



I had a great time at the Summer Drive-In Workshop at Flint Hills Technical College last week. Dr. Graham did a great job in his brief introduction to Compassionate Communication! A special thank you to the Summer Drive-In Workshop Committee for all their hard work!

The KACRAO Book Club officially launched at the KACRAO Summer Drive-In! We are so excited to offer this great opportunity for professional and personal growth as well as organization camaraderie.

Whether you are looking to hone your leadership skills, get more involved with KACRAO, or expand your knowledge, this group is just the place for you! If you are interested in joining, please visit the KACRAO Book Club page (under events) on KACRAO.org and sign up!

I'm not sure if you have noticed the new look of KACRAO.org but I am loving the fresh new look! Go check it out, and while you are there, check out KACRAO 2024, the strategic plan rolled out last fall that has had the Executive Council, Coordinators & Chairs very busy all year! I am beyond excited with the progress that we, as an organization, have been able to make this year.

As previously announced, we are now an AACRAO Partner! In addition to the *KACRAO Statement of Non-Discrimination* to be submitted for approval at the Annual Meeting in September, Exec has approved proposed changes to the VP of Professional Development and the Publications Committee Chair Expectations to provide at least one article per year for an AACRAO publication and promote free best practice and training materials available through AACRAO throughout the year to our membership. Watch KACRAO.org as it will be posted to our website 30 days in advance of our Annual Meeting for membership approval.

Executive Council has also approved proposed changes to the fees structure. If approved by the membership at the Annual Meeting, membership fees for the January 1 – December 31 fiscal year are due and payable by December 31 preceding the fiscal year. The proposed change will also be posted on KACRAO.org 30 days in advance of our Annual Meeting!

Speaking of the Annual Meeting... Have you registered to attend yet? I know our LAC and Program Committees have an amazing conference in the works! Sign up and get your rooms booked at the beautiful Drury Plaza Hotel Broadview!



KACRAO Summer Drive-In

On July 25th approximately 75-100 Admissions and Registration personnel gathered together in Emporia on the campus of Flint Hills Technical College to attend the KACRAO Summer Drive-In 2019. This year the topic of discussion was Compassionate Communication. The guest speaker was Dr. D. A. Graham, The University of Kansas Ombudsperson. The attendees were treated to a very unique and passionate presentation given by Dr. Graham.



Dr. Graham discussed with our group about ways to communicate without causing conflict or negativity. "I'm here to teach you how to take care of you, not the other person. This work is about how you want to show up in life's interactions. Ask yourself, how can I make life more beautiful? This should always be our intent in every situation. This work starts with your own self-connection and self-awareness. If I cannot be self-connected to my own self, how can I be connected to others?" said Dr. Graham.

All of these things make perfect sense to me, but do we really take the time to do them? Society as a whole needs to listen more and react less. In today's social media driven lifestyles we see daily displays of negative communication in posts, videos, photos, captions, tweets etc. Dr. Graham talked about being raised by an abusive father. His father would physically and verbally abuse him, his mother and his siblings. His mother is who he credits his ability to survive and overcome. Her encouragement and kindness kept him strong and able to stamp out the negativity his father showed.

One of the things that Dr. Graham pointed out is that we need to learn to not pass judgment just because something doesn't work for us, but it is for someone else. Truly it is just an annoyance not an issue. We need to learn to be more open and change the way we approach others when communicating. Instead of using a strong negative response such as "NO" when asked to do something we don't want to, we may try something like, "That doesn't work for me" or "I do not feel the need to be part of that." There are so many ways to change a direct negative response into a communicative response.



2019 Summer Drive-In Committee

Thank you to the committee members for putting this year's event together and for getting Dr. Graham to speak to us! It was a great day! I truly hope to use some of the things I learned that day not only in my personal life but also my professional life. Because really who doesn't want to, "MAKE LIFE MORE BEAUTIFUL!"

Jenna McDaniels

Neosho County Community College

CUSTOMER SERVICE AND COMPASSION

We have all experienced good, bad, and probably even indifferent customer service. As professionals in higher education, we have a passion for helping others learn, grow, and achieve more and better things for themselves and their families. Those who work in large colleges or universities may have a tremendous volume on their daily workload, while those who work in small colleges may deal with far fewer numbers but they may wear many more "hats" than their counterparts. Whether you are a Registrar, a Director or Dean of Admissions, a Recruitment Specialist, a VP, or another employee in Admissions or the Registrar's Office, you are busy. There's no doubt about it.

No matter how busy we are, though, we must always remember to have a kind, caring, and compassionate attitude toward those we serve. Our customers include individuals from all walks of life; from all kinds of different socioeconomic, ethnic, cultural, and religious backgrounds; from those both inside and outside of our respective institutions. Everybody needs something from us. Maybe they need an enrollment report or projection; maybe they need a "call list" of prospective students; maybe they need help navigating the nuances of educational law such as FERPA, the Clery Act and SaVE Act; maybe they need help applying to your institution or jumping through the admissions or financial aid hoops; or maybe they just need the name and contact information of someone who can help them log into your institution's SIS or LMS. Whatever they need, they always seem to need it right now.

So, how do we balance a kind, compassionate, caring attitude with a huge "to-do" list and very little time to get it all done? When I'm frustrated by the "helicopter parent" or the needy prospective student who seem to suck all my time away from other projects, I try to remember these principles.

Students are the reason we are all here. The focus of higher education is to enable students to learn new things, attain a credential, certificate, or degree, and be able to ultimately improve their quality of life. So, students' needs should always be at the top of our priority lists.

We need each other. Without the students, we wouldn't have jobs and without us, the student would not have an opportunity to expand his/her horizons and seek new opportunities. It's a mutually beneficial relationship.

We are all in this together. We're all on the same team. The helicopter parent and the needy student both need our help to navigate the various admissions, enrollment, financial aid, and other hoops. We should remind ourselves that the parent and the student both want the same thing we want: for the student to be successful at this institution and to go on to a new career or additional higher education. We just need to remember to be patient and explain everything as many times as necessary for the parent and student to understand what they need to do, when they need to do it, and how to do it. This family may have never had a college student before and, even if this is not a first-generation college student, things change from day to day in higher ed, much less over an entire generation.

We are helping society. Building these students up with a new knowledge base will help society by increasing the number of qualified workers while also creating goal-oriented individuals who strive to see a better place. Whether it's a technical education, an associate degree, a baccalaureate degree, a master's degree, or a doctorate degree, these students are striving to make this world a better place and leave their marks for generations to come. In our various roles in

higher education, we have the privilege and honor of watching the amazing transformation of students to graduates and then graduates to real-world problem solvers, business owners and philanthropists.

We do not know what this customer is dealing with. Whether the customer at hand is a colleague in our own institution, a peer from another institution, a prospective student, a current student, a graduate, a parent or spouse of a student, or a business representative, we simply do not know what that customer is dealing with in his or her life. Perhaps he or she is very ill or a close family member or friend has recently passed away. Perhaps this customer is suffering a devastating financial struggle such as the loss of the family's only income. Or perhaps this customer has had some huge obstacles to overcome in life such as: a physical or learning disability, being in foster care, having been in an abusive situation or having come from a family with alcohol or drug addictions. Knowing that the customer may have more than one of these issues on his or her plate, we need to treat that person with the same dignity, respect, and compassion with which we would want our own parents, siblings, spouses, and children to be treated.

We may not remember this interaction, but the customer may. One final note to remember is, even though a brief conversation with someone may take away from a current project and looming deadline, that one conversation may be something that makes or breaks a person's day. If we take the time to reach out and help someone, no matter how busy we are, that person may very well remember the way he or she was treated, even if we don't remember it. It doesn't even have to be something "big". Simply a caring, "I'm sorry" when someone tells you a family member recently passed away can go a long way. Not everybody is so kind and caring, but we should make it a goal to have our interactions with others always be positive and helpful, no matter how busy we are.

*Denise Hoeffner & Preston Gapter
Salina Area Technical College*



Second Chance Pell

A popular topic of discussion within many organizations has been the Second Chance Pell Grant. This is a pell grant opportunity for incarcerated students. In 1994, a ban was placed on federal student aid in prisons. Vivian Nixon has been working on reinstating the pell grant for a limited number of incarcerated students since 2015. This pell grant is an opportunity for incarcerated students to prepare for their future and be successful in contributing to society.

Since the Second Chance program started in 2016, about 1,000 students have graduated with degrees or certificates. John Wetzel, Secretary of the Pennsylvania Department of Corrections, said "If they're getting back out, why aren't we giving them the tools to be successful?" There are a lot of pros and cons weighing on this topic. Using the Second Chance program can be advantageous for many colleges, offering new outreach opportunities. The full article provides more detail on who is involved and what is the process, found [here](#).

Maggie Schmeiser

Colby Community College

Upcoming Events!



Kansas and Missouri ACT Conference

Friday, September 13th

8:00 am - 3:00 pm

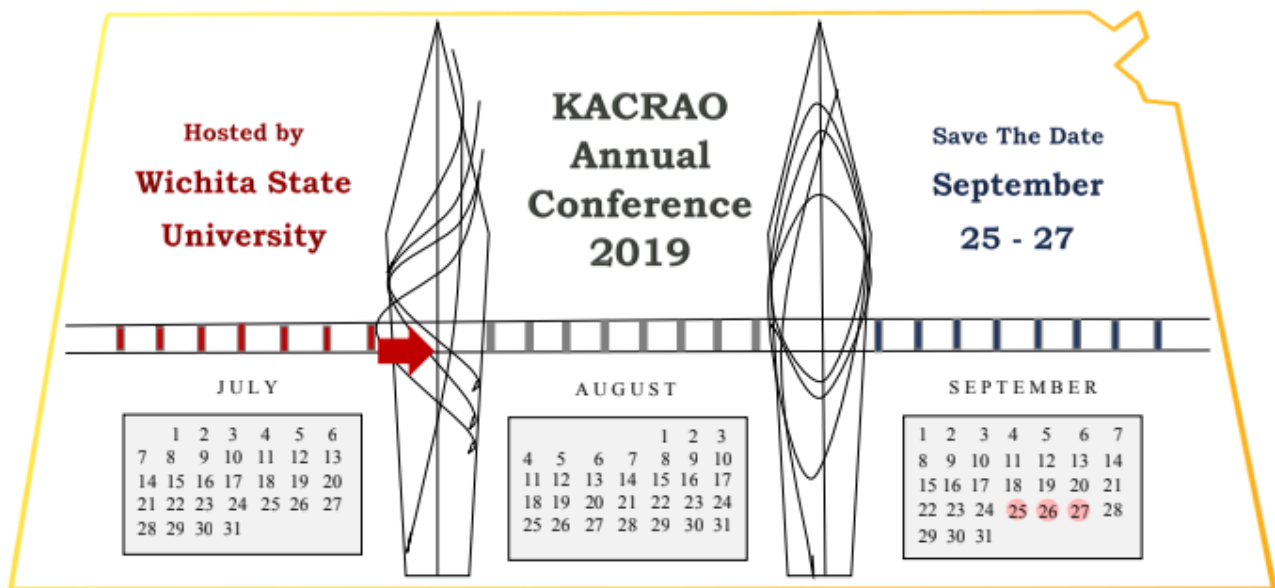
The Westin Kansas City at Crown Center

1 E Pershing Road

Kansas City, MO 64108

Register [Here](#)

KACRAO Annual Conference
September 25th - 27th, 2019
Drury Plaza Hotel Broadview
Wichita, Kansas
[Registration](#) Open Now!



Diana Chavira

Seward County Community College

Current Job Openings

Registrar Specialist
Ottawa University

Multiple Positions
University of Kansas

Admissions Counselor
Fort Hays State University

Admissions Counselor
Friends University

Admissions Recruiter/Advisor
Labette Community College

Find these postings and more at
kacrao.memberclicks.net/job-opportunities

Back to School

S I U C A L C U L A T O R P O
D S T U D E N T L I F E X U B
X V N M K P F J H R E L U R M
Q E O V Q B E C V B R G J I L
L P R O F E S S O R C B H P S
W N O T E B O O K V B R V E Y
T L G O R E T H Q Y F V D N M
P E J A U S H I C Z S A K C U
T C X T J J W A X U R M Y I M
F A H T T W Z F I G B S F L R
A M Z L B N O D D Q R N S S N
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U S B S Y Z Z L S H Q M O Y M

RULER
NOTEBOOK
TEXTBOOKS
PENCILS
CALCULATOR
PROFESSOR
INSTRUCTOR
CAMPUS
STUDENTLIFE
GOODGRADES

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“If the plan doesn’t work, change the plan, but
never change the goal.”