Hello TACRAO Friends,

Spring is almost here and as we all begin to prep for graduation and Summer registrations, I hope you all are finding time to remember the purpose behind what we do. I think for me, TACRAO has been able to serve as that reminder. I have always thought of our TACRAO organization as a family. We are members— we are friends. I have a strong sense of pride for what each of us do; we provide higher education to students so that many can have a brighter future. Maybe this is why we are not just another professional organization, but a group of dear friends, because ultimately—we all have a passion for the work that we strive to do every day.

TACRAO is able to offer a great deal of opportunities for you to meet new colleagues—friends—and learn new ideas, technology, and trends that can make our jobs a little easier. I hope when you think professional development from TACRAO, you don’t just think Annual Meeting. TACRAO offers a wide variety of other services to our membership through our Summer Admissions Workshop, Registrar’s Roundtable, Support Staff Workshops across the state, and development of the TACRAO Admissions Calendar. I hope that each of you will find time in your busy summer schedule to make it to at least one of these events—and yes, I hope to see you in Memphis this November for our Annual Meeting as well. Your TACRAO board is working hard to ensure that these events are both helpful and enjoyable—if you have ideas or suggestions for these events don’t hesitate to reach out and let us know!

Recently, I had the opportunity to spend some time with some TACRAO colleagues at SACRAO in San Antonio and I know that it was a great time of refreshment for me, as I am sure it would be for you if you were able to attend a TACRAO summer workshop. In this busy time—I encourage you to find time to develop yourself professionally and catch up with friends by attending an event. I know that I can’t wait to see you all this summer!!

Best Regards,

Megan Mitchell
TACRAO
President
Save the Date for TACRAO 2013 — November 20-22, 2013

We hope that you are all enjoying the spring weather and staying warm! It’s time to come out of hibernation and get ready for TACRAO 2013.

We are looking forward to the annual 2013 TACRAO conference in Memphis, Tennessee which is quickly approaching on November 20 – 22, 2013!

We hope to see you in Memphis!

Look for more info in the next issues of TACRAO News!

Support Staff Workshops Volunteers Needed

Interested in serving on or chairing a TACRAO committee?

Each summer and fall, TACRAO sponsors Support Staff Workshops in East, Middle, and West Tennessee. If you’d like to become involved or possibly assist in planning and coordinating a workshop at your institution or one being held in your area, please contact Dusty Duncan, Vice President for Administrative Support Services and Outreach at dundcj@etsu.edu.

I will help!

Maintaining Your Passion for the Job

Working in higher education may not be the most lucrative job in the world but it is great because it allows us, directly and indirectly, to support students in pursuing their dreams. However, there are times when that passion is seriously tested by the circumstances and conditions of our work. The accumulated effect of long hours, increasing demand for services, shrinking budgets, litigious environments, and what seems at times like incessant bashing of higher education for political purposes can lead to burnout among even the most dedicated of enrollment service professionals. So what can you do to avoid losing—or, if you’ve already lost it, to regain—your zest for the work?

Live a balanced life. That is typically understood to be a healthy and satisfying apportionment of time and energy between the tasks and opportunities of life. Make a list of your tasks and opportunities.

Set boundaries on social media. Another dimension of balance relates to the way that increased use of e-mail and social media has blurred the boundaries between work time and down time. Have you set limits on how much you allow those work-related tools to infringe on your personal time? The answers to those questions will vary from person to person, and even for each individual at any one point. Monitoring how much time you’re spending on work via social media is a helpful step in avoiding burnout.

Stay tuned for Part 2 of “Maintaining your Passion for the Job” in the next TACRAO News,

Excerpt retrieved from: http://chronicle.com/article/Maintaining-Your-Passion-for/132905/
SACRAO News

SACRAO 2013—Deep in the Heart of TEXAS

Did you miss out on SACRAO 2013 in San Antonio a few weeks ago? Never fear, you can still view the PowerPoint slides from many of the sessions by going to SACRAO’s website (http://www.sacrao.org/events/presentations2013.html)

Upcoming Meetings

2014 SACRAO Annual Meeting
Feb 16 – 19, 2014
Raleigh, NC

AACRAO Upcoming Meetings and Tidbits

2013 AACRAO Annual Meeting
April 14 – 17, 2013
(Sunday-Wednesday)
Moscone Center West
San Francisco, CA

2013 AACRAO Transfer Conference
July 14 – 16, 2013
(Sunday-Tuesday)
JW Marriott Starr Pass
Tucson, Arizona

2013 AACRAO Technology Conference
July 14 – 16, 2013
(Sunday-Tuesday)
JW Marriott Starr Pass
Tucson, Arizona

Are you attending AACRAO 2013 in San Francisco? Be sure to send any photos or articles to include in the next TACRAO News.

Did you know...

- 67% of AACRAO members are female
- 44% of institutional members are public institutions
- 24% of institutional members are from 2 year institutions

Source: AACRAO Demographics 2012

TACRAO President, Megan Mitchell (above) and President-Elect, Sheryl Burnette (left) attended SACRAO 2013 bringing back wonderful ideas as we prepare for TACRAO 2013 in November.
On a sunny November day, members from many Tennessee institutions headed to Kingsport, Tennessee for “TACRAO 2012: Surviving Higher Ed”. From professional development sessions on hiring practices and social media to best practices for a new student orientation, everyone gained much needed information as Tennessee continues to be the focus of nationwide retention and funding policies.

ETSU President, Dr. Brian Noland, kicked off the conference with a pre-conference workshop on “Success in Higher Education.” Dr. Noland spoke of Tennessee being in the national spotlight due to our efforts on increasing retention rates.

While we all learned the importance of "Surviving Higher Ed" during the day, ten of your colleagues took part in the Survivor: TACRAO Island Challenge. The challenges included a Q&A of colleagues and a scavenger hunt. The final challenge was to eat an entire can of sardines which three of your colleagues did...willingly!

If you weren’t in Kingsport but want to be involved in TACRAO, view the online “I Will Volunteer” sheet to see how you can get connected!

Below and on the next page are recaps of the top five sessions as determined by session evaluations.

Surviving the Road: how to get the most out of travel season

Presented by Richard Spencer, University of Tennessee, Knoxville

Travel season: two words that can make or break an admissions professional. A seasoned road warrior touched on the keys to successful and efficient travel planning. There were stories, anecdotes, and advice about how to make the most of your travels. How to make Google maps your best friend, how to maximize your miles; in short, how to not only survive, but thrive the crazy world of travel season.

Remarks:
“Less stress=longer life”, “Learned something new! By far best presentation of the conference!”, “I learned several new tips to make both my work and even my personal travels easier and stress-free.”, “Most engaging session I’ve been to yet! Great speaker.”
This session focused on using ACT’s data and research to assist your efforts to increase graduation and retention rates at your institution. There was also a review of the ACT test data of the 2012 graduates. Participants also provided with an update of the use of ACT programs in Tennessee.

Remarks: “Super job. Very informative”, “Great session and information!”

ACT Update

Presented by Chris Albrecth, ACT

This session discussed how business customer service models can be used in admissions. The focus of the model was the Enterprise model.

Remarks: “Topic is relevant to all offices on campus—good info!”, “Will certainly bring this information back to my office!”

Customer Service: from the business world to higher education

Presented by Michael Webb, King College and Javonte Ashford, King College

This session discussed how business customer service models can be used in admissions. The focus of the model was the Enterprise model.

Remarks: “Excellent!”, “Incredibly informative”, “Wonderful! I appreciate that he talked to us in layman’s terms (without talking down to us).”

Combat to classroom: assisting America’s warriors

Presented by Kevin Flanary, East Tennessee State University

This session encouraged ways to accommodate the increasing number of Veteran students. Issues such as, tuition and fee deferment options, reaching out to active duty members who are nearing separation, treating our Veteran’s as heroes rather just as numbers, and assisting with counseling referrals and assistance for those facing issues transitioning to college from combat were some of the points made. r they are a Veteran or not. Veterans are as diverse as that of the non-military population on our college campuses. Emphasis was placed on the need to make all Veterans and dependents feel welcomed and understood as they decide on whether or not to pursue their educational goals.

Remarks: “Thanks for your service! And for the presentation!”, “Great!”, “Knows his subject well!”
TACRAO 2012: Surviving Higher Education
The Big Event: Survivor: TACRAO Island

All images courtesy of Charlie Folsom
1. What was the original name of TACRAO when it was founded in the 1940s?

2. Who is considered the father of the registrar profession?

3. What does “TACRAO” stand for?

4. What is the purpose of TACRAO?

5. How many types of membership does TACRAO offer?

Hint: All answers can be found in the Resources link on the TACRAO website.

Can you find all of these TACRAO words in the puzzle to the left?

| ADMISSIONS | HIGHEREDUCATION |
| ROADWARRIOR | ENROLLMENT |
| ORIENTATION | STUDENTS |
| FAIRS | REGISTRAR |
| TRANSCRIPTS |

Looking for ways to connect with other TACRAO members??

- Visit our website
- Like us on Facebook
- Join the TACRAO List-Serve
- Volunteer Opportunities

Join us online at tacrao.org
Like us on Facebook