

UMACRAO Executive Board Minutes

October 27, 2002

St. Cloud Holiday Inn

St. Cloud, MN

Present:

Board members: President Laura Doering, President-Elect Sue Van Vooris, Past President Phil Coltart, Treasurer Dave Gjerde, and Secretary Pat Wynn

Program committee: chair Debbie Tamte-Horan, Nancy Penna, Tina Falkner

Site/LAC: Laurie Tralle

Newsletter: Heidi Kippenhan

Welcome and Announcements:

President Laura Doering called the meeting to order at 5p.m. The day's primary agenda was to review all conference details.

Secretary's Report:

Copies of the August 2, 2002 minutes were sent electronically to the board prior to the meeting. Print copies were distributed on site. The minutes were approved by a unanimous vote. They will also be added to the web site.

Treasurer's Report:

Dave Gjerde submitted his written report, which covered the period December 1, 2001 to October 25, 2002 (see attached). Laura explained the details of the one-time incorporation expenses. Dave explained the change in the fiscal year for next year, running January 1 to December 31, 2003. He also reported that he received the CD from Mary Klimesch and moved it to Mankato. He added enough cash to make the CD an even \$7000.

Open Discussion:

The group reviewed the script to ensure that all preparations were in place for the conference. Slight adjustments were made to ensure that we have adequate time during the business meeting to focus on incorporation procedures. Laura submitted the action item for review. The group applauded Laura's detailed statement and her diligent work to bring the item to the membership for vote.

Sue announced that all board members should plan to attend the Fireside Chat. She passed out the agenda and invited us to bring other issues to the table as well.

There were no additional changes to report for the annual meeting local arrangements, vendors, or program. The remainder of time was spent discussing activities for the wine and cheese reception.

The meeting was adjourned at 5:50 pm.

Respectfully submitted,

Pat Wynn
UMACRAO Secretary

UMACRAO 69^h Annual Conference
October 27-29 2002
St. Cloud, MN

Sunday, October 27, 2002

10:45 a.m. Stuff Registration Packets—Twins Room

2:00 – 8:00 p.m. Registration

2:00-3:00 p.m. 2002 Program Committee—Twins Room

2:00-4:00 p.m. Auditing Committee, Sister Erin Colgan, Chair—Timberwolves Room

3:30 – 5:00 p.m. Pre-Conference Sessions:

Building on Success with the National Student Loan Clearinghouse—Johnnies Room
Evaluating International Credentials—St. Cloud Room

4:00 – 5:00 p.m. Committee Chairs Meeting—Twins Room

5:00 – 6:00 p.m. Executive Board Meeting—Twins Room

6:30 – 7:00 p.m. Membership Committee—St. Cloud Room

7:00 – 8:00 p.m. New Member/First Time Attendees Orientation—St. Cloud Room

8:00 – 10:00 p.m. UMACRAO Opening Reception/Social—Pool Side/Recreation Area

NOTE: Exhibiter's set up begins at 1:00 p.m. Sunday

Monday, October 28, 2002

7:30 – 10:00 a.m. Registration

8:10 – 8:30 a.m. Welcome and Introduction—Heritage/St. Benedict's Rooms

President Laura Doering welcomed the UMACRAO members to the sixty-ninth annual meeting. She then introduced Julie Lunning, Executive Director of the St. Cloud Area Convention & Visitors Bureau. Julie welcomed us to St. Cloud and encouraged us to explore the city's many fine elements, including the most retail per capita in the state, the Baseball Hall of Fame, and the Sterns History Museum. In summary, she invited us to "be WOW'd in St. Cloud!"

President Doering introduced the UMACRAO Executive Board members and WACRAO representative Connie Chapman. She then introduced AACRAO representative Shelley Rodgers, Associate Director for Government Relations and Communications, and Nancy Katz from the AACRAO Office. Shelley gave the AACRAO Update on Tuesday morning, and Nancy staffed the AACRAO table in the exhibitors area. Laura encouraged the membership to stop by the table to find out more about AACRAO services and programs, and opportunities for getting involved on AACRAO committees. She then gave a special thanks to the vendors for their support, and again encouraged participants to make time to visit the vendor area in the poolside atrium. She thanked Mary Bergstrom for her fine work with the vendors.

It was announced that we had 173 people registered for this annual meeting, with 57 first-time attendees. Laura gave a special welcome to the new members. She then turned the floor over to Nancy Krogh, chair of the membership committee. She introduced committee members Joyce, Crystal, Paul and Lisa. She announced that 31 new members participated in the orientation, and invited all new members to stand and be recognized.

Laura summarized the highlights of the busy year for UMACRAO. These included: hosting AACRAO 2002; preparing articles of incorporation and revised bylaws; moving from paper to electronic transmission for the newsletter (which resulted in a savings of \$1200); a new ad hoc technology committee to explore the AACRAO Web Services proposal, and the addition of various forms on our web site; and finally, the 69th annual meeting with special recognition going to the program and local arrangements committees.

8:30 – 9:30 a.m. Keynote Address: “*Learning and Leading New Perspectives of Diversity*”

Laura introduced Nancy Penna, program committee member and colleague to our keynote speaker, Leon Williams. Nancy introduced Mr. Williams, Director of Intercultural Affairs at Buena Vista University, as a great colleague, speaker, and man. His field of study is psychology, with focus on the impacts of oppression. He has presented in 27 states, and still finds time to volunteer for programs such as Habitat for Humanity and Special Olympics, as well as writing and directing plays.

Mr. Williams introduced his message with a strong statement to the membership that we must cleanse and address our biases. “Don’t use a lack of experience to excuse ignorance.” Using a couple small group activities, he helped us confront our prejudices and engage in a process to take ownership for personal transformation. He ended with an affirmation, stating “In life, things happen around us and to us, but the only thing that matters is what happens *within* us. Don’t allow tradition to stop your transition....”

Following the keynote address, Laura introduced local arrangement chairs Cynthia Mehoves and Donna Marzolf, and program chair Debbie Tante-Horan, who announced the cancellation of session 2.1, and the winners of the “guess the number” activities from last night’s reception/social. Finally, Laura introduced Mary Bergstrom who explained the vendor drawing and prize. We then adjourned to the break and conference sessions.

9:30 – 10:00 a.m. Break in the Poolside/Vendor area

10:00 – 10:30 a.m. Town Meeting

Laura Doering introduced Kathy Jones, Registrar at Iowa State University, who was selected to serve as mayor for the town meeting. Kathy led off with a question related to how each campus notifies students re: voter registration. We learned that Minnesota doesn’t require registration, and that other student service offices are responsible for this notification at some campuses. Some registrar offices send an e-mail, while others set up a table in a student center. A sampling of other questions follows: Have any campuses entirely eliminated printed schedules or catalogs? Grade reports? Is there an option to request a printed copy?

Is anyone doing on-line advising? How do you make these services available? Do they include library services? How many schools are sending information to advisers on-line? Does anyone have on-line orientation? How many charge for transcripts? How many colleges accept faxed transcript as official? How many are involved in SEVIS? Do you freeze the transcript at

graduation or continue to make changes (e.g., change incomplete to F grade); How many schools don't allow student to graduate with an incomplete grade? Has anyone produced a diploma in Braille? Does anyone give students a specified time to tie up loose ends for graduation versus delaying graduation? What cutcores are campuses using with the new CLEP norms? What are people doing with home schooling? As usual, the exchange was lively and timely! It also served as a nice lead-in to the roundtables in the first concurrent sessions.

10:50 – 11:50 a.m. First Concurrent Sessions

Presentations were as follows: *Admissions Roundtable* facilitated by Heidi Kippenhan, from University of North Dakota; *Small School Registrars' Roundtable* facilitated by Wayne Kallestad from Augsburg College; *Large School Registrars' Roundtable* facilitated by Sue Van Voorhis from University of Minnesota—Twin Cities; and *Two-Year College Registrar's Roundtable* facilitated by Douglas Neeman from Western Iowa Tech.

12:00 – 1:30 p.m. Luncheon and Business Meeting

President Laura Doering called the Business Meeting of the 68th annual meeting to order at 12:20 p.m. She introduced John Tandberg who served as parliamentarian. Pat Wynn gave the secretary's report. The minutes were unanimously approved as published on the UMACRAO web site. President Doering summarized the treasurer's report written by Dave Gjerde and included in the registration packet. She noted the change in the fiscal year approved by the Executive Board in August 2002. This change is included in the Articles of Incorporation and the new fiscal year will be January 1 to December 31. The treasurer's report was unanimously approved.

In the interest of time, selected committee reports were simply summarized by President Doering. The membership report was given during the opening session. The historical and archive information continues to be stored at the University of Minnesota by Mary Koskan. The newsletter committee, chaired by Heidi Kippenhan, was given special recognition in transitioning from a paper to on-line publication. The special recognition committee will report at the evening banquet.

Additional chairpersons then gave their annual reports as follows: Sister Erin Colgan, chair of the audit committee reported that all of the books were in order, and requested that the information form for membership billing clearly identify the school; Jackie Carlson, chair of special projects committee, presented information on the enrollment reports, introduced committee members, and reported that one of the committee's projects for next year is to explore criteria for an AACRAO award, possibly in technology. Debbie Tamte-Horan, chair of the program committee encouraged the members to complete the on-line program evaluations, as last year's feedback assisted them in adding sessions of interest to the group. Their goal is to find a good mix of sessions for admissions staff, registrar staff, and general/current issues. She also encouraged members to get involved on the program, either as session presenters or facilitators. Donna Marzolf and Cynthia Mehoves, local/site arrangements, introduced their committee and gave a special thanks to Laurie Tralle for her fine work on local arrangements, as well as her willingness to share her prize of a free reception for the opening night social.

Phil Coltart, Nominations Committee, placed the name of Nancy Krogh in nomination for president-elect and asked for additional nominations from the floor. There were none. Phil Patton moved that nominations cease and Mary Koskan seconded the motion. Nancy Penn moved for a unanimous ballot and Carol Cline seconded it. The vote was unanimous.

The Old Business report was a power point presentation by President Laura Doering, a progress report on the final steps of the incorporation process. In accordance with UMACRAO's constitution, the membership had the opportunity to review the proposed new governance documents prior to the annual business meeting. Members were notified via the UMACRAO e-newsletter sent 30 days in advance of the business meeting, that the governance documents were posted on the UMACRAO web site.

She reviewed benefits of incorporation, the rationale for NOT pursuing tax-exempt status, governance structure, articles of incorporation, revised bylaws, the executive board's decision process for selecting Iowa as the state of incorporation, the process for incorporating, and the cost structures.

She then asked for questions and discussion from the floor. Hearing none, she asked for a motion to bring the Articles of Incorporation to the floor. Debbie-Tempte-Horan presented the motion and Mary Kay Matisheck seconded it. She asked for discussion and hearing none, asked for a motion to cease discussion and approve the articles. Phil Patton moved and Heidi Kippenhan seconded the motion to approve the Articles of Incorporation. The motion passed with a unanimous vote.

President Doering then asked for a motion to bring the Revised Bylaws to the floor. Tina Falkner presented the motion and Mary Koskan seconded it. Doering asked for discussion and hearing none, asked for a motion to cease discussion and approve the revised bylaws. Nancy Krough moved and Mary Epton seconded the motion to approve the Revised Bylaws. The motion passed with a unanimous vote. UMACRAO is now incorporated!

Doering then moved on to New Business. The first discussion item was a presentation by the Ad Hoc Technology Committee. Char Hulsebus presented information on our current web site and technology, as well as the possibility of moving to an AACRAO supported web site. There was large consensus from the floor that this was worth further investigation, pending reasonable cost structures. In addition, the membership was willing to pay an increased membership to support additional valued technological support. The committee will pursue discussion with AACRAO staff and provide a pilot when available.

The second item for new business was some discussion of annual meeting locations. There was large consensus that it was time to review the list of preferred meeting locations in each of the four states. It is quite possible that new cities may be added that now have appropriate facilities, airport proximity, and central location to appeal to members from each state. The board and LAC will review possibilities.

The third item of discussion was brought from the floor by Phil Coltart, who wanted to formally thank Laura Doering for her outstanding service in facilitating our incorporation. The membership answered with a hearty round of applause. Laura then asked for additional business items from the floor and there were none. The "passing of the gavel" from Laura Doering to Sue Van Vooris ushered in the new officers for 2003. Van Vooris presented Doering with the President plaque and summarized her long list of exemplary service and activities during her presidency. She wrapped up the meeting with an invitation to the membership to volunteer for committees, particularly the LAC and the program committee for 2004 in the Twin Cities. She then asked if there was anything else for the good of the order before adjournment. Hearing no issues, she accepted a motion to adjourn, which was seconded and passed unanimously at 1:22 p.m.

1:45 – 2:45 p.m. Second Concurrent Session

Presentations were as follows: *Online orientation* by Patrick McVary from Anoka-Ramsey Community College and Phyllis Webster from Metropolitan State University; *Marketing the Registrar's Office* by Michael Cogan from University of North Dakota; *Maintaining Academic Record Integrity: Risks, Pitfalls, Solutions* by Vickie Roberts and Tina Falkner from University of Minnesota; *PDF 101: Anyone can create an online form!* By Char Hulsebus from Iowa State University; and *SEVIS: What is it and why you need to know* by Kristine Kaplan and Cynthia mehovs from Minnesota State Colleges and Universities.

2:45 – 3:15 p.m. Break/Exhibitors

3:15 – 4:15 p.m. Third Concurrent Session

Presentations were as follows: *Building and Using a Telecommunication System* by Katie Landwehr from St. Cloud State University; *The Ultimate FRPA Quiz IV, by popular demand* by Bob Mc Cluskey from University of St Thomas; *Job Search—How to be Successful* by Nancy Penna from Buena Vista University; and *Improving Customer Service while Easing Budgetary Concerns Through Outsourcing in the Registrar's Office* by Jack Weber, Executive Vice President, Credentials Inc.

4:30-5:30 p.m. Fireside Chat

President Sue Van Vooris distributed an agenda with several broad topics, including previous accomplishments; discussion items regarding the future of UMACRAO, and reports from these committees: State and Regional AACRAO ; program; technology; membership; special projects; and finally, a request from Van Vooris for feedback on the what the organization would like to see from her as President.

Lively discussion focused primarily on ideas for the program committee. Members expressed interest in more sessions on enrollment management, impact of budget cuts, creative means of lower cost recruitment initiatives, and DARS user groups. It was suggested that the Special Projects committee develop a survey to find common systems for these user groups. Other topics of interest were book review panels, student focus groups, distance delivery services, and training for new professionals.

There was also some feedback for the membership committee, with a request to recruit more admissions staff on the committee. Finally, there was some general brainstorming of how to increase attendance at the 2003 conference in Fargo. The group liked the suggestion of offering a lower registration fee for first time attendees.

6:00 – 7:00 p.m. Pre-Banquet Social

7:00 – 9:00 p.m. Banquet

Following dinner, President Van Vooris introduced the 8 past UMACRAO Presidents in attendance (2002-Laura Doering, 2001-Phil Coltart, 1999-2000 Kathy Jones, 1998-Mary Koskan, 1997-John Tanberg, 1990-Phil Patton, 1989-Carol Cline, and 1984-Dave Nelson) and pictures were taken.

Tom Spalding, Chair of the Special Recognition Committee, came forward to introduce presenters of this year's special awards. He announced that there were no support staff awards this year. In the Honorary Life Member category, presenters and awards were as follows:

James Mootz presented an award to Stewart Shaw, and Pat Wynn surprised Tom Spalding with his award.

Sue introduced Tina Falkner, who presented a surprise award for Exemplary Service to Mary Koskan. Pictures were taken for each award group, and then Past-President Laura Doering recognized the 2001-02 committee members and Executive Board members, with a presentation of certificates or plaques. She then asked all 2001-02 committee members and presenters to stand and be recognized, asked for announcements, and adjourned the formal program.

Tuesday, October 29, 2002

8:00 – 8:45 a.m. Breakfast

8:45 – 9:15 a.m. WACRAO and AACRAO Updates

Connie Chapman brought greetings from WACRAO and reported that their conference was next week and entitled, “Positive Outlook: the ‘Aye’s’ have it.” WACRAO is also pursuing incorporation, using UMACRAO as their model. Connie told us their 2003 meeting would be in Oshkosh and their 2004 meeting in La Crosse. She thanked UMACRAO for our hospitality, and especially thanked Tina Falkner for being such a good host.

Shelly Rodgers, AACRAO Associate Director for Government Relations and Communication, brought us greetings from the AACRAO staff. She reported that the current big issues include SEVIS and unfunded mandates. She encouraged us to send policy questions or comments to her. She stated that she writes and edits the AACRAO electronic updates as well as lots of press releases. She announced that they will be starting a new monthly magazine for enrollment management. She ended with a plug to volunteer for AACRAO committees, and confirmed that AACRAO is now in good financial health.

9:30 – 10:30 a.m. Fourth Concurrent Session

Presentations were as follows: *Watch This! How to Make Video the Works* by Pat Krueger and Jim Bertram from St. Cloud State University; *Advice for New Professionals in Registrar’s Offices* by Julie Peak from Dakota Wesleyan University; *Utilizing Student Information Systems for Excellent Advising and/or Serving Students through Excellent Advising* by Pamela Peterson from South Dakota State University; *2002-2003 Web IPEDS* by Stuart Terrass from Mount Union College, and *Customer Service, Part I* by Tracy Knofla, Training Consultant, High Impact Training.

10:45 – 11:45a.m. Fifth Concurrent Session

Presentations were as follows: *Collaboration between Records Management and the Registrar’s Office: Why Records Management Matters in the Electronic Age* by Tina Falkner and Susan McKinney from University of Minnesota; *Building Relationships Through Articulation and Transfer* by Philip Parnell from University of North Dakota; *To Print or Not to Print, That is the Question!* by Kathy Jones from Iowa State University; *Student Ambassador Training Program* by Tom Duval from Anoka-Ramsey Community College and Angie Schmidt from College of Saint Benedict/Saint John’s University; and *Customer Service, Part II* by Tracy Knofla, Training Consultant, High Impact Training.

12:00 – 1:00 p.m. Lunch, Announcements, Speaker, Adjournment

Additional door prizes were distributed. Debbie Tamte-Horan introduced the closing speaker, Tracy Knofla, Training Consultant, High Impact Training. Her presentation's title was "Inspiration and Humor All Wrapped Up in One." She encouraged us to bring laughter and learning together and stop using the excuse, "My life is so busy I can't possibly do that..." She suggested we have a goal each day for learning to think about something in a new way and have an "ah ha" moment.

She stated that the door is the most important part of the room. Why? Because that's where we make our decisions and choices to do something different. She shared her 100 ways to thrive on chaos and relieve the stress in our lives. She led a great team activity with John Tanberg graciously being the target of too many tasks and too many demands placed on him by his beloved colleague! It was a great way to show how a team approach can ease the load.

She affirmed that the pace of today is more than any of us can handle—our bodies and brains aren't designed for this 24/7 society. We want to be superheroes, but we can't. We must learn to set limits and do things differently. Don't just try to "cope"—we need to *thrive*!

She challenged us to take some control—don't be the hamster on the wheel. Take the chance to try something different. Do one thing differently—if that doesn't work, try something else. Keep trying until we find the one that works. This was a great closure as we prepared to return to our busy lives.

Following the speaker, President Van Vooris introduced Laurie Tralle who announced that next year's annual meeting will be Oct. 26-28 at the Holiday Inn in Fargo. Sue adjourned the meeting and said, "See you in Fargo!"

Respectfully submitted,

Pat Wynn, UMACRAO Secretary