



Michigan Association of Collegiate Registrars and Admissions Officers

MACRAO Insider

Presidential Farewell

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Dear Colleagues,
 With the Annual Conference at Shanty Creek just weeks away, my time as MACRAO's President is coming to an end. Being President of MACRAO has been an incredible experience for me. I've enjoyed the opportunity to meet and work with so many passionate and dedicated professionals across the state.

Thank you MACRAO committee members! Please read the Committee Annual Reports that are posted on our website. The reports outline their accomplishments over the past year. Also, please take time at the Annual Conference to personally thank the committee members you know and those you meet for their contributions to MACRAO.

I also want to express my heartfelt thanks to the members of the 2009-2010 Execu-

tive Committee: Tammy Grossbauer, Karen Hutslar, Pete Lacey, Katherine McMullen, Scott Owczarek, Dorene Root, Kristin Schuette, Janail Silver, and Vicki Stewart. Our team accomplished many things with their vision, energy and wisdom.

I look forward to seeing you at Shanty Creek on November 10-12. Scott Owczarek and his Local Arrangements Committee have been very busy...it's going to be a GREAT conference!

Sincerely,
 Debbie Harju



Debbie Harju

Access Conference Agendas, Minutes, and Reports Online

The [2009 Business Meeting Minutes](#), [2010 Treasurer's Report](#), and [Committee Annual Reports](#) will be available online for review before the annual conference via the [Committee Minutes and Reports](#) page on the [MACRAO Website](#) as they become available.

Note: In an effort to be more environmentally friendly, copies of these reports will not be distributed at the Annual Conference. Please review or print a copy for yourself at your leisure.

Register for the 2010 MACRAO Conference... It's not too late

MACRAO's 2010 Annual Conference: "MACRAO 2.0 – Next Gen Re-Invention"

November 10-12, 2010 [Shanty Creek Resort](#), Bellaire, MI

[MACRAO](#) is an organization known for its ability to step up and deliver. As we think about the future and "re-inventing" MACRAO as a sustainable organization, we need to think about our roots. We are an organization that can come together and collaboratively change the landscape of higher education for the betterment of our students. This year's conference program will provide us with the tools to take it to the next level. Program highlights include:

Lloyd Carr – Former University of Michigan Head Football Coach, Keynote Speaker (*Theme: Re-Inventing Yourself as a Leader*)

Daren Bakst – [Council on Law for Higher Education](#) (*Conference workshop covering "Major Legal Challenges for Registrars and Admissions Officers"*)

Brad Myers – Ohio State University and AACRAO Representative (*The AACRAO Update, a FERPA update, and the "How To's of FERPA!"*)

Thomas Howell and Trina Anderson – [Center for Educational Performance and Information](#) (*Functional presentation on how to obtain the UIC and the P-20 update*)

Brandy Johnson-Faith – Office of Governor Jennifer M. Granholm (*Michigan College Access Network, The MI SuperApp, Michigan College Access Portal*)

We are thrilled the Annual Conference is returning to a "re-invented" [Shanty Creek Resort](#). Through a multi-million dollar over haul, Shanty Creek has made a major investment to itself. This year we are committed to offering you a professional, personal, and team development experience which will allow us to "re-invent" ourselves for the next generation of learners.

Mark your calendar and [register](#) now; it will be the conference you won't want to miss!

Sincerely,

2010 Local Arrangements Committee

Christopher Marx, *Davenport University*

Elizabeth Stevens, *Northwestern Michigan College*

Irfan Bhabhrawala, *University of Michigan-Ann Arbor*

James Bensley, *Northwestern Michigan College*

Kara Fields, *Walsh College of Accountancy and Business Administration*

Katherine Lichtenberg, *Oakland Community College* (Co-Chair)

Kurt Kruschinska, *Wayne State University*

Michael Kolar, *Michigan State University*

Nic Taylor, *Saginaw Valley State University*

Scott Owczarek, *Michigan State University* (Chair)

Steven Shablin, *Oakland University*

Sue Deel, *Alma College*

QUESTIONS? Contact [Scott Owczarek](#), President-Elect & LAC Chair, Michigan State University

MACRAO Gives Back

The Local Arrangements Committee looks forward to seeing you in two weeks at the annual conference at Shanty Creek Resort.

As you prepare to attend the annual MACRAO conference at Shanty Creek this year, please keep in mind we will be having another food drive. This year's beneficiary will be the Mancelona Family Resource Center.



Always needed is canned/non-perishable food, but in particular this year is the great need for personal items such as: deodorant, toothpaste, toothbrushes, bath soap, dish soap, laundry detergent, dryer sheets, toilet paper, chapstick, hair brushes.

While much of the State of Michigan has been experiencing difficult economic times, Antrim County has been hit harder than most. Mancelona High School has approximately 75% of their students on free/reduced lunch and 44 of their students

are homeless. Unemployment in Antrim County has reached 18%—twice the national rate!

Please consider giving to this important agency and providing some of the items listed above. Your donation will allow families to allocate their money to rent, utilities, and their children's needs. The registration area at the conference will have a place designated to accept your generous and thoughtful gifts.

Safe Travels!
Scott Owczarek,
LAC Chair
MACRAO President—Elect

Get Involved — Join a MACRAO Committee

As the 2010 MACRAO year comes to a close, many committees are looking to add to their memberships as commitment terms end.

If you are interested in joining one of MACRAO's important committees please complete the Committee Membership Application located on the [Committees page](#) and forward to the MACRAO Vice President, you may also contact the committee chair for more information. The following committees are looking for new members:

College Articulation

Chair: Douglas Potter, dpotter8@emich.edu

Promotes communication and articulation between postsecondary educational institutions, monitors articulation agreements, and addresses specialized problems encountered by students in the transfer process.

Local Arrangements (one year appointment)

Chair: Katherine McMullen, kmmcmull@oaklandcc.edu

The LAC assists the President-elect to develop, promote, and execute the Annual meeting by serving as liaisons to meeting sites, vendors, caterers, speakers bureaus, and other service providers. Members provide clerical assistance and budget maintenance as directed by the President-elect.

2010 MACRAO Honorary Membership Inductees



Paul Schmidt

Paul Schmidt began his 39 years in higher education administration in 1971 as the Assistant Registrar at the University of Wisconsin – Eau Claire. Soon he moved on, and his journeys as a Registrar lead him to the Oregon Institute of Technology, Central Michigan University, and finally finding a home at Monroe County Community College.

In August of 2010, Paul retired and his plans include spending more time with his two daughters and granddaughter, playing more racquetball, and refining his stained glass techniques. Not one to keep his wisdom to himself, Paul also plans to work through AACRAO as a higher education consultant.

Paul's education includes a Bachelor of Science from Wisconsin State University – Superior and a MBA from the University of Wisconsin – Eau Claire. Over the years Paul continued his education in professional development course work, and many seminars and workshops.

Paul's giving back to professional organizations is legendary. In MACRAO, he has been a member of several committees including: Fraudulent Documents, Electronic Data Interchange (Chair), Registrar's Practices, MACRAO in the 90's, MACRAO Nominating committee, and Dues and Membership. He was elected to MACRAO as Vice President, President Elect, President, and Past President spanning 1995 to 2000. Paul also served on the AACRAO Fraudulent Records and Records Fraud committees. Most recently, he was instrumental in the success of the Michigan Transfer Network and was serving as Coordinator at the time of his retirement.

Paul has presented sessions at MACRAO, AACRAO, PACRAO, OACRAO, Wisconsin ACRAO, the Datatel Users Group, and others even he can't remember. He has presented well over 40 sessions; more sessions than his years in higher education. You don't get to present this often without doing something right. Paul is known for his well thought-out but laidback presentations. And he was never above telling it like it is and at the same time poking fun at his topic or himself.

Of course, all of this speaks highly of Paul, but what he really is, is a Registrar's Registrar. Knowing the importance of black and white rules, Paul also knew when to bend them. Knowing the progressive needs of technology, Paul always knew how important people were to make things happen. He also carried on the tradition of the College Registrar, and was present for the Denny Boyle (Past President and also a MACRAO Honorary Member) "crumble like cookies" speech. Paul is one of the sturdier threads that hold the Registrar profession and MACRAO together.

Upon reflecting on his career as a Registrar, his thoughts turned to MACRAO and are included in his retirement announcement:

"MACRAO is indeed an organization that has meant much to Michigan students over the years. Although the MACRAO Agreement, College Nights, and the Michigan Transfer Network are three of the best and most public examples, I know from experience just how much gets accomplished 'behind the scenes,' so to speak. We have a great organization. I know that our future is in good hands"

Submitted by Mark Ulseth

2010 MACRAO Honorary Membership Inductees

Howard Shanken

Howard may forever be the only MACRAO member to have ridden a moped across our great country! He was his own logistics planner, marketing director, trip coordinator, publicity manager, event coordinator and meal scheduler, plus he did the driving! Howard did it all!

In many ways, this opening paragraph tells much about Howard. He is a respected leader. He gets things done and he makes things happen, in MACRAO as well as during his work at Grand Rapids Community College.

Howard began his career in higher education in 1978 as a professor and chair of the Psychology department at Jordan College and later taught six years at Ionia State Prison (1986 to 1992) through Montcalm Community College's former "COPE" program. He joined Grand Rapids Community College in 1991 and even before he was appointed

Registrar, developed a long range vision for enrollment management. In 1996, he became Registrar and shortly after that his ability to bring a thoughtful, reasoned and knowledgeable perspective to the issue at hand was recognized. Howard retired from GRCC in July of 2010.

Some highlights -- Howard was:

A member of the GRCC NCA self study team

Selected for the Registrar's Institute in Aspen

Received the GRCC Raider Spirit award

Implemented the PeopleSoft administrative software

Taught part time as adjunct faculty

Attended the PeopleSoft Leadership Summit

Helped his staff win the MACRAO outstanding Support Staff award

Was appointed to the National Student Clearinghouse Advisory Committee

Published several articles

Nominated for and accepted the four-year responsibility of MACRAO Presidential leadership

Served on the AACRAO "What is Credit" national focus group

Represented MACRAO to state and professional associations, including the MCCA and helped bring MACRAO to the table for participation during a difficult and exciting time for change in the higher education landscape in Michigan.

Howard's MACRAO involvement included the Registrar's Practices Committee, the Data and Technology Committee (Chair), several Local Arrangements Committees and the four-year progression of Vice President, President Elect, President and Past President.

Howard was installed as President during the 2007 annual meeting in Grand Rapids and presided over the unveiling of the Michigan Transfer Network to the public at that meeting. His Presidency concluded a year later in Dearborn where the annual meeting was jointly held with Michigan, Ohio and Indiana.

In addition to his years of active participation in MACRAO, Howard was also active in the Community College Registrar's group and is well respected for his collaborative style, his willingness to mentor, his helpful knowledge as a FERPA guru, and willingness to share his informed, well considered advice on difficult and sometimes thorny issues.

There is a quote attributed to Aristotle that goes somewhat like this: "We are what we repeatedly do. Excellence is therefore not an act but a habit." This quotation from centuries ago could also describe our friend Howard.

MACRAO is honored to award our own "MACRAO Moped Cowboy" Honorary Membership.

Submitted by Paul Schmidt



2010 MACRAO Honorary Membership Inductees

Paul Wright

It is with great pleasure that I have been given the opportunity to summarize the distinguished career of Mr. Paul Wright. As is all too often the case, my remarks will only scratch the surface of Paul's many contributions to the University of Michigan. Paul is a person of integrity who cares deeply about his family, his community, his church and the University of Michigan. Paul also has many outside interests including history, genealogy and sports to name a few. Many of you have worked and interacted with Paul throughout the years and no doubt have your own stories to share.

Paul Wright began working for the University of Michigan on June 18, 1979. He came to the Office of the Registrar after a career in the financial sector. Like most operations during the late 1970's and early 1980's the processes in the office were far less automated (yet no less important). Nonetheless, they still had to register 35,423 students, process the thousands of adds and drops, assess and adjust tuition, record grades, issue transcripts and diplomas. Paul oversaw a large portion of the records area and worked closely with the then "central data processing" group. As with most things at the University of Michigan, the rules and processes were decentralized and the "exception" seemed to be the "rule."

A decade later, 1989, enrollment grew to 36,338 while Paul assumed additional responsibilities, including overseeing the Residency unit in the Office of the Registrar. Paul would dream about the definition of "domicile" as it related to determining students' residency classification for tuition purposes. It was during this 1980's that Paul's involvement with AACRAO and MACRAO grew. Paul served on the Graduate and Professional Studies committees in 1981-82, 1983-84, and 1986-87. Paul served on the Registrar's Practices committee in 1987-88, 1988-89, and 1989-90 (chair). He also made time to serve on the MACRAO local arrangements committee in 1986.

By the 1999 enrollment was at 37,828 and Paul was given additional responsibilities in the Office of the Registrar. It was during the 1990's that Paul assumed responsibility for several key functions in the office, including NCAA certification, procurement and budget, and human resources. As the same time, like at many of our institutions, large scale student, financial and human resource systems (e.g., Banner, Datatel, and Peoplesoft) were being implemented. Paul's expertise and institutional knowledge contributed to the University of Michigan's successful implementation of Peoplesoft.

Paul's involvement with MACRAO continued. He served as MACRAO Treasurer in 1996-97, 1997-98, and 1998-99. He also was the MACRAO Newsletter Editor in 1994-95 and 1995-96.

Paul's expertise in the areas of human resources and finances were critical to the office's transformation in the last 10 years. Moving from a staff of over 75 FTE with largely manually processes to a present day staff of 50 FTE with largely automated processes required a competent, fair and steady hand. And to complicate matters more, this was all occurring during a time of budget retrenchment.

As you can see, Paul led a very busy and very productive professional life. At the same time, Paul always considered family and community a priority. He is a devoted husband, father and grandfather. He is fully engaged and committed to his family – a role model for us all.

Paul, on behalf of the Office of the Registrar at the University of Michigan, we thank you and wish you all our best.

Sincerely,

Paul Robinson, University Registrar
University of Michigan – Ann Arbor



2010 MACRAO Honorary Membership Inductees



Duff Zube

Duff Zube has worked in higher education from 1977 – 2010. He dedicated 33 years to enthusiastically serving Delta College, and its students, in various roles: Coordinator of Central Administrative Services, Community Affairs Coordinator, Coordinator for Instructional Support Services, Assistant Registrar, Records Director, and Director of Admissions, Records and Assessment. In August of 2010, Duff retired from his position as Registrar at Delta College.

It's no secret that Duff brought that same dedication and enthusiasm to MACRAO. He was actively involved with MACRAO between 1991 – 2007 serving as Chair of the Registrar's Practices

Committee, a member of the Nominations Committee and Local Arrangements Committee, and he served as MACRAO Treasurer. Not only has Duff given his time, knowledge and leadership to MACRAO, he has also encouraged those younger than him to become actively involved with the organization through his professional guidance, friendship, and zest for life.

Duff graduated with his Bachelor's degree from Saginaw Valley State University, and received his Masters degree from CMU. He looks forward to spending more time with his family and friends, researching genealogy, golfing, and travel.

Aside of knowing Duff professionally, he also was able to share his personal side most notably through his infectious laugh, joke-telling, prank-pulling, but most importantly for his overall genuine friendship. We, his MACRAO family, thank Duff for his dedication to MACRAO, wish him nothing but the best as he begins his retirement, and congratulate him on receiving honorary MACRAO membership.

Submitted by: Doug Potter

PD Committee selects recipients of 2010 Travel Grant

The Professional Development Committee is proud to announce that Kelly Psilidis of Schoolcraft College and Amanda Snyder of Wayne State University are the 2010 recipients of the Professional Development Travel Grants. Each recipient will receive an award to cover the cost of their annual conference registration.

Amanda Snyder is the Manager of Records and Registration Services in the Office of the Registrar at Wayne State University (WSU). Previous to this position at WSU, Amanda was a Recruiter/Advisor in the College of Pharmacy and Health Sciences where she was granted the Outstanding Contributor Award by the Academic Staff and Professional Development Committee. She started her career at WSU as an undergraduate admissions counselor, focusing on Canadian recruitment. Amanda has an MA in Communication from the University of Wisconsin – Milwaukee (UWM) where she studied computer mediated communication. While at UWM, she held a Project Assistantship working with a traveling advising program and at the completion of her MA studies was awarded the Department of Communication Research Award. She has a BA in Communication from Oakland University. Her interests include travel, running and backpacking.



After growing up in Troy, Ohio, Kelly Psilidis made her way to the great state of Michigan in the fall of 1999 where she attended Eastern Michigan University and where the love of higher education began. While being a student at Eastern, Kelly worked in the Admissions Office as a tour guide and as a Fast Track Coordinator for over four years.



In the fall of her junior year, she participated in a study-abroad program in Italy, Sicily and Greece. During her stay, she traveled to see beautiful sights from the Coliseum to the Parthenon. At that moment, Kelly got bit by the travel bug and has since traveled to many other countries.

Kelly graduated in 2004 as an Education major and quickly joined the elementary education world where she taught 2nd grade. The opportunity became available for her to rejoin the higher education field at Schoolcraft College the spring of 2008. Here at Schoolcraft, her current responsibilities include being the new Student Recruitment Specialist E-Recruiter. She had always remembered how helpful the admissions staff was when she was applying to college and she's happy to be returning the favor today by guiding current applicants and their families through the process at Schoolcraft. In her spare time, Kelly enjoys taking her golden retriever, Columbo on adventures and cooking Greek food.

And the Award for Outstanding Support Staff goes to.....

The Transfer Team of Oakland University's Office of the Registrar.

Part of what makes a university great is a great support staff. The team, which provides services to OU's transfer students was cited for its accomplishments in three areas: improving community college catalog reviews and transfer guides, and its excellent overall service to students.



Members of the team included Laurie Presti, Cheryl Kress, Jill Lawson, Loretta Presti, Irene Edgett and Darlene Boutwell.

"The transfer team in the Office of the Registrar is committed to providing the best possible service to transfer students," said Registrar Steve Shablin. "I am pleased that colleagues from other Michigan institutions recognize the good work we do on a daily basis for our students."

In the summer of 2009, the transfer team began developing a more streamlined process for reviewing community college catalogs. Up to that point, reviews could take weeks or even months. After launching the new process in September 2009, reviews were updated in record time for nine community college catalogs.

Team member Laurie Presti said, "The fact that we now have a transfer articulation team dedicated to working together and meeting weekly to evaluate transfer coursework has been the biggest factor in the success that we have experienced in the last year."

She said the team has met with faculty members to learn what they look for in a course to determine if it is transferrable. The team initially reviews transfer materials and then forwards its preliminary decisions to faculty for final approval.

Laurie Presti also said OU benefits from having close relationships with Oakland Community College and Macomb Community College, with whom OU has concurrent enrollment programs.

To improve the transfer guides produced by OU, the team met with various stakeholders inside and outside the university who use the information in the guides. From their feedback, the team created a "wish list" of items, which helped in updating the guides.



"In addition to these initiatives, the transfer team continued providing excellent service to students without additional staff," said Tricia Westergaard, associate registrar. She noted that in a time when more emphasis is being placed on transfer students, the transfer team played a significant role in the maintenance of transfer information.

The award for 2010 was presented to OU's transfer at Support Staff workshop in Lansing sponsored by the Professional Development Committee.

Michigan's Post Secondary Data Repository UPDATE

Dear MACRAO Membership,

The MACRAO Executive Committee is pleased to report that the Center for Educational Performance and Information (CEPI) and Docufide have created an addendum to the Repository Contract. CEPI's willingness to listen and MACRAO's ability to collaborate is another example of how the two organizations can work together to make a difference! A tremendous thank you to everyone involved.

I have been asked to send out the following update to help facilitate the conversation between CEPI and our membership:

Based on feedback received, CEPI and Docufide, Inc. have created an addendum to the repository service agreement for postsecondary institutions. To obtain a copy, the Michigan Association of Collegiate Registrars and Admissions Officers (MACRAO) has offered to distribute the service agreement on behalf of CEPI. You can also obtain a copy on the CEPI Website by going to www.michigan.gov/cepi, clicking on the blue e-Transcripts tab at the left and then clicking on the Repository Service Agreement link. If you or a representative from your institution had already signed the previous repository service agreement, there is no need to sign this one. If choosing to sign this version, please do so by **Monday, November 1, 2010**.

If you have questions, please contact Dr. Melissa Bisson at bissonm@michigan.gov or 517-335-3061. For Docufide, please email questions to MLEtranscript@docufide.com.

A copy of the Postsecondary Repository Service with Addendum can be found [here](#).

Sincerely,

Debbie Harju

MACRAO President

P-20 Longitudinal Data System Advisor Council formed

Effective October 18, 2010, Governor Granholm signed an executive order that created the P-20 Longitudinal Data System Advisory Council. The Council will consist of 30 members who will review, develop, and recommend policies, procedures, and timelines to be adopted by the Center for Educational Performance and Information (CEPI) for the development and implementation of a comprehensive longitudinal data reporting system in compliance with state and federal laws. The group will ensure that the system data is made available to state and local policymakers, and to Michigan residents in the most useful format possible. The P-20 advisory Council reports to the Governor and the Legislature on recommended changes to Michigan Law and any other duties as requested by the Governor or the State Budget Director. To read the complete Executive order visit: <http://www.michigan.gov/gov/0,1607,7-168-21975-242308--,00.html>