

## MACRAO Honorary Member

### Dr. Dugald “Scott” McMillan

Dr. Dugald McMillan began his thirty-seven year career at Michigan State University (MSU) in the Office of the Registrar in June of 1972. After serving in the Data Processing Coordination, Scheduling and Publications, and Degree Certification sections of the office, in 1982 he took over operational and coordinating responsibility for the University’s enrollment, assessment, and registration processes. During the next three decades, Dr. McMillan’s analytical abilities, common sense, and enthusiasm were instrumental in the development of an array of modern computer and web-based processes, many of which were cutting edge and the subject of many professional presentations at the state and national levels. While reveling in the technical successes, his belief in the importance of the human component of customer service never wavered and was reflected in his vigorous efforts to empower staff and to maintain a high level of personal service.



Dr. McMillan was a life-time contributor and member of the Michigan Association of Collegiate Registrars and Admissions Officers (MACRAO), in which he served as President in 1988-89. Throughout his career he served on many committees including: Legislative Update Ad Hoc Committee (2007-2008), Registrar’s Practices Committee (1983-1984, 1984-1985, 1986-1987, 1985-1986, 1997-1998, 1996-1997, 1995-1996, 1994-1995), Electronic Data Interchange Committee (1993-1994) MACRAO Past President (1989-1990), and MACRAO President Elect (1987-1988).

He was also an active member of the AAU Registrars, the CIC Registrars, and the American Association of Collegiate Registrars and Admissions Officers (AACRAO). Dr. McMillan was appointed Acting University Registrar of MSU in September of 2006 and served in that role until his retirement in June of 2009.

Dr. McMillan’s words during his presidency of MACRAO in 1989 provide an inspirational vision for members of today and those to come:

*“To you all, and especially to our younger members, I say, bite off as much as you can chew, excel in all you do, keep an eye on the big picture. Use MACRAO but do not expect it to deliver personal success. Strive, struggle, win. As each of us succeeds so will we all succeed.”*