



## Hello KACRAO!

It's hard to believe that the end of the Fall semester is upon us! I hope everyone will be able to enjoy their break and get some relaxation time in!



The Executive Council, Coordinators & Chairs had our Retreat on December 4<sup>th</sup>. Aaron Hamilton presented the new Strategic Plan, KACRAO 2024. A huge thank you to Aaron and his committee for challenging our Organization with a plan that will move us into the future. It was really exciting to see your elected officers, as well as the Coordinators and Chairs, jump in feet first with ideas that they will begin moving forward with this year! This is a 5 year, measurable, strategic plan, as opposed to the 3 year plans that we have had in the past. I am personally excited to see where this will take us as we work over the next 5 years to fulfill it so watch for updates and exciting things happening!

The Executive Council voted in September to move Lori Crowther back in to the role of Treasurer for the remainder of the term after the resignation of Christina Long. This left Lori's position as Vice President of Association Services open. The Executive Council voted on December 4<sup>th</sup> to fill that position with Eric Sanford, Registrar at Manhattan Christian College. We are excited to welcome Eric to the Council!

The Executive Council also voted to renew our contract with gotocollegefairs for another 2-year term.

Vice President for Outreach, Rachel Cronn was able to attend her first KLFA (Kansas Learning First Alliance) Meeting in October in representation of KACRAO. The KLFA hosts meetings quarterly. This meeting included a panel of professionals from various programs statewide that help keep students productive and encourage responsible behavior and personal growth.

Our next Executive Council Meeting will be held on Monday, February 11<sup>th</sup> from 10:00 a.m.-1:00 p.m. on the campus of Pratt Community College. All members are welcome to attend!

If you have not had the opportunity yet, make sure you join our Facebook Group!

KACRAO - Kansas Association of Collegiate Registrars & Admissions Officers 

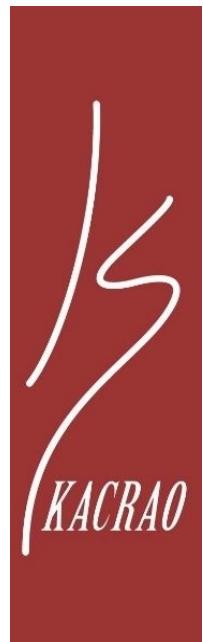
*Michelle Ponce, Butler Community College*

*KACRAO President*

## Welcome to the KACRAO Current Newsletter!

If you are new to the KACRAO Organization, WELCOME! We are so glad you are here and we hope to see you around at all of the events throughout the year. If you have been with KACRAO for a while now, WELCOME BACK! Hopefully you all find the updated newsletter interesting and helpful throughout the year. My name is Maggie Schmeiser. I am an Admissions Counselor at Colby Community College and the Chair of the Publications Committee this year. I would like to introduce you to my committee:

- ◊ Denise Hoeffner, the Director of Institutional Research & Registrar at Salina Area Technical College
- ◊ Preston Gapter, Enrollment Specialist at Salina Area Technical College
- ◊ Jenna McDaniels, Admissions Specialist & International Liaison at Neosho County Community College



### First Time at KACRAO

*Preston Gapter, Salina Area Technical College*

The 2018 KACRAO Annual Conference in Garden City was my first chance getting to see everything that goes on. I was about a month into the job and completely overwhelmed with everything going on at the workplace, then had to go to a three day conference that I knew nothing about. This conference was one of the best things to happen to me. I created some friendships and learned a lot about the position while creating good networking with people all over. Everyone there was so nice and welcoming, that it made it all the better.

Being a first time attendee, I got the opportunity to attend the "new person" meetings. This was great because we were all in the same position, so we could all relate that we had no idea what was going on. It was also great to have people ranging from four year public/private colleges, community colleges, and technical colleges from all over in the same room together. This gave good perspective on how things were handled in a variety of places and settings. We learned a lot from each other and from the people leading the

sessions who have much more experience than us. And let me tell you, I can fold a pretty mean tablecloth now.

Another session I was able to attend was the "GenZ: Who are these kids anyways". This gave great insight not only on GenZ, but also on all the generations. On most college visits, a student comes and normally brings a parent, grandparent, sibling, etc. Luckily for us, there were at least one person from all the generations in the room giving insight on what they wanted and how they felt they should be interacted with. This is valuable information when giving tours. Being able to be versatile and able to interact with everyone in an appropriate manner.

All in all KACRAO was an eventful conference to go to. I learned a lot, made some friends, and have a lot of outlets who I can talk to if I ever have any questions. This is such a tight knit community all striving for the same goal. *Can't wait for Wichita 2019!*



### Committee Member Spotlight

**Denise Hoeffner**

Denise Hoeffner is the Director of Institutional Research and Registrar at Salina Area Technical College. She has been in this position at SATC for 5 ½ years. Prior to that, she had served 13 ½ years in Registrar and Student Services areas for USD 305 Salina Public Schools. Before working for the school district, she was Registrar of Kansas Wesleyan University (her alma mater) from 1995 – 1999. She was Assistant Registrar at KSU-Salina, College of Technology (formerly Kansas College of Technology) from 1990 – 1995.

Denise received her Bachelor of Arts degree in Business Administration from KU in May 1987. She earned her MBA from KU in May 1999.

Denise has six brothers, a fraternal twin sister and is the mother of identical twin sons. She also has a daughter and another son. She and her husband, Darrel, have seven grandchildren.

In her free time, Denise likes to draw, paint, do landscape and portrait photography, and cake decorating. She is very involved in her church, CrossRoads Church.

## Stress in the Workplace

Preston Gapter

Salina Technical College

According to google dictionary, stress is "A state of mental or emotional strain or tension resulting from adverse or very demanding circumstances." Being in the recruiting/advising roles can lead to a lot of stress. From traveling to every corner of Kansas for CPC's, to getting all the students enrolled in classes then meeting with them to discuss their plan, your stress levels are bound to rise. It is an ever-stressful thing when you feel like around every corner is a sandwich wanting to jump on your plate and add something else to it. I'm not talking like a PB&J either. I'm talking a footlong 12 meat with extra mayo. So how do we deal with all these things that seem to be pounding us down.

First things first; one needs to prioritize what they have. Organize the smaller things on your plate to get the similar ones done together, then moving on to what's bigger. We normally leave our peas and carrots for last and attack the steak first leaving us with the miscellaneous things alone and either doing them sloppily or not at all. Take on the smaller things first then move on to what's bigger. You don't start off with the main course then go to the appetizer. Starting off small can get one in the zone to attack the bigger things. You can start to focus on something small, then build your focus to something bigger as opposed to focusing so hard on a big project that your mind is too fried to attack the smaller projects.

We want **YOUR** opinion! We have a quick, one-question survey that we would love for you to fill out. We just want to know what you would like to read about in our KACRAO Newsletters.

If you are interested in contributing to the newsletter with an article or an update, we welcome that with open arms! Please email me, Maggie, at my email address listed below if you are interested in contributing. This can be an article, an update, something you learned at a conference that would be beneficial, or just your opinion about higher education.

You can reach the survey at the following [link](#).

Thank you,

Maggie Schmeiser

[maggie.schmeiser@colbycc.edu](mailto:maggie.schmeiser@colbycc.edu)

Next you can ask for help. I've never had a problem when I'm in over my head to ask for help. It is not a sign a weakness but more a sign of humility. Coworkers when not busy usually don't mind having a little extra work to make time go by. Not only that but helping someone is always a good feeling. This can also create workplace friendships and or strengthen bonds you have with coworkers which in all creates more unity and comradery in the office.

Another thing you can do is go for a walk. Sitting all day at a desk and staring at a computer can get old. Get up, walk around your campus, interact with the students or faculty. This creates a homelike environment that benefits everyone. Not only that but you can clear your head with some fresh air and get your blood circulating to increase energy. Also, NEVER be afraid to hit up the coffee bar for an added boost.

All in all the workforce can be a stressful environment but this is such a rewarding and self-fulfilling service that we are providing that it makes it all worthwhile (most of the time). We also have each other. All the friends and connections we make at KACRAO and CPC's create a bond between all of us that allows us to reach out to others in the same position or possibly someone who has been in the situation before who can help.



## KACRAO Fall 2018 Conference – Registrar Session

### Summaries

Denise Hoeffner, Salina Area Technical College

### Commencement

Presenter: Shala Burt, Butler Community College

This was a very interactive session in which participants shared lots of questions and answers regarding the Commencement practices of each college or university. Some of the topics discussed were whether active duty military students or military veterans who are graduating from a college/university are recognized in any special way during Commencement. Brenda Carmichael, from Flint Hills Technical College, shared that they give a red, white, and blue cord to all veterans who are graduating. Judy Heidrick, of North Central Kansas Technical College, shared that they also recognize veterans. Another participant shared that, at their institution, the image of a flag is printed next to the name of military veterans who are graduating.

Another discussion point was whether colleges allow graduation candidates to march across the stage at Commencement prior to employees posting final grades and completing degree audits. Almost everyone in the session stated that they do allow candidates to walk across the stage prior to verifying who completed all graduation requirements. There simply is not enough turnaround time built into institutions' academic calendars to allow for the submission and posting of final grades and completion of degree audits, plus printing the Commencement program, determining the marching order, etc., prior to Commencement.

Graduation applications were discussed as well. Everyone in attendance stated their institution does require students to complete an Application for Graduation. Someone stated it like this: "the Registrar isn't psychic". In other words, if institutions relied solely on their records in the Student Information System, some graduates would certainly be missed. Most institutions have a deadline for the student to submit his/her Graduation Application. In fact, some of those institutions charge a late fee to students who submit their Graduation Applications after the deadline.

### FERPA, Can We Talk?!

Presenter: Gina Crabtree, Wichita State University

In the FERPA session, some institutions shared how they complete and document ongoing FERPA training for faculty and staff. Some institutions have employees complete their training online as a way to make it easy and convenient for the employees to complete the training, while still maintaining a document proving who completed the training. There was a discussion about emailing grades and transcripts to students; institutions were advised to only email to and from an institution's own email accounts for security reasons. Participants were reminded that, if a student is a dependent of EITHER parent, the institution may release FERPA-protected information to BOTH parents.

Attendees were encouraged to read up on the Patriot Act and how it affects FERPA. The final thought for this session was, "When in doubt, don't give it out."

### Demographic Changes in Kansas

### Colleges Need to Be Aware Of

Presenter: Aaron Hamilton, Wichita State University

Aaron shared that, per the U.S. Census Bureau, in 2012, for the first time, there were more children under age 1 who were not white than those who were white. He suggested college employees read the book titled Break Point regarding demographics and colleges.



There are five things changing in higher education:

1. Accessibility
2. Affordability
3. Accountability (more and more, funding will be tied to outcomes like graduation rates, wages earned for graduates of the college, etc.)
4. Sustainability
5. Differentiation



### Are You Enjoying Maximum Value from Your Relationship with the National Student Clearinghouse?

Presenter: Dianne Sullivan, National Student Clearinghouse



Dianne discussed the National Student Clearinghouse's Student Tracker. She told the session participants that 3,800 colleges and universities in the U.S. (approx. 98% of institutions) participate with NSC. NSC has degree information on 94% of the graduates from those institutions. Dianne explained that institutions can find out where their "accepted-but-not-matriculated students" ended up going. The institution can then determine which students did not matriculate anywhere; that tells the institution that this group of students is still "recruitable".

Participants discussed Reverse Transfer with Dianne. Most of the two-year institution representatives in the room stated that they prefer a .pdf file instead of a data file since the .pdf files are easier to read.

Dianne also provided contact information for those institutions struggling with NSC issues. There are resources available under the Clearinghouse Academy. Another resource is Compliance Central Q & A. Dianne reminded everyone to go to the NSC website and find the Auditor's Guide. The Audit Resource Center knows all the regulations and has all the Clearinghouse records each institution has ever submitted. The best part is it's FREE!

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