



New Member Guide

The purpose of this handbook is to serve as an introduction for new members the Tennessee Association of Collegiate Registrars and Admissions Officers (TACRAO). It includes a history, description and outline of responsibilities of each member of the Board of Directors, and provides important information for new members of the association.

This manual is updated annually by the Secretary of the organization, with assistance from the President.

TACRAO Constitution & Bylaws are maintained as separate documents. Each document is available on the TACRAO Website, www.tnacrao.org.

Updated February 2016

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***AN ABBREVIATED HISTORY
OF OUR PROFESSION***

Adapted from remarks by J Douglas Conner, former Executive Director, AACRAO

Some historians have traced the origin of the registrar professions to the Middle Ages, approximately the 14th century. During this period, the structure of early universities was greatly influenced by the organizational pattern established at the University of Paris. Under this pattern, the individual responsible for governing the university was designated as the Rector. This position evolved from the office of the Proctor who supervised the students from individual nations at the university. Later, when an administrator for corporate powers was needed, the position of Rector was instituted and a Secretary was elected to function as a Vice-Rector.

The office which probably preceded the registrar was that of Major Beadle. The Major Beadle performed many functions including informing faculty members of meetings, helping faculty members with discipline, ringing bells for chapel, walking at the head of academic processions, and keeping a register of all graduates. Also, the Major Beadle's salary was paid from fees imposed upon prospective graduates, licentiates, and masters of the university. If the Major Beadle disclosed confidential university matters, his salary was not paid. Before he could assume the position, the Major Beadle was required to swear allegiance to the nation, the faculty, and to the Rector of the university. Later, Major Beadles was given the additional title of Grapharins, which may be translated to mean clerk or registrar. These Major Beadles were assigned the responsibility for keeping the official graduation register and the matriculation list of the university.

In America, colleges were established in the 17th century and were modeled, for the most part, on the British universities. These colleges included the College of William and Mary, Harvard College, Kings College and Yale College. At these colleges, the registrar was often a faculty member who assumed the responsibility for college entrance requirements and admissions procedures.

Throughout the 19th century, as the importance of college education was emphasized, admission requirements tended to become very specific and quantitative. As a result of the emphasis placed upon college admissions standards, the need for the Office of Registrar became apparent.

The registrar profession, as it is known today, is attributed to the efforts of Ezra Gillis, who is considered by many individuals to be the father of the registrar profession. One of Gillis major accomplishments was the establishment of the American Association of Collegiate Registrars and Admissions Officers.

**TENNESSEE ASSOCIATION OF COLLEGIATE
REGISTRARS AND ADMISSIONS OFFICERS
(TACRAO)
(<http://www.tnacrao.org>)**

The first organized meeting of Tennessee registrars was held in the late 1930s. The Tennessee Association of Collegiate Registrars and Admissions Officers (TACRAO) was founded in the 1940s as the Tennessee Branch of the American Association of Registrars. The membership of TACRAO has grown through the years and in 2004 included over 84 institutional members and more than 520 participating representatives.

In regard to the first meeting (before 1946), Dr. J. Ridley Stroop of David Lipscomb College wrote: “The best I recall, it was my privilege to nominate Dr. R. F. Thomason, at that time registrar of the University of Tennessee at Knoxville, who was elected president of the association. I regret that I do not recall what year that was. That initial meeting, which so far as I recall, only selected officers and planned for the first program and regular meeting one year hence, was held on Peabody campus.”

Dr. R. F. Thomason of the University of Tennessee made the following statements: “As I recall it, there were two or three meetings which we had around 1937-41 which were largely informal and were in Nashville, either at one of the hotels or at Peabody College. I remember that Dr. J. R. Robinson, formerly the registrar at Peabody, now deceased, and I assembled as many registrars as we could get together for a meeting in Nashville, and I believe that I acted as president about the first year, and he came along as president the next year. Then the war caused us to disband for about two or three years.”

Other historical tidbits: Early meetings were held on Saturday for a half-day at the Hermitage or Maxwell House Hotel in Nashville. It is also interesting to note that the 1969 annual meeting was held on the campus of Memphis State University. Members stayed in dormitory rooms and ate meals on campus.

The meeting was not evaluated by members as being successful, and this type of meeting format has not been repeated.

TACRAO activities are highlighted each year by the annual conference. The conference program typically includes a variety of professional sessions and culminates the work of the board of directors. Customarily, the annual meeting rotates between the three divisions of the state: east, middle, and west. The dates for the annual meeting were changed from October to mid-November in 1985 to accommodate the Admissions Officers’ recruitment travel schedules.

A newsletter is published three or four times per year. An annual directory provides the names and institutional addresses of our membership. Annual Support Staff Workshops are held in the three geographical areas of the state as well as a summer Admissions Workshop, a Registrars Roundtable, and a Graduate School Forum. These activities are organized by the vice presidents of the organization. A Statewide Coordinating Committee plans and organizes the state-wide schedule of college day/night programs and provides operational guidelines for both high school and college personnel.

HISTORY OF PRESIDENTS AND EXECUTIVE COMMITTEE MEMBERS

First Organized Meeting to Present

In this history you will notice that institutions of all sizes from across the state and with both public and private affiliation have been active on the Executive Committee. If your institution has not been represented, now may be the time for you to get involved and bring a new contribution to TACRAO. If your institution has been involved, you have the opportunity to continue the tradition.

The professionals listed in this history have demonstrated significant commitment to our profession, to higher education, and to the students whom we serve. As you become involved in TACRAO you will get to know members of the more recent executive committees. Take the opportunity to work with these individuals to draw from their experiential resources.

First Organized Meeting

President: R. F. Thomason, University of Tennessee, Knoxville

Second Organized Meeting

President: J. R. Robinson, George Peabody College for Teachers, Nashville

1946-47

President: J. Ridley Stroop, David Lipscomb College, Nashville

1947-48

President: William H. Vaughan, George Peabody College for Teachers, Nashville

Secretary: J. Ridley Stroop, David Lipscomb College, Nashville

1948-49

President: Hugh T. Ramsey, Lincoln Memorial University, Harrogate

Secretary: C. O. Douglass, Tennessee Wesleyan College, Athens

1949-50

President: Austin W. Smith, Tennessee Polytechnic Institute, Cookeville

Vice-President: James L. Buford, Vanderbilt University, Nashville

Secretary: Nina M. Rubin, Carson-Newman College, Jefferson City

1950-51

President: James L. Buford, Vanderbilt University, Nashville

Vice-President: Myrtle H. Phillips, University of Tennessee Junior College, Martin

Secretary-Treasurer: Nina M. Rubin, Carson-Newman College, Jefferson City

1951-52

President: R. P. Clark, Memphis State College, Memphis

Vice-President: Ralph R. Bryant, David Lipscomb College, Nashville

Secretary-Treasurer: Mary E. Waddle, Bethel College, McKenzie

1952-53

President: W.B. Judd, Middle Tennessee State College, Murfreesboro

Vice-President: M. P. Bowman, Austin Peay State College, Clarksville

Secretary-Treasurer: Gladys I. Stone, Union University, Jackson

1953-54

President: M.P. Bowman, Austin Peay State College, Clarksville

Vice-President: Gladys I. Stone, Union University, Jackson

Secretary-Treasurer: Ralph R. Bryant, David Lipscomb College, Nashville

1954-55

President: Gladys I. Stone, Union University, Jackson

Vice-President: William M. Beasley, East Tennessee State College, Johnson City

Secretary-Treasurer: Altie H. Smith, Tennessee Polytechnic Institute, Cookeville

1955-56

President: William M. Beasley, East Tennessee State College, Johnson City

Vice-President: Ralph R. Bryant, David Lipscomb College, Nashville

Secretary-Treasurer: E. Claude Gardner, Freed-Hardeman College, Henderson

1956-57

President: Ralph R. Bryant, David Lipscomb College, Nashville

Vice-President: Myrtle H. Phillips, University of Tennessee Martin Branch, Martin

Secretary-Treasurer: Eris Anderson, Belmont College, Nashville

1957-58

President: Myrtle H. Phillips, University of Tennessee Martin Branch, Martin

Vice-President: Reuben W. Holland, University of Chattanooga, Chattanooga

Secretary-Treasurer: Nina M. Rubin, Carson-Newman College, Jefferson City

1958-59

President: Reuben W. Holland, University of Chattanooga, Chattanooga

Vice-President: E. Claude Gardner, Freed-Hardeman College, Henderson

Secretary-Treasurer: David H. Stone, Belmont College, Nashville

1959-60

President: E. Claude Gardner, Freed-Hardeman College, Henderson

Vice-President: R. P. Clark, Memphis State University, Memphis

Secretary-Treasurer: Paul Riviere, Tennessee Wesleyan College, Athens

1960-61

President: Altie H. Smith, Tennessee Polytechnic Institute, Cookeville

Vice-President: Brother Henry Ernest, Christian Brothers College, Memphis

Secretary-Treasurer: Natalie D. Schlack, University of Chattanooga

1961-62

President: M.P. Bowman, Austin Peay State College, Clarksville

Vice-President: William G. Smyth, Jr., University of Tennessee, Knoxville

Secretary-Treasurer: Glen W. Chalk, Bethel College, McKenzie

1962-63

President: William G. Smyth, Jr., University of Tennessee, Knoxville

Vice-President: Paul Riviere, Tennessee Wesleyan College, Athens

Secretary-Treasurer: Jack E. Snider, King College, Bristol

1963-64

President: Jack E. Snider, King College, Bristol

Vice-President: John E. Weems, Middle Tennessee State College, Murfreesboro

Secretary-Treasurer: John Turpin, Southwestern at Memphis, Memphis

1964-65

President: John E. Weems, Middle Tennessee State College, Murfreesboro

Vice-President: William O. Batts, Jr., Vanderbilt University, Nashville

Secretary-Treasurer: John W. White, Jr., Martin College, Pulaski

1965-66

President: William O. Batts, Jr., Vanderbilt University, Nashville

Vice-President: Henry Allison, University of Tennessee at Martin, Martin

Secretary-Treasurer: Phyllis D. Fontaine, Milligan College, Johnson City

1966-67

President: Henry Allison, University of Tennessee at Martin, Martin

Vice-President: Jewell Snyder, University of Chattanooga, Chattanooga

Secretary-Treasurer: Ronald E. Underwood, Belmont College, Nashville

1967-68

President: Jewell Snyder, University of Chattanooga, Chattanooga

Vice-President: Bob L. Cochran, University of Tennessee, Knoxville

Secretary-Treasurer: E. Grady Bogue, Memphis State University, Memphis

1968

President: Bob L. Cochran, University of Tennessee, Knoxville

Vice-President: E. Grady Bogue, Memphis State University, Memphis

Secretary-Treasurer: John Q. Wolf, Southwestern at Memphis, Memphis

1969

President: E. Grady Bogue, Memphis State University, Memphis

Vice-President: Ronald E. Underwood, Belmont College, Nashville

Secretary-Treasurer: George L. Thacker, Lane College, Jackson

1970

President: Ronald E. Underwood, Belmont College, Nashville

Vice-President: Phyllis Fontaine, Milligan College, Milligan

Secretary-Treasurer: W.O. Johnson, Columbia State Community College, Columbia

1971

President: Phyllis D. Fontaine, Milligan College, Milligan

Vice-President: Eugene P. Caruthers, Meharry Medical College, Nashville

Secretary-Treasurer: Jessie Warren, Motlow State Community College, Tullahoma

1972

President: Eugene P. Caruthers, Meharry Medical College, Nashville

Vice-President: John Eubank, Memphis State University, Memphis

Secretary-Treasurer: Martha Williams, University of Tennessee at Martin, Martin

1973

President: John Eubank, Memphis State University, Memphis

Vice-President: Paul W. Roden, Carson-Newman College, Jefferson City

Secretary-Treasurer: Rosella McClain, Dyersburg State Community College, Dyersburg

1974

President: James W. Loyd, East Tennessee State University, Johnson City

Vice-President: Hoyle D. Lawson, Tennessee Technological University, Cookeville

Secretary-Treasurer: Carol King, Belmont College, Nashville

1975

President: Hoyle D. Lawson, Tennessee Technological University, Cookeville

Vice-President: Billie Exum, Lambuth College, Jackson

Secretary-Treasurer: Stanley Butler, Lee College, Cleveland

1976

President: Billy Exum, Lambuth College, Jackson

Vice-President: Ray Fox, University of Tennessee at Chattanooga, Chattanooga

Secretary-Treasurer: Sister Mary Ambrose Williams, Aquinas Junior College, Nashville

1977

President: Ray Fox, University of Tennessee at Chattanooga, Chattanooga

Vice-President: Wade Powers, Volunteer State Community College, Gallatin

Secretary-Treasurer: Jean Melton, University of Tennessee Center for the Health Sciences, Memphis

1978

President: Wade Powers, Volunteer State Community College, Gallatin

President-Elect: Martha Scott, University of Tennessee at Martin, Martin

Vice-President for Admissions and Financial Aid: Leon Hess, University of Tennessee Center for the Health Sciences, Memphis

Vice-President for Data Management & Research: Cliff Gillespie, Middle Tennessee State University, Murfreesboro

Vice-President for Records & Registration: Louise Greene, Roane State Community College, Harriman

Secretary-Treasurer: L.D. Lockery, Tennessee Temple University, Chattanooga

1979

President: Martha Scott, University of Tennessee at Martin

President-Elect: Louise Greene, Roane State Community College, Harriman

Vice President for Admissions & Financial Aid: Dick Kittleton, Austin Peay State University, Clarksville

Vice-President for Data Management & Research: Brenda Davis, University of Chattanooga

Editor TACRAO Newsletter: Loyd Bell, East Tennessee State University, Johnson City

1980

President: Louise Greene, Roane State Community College, Harriman

President-Elect: Cliff Gillespie, Middle Tennessee State University, Murfreesboro

Vice-President for Admissions & Financial Aid: Claude Scott, State Technical Institute, Memphis

Vice-President for Data Management & Research: Margaret McWilliams, University of Tennessee at Martin

Secretary-Treasurer: Jack Shannon, Carson-Newman College, Jefferson City

Editor TACRAO Newsletter: Loyd Bell, East Tennessee State University, Johnson City

1981

President: Cliff Gillespie, Middle Tennessee State University, Murfreesboro

President-Elect: Leon Hess, University of Tennessee Center for the Health Sciences, Memphis

Vice-President for Admissions & Financial Aid: Mike White, University of Tennessee at Chattanooga

Vice-President for Data Management & Research: John Johnson, Jackson State Community College, Jackson

Vice-President for Records & Registration: Lawrence Taylor, Freed-Hardeman College, Henderson

Secretary-Treasurer: Donna Johnson, George Peabody College, Nashville

Editor TACRAO Newsletter: Lydia Arnold, Middle Tennessee State University, Murfreesboro

1982

President: Leon Hess, University of Tennessee Center for the Health Sciences, Memphis

President-Elect: Loyd Bell, East Tennessee State University, Johnson City

Vice-President for Admissions & Financial Aid: Sister Dominica Gobel, Aquinas Junior College, Nashville

Vice-President for Data Management & Research: Lynn Gilmore, Walters State Community College, Morristown

Secretary-Treasurer: Melvin Welch, University of Tennessee at Nashville

Editor TACRAO Newsletter: Sam Boswell, Memphis State University

1983

President: Loyd Bell, East Tennessee State University, Johnson City

President-Elect: W. Wess Williams, Middle Tennessee State University, Murfreesboro

Vice-President for Admissions & Financial Aid: Sam Boswell, Memphis State University, Memphis

Vice-President for Data Management & Research: John McDow, University of Tennessee at Knoxville

Vice-President for Records & Registration: Betty Padgett, State Technical Institute at Memphis

Secretary-Treasurer: Melvin Welch, Trevecca Nazarene College, Nashville

Editor TACRAO Newsletter: Martha Kelley, Belmont College, Nashville

1984

President: Melvin Welch, Trevecca Nazarene College, Nashville

President-Elect: Betty Padgett, State Technical Institute at Memphis

Vice-President for Admissions & Financial Aid: Charles Edington, University of Tennessee at Knoxville

Vice-President for Data Management & Research: Gary Gibson, Vanderbilt University, Nashville

Vice-President for Records & Registration: Nellie Powell, Morehouse College

Secretary-Treasurer: Dewey Batson, State Technical Institute, Knoxville

Editor TACRAO Newsletter: Sherian Huddleston, Middle Tennessee State University, Murfreesboro

1985

President: Betty Padgett, State Technical Institute at Memphis

President-Elect: Charles Edington, University of Tennessee at Knoxville

Vice-President for Admissions & Financial Aid: James Perry, Tennessee Technological University, Cookeville

Vice-President for Data Management & Research: Gina Hughs, Belmont College, Nashville

Vice-President for Records & Registration: Glenn Munson, Rhodes College, Memphis

Secretary-Treasurer: Dewey Batson, State Technical Institute at Knoxville

Editor TACRAO Newsletter: Sherian Huddleston, Middle Tennessee State University, Murfreesboro

1986

President: Charles Edington, University of Tennessee at Knoxville

President-Elect: James Perry, Tennessee Technological University, Cookeville

Vice-President for Admissions & Financial Aid: Randy McPherson, Memphis State University

Vice-President for Data Management & Research: Martha Kelley, Belmont College, Nashville

Vice-President for Records & Registration: Lydia Norfleet, Cleveland State Community College, Cleveland

Secretary-Treasurer: Howard Bickers, Mid America Baptist Theological Seminary, Memphis

Editor TACRAO Newsletter: Ted Gray, Middle Tennessee State University, Murfreesboro

1987

President: James Perry, Tennessee Technological University, Cookeville

President-Elect: Glenn Munson, Rhodes College, Memphis

Vice-President for Admissions & Financial Aid: Tom Losh, Cleveland State Community College, Cleveland

Vice-President for Data Management & Research: Emily McClain, University of Tennessee at Martin

Vice-President for Records & Registration: Vicky McKay, Tennessee State University, Nashville

Secretary-Treasurer: Howard Bickers, Mid-America Baptist Theological Seminary, Memphis

Editor TACRAO Newsletter: Ted Gray, Middle Tennessee State University, Murfreesboro

1988

President: Glenn Munson, Rhodes College, Memphis

President-Elect: Lynn Gilmore, Walters State Community College, Morristown

Vice-President for Admissions & Financial Aid: Jack Shannon, Carson Newman College, Jefferson City

Vice-President for Data Management & Research: Emily Knudsen, University of Tennessee at Martin

Vice-President for Records & Registration: Vicky McKay, Tennessee State University, Nashville

Secretary-Treasurer: Randy McPherson, Memphis State University

Editor TACRAO Newsletter: Jaina Smith, State Technical Institute at Memphis

Past-President: James Perry, Tennessee Technological University, Cookeville

1989

President: Lynn Gilmore, Walters State Community College, Morristown

President-Elect: Gary Gibson, Vanderbilt University, Nashville

Vice-President for Admissions & Financial Aid: Jack Shannon, Carson Newman College, Jefferson City

Vice-President for Data Management & Research: Kathy Fiege, University of Tennessee at Knoxville

Vice-President for Records & Registration: J. Dan Gullett, Dyersburg State Community College

Vice-President for Recruitment Services: Eddie Pawlawski, Nashville State Technical Institute

Secretary-Treasurer: Randy McPherson, Memphis State University

Editor TACRAO Newsletter: Monica Ray, Jackson State Community College

Past-President: Glenn Munson, Rhodes College, Memphis

1990

President: Gary Gibson, Vanderbilt University, Nashville

President-Elect: Randy McPherson, Memphis State University, Memphis

Vice-President for Admissions & Financial Aid: Lynn Palmer, Middle Tennessee State University, Murfreesboro

Vice-President for Data Management & Research: Kathy Fiege, University of Tennessee at Knoxville

Vice-President for Records & Registration: J. Dan Gullett, Dyersburg State Community College

Vice-President for Recruitment Services: Eddie Pawlawski, Nashville State Technical Institute

Secretary-Treasurer: Marty Eby, Trevecca Nazarene College, Nashville

Editor TACRAO Newsletter: Monica Ray, Jackson State Community College, Jackson

Past-President: Lynn Gilmore, Walters State Community College, Morristown

1991

President: Randy McPherson, Memphis State University, Memphis

President-Elect: Lydia Norfleet, Tennessee Wesleyan College, Athens

Vice-President for Admissions & Financial Aid: Lynn Palmer, Middle Tennessee State University, Murfreesboro

Vice-President for Data Management & Research: Kathy Fiege, University of Tennessee at Knoxville

Vice-President for Records & Registration: Susie Archer, Vanderbilt University, Nashville

Vice-President for Recruitment Services: June Armitage, Memphis State University

Secretary-Treasurer: Marty Eby, Trevecca Nazarene College, Nashville

Editor TACRAO Newsletter: Janice Roark, Volunteer State Community College, Gallatin

Past-President: Gary Gibson, Vanderbilt University, Nashville

1992

President: Lydia Norfleet, Tennessee Wesleyan College, Athens

President-Elect: Martha Kelley, Belmont University, Nashville

Vice-President for Admissions & Financial Aid: Eddie Pawlawski, Nashville State Technical Institute, Nashville

Vice-President for Data Management & Research: Beverly Cosley, Chattanooga State Technical Community College

Vice-President for Records & Registration: Susie Archer, Vanderbilt University, Nashville

Vice-President for Recruitment Services: June Armitage, Memphis State University

Secretary-Treasurer: Dennis Dulniak, Austin Peay State University, Clarksville

Editor TACRAO Newsletter: Janice Roark, Volunteer State Community College, Gallatin

Past-President: Randy McPherson, Memphis State University

1993

President: Martha Kelley, Belmont University, Nashville

President-Elect: Susie Archer, Vanderbilt University, Nashville

Vice-President for Admissions & Financial Aid: Daphne Minkin, Belmont University, Nashville

Vice-President for Data Management & Research: Beverly Cosley, Chattanooga State Technical Community College

Vice-President for Records & Registration: Al Crews, University of Tennessee, Knoxville

Vice-President for Recruitment Services: Lauree Burnette, Middle Tennessee State University, Murfreesboro

Secretary-Treasurer: Dennis Dulniak, Austin Peay State University, Clarksville

Editor TACRAO Newsletter: Darin Hollingsworth, Memphis State University

Past-President: Lydia Norfleet, Tennessee Wesleyan College, Athens

1994

President: Susie C. Archer, Vanderbilt University, Nashville

President-Elect: Dennis Dulniak, Austin Peay State University, Clarksville

Vice-President for Admissions & Financial Aid: Patsy Reynolds, University of Tennessee, Chattanooga

Vice-President for Data Management & Research: Becky Harper, University of Tennessee, Knoxville

Vice-President for Records & Registration: Al Crews, University of Tennessee, Knoxville

Vice-President for Recruitment Services: Steve King, University of Tennessee, Chattanooga

Secretary-Treasurer: Charles Hampton, Free Will Baptist Bible College, Nashville

Editor TACRAO Newsletter: R. Darin Hollingsworth, University of Memphis, Memphis

Past-President: Martha Kelley, Belmont University, Nashville

1995

President: Dennis J. Dulniak, Austin Peay State University, Clarksville

President-Elect: J Dan Gullett, Dyersburg State Community College

Vice-President for Admissions and Financial Aid: Patsy Reynolds, University of Tennessee, Chattanooga

Vice-President for Data Management and Research: Becky Harper, University of Tennessee, Knoxville

Vice-President for Records and Registration: Evelyn McDonald, Memphis Theological Seminary

Vice-President for Recruitment Services: Steve King, University of Tennessee, Chattanooga

Secretary-Treasurer: Charles Hampton, Free Will Baptist Bible College, Nashville

Editor TACRAO Newsletter: Daryl Welch, Middle Tennessee State University, Murfreesboro

Past-President: Susie C. Archer, University of Tennessee, Knoxville

1996

President: J Dan Gullett, Dyersburg State Community College

President-Elect: Becky Harper, University of Tennessee, Knoxville

Vice-President for Admissions and Financial Aid: Carmelia Taylor, Tennessee State University, Nashville

Vice-President for Data Management and Research: Mary Caprio, Middle Tennessee State University, Murfreesboro

Vice-President for Records and Registration: Evelyn McDonald, Memphis Theological Seminary, Memphis

Vice-President for Recruitment Services: Steve King, University of Tennessee, Chattanooga

Secretary-Treasurer: Jennifer Ervin, Belmont University, Nashville

Editor TACRAO Newsletter: Daryl Welch, Middle Tennessee State University, Murfreesboro

Past-President: Dennis J. Dulniak, Austin Peay State University, Clarksville

1997

President: Becky Harper, University of Tennessee, Knoxville

President-Elect: Patsy Reynolds, University of Tennessee, Chattanooga

Vice President for Admissions and Financial Aid: Carmelia Taylor, Tennessee State University, Nashville

Vice President for Data Management and Research: Carolyn H. Johnson, Middle Tennessee State University, Murfreesboro

Vice President for Records and Registration: Sheila McCoy, Austin Peay State University, Clarksville

Vice President for Recruitment Services: Robert Hodum, Tennessee Technological University, Cookeville

Secretary-Treasurer: Jennifer Ervin, Belmont University, Nashville

Newsletter Editor: John Head, Tennessee Wesleyan College, Athens

Past-President: J. Dan Gullett, Dyersburg State Community College

1998

President: Carolyn Johnson, Middle Tennessee State University, Murfreesboro

President-Elect: Jennifer Ervin, Belmont University, Nashville

Vice President for Admissions and Financial Aid: Verna Crockett, Shelby State Community College, Memphis

Vice President for Data Management and Research: Jana Turner, State Technical Institute at Memphis, Memphis

Vice President for Records and Registration: Sheila McCoy, Austin Peay State University, Clarksville

Vice President for Recruitment Services: Robert Hodum, Tennessee Technological University, Cookeville

Secretary-Treasurer: Janet Cates, David Lipscomb University, Nashville

Newsletter Editor: John Head, Tennessee Wesleyan College, Athens

Past-President: Becky Harper, University of Tennessee, Knoxville

1999

President: Robert Hodum, Tennessee Technological University, Cookeville

President-Elect: Julie Bennett, Chattanooga State Technical Community College, Chattanooga

Vice President for Admissions and Financial Aid: Verna Crockett, Shelby State Community College, Memphis

Vice President for Data Management and Research: Jana Turner, State Technical Institute at Memphis, Memphis

Vice President for Records and Registration: Kay Reed, University of Tennessee, Knoxville

Vice President for Recruitment Services: Sharon Thomas, Middle Tennessee State University, Murfreesboro

Secretary-Treasurer: Janet Cates, David Lipscomb University, Nashville

Newsletter Editor: Whitney Simpson, Middle Tennessee State University, Murfreesboro

Past-President: Carolyn Johnson, Middle Tennessee State University, Murfreesboro

2000

President: Julie Bennett, Chattanooga State Technical Community College, Chattanooga

President-Elect: David Wallace, The University of Memphis, Memphis

Vice President for Admissions and Financial Aid: Bruce Franks, Cleveland State Community College, Cleveland

Vice President for Data Management and Research: Vanessa R. Dowdy, Southwest Tennessee Community College, Memphis

Vice President for Records and Registration: Kay Reed, University of Tennessee, Knoxville

Vice President for Recruitment Services: Sharon Thomas, Middle Tennessee State University, Murfreesboro

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Newsletter Editor: Whitney Simpson, Middle Tennessee State University, Murfreesboro

Past-President: Robert Hodum, Tennessee Technological University, Cookeville

2001

President: David Wallace, The University of Memphis, Memphis

President-Elect: Sharon Thomas, Middle Tennessee State University

Vice President for Admissions and Financial Aid: Cyndi Sweet, The University of Tennessee, Knoxville

Vice President for Data Management and Research: Vanessa R. Dowdy, Southwest Tennessee Community College, Memphis

Vice President for Records and Registration: Paul Wiley, The University of the South, Sewanee

Vice President for Recruitment Services: Jay Stallings, Middle Tennessee State University, Murfreesboro

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Vice President for Information Technology & Publications: Tim Amyx, Volunteer State Community College, Gallatin

Past-President: Robert Hodum, Tennessee Technological University, Cookeville

2002

President: Sharon Thomas, Middle Tennessee State University, Murfreesboro

President-Elect: Kathy Feagins, East Tennessee State University, Johnson City

Vice President for Admissions and Financial Aid: Cyndi Sweet, The University of Tennessee, Knoxville

Vice President for Data Management and Research: George Wolf, Tusculum College, Greeneville

Vice President for Records and Registration: Paul Wiley, The University of the South

Vice President for Recruitment Services: Jay Stallings, Middle Tennessee State University, Murfreesboro

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Vice President for Information Technology & Publications: Tim Amyx, Volunteer State Community College, Gallatin

Past-President: David Wallace, The University of Memphis, Memphis

2003

President: Kathy Feagins, East Tennessee State University, Johnson City

President-Elect: Vanessa Dowdy, Southwest Tennessee Community College, Memphis

Vice President for Admissions and Financial Aid: Cyndi Sweet, The University of Tennessee, Knoxville

Vice President for Data Management and Research: Brenda Rector, Roane State Community College, Harriman

Vice President for Records and Registration: Kyle Jackson, East Tennessee State University, Johnson City

Vice President for Recruitment Services: Mona Snell, The University of Memphis, Memphis

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Vice President for Information Technology & Publications: Tim Amyx, Volunteer State Community College, Gallatin

Past-President: Sharon Thomas, Middle Tennessee State University, Murfreesboro

2004

President: Vanessa Dowdy, Southwest Tennessee Community College, Memphis

President-Elect: Tim Amyx, Volunteer State Community College, Gallatin

Vice President for Admissions and Financial Aid: William Winstead, The University of Memphis, Memphis

Vice President for Data Management and Research: Brenda Rector, Roane State Community College, Harriman

Vice President for Records and Registration: Kyle Jackson, East Tennessee State University, Johnson City

Vice President for Recruitment Services: Mona Snell, The University of Memphis, Memphis

Secretary-Treasurer: Amy Deaton, Austin Peay State University, Clarksville

Vice President for Information Technology & Publications: Vanessa Gordon, Tennessee Technological University, Cookeville

Past-President: Kathy Feagins, East Tennessee State University, Johnson City

2005

President: Tim Amyx, Volunteer State Community College, Gallatin

President-Elect: William L. Winstead, The University of Memphis, Memphis

Vice President for Admissions and Financial Aid: Brandon Ponder, University of Tennessee at Chattanooga

Vice President for Data Management and Research: Brenda Rector, Roane State Community College, Harriman

Vice President for Records and Registration: Janice Choate, Lipscomb University, Nashville

Vice President for Recruitment Services: Holly Trotter Vincent, Cleveland State Community College, Cleveland

Secretary-Treasurer: Amy Deaton, Austin Peay State University, Clarksville

Vice President for Information Technology & Publications: Vanessa Gordon, Tennessee Technological University, Cookeville

Past-President: Vanessa Dowdy, Southwest Tennessee Community College, Memphis

2006

President: Brenda Rector, Roane State Community College, Harriman

President Elect: Vanessa Palmer, Tennessee Technological University, Cookeville

Vice-President for Admissions and Financial Aid: Brandon Ponder, University of Tennessee at Chattanooga

Vice-President for Data Management and Research: Melissa Ripley, Tusculum College, Greeneville

Vice-President for Records and Registration: Janice Choate, Lipscomb University, Nashville

Vice-President for Recruitment Services: Holly Trotter Vincent, Cleveland State Community College, Cleveland

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Vice-President for Information Technology & Publications: Heather Mattson, Volunteer State Community College, Gallatin

Past-President: Tim Amyx, Volunteer State Community College, Gallatin

2007

President: Vanessa Palmer, Tennessee Technological University, Cookeville

President-Elect: Sheryl Gray, Carson-Newman College, Jefferson City

Vice-President for Admissions and Financial Aid: Wesley Gentry, University of Memphis, Memphis

Vice-President for Data Management and Research:

Vice-President for Records and Registration: Sheryl Gray, Carson-Newman College, Jefferson City

Vice-President for Recruitment Services: James McDaniel, Roane Community College, Oak Ridge

Secretary-Treasurer: Shelia Kendrick, Tennessee Technological University, Cookeville

Vice-President for Information Technology & Publications: Heather Harper, Volunteer State Community College, Gallatin

Past-President: Brenda Rector, Roane State Community College, Harriman

2008

President: Sheryl Gray, Carson-Newman College, Jefferson City

President-Elect: Amy Deaton, Austin Peay State University, Clarksville

Vice-President for Admissions and Financial Aid: Wesley Gentry, University of Memphis, Memphis

Vice-President for Data Management and Research: Laura Monks, Motlow State Community College, Lynchburg

Vice-President for Records and Registration: Beth Rogers, Vanderbilt University, Nashville

Vice-President for Recruitment Services: James McDaniel, Roane Community College, Oak Ridge

Secretary-Treasurer: Sally Allen, Austin Peay State University, Clarksville

Vice-President for Information Technology & Publications: Heather Harper, Volunteer State Community College, Gallatin

Past-President: Vanessa Palmer, Tennessee Technological University, Cookeville

2009

President: Amy Deaton, Austin Peay State University, Clarksville

President-Elect: Heather Harper, Volunteer State Community College, Gallatin

Vice-President for Admissions and Financial Aid: Eric Farmer, O'More College of Design, Franklin

Vice-President for Administrative Support Services and Outreach: Maria Gonzales, Roane State Community College, Harriman

Vice-President for Records and Registration: Sheryl Burnette, East Tennessee State University

Vice-President for Recruitment Services: Marlin Curnutt, Walters State Community College, Morristown

Secretary-Treasurer: Sally Allen, Austin Peay State University, Clarksville

Vice-President for Information Technology & Publications: Beth Rogers, Vanderbilt University, Nashville

Past-President: Sheryl Gray, Carson-Newman College, Jefferson City

2010

President: Heather Harper, Volunteer State Community College, Gallatin

President-Elect: Kate Howard, University of Memphis

Vice-President for Admissions and Financial Aid: Matt Hannah, Middle Tennessee State University, Murfreesboro

Vice-President for Administrative Support Services and Outreach: Maria Gonzales, Roane State Community College, Harriman

Vice-President for Records and Registration: Sheryl Burnette, East Tennessee State University

Vice-President for Recruitment Services: Marlin Curnutt, Walters State Community College, Morristown

Secretary-Treasurer: Megan Mitchell, Austin Peay State University, Clarksville

Vice-President for Information Technology & Publications: Beth Rogers, Tennessee Technological University, Cookeville/Tim Amyx, Volunteer State Community College, Gallatin

Past-President: Amy Deaton, Austin Peay State University, Clarksville

2011

President: Kate Howard, University of Memphis

President-Elect: Matt Hannah, Middle Tennessee State University/Kim Stephens, Cumberland University

Vice-President for Admissions and Financial Aid: Kim Stephens, Cumberland University, Lebanon

Vice-President for Administrative Support Services and Outreach: Maria Gonzales, Roane State Community College, Harriman

Vice-President for Records and Registration: Linda Orth, University of Tennessee, Chattanooga/Tim Amyx, Volunteer State Community College, Gallatin

Vice-President for Recruitment Services: Avery Swinson, Walters State Community College, Morristown

Secretary-Treasurer: Megan Mitchell, Austin Peay State University, Clarksville

Vice-President for Information Technology & Publications: Sara Keller, University of Tennessee Knoxville

Past-President: Heather Harper, Volunteer State Community College, Gallatin

2012

President: Kim Stephens, Cumberland University, Lebanon

President-Elect: Megan Mitchell, Austin Peay State University, Clarksville

Vice-President for Admissions and Financial Aid: Charlie Folsom, University of Tennessee Knoxville

Vice-President for Administrative Support Services and Outreach: Dusty Duncan, East Tennessee State University, Johnson City

Vice-President for Records and Registration: Donna Mack, Roane State Community College, Harriman

Vice-President for Recruitment Services: Avery Swinson, Walters State Community College, Morristown

Secretary-Treasurer: Michele Priddy, Aquinas College, Nashville

Vice-President for Information Technology & Publications: Sara Keller, University of Tennessee Knoxville

Past-President: Kate Howard, University of Memphis

2013

President: Megan Mitchell, Austin Peay State University, Clarksville

President-Elect: Sheryl Burnette, East Tennessee State University, Johnson City

Vice-President for Admissions and Financial Aid: Charlie Folsom, University of Tennessee Knoxville

Vice-President for Administrative Support Services and Outreach: Dusty Duncan, East Tennessee State University

Vice-President for Records and Registration: Brandi Hill, Tennessee Tech University, Cookeville

Vice-President for Recruitment Services: Kerry Hines, University of Tennessee at Martin

Secretary-Treasurer: Michele Priddy, Aquinas College, Nashville

Vice-President for Information Technology & Publications: Carol Laney, University of Memphis

Past-President: Kim Stephens, Cumberland University, Lebanon

2014

President: Sheryl Burnette, East Tennessee State University, Johnson City

President-Elect: Dusty Duncan, East Tennessee State University, Johnson City

Vice-President for Admissions and Financial Aid: Richard Spencer, University of Tennessee Knoxville

Vice-President for Administrative Support Services and Outreach: Priscilla Gitzchlag, Roane State Community College, Harriman

Vice-President for Records and Registration: Brandi Hill, Tennessee Tech University, Cookeville

Vice-President for Recruitment Services: Kerry Hines, University of Tennessee at Martin

Secretary: Jessica Edwards, Tennessee Wesleyan College, Athens

Treasurer: Beatrice LaChance, Cumberland University, Lebanon

Vice-President for Information Technology & Publications: Carol Laney, University of Memphis

Past-President: Megan Mitchell, Austin Peay State University, Clarksville

2015

President: Dusty Duncan, East Tennessee State University, Johnson City

President-Elect: Michele Priddy, Aquinas College, Nashville

Vice-President for Admissions and Financial Aid: Brad Averitt, Austin Peay State University, Clarksville

Vice-President for Administrative Support Services and Outreach: Priscilla Gitzchlag, Roane State Community College, Harriman

Vice-President for Records and Registration: Dawn Carter, Northeast State Community College, Blountville

Vice-President for Recruitment Services: Cindy Atchley, Pellissippi State Community College, Knoxville

Secretary: Jessica Edwards, Tennessee Wesleyan College, Athens

Treasurer: Beatrice LaChance, Cumberland University, Lebanon

Vice-President for Information Technology & Publications: Carol Laney, University of Memphis

Past-President: Sheryl Burnette, East Tennessee State University, Johnson City

2016

President: Michele Priddy, Aquinas College, Nashville

President-Elect: Avery Swinson, Walters State Community College, Morristown

Vice-President for Admissions and Financial Aid: Sammy Stevens, University of Tennessee Knoxville

Vice-President for Administrative Support Services and Outreach: Kellie Siniard, Chattanooga State Community College

Vice-President for Records and Registration: Dawn Carter, Northeast State Community College, Blountville

Vice-President for Recruitment Services: Kelly Pietkiewicz, University of Memphis

Secretary: Jessica Swiney, King University, Bristol

Treasurer: Tracy Comer, Austin Peay State University, Clarksville

Vice-President for Information Technology & Publications: Carol Laney, University of Memphis

Past-President: Dusty Duncan, East Tennessee State University, Johnson City

**TACRAO COMMITTEES AND EXECUTIVE COMMITTEE
MEMBERS AND THEIR RESPONSIBILITIES**

The ongoing activities of the Association are carried out by a committee system headed by the Board of Directors (Board). Standing committees are appointed each year with members serving for a one year term. In appointing committees, attention is given to a balance of participation by age, sex, and work background of committee members and by type and geographic location of their institutions. A special effort is made to include relative newcomers in each year's committee appointments.

BOARD OF DIRECTORS

President - The President is elected for a one-year term after having served as President-elect. The President takes office following the official elections held during the Business Meeting session of the Annual Meeting.

The duties of the President include: overseeing the management of TACRAO and reporting to the membership, chairing all Board meetings, serving as formal liaison with SACRAO and AACRAO, and assigning committee chairs and members with the assistance of the Board.

President-Elect - The President-Elect is elected for a one-year term following which, barring unforeseen circumstances, the individual assumes the presidency of the association. The President-elect has primary responsibility for the program of the annual meeting.

Past-President - The position of Past-President is the third and final step in the three-year progression of the presidency. The president becomes past-president during the annual business meeting at the time when all new officers assume their new positions. The past-president serves to obtain corporate sponsorship, nominations for leadership positions, and represents concerns of minority issues and representatives.

Vice-Presidents - There are five Vice Presidents: 1) Vice-President for Admissions and Financial Aid, 2) Vice-President for Administrative Support Services and Outreach 3) Vice-President for Records and Registration, and 4) Vice-President for Recruitment Services, 5) Vice President for Information Technology and Publications. All Vice-Presidents have similar general responsibilities, but there are several specific duties. Usually, three vice-presidents represent different sections of the state in order to assume responsibilities in those areas. The Vice-President for Recruitment Services usually is selected from among those members of TACRAO who have served on the Statewide Coordinating Committee. Two vice-presidents are elected each year, giving each vice-president a two year term, The Vice-Presidents for Records and Registration and for Recruitment Services and the VP for Information Technology and Publications are elected in even-numbered years; the other two vice-presidents, secretary and treasurer are elected in odd-numbered years.

Secretary – The Secretary is responsible for keeping membership records and meeting minutes for the Association. This position also oversees the updating of the New Member Guide each year. The Secretary is elected for a two year term.

Treasurer – The Treasurer is responsible for keeping all financial records of the association using an electronic banking software. The treasurer presents financial reports at each Board meeting and an annual financial report at the Annual Business Meeting. The Treasurer is elected for a two year term.

STANDING COMMITTEES

The President shall appoint annually the following Standing Committees:

1. **Nominations Committee** - will nominate officers of the Association and will be chaired by the Past-President.
2. **Auditing Committee** - will audit the Treasurer's report each year before the annual meeting.
3. **Membership Committee** - will select and review applications for all types of membership.
4. **State-Wide Coordinating Committee** - will plan and organize high school and community college visitation schedules.
5. **Time and Site Committee** - will recommend the time and place of the annual meeting of the association.

Other ad hoc committees also serve the organization: Admission's Summer Workshop, Support Staff Workshop, Evaluation, Local Arrangements, Corporate Sponsorship, Registrar's Roundtable, and Graduate School Forum.

THE PURPOSE OF TACRAO

The organization is a non-profit, professional association whose purpose shall be to provide for the exchange of ideas and information on and about higher education in the State of Tennessee and the nation as a whole, to promote the advancement of higher education, to support and promote the professional development of and the friendly spirit of cooperation and unity among its members, and to act as a coordinating agency among the member institutions.

In the event of the dissolution of the organization, after all debts of the association have been paid, any remaining assets will be donated to a charitable organization for the advancement of higher education as determined by the Board of Directors.

HOW TO GET INVOLVED IN TACRAO

You have already accomplished the first step by attending an official TACRAO function. The Annual Meeting is probably the best forum to introduce you to TACRAO. There are several other opportunities for you to enhance the network that will begin at the meeting.

Volunteering offers the opportunity for members to serve as chair/recorder, program participant, moderator, committee member, and/or committee chair. To volunteer, go to the TACRAO website and submit the "I Will Volunteer" form or contact a Board member. In addition, members are always welcome to submit newsletter articles to the Vice President for Information Technology and Publications. Once you volunteer, guarantee that you will complete your assignment no matter what!

As your career develops you will gain skills and think of ideas that will not only make your job easier, but also contribute to the advancement of our organization and ultimately to the advancement of higher education. We encourage you to share these ideas and experiences with your professional peers through involvement in TACRAO. In addition, you may wish to subscribe to the listserv for TACRAO discussion purposes (maintained by the Vice President for Information Technology and Publications). To subscribe, send a message to: listserv-subscribe@tacrao.org. In the subject line of the message write: *SUBSCRIBE*. Correspondence should then be sent to the address: listserv@tacrao.org. Complete instructions on are available on TACRAO's website at www.tnacrao.org.

GETTING THE MOST OUT OF THE ANNUAL MEETING

Before the Meeting

- A. Budget for the conference accordingly.
- B. Send your conference registration material promptly. Often, the rooms available at the conference rate are sold out immediately.
- C. Complete pressing assignments in the office before leaving for the annual meeting. This will allow you to focus all your attention on the conference instead of worrying about things at the office.
- D. Call colleagues at nearby institutions about coordinating travel arrangements. In these days of budget constraints, reducing expenses has become a necessity. Also, by sharing expenses your travel request may be more readily approved.
- E. Leave your travel schedule, including the location of the meeting and hotel phone number, with the office and at home.
- F. If you are a session presenter and have lots of handouts, consider shipping them to the conference site prior to your arrival. This allows you to travel lighter. A word of caution: should you ship handouts make sure you allow adequate mailing time.
- G. Don't forget to bring with you your hotel confirmation, receipt of registration fee, business cards, folder, paper, etc.
- H. Traveling to a conference can be exhausting, stressful, disorienting, lonely and/or frustrating. You can take steps to avoid these sensitivities. Make sure you get plenty of sleep before, during and after the conference. Make certain you eat right, and try to exercise while you are at the hotel. Also, include some personal fun time in each day's schedule.

During the Meeting

- A. When checking into the hotel, ask the registration clerk where the room is located. A different location may be desired: a room with a view, a room away from the elevator and ice machine, a non-smoking room. After you check into your room if you notice several items that may be a potential nuisance, contact the front desk immediately and ask for a different room before you get settled.
- A. Familiarize yourself with the hotel - the exits, the meeting rooms, the elevators, the stairways, etc. Often stairways can be used between meeting rooms to eliminate waits for crowded elevators.
- A. Check in at the conference registration area and pick up your conference materials. Take time to sit down, relax, and review your packet.
- D. Look for familiar faces. Go and introduce yourself to another attendee who appears to be alone. Many of us travel to conferences by ourselves. It's always fun to do things either with another individual or with a group of several people.
- E. Read the official program and see who the presenters are and what colleges and universities they represent. Sometimes the focus of particular sessions is geared toward a large or small environment. This factor should be considered when selecting a session to attend.
- F. Attend the first-time attendees session, which take place before the opening session. Look for details in the conference agenda.
- G. To ensure a seat at a session, arrive at the room early. Each section of the room has advantages for sitting. The front allows seeing and hearing well, while the rear allows you a total view of the room to see other attendees.
- H. Some presenters will provide handouts of their sessions. If you do not receive one, leave your business card and ask for one to be sent to you.
- I. Feel free to write or call a presenter from any session you attended. Let them know your thoughts about the subject area discussed and ask them to send you additional information.

- J. If you are in a meeting room and you can't hear the speaker, ask your colleagues around you if they can't hear and then raise your hand and politely ask the speaker to speak louder or adjust the microphone.
- K. Introduce yourself to people you don't know when you are in a group or in a meeting, say hello to the person sitting next to you or in front of you. Making new friends and contacts is a great advantage of attending conferences.
- L. Throughout the TACRAO (and AACRAO and SACRAO) meetings you will be asked to evaluate the sessions and/or conference. You should be honest and fair in your answers. The evaluations are used to help plan future meetings and to learn what was liked and not liked.
- M. Do not call the office to check on things! They have your number and if they need you, they will call you! Use the 100 Mile rule when at the conference and treat your attendance and attention to the meeting as if you were 100 miles (or more) from your office.

After The Meeting

- A. Go through the material that you brought home. You probably carried back everything that was given out, information from the host city, and a multitude of notes. Throw out all the junk and keep the material that will be useful.
- B. Remember to say thank-you to members of your staff who worked in the office while you attended the TACRAO conference. Bring them an item of local flavor from your meeting- e.g. Goo Goo Clusters from Nashville. If you forgot to bring something home, stop by the local supermarket or bakery. Whatever the item, don't forget them!
- C. Do your expense report immediately.
- D. Try to implement at least one idea you picked up at the conference.
- E. Be careful not to overwhelm your staff with new ideas you bring home from the conference. Even though you may be excited about your new and improved ways of doing things, the staff who implements these changes may feel a bit of resentment because of your travel opportunity. Ease into these new ideas gradually.
- F. Perhaps one of the best things you realize when you return home is that the grass is not always greener on the other side. We sometimes fail to realize the good staff and the good working environment we do have. Appreciate your job and make the most of it!
- G. The final thing you should do upon returning to the office from the conference is to become involved. Whether the involvement be at the state, regional, or national organization does not really matter. What is important is to become involved! Our associations are always looking for energetic volunteers, so why wait - BE ONE!

***SOUTHERN ASSOCIATION OF COLLEGIATE REGISTRARS AND
ADMISSIONS OFFICERS (SACRAO)***

(<http://www.sacrao.org>)

The Southern Association of Collegiate Registrars and Admissions Officers (SACRAO) was formed in 1947 as a satellite group of the Southern Association of Colleges and Schools. One and one-half day meetings were held annually in conjunction with the Southern Association meeting. In December 1972, SACRAO elected to start meeting at a time and place to be fixed by its Executive Committee. SACRAO, the largest of the regional associations, has since thrived on a full program centered around a three-day annual meeting.

Membership is institutional and includes colleges and universities from a fourteen state region representing 565 institutions. Activities and projects are carried out through a committee structure similar to that of the AACRAO organization.

AMERICAN ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS (AACRAO)

(<http://www.aacrao.org>)

The American Association of Collegiate Registrars and Admissions Officers (AACRAO) is a professional association whose purpose is to promote the advancement of higher education in its fullest and broadest implications. It began with a meeting of 15 registrars in Detroit in August 1910. Today there are more than 11,000 individual members and approximately 2,600 institutional members in more than 40 countries. In addition, there are now 39 state/ regional organizations functioning under the AACRAO umbrella. They serve as the vehicle for maintaining a grass roots concept as well as providing professional stimulation in the field.

The Association maintains a Washington, D. C., office with a professional staff under the direction of an Executive Director. In addition to the support of the normal on-going program of the Association, this office maintains liaison with a large number of other associations, works with governmental agencies, and reviews legislation and regulations that impact the areas of admissions and records.

The Association's program is largely carried out by committees, boards, councils, and task forces. Major efforts go into the annual conference and into a large number of outstanding publications. The conference is the highlight of the year and offers well over 200 individual program sessions covering all facets of the profession for all levels of experience. Attendance has averaged over 2,000 for the past decade.

MOVING UP IN THE ADMISSIONS/RECORDS FIELD

It's probably safe to say that we all want to 'get ahead' in life and especially in our careers. What skills and experience do you need to move up the ladder?

William R. Haid, Registrar and Director of Enrollment Services at the University of Colorado at Boulder, published an article in AACRAO's College and University journal which offers several tips for both entry level and mid-level employees in our fields ('Moving Up: Skills for Advancement Opportunities in Admissions and Records Organizations', College and University, Summer 1995, pp. 34-38). The following information is excerpted from that article with his kind permission. For more information on this same subject, refer to the AACRAO book called Becoming a Leader in Enrollment Services: A Development Guide for the Higher Education Professional, which includes a chapter by Dr. Haid.

Dr. Haid begins the article by pointing out there are many opportunities for advancement in admissions and records, as demonstrated by the number of directors of admissions and registrars who came up through the ranks. After all, no one majors in 'admissions and records' in college. However, it's not hard to see that there are a lot fewer jobs at the top of the ladder than there are at the bottom, so Dr. Haid offers 'six important steps to consider when working to move up in the organization or to put into practice when you do advance.'

Work hard and distinguish yourself

In the context of moving up in an organization, the saying should be 'work smarter and harder' in order to distinguish yourself from others... There are several ways to do this: First, set an example, especially if you are a supervisor. Next, be productive at work. There is no substitute for getting work done. This doesn't mean to be competitive, but it means striving for higher levels of output, setting an example, and distinguishing yourself from your peers.

Be willing to accept new responsibilities eagerly. If you are asked to join a project, chair a committee, or offer a new service, say yes without hesitation. This may strike you as taking on more work, but it also broadens your experience and, once again, distinguishes you from your peers.

Never stop learning while you work. With a new procedure, a new computer program, or a new office management concept, keep an open mind about learning something new.

Learn to write and write often. Writing is such a useful and under-utilized skill that a good writer can easily be distinguished from others.

Volunteer for new things and get involved in professional activities. You can begin with state or regional associations, but do not overlook campus opportunities, such as coordinating your building's blood drive or giving tours to visitors on campus.

Along your career path, first find an area that can become your specialty. Become the campus expert on something. Expertise on the Family Educational Rights and Privacy Act (FERPA), enrollment management, student information systems, recruiting strategies, office management, records management, or staff development are just a few of the areas that can further distinguish you and make you valuable to your employer and to the profession.

Take care of people

As a supervisor or manager, you will be evaluated on how well your unit takes care of customers. Develop a love for good customer service and you will stand out in a world that too easily accepts mediocre treatment. If you take care of your employees, your employees will take care of customer relations.

Communicate expectations

The single most important leadership function of a supervisor or manager is to communicate expectations to employees clearly. People should know verbally and in writing what is expected of them and how good performance is measured.

Keep your priorities straight

Without clear goals and objectives, people can work hard, and even smartly, but lose track of their priorities. Set long- and short-term goals, and write them down. Write down career and personal goals.

Once you have set your goals, you can work toward them. Short-term goals need objectives. Objectives are things you can and should work on. They are the basis for your work plans. Make a work plan each week that keeps you on track with your goals and objectives and lets you monitor your performance.

Now, here is the hard part. Success is also about keeping your priorities straight. You have worked hard and taken care of people. You are promoted and now you are a supervisor. You have responsibility for people who were previously your peers and friends. Supervisors and managers will be able to keep work and personal relationships separate if they limit friendships in the work place. Rarely can supervisors effectively supervise their 'best' friends and remain best friends.

As a supervisor, you must realize that you cannot please everyone. You will please more of your staff by being consistent than by pleasing everyone. Respect, understanding, caring, and fairness are more important values to employ in your treatment of people rather than trying to please everyone.

Don't be afraid of change

Times are changing, people are changing, and needs are changing. As an employee or a supervisor, be ready for changes that come your way, or be an agent of change yourself. Use change for continuous improvement. Measure the results and employ the things that work. People who move up are people who can change!

People who move up are also people who can move. Whether a move means to another state, another institution in your state or area, or another department on your campus, sometimes you have to move out to move up.

Do the right thing

In work, as in life, you can decide how ethically and honestly you conduct yourself. Practice intellectual honesty in your work as well as in your personal life. Don't shirk responsibilities; be willing to do the difficult thing.

Take care of yourself

The last area is about you. You must know yourself and be yourself. Develop a 'style' and live that style at work. Don't change because you are at work. Take care of yourself and take time for yourself. Working hard was the first aspect discussed and taking care of yourself may also mean playing hard when you play.