



**Arkansas Association of Collegiate
Registrars and Admissions Officers**

**Executive Committee Meeting
Friday, October 4, 2013
Hilton Garden Inn
North Little Rock, Arkansas**

Members Present: Susan Dewey, Barbara Dunn, Ron Hudson, Amy Mahan, Malissa Mathis, Scott Post, Chelsea Bishop Ward, Wayne Womack.

Call to Order: President Mahan called the meeting to order at 11: 34 a.m.

Approval of Minutes from Executive Committee (EC) Meeting, July 18, 2013: Minutes of the July 18, 2013 EC meeting were presented. Chelsea Bishop Ward moved that the minutes be accepted. Barbara Dunn seconded. Motion passed and the minutes were approved. A copy of the minutes is included in the Secretary's Notebook and will be uploaded to the ArkACRAO website.

NEW BUSINESS

President: President Mahan thanked everyone for their presence and commented that she is ecstatic to have been elected President of ArkACRAO, a goal that she has had for many years. Due to her active involvement in ArkACRAO, President Mahan has had the opportunity to work collaboratively with many colleagues across the state, which has been a rewarding experience for her both professionally and personally, so one of her key goals for the coming year will be to encourage involvement in ArkACRAO amongst the new and continuing members. To begin working toward this goal, she has collected the "I'm Available" sign-up sheets that were distributed during the Fall Conference this year and will type them up and get them out to the committee chairs so that they might start calling volunteers. President Mahan wanted to thank everyone on the EC for their outstanding assistance in planning this year's Fall Conference. One source of information from the members that helped tremendously in the planning of this year's

conference was the conference evaluations from last year's conference. President Mahan will ensure that the current conference's evaluations are passed on to Tracy Finch, President Elect, to facilitate the planning of next year's conference.

President Mahan announced that almost all of the prior year committee chairs would be continuing, as follows:

Constitutional Review: Alisa Waniewski

Nominations/Election: Susan Dewey

Professional Access and Equity: Josh Rauls

Annual Program (Conference): Tracy Finch

Hospitality: This committee will shift to someone new as Linda Holland will be moving on to another ArkACRAO committee. President Mahan stated that Linda has done an excellent job as Hospitality chair but would like to serve in other areas. President Mahan will review the "I'm Available" sign-up sheets and consult with Linda on a new chair for this committee.

Site Selection: President Mahan is in discussion with members to identify the next chair of this important committee

Membership: Dylan Mowery

Publications and Publicity: President Mahan has appointed Keesha Johnson, College of the Ouachitas as the new chair.

Recognition: Pamela Bowie (Shelly Price has been assisting during Pamela's maternity leave.)

Articulation Workshops: Whitney Black

College Planning Program: Mary Whiting

President Mahan will provide a grid of the committee and executive council changes to Secretary Malissa Mathis to update on the ArkACRAO website.

President Mahan wanted to specifically thank Past President Susan Dewey for being a valuable resource and an outstanding consultant in planning for continuation of leadership. Ms. Mahan said that Past President Dewey has encouraged the past chairs of committee's to work as mentors to the new chairs, and one example of this mentorship that she knows of is that Ron Hudson will mentor Whitney Black on articulation planning in order to make rotations more convenient (There was a comment from Past President Dewey commending Ron Hudson for the awesome work that he has done with the Articulation workshops). Ms. Mahan stated that mentoring of new chairs and council members will be a key priority under her leadership. She would like to foster better communication between the organization's leadership and set-up an ArkACRAO drop-box that she would maintain in which organizational resources may be scanned from various existing flash drives (of council and committee members) so that information is collected, catalogued and indexed, and made more accessible, perhaps even posted on the website.

President Elect: Tracy Finch was unable to attend this EC meeting due to SACRAO Nominations and Elections Committee responsibilities that required travel. President Mahan said that she and President Elect Finch would be working closely together throughout the year and that she will be sharing her annual conference planning resources on a flash drive with Ms. Finch to assist her in planning for next year's conference.

Past President: Susan Dewey reported that she greatly appreciated the opportunity to serve as President of ArkACRAO and was looking forward to her duties in serving as Past President of this fantastic professional organization. Ms. Dewey said that she will work on creating a procedure manual based upon the Constitution and Quick Notes collected in the ArkACRAO Secretary's notebook that will list job descriptions of all organizational leadership positions toward the goal of establishing more continuity in leadership succession to provide more opportunities for professional growth within ArkACRAO. Ms. Dewey has been reviewing the activities of other state ACRAO organizations and would like to share some best practices that could be adopted by ArkACRAO, such as a calendar for each positions' duties (Texas) so that new executive council and committee members know what needs to be done when. This item sparked discussion among council members (Mahan, Post, Dunn, Dewey), who concluded that more information on how committees function (mostly by email: travel not always involved, how costs are paid, etc.), a timeline of duties, committee training and establishing mentorship between outgoing and incoming chairs and council members would be very worthy goals to pursue in the next year.

Past President Dewey turned discussion toward brain-storming more ways to involve more people in ArkACRAO, such as: having more members help with Boot Camp registration, asking someone to take charge of signage and technology for the Fall conference, and creating opportunities for people to participate more in organizational events to be involved. Ms. Dewey stated that many people want to have a designated role, but getting information out about such opportunities needs to happen earlier. Ms. Dewey said that she is considering forming a committee of ArkACRAO Past Presidents to help capture more of the history of the organization to be posted on the website: ArkACRAO has a long, proud history, but many do not know it. Ms. Dewey moved that Chris Riggins, ArkACRAO liaison with School Counselors, sit on the Executive Council as a non-voting member. Ron Hudson and Wayne Womack both seconded. Motion passed.

Secretary: Newly elected Secretary Malissa Mathis distributed the report of Rachel Mullins, past EC Secretary, with a statement that she was honored to have been elected to the position of EC Secretary and will endeavor to do her best to continue the tradition of excellence established by Rachel Mullins during her tenure of service. Ms. Mullins' report stated that she had made many updates to the ArkACRAO website, including the following:

- Updated the EC Members and Committee Chairs information as requested at the July 18, 2013 EC meeting,
- Posted the Associate Membership Application to the "Membership Documents" page and the "Forms" page,
- Under "Membership Documents," updated the excerpt from the constitution and also changed the contact information to Dylan Mowery,
- Posted the March 2013 Meeting Minutes,
- Posted House and Senate Education Committees,
- On Past Presidents page, added "Deceased" to Sonny Whittington and added Susan Dewey (2013),
- Posted the 2013-2014 ArkACRAO Directory.

Other activities that Ms. Mullins reported were that she had scanned the 2011-2012 and 2012-2013 Secretary's Notebook, that she had emailed the revised constitution and October 2013 annual business meeting minutes to Webmaster Blayne Stewart to post to the ArkACRAO website, and that she had met with Ms. Mathis on October 3, 2013 to discuss the Secretary's responsibilities.

Treasurer: Treasurer Chelsea Bishop Ward reported that 137 registered for the October conference, including 44 first timers, 29 pre-conference attendees, and 5 vendors. Ms. Bishop Ward reported that 4 member institutions have not paid membership dues this year:

- Arkansas Baptist College
- Central Baptist College (since this report, has now paid)
- UAMS-Nursing
- Black River Technical College.

Arkansas Baptist is in their 2nd year of non-payment and will be removed from membership. After this information was reported, President Mahan noted that Dylan Mowery (Membership Committee) needs to contact those who haven't paid, which sparked a council discussion concluding that 1) Membership Committee should clarify what one person from each institution will be the contact (point person) to pay the bills as an update is urgently needed, and 2) Treasurer Bishop Ward would like to send messages to ArkACRAO members when invoices have been sent out, and 3) Ms. Mahan and Ms. Bishop Ward will find a Quickbooks expert to assist with bookkeeping.

Ms. Bishop Ward notified the EC that during the registration and business meeting, she had sent around a membership contact list so that folks could update their institutional contact to ensure membership information and invoices were going to the right individuals. She stated that she will update the master list with this information. She also noted that she has spoken with Dylan Mowery concerning the new members and that he is going to send her their contact information so that she may begin sending them information and the membership dues notice.

Treasurer Bishop Ward reported that during the invoicing of dues, LSU had alerted her that the ArkACRAO tax ID number has expired. Ms. Bishop Ward confirmed that the organizational tax ID has expired during the current year, and she is working on finding out how to renew [Past President Dewey noted that Alisa Waniewski could assist with tracking this information and that she believed that it may cost to renew]. The Executive Council authorized Ms. Bishop Ward to pay for tax ID replacement ASAP. Ms. Bishop Ward said that during the invoicing period that she had received many questions on accepting credit card payments. Ms. Bishop Ward said that she will need to setup a website link for credit card payment and that these payments would have to be made through the Bank of the Ozarks. President Mahan remarked that establishing the ability to accept credit card payment should be made possible soon. Ms. Bishop Ward said that she will gather information about this and hopefully, be able to share it at the December meeting.

Treasurer Bishop Ward said that she would update the EC listserv and add Wayne Womack, Chris Riggins, Malissa Mathis, and Keesha Johnson, and that she would need to remove Ed Nipper, Tom Gattin, Rachel Mullins, Penny Hatfield, and Regina Carter.

Ms. Bishop Ward volunteered to send out the "Who is ArkACRAO" and ArkACRAO mission statement that she had received revisions from the EC for in July to the EC listserv so that everyone can mold and

create the mission statement we represent as an organization. President Mahan commented that she may have the ArkACRAO tagline and will send it out to the EC.

Vice President for Admission Administration: Ron Hudson reported that he is very happy to serve in his new capacity as VP for Admission Administration and that his goal is to explore new ideas, and work collaboratively both within ArkACRAO, as well as reaching out to discover what associations are doing in other states to improve processes. [Past President Susan Dewey remarked that based upon her research that in most states the VP for Admission Administration ensures that there are enough sessions scheduled for the Annual conference.] Mr. Hudson said that he would be glad to assist in session planning for Fall conference because he has some ideas about potential topics for sessions, one of which concerns best practices in the delivery of international student services, such as how to grow an international student services' office on a two-year campus with input and discussion between two-year and four-year campuses.

Vice President for Records: Roz Blagg was unable to stay for the EC meeting but had submitted an activity report to Past Secretary Rachel Mullins for the Annual Business Meeting.

Vice President for Registration: Wayne Womack stated that he was grateful to be elected to the VP for Registration position and that he would be happy to serve. Mr. Womack reported that he has started planning for the 2014 Registrar's Therapy event, and that he welcomes suggestions and comments from the EC on programming content.

Vice President for School Relations: Barbara Dunn said that she was glad to meet the new EC members and that she looks forward to working with Ron Hudson in his new role. Ms. Dunn reported that Boot Camp 2013 was held on July 26th, 2013 at the University of Arkansas at Little Rock. VP for School Relations Dunn thanked Chelsea Bishop Ward and all of the staff who hosted the event this year. Ms. Dunn also offered special thanks to the presenters who presented at Boot Camp this year, and remarked that at the Boot Camp, there were 16 new professionals from universities and colleges from across the state. Some of the sessions offered at Boot Camp included: travel, planning, safety, high school visits, financial aid, college automation and more. Evaluations from the participants were collected at the end of the event, and after review, were overall very positive. Ms. Dunn stated that she looks forward to planning Boot Camp 2014. VP for School Relations Dunn shared some concerns that Admissions' staff had passed on to her related to career coaches scheduling fairs and events outside of ArkACRAO. Ms. Dunn said that she believes that everyone wants to do a good job, but the career coaches had most likely not been made aware of the ArkACRAO schedule. Through discussion, the EC stated that just as Mary Whiting goes to the High School Counselors' conference, someone (perhaps Ron Hudson) needs to plan to attend the Career Coaches' conference to share information. Ms. Dunn stated that she would contact Sunny McMurray to work toward the goal of getting on the conference schedule.

Legislative Liaison: Scott Post reported that there have not been any updates since the EC July meeting. At our Pre-Conference Legislative Panel, guests Shane Broadway (ADHE) and Rep. Mark Lowery (Maumelle) discussed several issues that could be focused on during the next legislative session. The topics of conversation included the following:

- The Lottery Scholarship seems to be doing well under the new award formula,

and all eligible non-traditional students that applied received funds this year. The Department would like to see more purchases of Megamillions and Powerball tickets, rather than scratch-offs, because the scratch-offs do not contribute as much to the fund as the former.

- A task force has been formed to look at the concurrent issue. It appears that almost every college has a different way of handling concurrent students. An eight-person committee, made up of four community college presidents and four four-year presidents, will address the issue in the upcoming months.
- The Panel discussed remediation, the budget issue it causes, how it keeps students from best utilizing financial aid, and how it hurts completion. Several committees, including both the House and Senate Education committees, will be focusing on remediation in the coming months.
- Electronic transcripts were also discussed. ArkACRAO is preparing a memo to present to ADHE outlining all of the issues with only being able to use electronic transcripts, especially between colleges and high schools. [President Mahan commented that she has the memo to ADHE Director Shane Broadway with revisions made during the Registrar's Chat meeting ready to go out to the ArkACRAO listserv for further discussion and will send it out ASAP.]
- A proposal was made to update and maintain the Core Book website, which lists all core courses required by each school. This would hopefully be a combined effort between all schools, housed on the ADHE website, so that formatting and language could be easily comparable between schools.
- Dir. Broadway noted the difference in retention rates when one looks at re-enrolling at the same school (55%) and re-enrolling at any school (72%).

Legislative Liaison Post also reported that the Pre-Conference group discussed the problem with the increasing costs of textbooks, and the timing of financial aid refunds.

Publications/Publicity Chair: President Mahan announced that she had appointed Keesha Johnson, College of the Ouachitas, to serve as the new Publications/Publicity committee chair. Ms. Mahan also stated that she would get Tracy Finch, past committee chair and Keesha Johnson together to share information and begin preparations for the upcoming newsletter.

Constitutional Review: President Mahan reported that Alisa Waniewski would be continuing as chair of this committee. There was no further report as one had been made at the Annual Business meeting immediately prior to the EC meeting.

Recognition: There was no report, but President Mahan stated that Pamela Bowie would continue as committee chair, with Shelly Price assisting.

Membership: Ms. Chelsea Bishop Ward reported that Dylan Mowery was working to send her information on new associational memberships that have been accepted so that she may invoice them.

Professional Access and Equity: President Mahan said that Josh Rauls has been appointed as chair of this committee.

Hospitality: Chair Linda Holland was unable to attend the EC meeting, but submitted the following report to the EC: This year the hospitality team worked hard to gather door prizes and raffle items. The team (with the help of Tracy Finch and Rachel Mullins) was responsible for acquiring stacks and beverages, stocking and restocking for the ArkACRAO Hospitality Room during the conference. The hospitality room was open each evening for members to enjoy beverages, snacks, a few laughs and great conversation with peers. We hope that everyone had a chance to relax and unwind with friends from across the state.

In order to be eligible for door prizes, conference attendees had to visit with each vendor and receive a stamp on their door prize entry cards. This process insured that attendees spent a little time visiting those vendors who had committed their time and money to this conference. Raffle and door prize drawings were completed on the final day of the conference.

For the second year our service project was to collect items and money for the Ronald McDonald House in Little Rock, and the Ronald McDonald Family Rooms in Fort Smith and Rogers. For years the Ronald McDonald House (RMHC of Arkansas, Inc.) has provided families a *home away from home* while their ill or injured child receives medical treatment at a Arkansas Children's Hospital in Little Rock. Recently the Ronald McDonald Family Rooms (RMHC of Arkoma, Inc.) were opened to serve the needs of families of children in the Neonatal Intensive Care Unit at Mercy Hospitals in Fort Smith and Rogers. This project assists in continued operation of these facilities which provide sleeping, bathing, dining areas as well as laundry facilities.

Several bags of items were donated by conference attendees with an estimated value of over \$600 and another \$777.05 was raised from the sale of raffle tickets and cash donations. All items collected along with a check for \$177.00 was delivered to the Ronald McDonald House in Little Rock on October 4th along with all the items left over from the hospitality room (cups, napkins, plates, soft drinks and snacks). The remaining cash was split into two checks for the Ronald McDonald Family Rooms, Fort Smith received \$300.05, and Rogers received \$300.00. All in all, I'm proud to say that over \$1400 worth of items and cash were donated to the service project.

We want to thank all who donated items or money for the service project. A special thank you also goes out to Doug from Integrated Business Technologies who donated \$250 toward the purchase of raffle items of a Keurig Coffee Machine and a Barnes and Noble Nook HD (with a little discount help from Best Buy). Other generous donations included one night stays at the Wyndham Riverfront Hotel and Winrock on Petti Jean Mountain; ladies wallets and purses; a Resident Chef Basket, a Men's Camo Jacket along with numerous other smaller items. All the money collected from the raffle items went to the service project.

My thanks to the members of the hospitality committee: Sheila Sommers and Sandra Spooner from UACCM, Malissa Mathis from UALR and Courtney Pratt from ATU. These ladies did an outstanding job gathering items, selling tickets, helping with the drawings, as well as the prep and cleanup of the hospitality room. This was a great group of ladies to work with.

I have enjoyed serving on the hospitality committee for the past four years, and chair for the last two. That being said, I respectfully ask that someone else be given the opportunity to serve as chair for 2014. I've really enjoyed the experience and getting to know other ArkACRAO members and all of you that serve on the EC Committee. I will continue to serve this organization in other areas as needed.

Site Selection: President Mahan stated that she was in discussion with a potential chair of this committee and would make the announcement of who will chair the committee as soon as it could be announced.

Articulation Workshop: Ron Hudson stated that he will serve as a mentor to Whitney Black, the new chair of this committee. An EC discussion of topics of concern received from high school counselors was held that included the following topics: recruiter dresscodes, recruiters showing up at high schools unexpectedly, safety issues, and scheduling with career coaches.

College Planning Program Clearinghouse: Chair Mary Whiting has provided topics of concern to Ron Hudson and Barbara Dunn. Mary, Ron, and Barbara will work together to compile information for new recruiters in response to concerns shared by high school counselors.

OTHER BUSINESS

President Mahan stated she believes that the EC will enjoy a busy year and that as evidenced by the meeting's discussion, there are many tasks for EC to work on. Some of the action items that she would charge the council to focus on this year included the following:

Letters of Appreciation: Past President Susan Dewey discussed an idea for the Publicity Committee to consider: sending out letters of appreciation to university and college Vice-Chancellors, Chancellors and Provosts expressing thanks for allowing the institution's participation in ArkACRAO, as well as sharing the updated mission statement of ArkACRAO with these important supporters. President Mahan said that she would discuss this idea further with new Publications/Publicity chair Keesha Johnson.

Orientation of New Council and Committee Members: President Mahan stated that she would carefully review the “I’m Available” forms collected during the October conference. She will work to ensure that new council and committee chairs and members were oriented to their responsibilities by outgoing council and committee chairs.

Annual Conference Evaluations: President Mahan stated that she would be meeting with President Elect Tracy Finch to review and discuss the evaluations received from ArkACRAO members concerning the annual conference so that suggestions for improvement could be considered and incorporated during the next conference meeting.

President Mahan gave a special thanks to the EC members who attended the meeting and provided updates. She thanked them for their time and service to ArkACRAO.

Set Date, Place, & Time for next EC Meeting: The next meeting will be Friday, December 13, 2013 at the ASU-Beebe campus. [Secretary’s note: this meeting was later updated to Tuesday, December 17th due to unforeseen schedule conflicts.]

Adjourn: Amy Mahan moved that the meeting be adjourned. Susan Dewey and others seconded. Motion passed. The meeting was adjourned at 12:58 p.m.

Respectfully submitted,

Malissa Mathis, Secretary 2013-2015

Amy Mahan, President 2013-2014