



SPRING, 2006

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**2006 TACRAO Board**

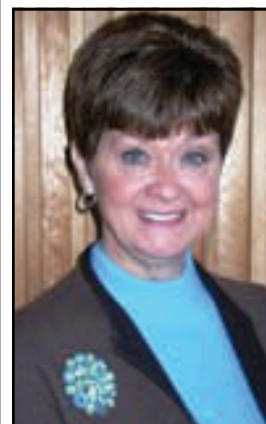
- **President:** Brenda Rector, Roane State
- **President-Elect:** Vanessa Gordon, Tennessee Tech
- **Past-President:** Tim Amyx, Volunteer State
- **Secretary-Treasurer:** Shelia Kendrick, Tennessee Tech
- **VP for Admissions and Financial Aid:** Brandon Ponder, UTC
- **VP for Data Management & Research:** Melissa Ripley, Tusculum College
- **VP for Recruitment Services:** Holly Vincent, Cleveland State
- **VP for Records and Registration:** Janice Choate, Lipscomb University
- **VP for Information Technology and Publications:** Heather Mattson, Volunteer State

***Brenda's Corner***

What comes to mind if someone mentions TACRAO? I hope it is not just that there is an annual conference in November. To provide members a number of services, your TACRAO executive Board is hard at work year around! Via the [listserv@tacrao.org](mailto:listserv@tacrao.org), members share information to help you do your job. We provide the TACRAO statewide calendar for college fairs, present workshops for professional and support staff development, and YES, we hold an annual meeting each

November. Some of the Board will be meeting with staff at the Knoxville Crown Plaza and Basketball Hall of Fame on February 27th to lay the groundwork for the annual meeting in November 2006. Board members are making plans for support staff workshops for the east, middle, and west areas of the state. The calendar for spring college mini-fairs has gone out and work on the fall 2006 calendar is underway. Sites are being selected for the Admissions Summer Workshop and the Registrar's

roundtable. Your Board is busy! Can you see yourself being part of one of these projects? If so, contact a board member. We will be happy to put you to work.



**Letter from the President-Elect *Vanessa Gordon***

Who stole the first two months of 2006 from me? Where did they go? Can you believe it is March already? Seems like just yesterday that we were at the 2005 TACRAO Annual Meeting, thinking how

2006 seemed so far away. But, here we are, two months into the year, and we've already started with our new Board of Directors and with planning the 2006 Annual Meeting and Conference. I hope

you'll start planning now to attend this year's conference. Be sure to send me your ideas for session topics. You can email them to me at [vgordon@tntech.edu](mailto:vgordon@tntech.edu). Have a wonderful spring! See you soon!

## Save the Date! *Registrar's Roundtable*

The 2006 Registrar's Roundtable will be held on **Monday, June 12, 2006 at Lipscomb University, Nashville Tennessee.**

Details of the program will be announced closer to time. The format will probably include a speaker as well as lively discussion on a variety of pertinent topics.

During the remainder of the semester as problems arise at your institution, make a note of them for consideration to discuss at

the roundtable and email them to Janice Choate for inclusion on the agenda. Make your plans to attend!

If you have questions regarding the roundtable and would like further information, please contact Mrs. Janice Choate. She is the Assistant Registrar at Lipscomb University and is currently the TACRAO Vice President for Records and Registration. You may contact her at: [Janice.Choate@lipscomb.edu](mailto:Janice.Choate@lipscomb.edu) or 615-279-6125.



## Identifying Students' College Readiness by *Tojuana Jordan*

Eddie Pawlawski took a potentially complicated subject and brought it to life for the attendee's of the **Identifying Students' College readiness Skills in Middle School and High School** conference workshop.

It was really interesting to hear what the "professionals" have to say about the ACT, what the test is designed to measure, the difference between the PSAT and ACT and their opinion on why some students do bet-

ter than others. One of the things I found most interesting was that according to Mr. Pawlawski, most students only take the required math courses and some have completed those requirements prior to their senior

year. He also stated that many students do not perform well on the math portion of the test because they are out of practice and do not retain what they have learned. Overall, this was a very enlightening workshop!

## Allen Ezell and Degree Mills by *Melissa Ripley*

I never dreamt I would be afraid at TACRAO but after listening to the presentation on Friday morning, the last day of TACRAO, I was afraid.

Mr. Allen Ezell, former FBI fraud agent and current Corporate Vice President of Fraud Investigation Services for Wachovia Corporation told us the real truth

and facts behind degree mills. What is the Degree Mill? For starters, it is "the billion-dollar industry that has sold over a million fake diplomas!"

Ezell asked if we knew who our doctors, lawyers and clergymen really were? Did we know where they got their degrees? It made us gasp

when we learned of millions of Americans that hold fake degrees!

In his presentation, Mr. Ezell illustrated stories of many degree mills which sold thousands upon thousands of degrees via the internet. He stated that total sales in the degree mill industry exceeded a million dollars a year.

I would encourage anyone in higher education, more specifically administrators in personnel, to utilize his book as a reference tool. One just never knows when a fake diploma might show up in your office! Want to learn more? Go to [www.degree mills.com](http://www.degree mills.com).

## SACRAO Update from Lexington, Ky

Over 600 members of the Southern Association of Collegiate Registrars and Admissions Officers (including me) met in Lexington, Kentucky from February 4-8, 2006 for "Splendor in the Bluegrass."

Just like times past, the conference was kicked off with a Super Bowl party. Football fans gathered with their fellow SACRAO friends on Sunday evening for a night of cheering, food, and football. On Tuesday, there was an evening of dinner, dancing and great music with soulful sounds of the sixties featuring "The Tams."

What do you need to know to do your job? I would bet

there was a session to address whatever it is. Whether you want to know about strategic enrollment management, redesigning or reorganizing your office, distance education, online courses, international student issues, campus diversity or disaster recovery, SACRAO 2006 had it. Presenters were well prepared and information was abundant.

Wednesday began with a plenary session entitled, "FERPA for ALL" presented by Dr. LeRoy Rooker, Director Family Policy Compliance Office, U.S. Department of Education's foremost authority on FERPA. He covered basics like defining what an

educational record is and moved to more current issues like electronic signatures and SEVIS.

All good things come to an end. We said good bye to new and old friends. As always the sharing of common concerns, learning we are not alone in the problems we face on our campuses and the networking with other attendees is invaluable. I hope many of you will get the "SACRAO experience" next year in Little Rock, Arkansas! Have a great spring season!

—Brenda Rector, President

## Customer Service by Heather Mattson

Are our students customers? Brandy Cartmell, Director of Academic Records and Registrar for the University of Tennessee at Martin provided great assistance to those who attended her session, that work in the Admis-

sions and Records Offices across the state. The session focused on how customer service is necessary to any office serving students, as we move towards being more competitive in higher education. Ideas were shared

with the group regarding various ways our students or "customers" can be better served. In closing, several institutions shared their ideas to promote better, more efficient customer service in their offices.

## Recruiting and Working with Adult Students

With the latest intensity of recruiting the Adult Learner who is 25 years of age and older, this session was most helpful!

How do we capture the adult learner's attention? What services can we provide them? This session, presented by Cele Curtis from Cleveland State Community College, dis-

cussed Adult learners and programs related to this population.

Ms. Curtis discussed the characteristics of adult learners as well as programs that Cleveland State currently has in place for their adult students. Programs such as "College in your own time," Welcome to Cleve-

land State," "Rest Workshops," and many more were described.

Ideas were shared for the participants to take back to their institutions. Several schools were able to pass along their programs and ideas that worked best for them.

# Kendrick's Kudos!

- **Rodney Robbins, MTSU:** Master's Degree in December 2005.
- **Heather Mattson, Vol State:** M.Ed in December 2005 and getting married June 24, 2006.
- **Christian Cruce, Murray State:** MS in Human Development and Leadership in December 2005.
- **Amy Walker, Gardner-Webb:** Married December 17, 2005!
- **Mary Margaret Freeman, Baptist College of Health Sciences:** Pregnant with TWINS! Due July 31!
- **Brandon Ponder, UTC:** Is no longer homeless! Hooray! Got a new house!
- **Connie Budai, Vol State:** Getting married April 15, 2006 and became a Grandmommy on February 5, 2006.
- **Sally Allen, APSU:** Master's of Arts in Corporate Communications in August 2005!
- **Vanessa Gordon, TN Tech:** Getting married June 3, 2006 and just bought a house in Sparta!
- **Gloria Randolph, Rhodes College:** New Associate Registrar!
- **Tim Amyx, Vol State:** Featured artist at the White House Art Gallery on March 17, 2006.
- **Tara Tomlin, Watkins College:** Getting married on October 14, 2006.

**Got something to share?**

**Send it to:**

[heather.mattson@volstate.edu](mailto:heather.mattson@volstate.edu)

## Sudoku

The rules of Sudoku are simple. Enter digits from 1 to 9 into the blank spaces. Every row must contain one of each digit. So must every column, as must every 3x3 square.

Each Sudoku has a unique solution that can be reached logically without guessing.

			3			8	1	
9			8			7		
	1		2	6	7			
6	9	8			2	3		4
		3				1		
7		1	5			2	6	8
			4	1	3		8	
		9			6			3
	2	4			8			