th</sup> and we'll see you in Cincinnati.

Treva A. Hanseman  
Vice President of Programs

## Workshop Updates

### Residency Workshop

The annual residency workshop took place on Friday June 29<sup>th</sup> at Franklin University in Columbus. 41 public institution colleagues gathered and discussed recent changes in residency policy and shared real-life cases in a “what would you do?” session. The workshop was facilitated by our partners at the Ohio Board of Regents. Special guests Oscar Budda and John Perez gave us valuable insight into Immigration issues.

### Workshop Survey

In July, a survey was mailed to all OACRAO institutions along with the membership renewal notices. The purpose of the survey is to measure the workshop needs of our organization outside of the residency and pre-conference workshops. The results will help determine timing, audience, frequency, and topics for future workshops. Thanks to all who have already completed and returned the survey. Responses are still welcome!

### Fall Conference Workshops

Don't forget to consider attending a pre-conference workshop this November. We're planning two interesting and topical workshops; SEVIS and FERPA are important topics to us all. Workshops are held on Wednesday morning and, for \$45, include a continental breakfast and post-workshop lunch.



### **A Note about the Listserv from the OACRAO Communications Committee:**

Communications for OACRAO are changing and this has truly been a year of transition for the Communications Committee. The infrastructure of the committee has undergone some unplanned changes this past year and we are currently stabilizing our foundation so we can move forward in providing our membership with the tools needed to do business efficiently and effectively.

The listserv has been transitioned to David Schneider and is finally settling down after a recent flurry of activity. You may have been the recipient of a barrage of recent emails related to persons being out-of-office and the subsequent requests by some recipients to be removed. There have also been a few members who replied rather than forwarded a response and inadvertently shared with all of us some interesting tidbits.

To avoid these issues in the future, David has changed the way in which the listserv is structured. **Hitting “reply” will now send a note only to the sender.** The same will be true for “Out-of-Office” responses. **“Reply All” will respond to the sender and all members of the listserv.** This should minimize the unwanted emails while maintaining the listserv for its intended purpose; that of a communication tool for all members to share updates and get quick feedback to questions related to business processes and existing or pending legislation.

Thanks to all of you for your patience during this time of transition. If you know of someone who contacted David to be removed, please speak with them regarding the listserv's value as a communication tool and encourage them to subscribe again.

## OACRAO's Membership & Mentoring Committee

It is hard to believe that Autumn Quarter/Semester is here and that the Annual Conference is only about 2 months away! If you have not yet done so, mark your calendar for OACRAO 2007 in Cincinnati, Ohio, November 7-9, 2007. The Local Arrangements Committee has a conference full of interesting and informative sessions and wonderful social events. Don't miss it!

The M&M's are also hard at work planning events to welcome our New Members/First-Time Attendees to OACRAO 2007. One of our top priorities is the continuation of the mentoring program. The program is designed to foster understanding, commitment and comfort for folks as they attend their first OACRAO conference and WE NEED YOUR HELP!!! If interested email [vance.5@osu.edu](mailto:vance.5@osu.edu)

We are in need of seasoned OACRAO members to volunteer as mentors for the "Class of 2007." Here is your chance to make a difference in a colleague's life by not only helping them to feel welcome at their first conference, but by also helping to make the connections they need to become an active member of our association. Mentoring doesn't just end at the conference we encourage you to donate your knowledge and time to continue to mentor this new person to the organization and into the profession.



Know of someone new at your institution that might benefit from being involved in OACRAO? Email their name, title, address and phone number to [vance.5@osu.edu](mailto:vance.5@osu.edu) and we will make sure that they receive information about the association and that they get on the mailing list to receive the registration packet for the Annual Conference!



Final Call: An important part of our annual conference is to recognize those members who have retired since the 2006 conference in Toledo or will be retiring at the close of 2007/08 academic year. We also want to recognize those who were promoted and thus left OACRAO and those who relocated to another state. If you know of such individuals, please send their names, future plans and past institutional and OACRAO involvement to: Don Foster, Immediate Past President at [dfoster@otterbein.edu](mailto:dfoster@otterbein.edu) or 614-823-1242. Thanks!



## SHAKIN' UP SCHOLARSHIP

The scholarship committee is shakin' up the scholarship program. Over the past few years a significant number of members have suggested changes to the program so the executive committee and scholarship committee decided to dedicate this year to proposing some significant changes to the program. Over the past few months, both groups have been meeting to suggest a series of changes that would be beneficial to the scholarship program. The following are some of the changes proposed for the program:

Scholarships will not be offered to high school seniors, but will be offered to our very own student workers—those that work in the Registrar, Admissions and Enrollment Offices.

*We received a lot of feedback that while the program allowed us to give back to higher education, it didn't allow us to give back to our profession. Further, it allows there to be more of a connection between the recipients and the organization. From a financial need status we were finding that since our scholarship was only open to freshman, the students who received our scholarship almost always received other funds too. Our students on the other hand are more often sophomores, juniors, and seniors for whom fewer scholarships are available.*

We will offer 3 scholarships next year in the amount of \$1,000 dollars.

*Currently, the scholarships are only \$500 each. Part of our overall goal was to increase the significance of the award. We also wanted to make the program more equitable for students attending 2 year schools and private schools. Over the years, almost every recipient has gone to about 4-5 schools, most of them public 4-year schools. To that end, the new program will have one scholarship dedicated to student employees at the 4 year publics, a second for the privates, and the third for 2 year schools. We plan to monitor the volume of applicants in each of those groups to determine whether we should offer additional scholarships in any groups in the future.*

The recipients will also be eligible to re-apply for future scholarships.

*While a recipient would still follow the same application process and compete with other applicants the next year, the committee felt that it sent a strong message that the fact that many of our students work with us throughout their college career be recognized in the process.*

Two recommendation letters will be required, a letter from the student's supervisor and the second letter from someone of their choice.

*This allows the institution to share information about the applicant.*

The application will also be accessible only online to help save with postage and printing costs

*Since the pool of applicants will be smaller, it will make the process much more manageable for the scholarship committee.*

The silent auction will still be taking place at OACRAO conferences. We are hoping to split the scholarship committee into two; one half would concentrate on the auction and the other half would concentrate on the applications. Additionally, as we have talked informally with some members about the changes, we have been asked to create other opportunities to give tax-exempt gifts to the scholarship fund all year long (not just at the conference). Look for information about this in the coming months.

While studying this issue, OACRAO's Treasurer collected benchmark data from the other state and regional AACRAO organizations and almost all have stopped their scholarship programs. Because of the strong history the program has had within OACRAO and the passion that so many members feel for the scholarship program, we wanted to make sure that we not only maintained our program but made it more meaningful to assure it would be around for years to come. We plan to provide time at the November conference for feedback and questions, but encourage you to submit questions and comments to Jack Miner, OACRAO Treasurer, at [miner.10@osu.edu](mailto:miner.10@osu.edu) or Stacey Jones, OACRAO Scholarship Chair, at [sjones@capital.edu](mailto:sjones@capital.edu).

## Fall 2007 Nominations & Elections

### From Past-President Don Foster

The 2007 Nominating Committee presents the following candidates for open positions on the 2008 Board of Directors and all positions on the 2008 Nominating Committee. If you are a voting member of OACRAO, look for a ballot to be emailed to you in early October. It will have a due date of approximately two weeks thereafter. The voting process was changed last year (and effective this year) when the Bylaws were amended at the Toledo conference. Voting is now done in advance of the annual conference and the results are announced at the annual conference. We are pleased to present such a high caliber of association members on this slate who are enthusiastic about serving the needs of OACRAO.

#### 2007 Nominating Committee

Don Foster, Otterbein College, Chair  
Gail Fredensborg, University of Cincinnati  
Marian Hogue, Wright State University  
Brad Myers, The Ohio State University  
Michael Shearer, The Ohio State University



### Nominees for OACRAO Board of Directors

#### **President-Elect - Frank Yanchak**



Frank Yanchak is the current Registrar and Director of Institutional Research at Franklin University and also is an adjunct faculty member. Frank has his Bachelor of Arts Degree with a major in Elementary Education from West Liberty State College and a Master's of Business Administration from Wheeling Jesuit University. Frank started working in the Registrar's Offices as a work study student in 1991 at West Liberty State College. He also was a Graduate Assistant at Wheeling Jesuit University. After Graduation, Frank became the Associate Registrar at Wheeling Jesuit University where he was a member of the WVACRAO. Frank moved to Columbus, OH into Franklin University August 1999. Frank has been an active member of the M&M

Committee and is the current OACRAO Vice President, Membership Development. He additionally served as Co-Chair of the LAC for the 2005 OACRAO Conference. Frank is also a member of AACRAO and serves on the Membership and Mentoring committee. Frank has been a presenter at both annual meetings.

#### **Vice President, Program - Cindy Suter**



Cindy Suter enters her fourth academic year as the Registrar for the MedCentral College of Nursing. This is her seventh year in higher education and fourth year with OACRAO and presently serves as the Chair for the Admission and International Committee. Additional OACRAO committee involvement is the Membership and Mentoring Committee for the past two years and her first year sitting on the Scholarship Committee. She received her M.Ed. from American InterContinental University and her B.A. in Communication and Theatre Arts from Heidelberg College. Cindy is thrilled to participate in a leadership role for OACRAO to develop additional professional skills as well as professional partnerships in the world of academe.

## **Vice President, Membership Development - Wendy Lambing**



Wendy Lambing is an Associate Registrar at the University of Cincinnati. Wendy has been in UC's Office of the Registrar for 19 years and has been an active member of OACRAO for 23 years. Her involvement with OACRAO includes LAC Chair in 1993 and President in 1993-94. As a member of numerous committees over the years, Wendy has always had a special fondness for the Membership and Mentoring Committee and is thrilled to be given a chance to serve as a Vice-President in this capacity.

## **Secretary - Jacqueline Stewart**



Jacqueline C. Stewart has been the Associate Registrar at Columbus State Community College for four years. For the first two years, she supervised staff and registration services. In 2004, she was charged with creating the newly formed Student Assistance Center. She coordinates New Student Orientation and the operations of the Center where students get assistance solving complex issues concerning financial aid, registration and fee payment. Previously, Jacqueline worked in the Strategic Enrollment Management Office where she supervised staff who developed recruitment and retention activities. She began her career at Columbus State as an Admissions Advisor.

Jacqueline became an active member of OACRAO in 2000 by serving on the Local Arrangements Committee. She has been a Member and Chair of the Scholarship Committee. As Chair, she organized the Silent Auction and the evaluation of over 500 scholarship applications. Last year, she was elected to serve on the Nominating Committee.

She received her Bachelor of Arts degree from Ohio Dominican University and a Master of Science degree from the University of Dayton. If elected to serve as Secretary, she will take accurate minutes and distribute those minutes in an efficient and timely manner.

## **Nominations Committee—Nominees - Past Presidents (two to be elected)**

**Lorinda Bishop** has been the University Registrar at The University of Toledo since 2002. Prior to coming to



UT she served as Registrar at Owens Community College for 15 years. For the next year, Lorinda will be heavily involved in Banner implementation as she accepted the position of ERP Project Director. Her current commitments include serving as the Ohio coordinator for the upcoming 2008 OACRAO LAC, elected member of the AACRAO Nominations and Elections Committee, and Chair of the 2007 SETA Midwest Conference. Lorinda has presented on various topics at AACRAO and OACRAO conferences since 1998 and at SCT Banner Summits since 2000. In 1992, she served on the committee which authored the Records Retention Manual for Public Colleges and Universities through the Inter-University Council.

Lorinda served on the committee to revise the Ohio Board of Regents Guidelines on Residency in 1989. She was recipient of the Garland G. Parker Award in November 2000 and the Linus J. Ryland Award in November 2001. On the home front, Lorinda and her husband are actively involved in sporting activities with their two teen-aged sons.



**Dick Carpenter** has been the University Registrar at Ohio Northern University since 1991. Prior to that he served as Registrar at Adrian College from 1985-1991, and Associate Registrar at Ohio Northern University from 1977-1985. His involvement with OACRAO includes serving in the following positions: Past-President 2001-2003, President 2000-2001, President-Elect 1999-2000, and Vice- President for Programs 1997-1999. Committee membership has included Registration and Records, Data Management, and Communication committees. He was the 2003 recipient of the Ryland Award.



**Allen Cole** is an 18-year member of OACRAO, where he served on the Board of Directors for 5 years – in the 3-year Presidency cycle for 2002-2004 and as Treasurer for 1999-2000. Before that, Allen’s active participation in OACARO included program committee work for 3 years on Data Mgmt & Research (Chair in 1997), LAC twice, Nominating Committee twice, Audit Committee twice (Chair in 1998), and presenting sessions on numerous occasions. At the national level, Allen has attended 10 AACRAO annual conferences and participated in the officer workshops. Also, he has attended 3 SEM conferences, the Registrar’s Summer Institute in Aspen (1999), Indiana ACRAO conference for past 6 years, and numerous software users’ events. Allen has 18 years of service at Xavier – all in the Office of the Registrar, with the past 9 as University Registrar. He also has 12 years teaching at Xavier as an adjunct faculty for the Math Dept. Currently, Allen is serving as Chair of Data Mgmt & Research and helping with

LAC for the 2007 OACRAO conference, and he is serving in his 2<sup>nd</sup> year as the Chair role for the annual Conference of Registrars for the Association of Jesuit Colleges and Universities (AJCU) to be held in March 2008.



**Connie Goodman** has been part of the Ohio State University Registrar’s Office staff since 1994. Currently, she on long-term assignment to the SIS project for the Student Records Module. Prior to this, she was an Assistant to the Registrar and Web Coordinator, 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 pursued a masters degree in Family Resource Management at Ohio State. She has been a member of OACRAO since 1994. Connie has served as the newsletter editor, co-chair of the 2001 LAC, a member of the Communication Committee (current chair), the Data Management Committee (Vice Chair), and the Constitution Committee. She was OACRAO President in 2005. Connie is an active member of AACRAO having served on “College and University” Committee and on the State and Regional Committee. She regularly attends the

OACRAO and AACRAO annual meetings and often presents at both conferences.

## **Nominations Committee—Nominees - Members at Large (two to be elected)**



**Patrick Beatty** is in his second year as the Associate Registrar at OHIO University, having started there in the summer of 2003. Before relocating to Ohio, he worked for three years in the Registrar's Office at the University of St. Thomas (MN), and was an annual attendee of the UMACRAO conferences. His involvement in OACRAO includes the Scholarship Committee and working with the Logistics Committee for the 2005 Columbus conference.



**Dan Kall** has been employed at the University of Toledo since February 1996. He began at UT as a degree audit encoder and has been an Assistant Registrar since August 2000; in addition, he is currently a member of the Banner implementation team working on the student module implementation. His responsibilities within the Registrar's Office include oversight of the classroom scheduling, course inventory management, and degree audit functions. Dan has been a member of OACRAO since 2001 and is currently a member of the Communications Committee. He previously served on the OACRAO Scholarship Committee from 2002-2007 and was a member of the LAC for the 2005 conference and co-chair of the LAC for the 2006 conference in Toledo.



**Jeannine Shambaugh** is the Director of Finance, Business Affairs and Strategic Planning for Aultman College of Nursing and Health Sciences which is a health care affiliated college located in Canton, Ohio. She has been in education for 5 years and prior to that held various positions within Aultman Health Foundation. Jeannine received her BA from Bowling Green State University and is currently enrolled in the MBA program at Ashland University. She attended her first OACRAO Conference in 2004. She has been on the Membership and Mentoring Committee and the Professional Development Committee for the past 3 years. Jeannine is also serving on the LAC Committee for the conference in Cincinnati. Jeannine and her husband Bob have one daughter Kylie and a golden retriever named Remington.



**Misty Singer-Mahefkey**, Coordinator of International Enrollment Services at Columbus State Community College, has been with the college since 1998. Before arriving at CSCC, Misty worked at Marietta College as the Assistant Director of Admission. She holds a Bachelor's Degree in Business Management and Human Resource Management and a Master's Degree in Higher Education both from Ohio University. Misty has been an active member of OACRAO serving on the Admissions and International Education Committee and chaired the committee in 2006. She was a member of the LAC in 2005 and has presented at OACRAO conferences, most recently in 2005 and 2006.



# Updates from around the state

## Capital University

Capital University has appointed **Aimée Pfeifer** as the University Registrar. Aimée joined the Registrar's Office in 2003, demonstrating a strong commitment to serving the Capital University community. Aimée received her undergraduate degree from The Ohio State University in 1996 and currently is pursuing a master's degree in higher education administration from Ohio University.

**Stacey Jones** has been appointed the Associate Registrar at Capital University. Stacey joined the Registrar's Office in 2003 as an assistant registrar after previously working as an assistant registrar at the College of Wooster from 2001–2003. She received her undergraduate degree from Muskingum College in 2001 and currently is pursuing a master's degree in higher education administration from Ohio University.

## Xavier University

**Michael Svihlik** joined the Office of the Registrar as an Information Services Specialist on Dec 18th, after he served for 18 months on special temporary assignment in the office assisting with projects related to the system implementation of Banner. Mike graduated from Xavier with a BA degree in Dec 2005.

Another bit of news to share.....

The year-long celebrations of 175 years as an institution (1831-2006) concluded with the launching of the largest ever Capital Campaign (\$200 mill), which is titled "To See Great Wonders". A huge building project is the cornerstone of this effort. It will add 2 new academic buildings and form a "learning commons". There are several related development projects so as to continue Xavier's attempt to claim and carve a distinct campus environment. Go to [www.xavier.edu](http://www.xavier.edu) and follow the link to learn more.

## Bits and Pieces from The University of Toledo Registrar's Office - Fall 2007

Out of dozens of impressive nominations across campus, **Julie Quinonez**, Assistant Registrar, received February's 2007 "Students First Award." The award was presented to Julie by University President, Dr. Lloyd Jacobs. Prepared to attend a meeting in spite of a heavy snowstorm under the fabricated premise of the president requesting her feedback regarding a new initiative, Julie was surprised to learn that it wasn't a meeting after all. Instead, she was personally presented with the award by the president.

This award was instituted by the University to recognize those employees who give students the first-class treatment by working to support students and ensure their success. There are two monthly awards given. After receiving the award, Julie commented, "I don't view it as student centeredness; I like to think of it as acting people centered." Congratulations, Julie, on a well deserved award!

After almost 10 years as a student and employee at The University of Toledo, **Dan DeNardy** left his position as Assistant Registrar in February. Dan accepted a position as Project Coordinator for PerkinElmer Life and Analytical Sciences in the Cleveland area. Prior to working in the Registrar's Office, he worked in the Office of Admissions. "I viewed my career at the University as a way of giving back to a campus and community that gave me so much," Dan stated at his farewell reception.

**Carol Cecil** was hired in March as Assistant Registrar. Carol was formerly employed at the University of West Florida in Pensacola before coming to Toledo. Her roots are in the Cleveland area and coming back to Toledo was somewhat of a homecoming for her.

A sad goodbye to Dan and a warm welcome to Carol!

Congratulations to **Lorinda Bishop**, University Registrar, on her election to the 2007-2008 AACRAO Nominations and Elections Committee. Lorinda has also been named ERP Project Director at the University during the Banner implementation.

**Rosemary Haggett** began her job as Provost of The University of Toledo on July 1, 2007. Dr. Haggett replaced **Rob Sheehan**, Interim Provost and Executive Vice President for Academic Affairs, who accepted the position as Provost at Coastal Carolina University in South Carolina. Before coming to The University of Toledo, Dr. Haggett was Acting Director of the Division of Graduate Education and Senior Adviser of the Education and Human Resources Directorate of the National Science Foundation and has held other posts at the NSF since 2003. The Office of the Registrar falls under the direction of the Provost's Office and welcomes Dr. Haggett to the University.

### **Miami University**

New initiatives - time blocks (Dave's 4<sup>th</sup> child), Ad Astra Innovators Group and Demand Analysis, now partnering with Hershey for Transcripts articulation and work flowing our business processes!! On the horizon - automation of change of majors. NSC interface is in the testing phase, will allow Miami to receive request from the Clearinghouse programmatically to the student database.

Miami University recently purchased Hershey Singularity to assist in the processing of transcripts. While many of our transcripts will come through the OBR Clearinghouse, we still receive a significant number of out of state transcripts. The Singularity software will allow transcripts to be captured via OCR technology, interfaced with DARS Transfer Evaluation and then placed into the student's academic record in Banner. Changing the role of the staff member from data entry to data verifying! Stay tuned for more information on this exciting process!

Time block model review is part of the process of evaluating Academic Course Planning with input from divisions, departments and students. The goal is to maximize the number of courses and variety of classes, especially Miami Plan Foundation, in all time blocks to minimize overlap and provide flexibility. An increase in 75 minute classes and the desire for more time (15 minutes) between classes by both students and faculty are two of the issues that are accommodated in the new time block model. The goal is to maximize student success towards degree completion and support an exceptional instructional climate for faculty.

### **"Meet" some OACRAO members from the Registrar's Office at Miami University:**

My name is **Amy Ansorg** and I am the new Assistant Director of Curriculum in the Registrar's Office at Miami University. I received my BA in Business Psychology from Miami in 1991. My career path led me to operational training and supervision within the healthcare industry and then on to process analysis and workflow management. After staying home with my daughter for three years, I re-entered the workforce as a part-time admission counselor at Miami. The opportunity to become a full-time Assistant Director of Curriculum this summer was a great chance to combine my knowledge of Miami with my process and

workflow background to begin to enhance the course & curriculum processes at Miami.

:  
My name is **Beth Bowden** and I am the Ohio Transfer Initiative and Workflow Analyst at Miami University. I have over twelve years of experience in the Office of the Registrar with the last six years working with transfer credit evaluations. I am currently responsible for the management of Ohio Board of Regents transfer initiatives which include Transfer Assurance Guides, Ohio Transfer Module, Articulation & Transfer Clearinghouse and the management of Course Applicability System. I will also manage the use of the Hershey Singularity and workflow module which Miami University is in the process of implementing. I enjoy working with a wonderful team in the Office of the Registrar and look forward to many more years at Miami.

Hi - I'm **Becky Sander**, and I've just completed one year in my position as DARS Encoder for Miami University. I have 7 years experience working in training and support for the DARS Center, and in this role, I helped train DARS clients on the use and application of the DARS software. In my current role, I work with Divisions on curriculum changes and troubleshoot problems with student's degree audits. My latest projects have been the coding of the NCAA eligibility requirements into the DARS system, and the coding of the graduate school requirements to enable students to view their degree audit. With the addition of Beth and Amy's positions, my role has become further expanded to work in conjunction with these other facets, allowing for a more seamless approach to the curriculum and transfer process at Miami.



1. Register for OACRAO conference

November 7-9, 2007

1. Make hotel reservations at the Kingsgate  
Marriott



The OACRAO Newsletter is published three or four times a year by the  
Ohio Association of Collegiate Registrars and Admissions Officers.

Cheryl L. Gloege, Editor

Otterbein College,

Office of the Registrar,

One Otterbein College,

Westerville, OH 43081

Phone: (614) 823-1243

Fax: (614)823-1009

Email: [cgloege@otterbein.edu](mailto:cgloege@otterbein.edu)

## *From the OACRAO president*

Greetings from Northeast Ohio where the Winter of 2007 started out much warmer than normal only to turn to a week of the coldest temperatures of the decade. Here's hoping that you all are safe and warm in your own corners of the state.

The early months of 2007 are busy ones for our organization. Not only do we have our own demands of the beginning of a new quarter or semester, but the Board Retreat was held in late January, the annual planning meeting was held in early February and many of us are off to the AACRAO meeting in Boston at the end of February. I hope to see many of you in Boston!

The Board of Directors deliberated over the critical issues we must face this next year at the annual retreat in Stone Creek, Ohio. As discussed at the annual meeting last November, we have some major budgetary issues to face. Conference costs are increasing significantly, as are general expenses associated with the traditional operation of the organization. Reimbursement costs for mileage and meals for the various committees that keep OACRAO in motion are more than accounting for what we take in from membership dues. The Board is considering several changes to the way we do business in order to cut down on expenses and therefore avoiding a huge increase in membership dues. We also discussed alternatives to conference site selection and conference formats in order to avoid huge increases in conference registration fees. Both of these discussions were influenced by our intent to maintain the quality of activities and offerings we provide for our members. As always we appreciate the hospitality of Ohio Northern University to provide a meeting site for our retreat at a very reasonable price.

Please read the remainder of this newsletter to see what your other officers have to share and to learn a bit about what is happening across the state.

As always, input and advice from all of you is appreciated. We are only as good as the sum of the whole.

***Sue Schillings***  
***OACRAO President***



### Inside this issue:

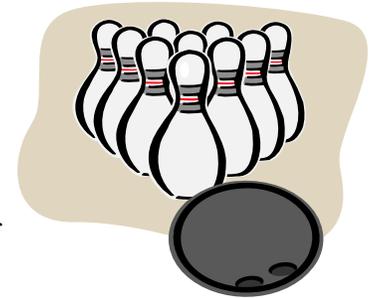
OACRAO 2006 recap	2
OACRAO 2007 LAC	3
Program Planning meeting	3
Historian's Corner	4
OACRAO Scholarship Update	5
2007 Committee Assignments	6-9
Updates from around the state	9-10



## 2006 OACRAO Annual Conference held in Toledo

As we begin planning for the 2007 Conference in Cincinnati it only seems appropriate that we reflect on the 2006 OACRAO Annual Conference held in Toledo. A special thanks to our Hosts and LAC Co-Chairs, Dan Kall and Michelle Rable for a very successful conference. The conference was well attended with over 150 participants and 15 exhibitors. Offering 32 session topics and 7 exhibitor presentations made for a successful conference. The conference got off to a good start with the plenary address given by Barmak Nassirian, AACRAO Associate Executive Director. The Annual Town Meeting took place on Wednesday. President Don Foster presided over the discussion of two important items: the need to amend and update the Bylaws and concerns about the proposed 2007 OACRAO budget. Wednesday evening gave us a chance to enjoy each others company over a delicious meal, followed by the evening entertainment, Jon Hendricks, who is one of the world's favorite jazz vocalists and is considered to be the "Father of Vocalese".

Thursday was our full conference day. This year we indicated which sessions were recommended by the M&M Committee for first time attendees. Also, Thursday was Exhibitor's Day — there were 7 Exhibitor Presentations to attend or 15 exhibitors in Lucas Auditorium to visit. The Recognition Luncheon gave us another chance to visit with each other and the exhibitors, and an opportunity for the Board to recognize and thank all the folks involved in planning a successful conference. We had door prizes throughout the conference which were generously donated by each institution and the Scholarship Silent Auction was going on in the Sandusky Atrium. Thursday evening started with a Reception, following that there was dinner on your own or bowling. I chose bowling! Pizza, salad and soft drinks were offered and then there was BOWLING! Whether you were a participant or a spectator, it was really a lot of fun.



Friday morning started with a Business Breakfast, and there were many items on the agenda: Reports from the Secretary, Treasurer, Nominating & Elections Committee, Budget Committee, Program, Workshops, M&M, Scholarship Committee, Bylaws, recognition of outgoing Board members and Don Foster passing the gavel to incoming President Sue Schillings. This was the first year that we had a drawing for individuals submitting ideas for session topics, and the winner was Eric Davis, Bluffton University. Eric's session topic was on the Post Secondary Enrollment Options program. Congratulations Eric! The conference ended with the Closing Session and speaker Bryan Edwards from Cedar Fair. What an exciting job he has and what an interesting journey he's had along the way working in the amusement industry.

We had a very busy three days! The Toledo Hilton was a great place to hold our conference. A sincere note of thanks to Dan and Michelle and the Local Arrangements Committee for all of your hard work. It isn't easy pulling together and keeping the conference running smoothly, but you did it!

Next stop for OACRAO, - Cincinnati.

***Treva Hanseman***  
***VP Programs***



Make plans to head south next winter!

OACRAO 2007

November 7<sup>th</sup> – 9<sup>th</sup>

Marriott Kingsgate Conference Hotel

at the University of Cincinnati

For further information about the conference or to be a part of the LAC, contact Wendy at

[wendy.lambing@uc.edu](mailto:wendy.lambing@uc.edu).

See you in Cincy!



The OACRAO 2007 conference program planning committees met on Friday, February 9<sup>th</sup> at Mount Carmel College of Nursing in Columbus. Many thanks to Karen Greene for hosting this event. The program chairs met with their committee members and had a busy morning:

- √ Vice chairs were appointed
- √ 9 session topics for the 2007 conference
- √ Suggested workshops topics for the upcoming year
- √ 3 session topics for 2008 conference

The four program committee chairs and vice chairs are as follows:

**Admissions and International Education Committee**

Chair: Cindy Suter                      Vice Chair: Pamela Reeder

**Data Management and Research Committee**

Chair: Allen Cole                      Vice Chair: Donna Evans

**Professional Development Committee:**

Chair: Jennifer York                      Vice Chair: Joyce Steffan

**Records and Registration Committee:**

Chair: Janet Duber                      Vice Chair: Cris Clark

A listing of all committee members can be found starting on page 6. A big thank you to the program chairs, vice chairs and committee members for completing the first step towards building an exciting program for this year's conference.

*Treva Hanseman*  
*VP Programs*



## Historian's Corner

Bell Curves ...November 9, 2007... Drama in the Workplace

### Part I: Bell Curves

Thirty-eight of our peers gathered on Friday, February 9<sup>th</sup> for the OACRAO 2007 Conference Program Planning Meeting. During the introduction of attendees, each of us shared our institutional role, our OACRAO role, and the number of years of higher education experience. I had asked for this last piece of information in preparation for this article.

Together, the thirty-eight of us represented **694** years of experience, with 18.2 years on average. Here is the nearly perfect "bell curve" of experience:

- 1-10 years...8 of us
- 11-20 years...13 of us
- 21-30 years...13 of us
- 31-40 years...4 of us

This tells us a few things:

- ◆ We have a good number of newer professionals to keep us on the move. Kris Coble, Data Analyst at Franklin University, was the newest among us, in his first year!
- ◆ We have an equally strong number of mid-career professionals, 11-20 years, who may vary in actual age but have their work experience in common.
- ◆ Finally, the number of us as "seasoned" professionals with 21 or more years, is a healthy number... since we certainly feel individually healthy, our future is bright. While this "21+" is my category, it is our own OACRAO President Sue Schillings, Director of Admission and Records at Cuyahoga Community College Western Campus, looking ever-youthful, who reminds us that with 36 years of experience she is on top of both her golf game and her professional career.

Congratulations to us as this small percentage of the overall OACRAO population celebrate our 694<sup>th</sup> birthday! Join a committee and add to the birthday celebrations.

### Part II: Friday, November 9<sup>th</sup>, 2007

Later in this year, Friday, November 9<sup>th</sup>, we will mark both the end of the 3-day OACRAO Conference and the beginning of our third "Great Lakes Conference" preparation. Every leap year OACRAO combines with some of our neighboring states to return to the tradition of crossing the border for even more development. On Friday the 9<sup>th</sup> of November the program committees for Ohio will meet to plan for 2008, returning to a tradition of years ago in planning for next year's conference as the current conference draws to a close. We need YOU and your perspective!

All program committees should plan to stay for a tasty and task-y time on Friday November 9<sup>th</sup>...lunch at noon followed by planning meeting till 2:30. Continuing program committee members...your ongoing evaluation of 2007 is needed, along with input for 2008. New members to OACRAO and those not yet on a program committee...sign up for a committee and help be a part of OACRAO history by convening from noon-2:30 on Friday November 9<sup>th</sup>, also. You'll be glad you got involved...and then YOU can add to the 694 years of experience!

### Part III: Drama in the Workplace

At the February 9<sup>th</sup> planning meeting, the 2007 conference idea which elicited the loudest response (I think it was a mix of a laugh and a groan!), was one we titled "Drama in the Workplace." Staffing, politics, change, silos, performance...and even gossip and who is having lunch with whom, all lead up to some interesting moments for all of us.

As chair of the session, I'm looking for OACRAO "Drama Kings and Queens" to assist in a fun and fulfilling panel presentation on the topic. If you have drama in your workplace AND insights/measures/successes at "dealing with it," OACRAO needs YOU. Email me your interest and a few ideas and together we'll help OACRAO become drama free, or at least better at coping and moving on!

*Dave Sauter*  
*OACRAO Historian*

---

### *The OACRAO Scholarship* *It does make a difference!*

Katie Rapking is an OACRAO Scholarship recipient for Fall Semester 2004. As she completes her 3 years of student staff employment work in Xavier's Office of the Registrar, her outstanding contributions have been publicly recognized.



Each year the Office of the Registrar selects a "student employee of the year" so as to recognize an outstanding leader among our 15 student staff. Katie Rapking is this year's award recipient. Besides her extensive office knowledge of procedures and systems, she tackled special projects like registration tips and FERPA info, each geared toward the student staff as reference and training guides.

Her selection then made Katie a nominee for the overall campus student employment award. So, chosen among all 19 nominees from across campus, Katie was awarded the certificate as this year's overall campus "student employee of the year" via Xavier's Career Services Center.

In representing Xavier, Katie receives a cash prize, and she will be eligible for a nationwide award for the most outstanding student employee of the year. We wish her well in this process. And we at Xavier applaud the OACRAO Scholarship Committee for their insight into Katie's potential as a college student when her application was examined back in the Spring and Summer of 2004!

*Allen Cole, Xavier University*



Every year at our annual conference we like to recognize the contributions to our profession of those members who are retiring or are leaving to take positions at institutions outside Ohio. If you know of anyone who will have retired or left the state between last year's Toledo conference and the upcoming November 2007 conference in Cincinnati, please forward the name to me ([dfoster@otterbein.edu](mailto:dfoster@otterbein.edu)). I will then follow up with the person to obtain a brief historical summary for sharing with our membership at the recognition luncheon. Thanks so much and see you in Cincinnati!

*Don Foster*  
*Immediate Past President*

# OACRAO 2007 Committee Assignments and Appointments

## Program Committees

<b>Admissions and International Education</b>		Term Expires
<i>Suter, Cindy</i>	<i>MedCentral College of Nursing Chair</i>	2007
Myers, Brad	The Ohio State University	2007
Singer, Misty	Columbus State Community College	2007
Ward, Susie	The Ohio State University	2008
Davis, Cindy	Otterbein College	2009
Edmondson, Claire	University of Toledo	2009
Gloege, Cheryl	Otterbein College	2009
<i>Reeder, Pam</i>	<i>Cuyahoga Community College-Western Vice Chair</i>	2009

<b>Data Management and Research</b>		Term Expires
<i>Cole, Allen</i>	<i>Xavier University Chair</i>	2008
<i>Evans, Donna</i>	<i>Antioch College Vice-Chair</i>	2007
Campbell, Jack	Wittenberg University	2007
Jolly, Becky	Miami University	2007
Meyer, Fran	University of Cincinnati	2007
Shearer, Michael	The Ohio State University	2007
Stephenoff, Gail	The Ohio State University	2008
Davis, Glenn	Kent State University	2009
Coble, Kris	Franklin University	2009
Jones, Carol	Miami University	2009

<b>Professional Development</b>		Term Expires
<i>York, Jennifer</i>	<i>Owens Community College Chair</i>	2007
Kost, Betty	Xavier University	2007
Pfeifer, Aime	Capital University	2007
Sestito, Beata	Franklin University	2007
Shambaugh, Jeannine	Aultman College of Nursing	2007
Shepherd, Sue	Aultman College of Nursing	2007
Steffan, Joyce	The Ohio State University	2007
Egan, Beth	John Carroll University	2009
Sauter, Dave	Miami University	2009

<b>Records and Registration</b>		Term Expires
<i>Duber, Janet</i>	<i>Baldwin-Wallace College Chair</i>	2007
Campbell, Fran	Cedarville University	2007
Hail, Joyce	Wright State University	2007
Hoppe, Heather	Mercy College of Northwest Ohio	2007
Vance, Jerry	The Ohio State University	2007
Benton, Debra	Ohio University	2008
Cox, Chris	Bowling Green State University	2008
Davis, Eric	Bluffton University	2008
Holland, Mary	Xavier University	2008
Severns, Mel	Mount Vernon Nazarene University	2008
Clark, Cris	Central Ohio Technical College	2009
Dulany, Ann	Franciscan University of Steubenville	2009
Goodman, Connie	The Ohio State University	2009
Perry-Lipscomb, Roslyn	Ohio University	2009

## Operating Committees

<b>Audit</b>		Term Expires
Young, Linda	Baldwin-Wallace College, Board Liaison	2007
Davis, Cindy	Otterbein College	2007
Sikorski, Sally	Ohio Wesleyan University	2008
Steele, Amanda	Heidelberg College	2009
<b>Budget</b>		Term Expires
Young, Linda	<i>Baldwin-Wallace College Chair and President-Elect</i>	2007
Miner, Jack	The Ohio State University	2007
Schillings, Sue	Cuyahoga Community College-Western	2007
<b>By-Laws Committee</b>		Term Expires
Foster, Don	<i>Otterbein College Chair and Immediate Past President</i>	2007
Davis, Cindy	Otterbein College	2008
Sikorski, Sally	Ohio Wesleyan University	2008
Myers, Brad	The Ohio State University	2009
<b>Communication Committee</b>		Term Expires
Goodman, Connie	<i>The Ohio State University Chair</i>	2009
Southards, Mary	Kent State University-Stark, Board Liaison	2007
Groves, Christene	Ohio Dominican University	2008
Kall, Dan	University of Toledo	2009
Short, Tom	University of Toledo	2009
Benton, Debra	Ohio University,	permanent—Webmaster
Gloege, Cheryl	Otterbein College,	permanent—Newsletter Editor
<b>Local Arrangments, Cincinnati 2007</b>		Term Expires
Lambing, Wendy	<i>University of Cincinnati Tri-Chair</i>	2007
McGinnis, Dave	<i>Miami University-Middletown Tri-Chair</i>	2007
Moore, Lew Rita	<i>Union Institute and University Tri-Chair</i>	2007
Cole, Allen	Xavier University	2007
Fredensborg, Gail	University of Cincinnati	2007
Gardner, Jeff	Wright State University	2007
Hobler, B.J.	Wright State University	2007
Hogue, Marian	Wright State University	2007
Jones, Carol	Miami University	2007
Mayhew, Laurie	Otterbein College	2007
Sauter, Dave	Miami University	2007
Sestito, Beata	Franklin University	2007
Shambaugh, Jeannine	Aultman College of Nursing	2007
Shepherd, Sue	Aultman College of Nursing	2007
Vance, Jerry	The Ohio State University	2007
Ward, Susie	The Ohio State University	2007
Whitehead, Pat	Good Samaritan College of Nursing	2007
Wingham, Fred	Christ College of Nursing	2007
Wyman, Jane	Good Samaritan College of Nursing	2007

<b>Membership and Mentoring</b>		Term Expires
<i>Yanchak, Frank</i>	<i>Franklin University</i>	2007
	<i>Chair and VP Membership Development</i>	
Shambaugh, Jeannine	Aultman College of Nursing	2007
Suter, Cindy	MedCentral College of Nursing	2007
Waggoner, Laura	Bowling Green State University	2007
Evans, Donna	Antioch College	2008
Greene, Karen	Mount Carmel College of Nursing	2008
Jolly, Becky	Miami University	2008
Mayhew, Laurie	Otterbein College	2008
Perman, Katie	Franklin University	2008
Shearer, Michael	The Ohio State University	2008
Shepherd, Sue	Aultman College of Nursing	2008
Ward, Susie	The Ohio State University	2008
Bihn, Judy	Owens Community College	2009
Bishop, Lorinda	University of Toledo	2009
Graves, Cindy	Ohio Dominican University	2009
Kasunic, Lisa	Stark State College	2009
Rable, Michelle	Lourdes College	2009
Sikorski, Sally	Ohio Wesleyan University	2009
Supinski, Carol	Owens Community College	2009
Swope, Cindi	Zane State College	2009
Wyman, Jane	Good Samaritan College of Nursing	2009

<b>Nominating Committee</b>		Term Expires
<i>Foster, Don</i>	<i>Otterbein College</i>	2007
	<i>Chair and Immediate Past President</i>	
Fredensborg, Gail	University of Cincinnati	2007
Hogue, Marian	Wright State University	2007
Myers, Brad	The Ohio State University	2007
Shearer, Michael	The Ohio State University	2007

<b>Scholarship Committee</b>		Term Expires
<i>Jones, Stacey</i>	<i>Capital University</i>	2007
	<i>Chair</i>	
<i>Schneider, David</i>	<i>The Ohio State University</i>	2009
	<i>Vice-Chair</i>	
Miner, Jack	The Ohio State University, Board Liaison	2008

<b>Central District</b>		Term Expires
<i>Schneider, David</i>	<i>The Ohio State University</i>	2009
	<i>Team Leader</i>	
Greene, Karen	Mount Carmel College of Nursing	2007
Jump, Jonathan	Methodist Theological School in Ohio	2007
Couts, Barb	Pontifical College Josephinum	2008
Repede, Michelle	Ohio Wesleyan University	2008
Sestito, Beata	Franklin University	2008
Tarrh, Scott	Mount Vernon Nazarene University	2008

<b>Northeast District</b>		Term Expires
<i>Shepherd, Sue</i>	<i>Aultman College of Nursing</i>	2007
	<i>Team Leader</i>	
DiFranco, Kathy	John Carroll University	2008
Gaviria, Nana	Cuyahoga Community College-Western	2008
Judge, Michael	Cleveland State University	2008
Arilson, Barbara	Lake Erie College	2009
Stimple, Janet	Cleveland State University	2009
Suter, Cindy	MedCentral College of Nursing	2009



# Updates from around the state.....

## **Xavier University**

Michael Svihlik joined the Office of the Registrar as an Information Services Specialist on Dec 18th, after he served for 18 months on special temporary assignment in the office assisting with projects related to the system implementation of Banner. Mike is also graduated from Xavier with a BA degree in Dec 2005.

The year-long celebrations of 175 years as an institution (1831-2006) concluded with the launching of the largest ever Capital Campaign (\$200 mill), which is titled "To See Great Wonders". A huge building project is the cornerstone of this effort. It will add 2 new academic buildings and form a "learning commons". There are several related development projects so as to continue Xavier's attempt to claim and carve a distinct campus environment. Go to [www.xavier.edu](http://www.xavier.edu) and follow the link to learn more.

## **The Ohio State University**

University Registrar Brad Myers will receive the Thomas A. Bilger Citation for Service at the American Association of Collegiate Registrars and Admissions Officers' 2007 Annual Meeting in Boston. The award recognizes service to AACRAO and is awarded to a member who has provided outstanding contributions to conferences and programs, special projects, task forces, committee assignments, or other positions. Congratulations Brad!

After nearly 25 years with the Registrar's Office at Ohio State, Mindy Starcher left to begin working with Scrip Safe. She will be with us at AACRAO in Boston and OACRAO in Cincinnati later this year.

Dawn Pascoe rejoined the office after a 7 year absence. Dawn will be a staff assistant for the Administrative area assisting with the development of the new student information system.

Jeff Carson, staff assistant in the Office of Scheduling, was deployed to Iraq for approximately 18 months. Shay Kennedy, a student employee for the past four years joined the office full time as a staff assistant.

## **Ohio University**

The Office of the University Registrar has been given the responsibility for the undergraduate catalog. An Assistant Registrar for Catalog and Scheduling Services will be posted soon. Please check the OACRAO or OHIO website for more information.

Ohio University is in process of evaluating two student information systems (Oracle/Peoplesoft and Sungard/Banner) to determine the appropriate student system solution. Any testimonials or references would be welcome (bentond@ohio.edu).

Ohio University has appointed a task force to study whether the University should change its calendar from quarters to semesters.

**Mount Vernon Nazarene University** is celebrating the arrival of it's sixth President, Dr. Daniel Martin. Dr. Martin officially began duties on February 1, 2007. The following link provides more information: <http://www.mvnu.edu/news/PressReleases/0607/president.asp>

### **Wright State University**

On February 1, 2007, David Hopkins, former Provost, became President and developed a new Enrollment Management division. The Registrar's Office will join Admissions and Financial Aid in this new division. Many student services offices also successfully implemented a new phone management system in December and January. The Registrar's Office managed an increase of over 2000 calls in the first month of operation -- with a service level above 95%! Best of all, at this writing our Men's Basketball Team is tied for first place in our league, with a recent first-time sell-out for the Butler game (which we won!).

### ***For those attending AACRAO in Boston.....***

Dinner for the OACRAO night has been scheduled for Friday, March 2<sup>nd</sup> at the Solas Irish Pub in the upstairs dining hall, located on Boyleston Rd in the Lenox Hotel.

The website for the Pub is [www.solasboston.com](http://www.solasboston.com). Dinner menu and a tour are provided on the website.

The Board looks forward to seeing everyone in Boston. Should you have any questions on the dinner night, please do not hesitate to contact me.

***Frank Yanchak***  
***VP Membership & Mentoring***



The OACRAO Newsletter is published three or four times a year by the Ohio Association of Collegiate Registrars and Admissions Officers.  
Cheryl L. Gloege, Editor  
Otterbein College,  
Office of the Registrar,  
One Otterbein College,  
Westerville, OH 43081  
Phone: (614) 823-1243  
Fax: (614)823-1009  
Email: [cgloege@otterbein.edu](mailto:cgloege@otterbein.edu)