



for the - **RECORD**

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IN THIS ISSUE:

President's
Cornerpg. 1

AACRAO President's
Reflection.....pg. 2-3

Congratulations
Amanda
Reynolds.....pg. 3

Scenes of
Cincinnati.....pg. 3

Meet Adrienne
Bricker.....pg. 4

Animals of
OACRAO.....pg. 4

Self Care To-Do
List.....pg. 4

AACRAO Virtual
Conference.....pg. 5

President's Corner

By Molly McDermott-Fallon, OACRAO President

Happy Spring OACRAO! I have been enjoying this wonderful weather and keeping my fingers crossed it will stay. Spring is in the air and baseball season is right around the corner along with those pesky seasonal allergies!

The Board continues to meet via WebEx and continues to map out the year with events and backup plans. We hosted a "Spend a Day with OACRAO" on Friday, February 5th and it was met with much success. We are looking into hosting a few more sessions throughout the year. OACRAO will be hosting the Residency Workshop and Staff Development Workshops this summer-more information to come.

I can't believe it has been a year since our normal shifted. Many of us transitioned to remote work and are still working remotely while others have returned to the office and are adjusting to a "new normal" office life. I am still amazed at the quick pivot each University and College made during the past year to allow education to continue but the ability to find creative ways to support their students. We were/are in uncharted territories but it feels, perhaps optimistically, that the worst may be behind us.

I do miss the celebrations. If you are in a remote work environment or a socially distant office on campus the celebrations with colleagues, friends just are not the same. Sure, we can sit on Teams, WebEx, or Zoom calls, but it doesn't have the same feel as being able to celebrate or thank someone in person. I miss the buzz of excitement and I am looking forward to a time again soon. It is exciting to see the COVID-19 vaccine rollout and the hopes of a return to normal.



While we still don't know what the future will hold, it is starting to feel like we see the light at the end of the tunnel. I am hoping for the best for the remainder of 2021. Thank you to the AMAZING newsletter team.

Stay safe and healthy OACRAO!

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Call for UPDATES! Submit news to Heather Pritchard (heatherp@muskingum.edu) by the end of the first week of the month for that month's publication

Reflections on a Most Unique Year for an AACRAO President

By Jack Miner, President, AACRAO Board of Directors



Early in my career, when I first started attending AACRAO, I remember seeing the AACRAO President on stage...actually it was my boss, Gene Schuster, at the time...and thinking how cool it was that I knew that guy and that it was someone from Ohio. I also specifically remember that I didn't imagine myself ever being in that role.

Fast forward 20 years and I found myself next in line for a role that I have always considered an enormous honor but an equally enormous challenge. For years, I had watched the various AACRAO Presidents before me, I had served in a variety of roles essentially prepping me for the presidency but nothing truly prepared me for leading the organization in the past year. However, AACRAO as an organization was not just prepared but well positioned to thrive even in the face of COVID.

In case you didn't remember, we all started working from home about 3 weeks before we were scheduled to hold that AACRAO Annual Meeting in New Orleans. Behind the scenes, we had been monitoring the COVID situation and we cancelled the Annual Meeting the same day most of us started working from home. That was one of the last emails I sent before packing up my office to go home. We all think about the missed networking opportunities and the loss of professional development opportunities (and of course late nights on Bourbon Street) but you may not have thought about the potential financial devastation cancelling a conference can be. For many of our peer organizations, that was the start to a year of cuts and in some cases narrowing of their scope and services. AACRAO has been able to weather the storm and that is all to the credit of an incredible staff. The staff was able to renegotiate with hotels, caterers, the convention center, and often fight with our insurance company to make sure that we minimized our losses and were able to move forward as a strong organization.

That was the first of a series of tough decisions where we had to also cancel the Technology and Transfer Conference, the annual Leadership Meeting (attended by presidents of the state organizations like OACRAO), shift to an online Strategic Enrollment Management conference and ultimately, shift to an online Annual Meeting for 2021 (instead of the planned meeting in National Harbor, Maryland). Again through it all our incredible AACRAO staff was able to quickly respond to renegotiate contracts and minimize losses to make sure that any impact was minimal. As we have learned, we can all learn remotely, we can hold online happy hours, and we can always meet in person in the days to come.

AACRAO's strength has always been its members and its member benefits. AACRAO was one of the first organizations to begin organizing group discussions and session best practices to responding to COVID. In addition, AACRAO's pivot to hosting our annual SEM conference as a virtual meeting has been a model for our peer organizations and will serve as a model for the 2021 AACRAO Annual Meeting beginning next week. Most critical though to the students we serve and to our universities, AACRAO has played a significant role in federal policy over the past year. We had always had a strong presence on the Hill and with the administration. The new administration and new leadership in Congress have allowed for a renewed focus on higher education. We have already seen significant levels of student and university support through the first CARES act and the subsequent two Higher Education relief acts (called HEERF II and HEERF III). As we move beyond COVID, we anticipate that AACRAO will be able to play a large role in advocating for our students and for the value of higher education.

Many of you know that one of the major projects of the AACRAO Board this year had been to lead a search for a new Executive Director to replace Mike Sisson who is retiring in May. In fact, I led that effort and while we had terrific candidates, we ultimately decided to suspend the search until after COVID passes. Again, we were able to rely on the terrific staff...specific Deputy Director Melanie Gottlieb to step in and serve as Interim Executive Director.

Reflections on a Most Unique Year for an AACRAO President

Continued from Page 2.

I owe an enormous amount of thanks to staff at two institutions...The Ohio State University and University of Cincinnati. Serving on the AACRAO Board and as President takes an enormous amount of time and if it weren't for an incredible staff at both schools, I never would have been able to step into the role. I also owe an enormous thanks to my family and friends (including my great OACRAO friends). Taking on the AACRAO presidency, moving to a new city, and switching jobs, after nearly 30 years at the same school would have been overwhelming enough, but doing that during a pandemic should have been enough to drive me crazy (or crazier)...they all kept me grounded and laughing the whole time.

I look forward to the next part of my AACRAO journey including as serving in the past-President role. Thanks for all of your support of me and of AACRAO and I encourage all of you to get more engaged in the organization.

Congratulations Amanda Reynolds!



Amanda Reynolds was recently recognized for her high-quality service in the Marietta College Records Office, along with her commitment to the Warren High School Band Boosters, as a recipient of the Dr. Jean A. Scott Award for Distinctive Service. The Dr. Jean A. Scott Award, named for MC's 17th president, was established to acknowledge and reward excellent among the college's non-faculty staff. The award is given annually to a deserving staff member chosen through a nomination process and committee review.

Since coming to MC in 2015 as the Student Information Specialist, Amanda has developed a great rapport with students, staff and faculty but often labors away quietly and without fanfare, resolving numerous challenges that arise, particularly in the midst of a global pandemic. Prior to Marietta College, Amanda was the Administrative Assistant for the Business, Engineering, Industrial Technology; Workforce Division at Washington State Community College.

When not working hard to keep the Registrar on task and in-line, Amanda enjoys laughing and enjoying music with her three kids, all of whom are saxophone players, and reading. Amanda earned her degree as an adult learner and encourages others to recognize that it is never too late too late to go back to school.

Scenes of Cincinnati Skyline

Photos by: Molly McDermott-Fallon



Meet Adrienne Bricker University Registrar at The Ohio State University!

Welcome to Ohio Adrienne, can you tell us a bit about yourself?

I was born and raised in Iowa, went to college in Pittsburgh, and have spent my career in very large, urban public institutions: first the City University of New York, then the University of Minnesota, and now Ohio State. I started in higher ed in 2009 as a financial aid counselor and took my first registrar's office job in 2011. I was hooked from there!

What tips/tricks would you suggest to members transitioning roles during a pandemic?

Be visible, even in a virtual world. For managers, this means setting up meet and greet meetings with your entire team, your peers, academic leaders, administrators in related offices (FA, advising, admissions, and the like). Set up meetings with staff in offices you don't understand or that seem to be structured in ways different from other places you've worked. Be curious and realize that you won't meet anyone by bumping into them, so you need to be very intentional about making time to connect. For individual contributors, do the very same thing on a scale that feels appropriate for your role. If you email someone more than once a week, that's a good sign that a meet and greet would be a good to do—don't let people live only in your inbox. Lead by example and turn your camera on.



How are you leading your team in a pandemic?

As best I can, as I know my fellow OACRAOans are! But seriously, I think the two things that have served me best in leading my team are 1) being as consistent as possible and always showing up for people with a positive attitude and sense of humor, and 2) being well-equipped and prepared for all meetings to serve as an advocate for my team and offering credit and gratitude where it's due. I think as registrars during this crisis we've had a unique opportunity to showcase our teams and the value we bring to our organizations. The other important thing has been taking care of myself so that I can be my best, taking vacation when I need it, and encouraging others to do the same.

Last but not least, what are your hobbies?

I love to read, cook, and listen to podcasts, and I am a tap dancer.

Animals of OACRAO

Zippy!

Owner: Molly McDermott-Fallon



Self Care To-Do List

Your To-Do List

- Drink water
- Be kind to yourself
- Meet your needs
- Practice self-care
- Let go of what you can't control
- Focus on your mental health
- Keep being your awesome, wonderful, strong, self

The AACRAO Virtual Conference is Just Around the Corner!

By Michelle Rable, OACRAO President-Elect



Hello! I hope this finds you well! Have these been wild and crazy times or what?? We have been living this COVID Life for a year now, and I know I am missing seeing everyone. Our annual conferences are not only an opportunity to gain insight and knowledge into our profession—it is also where we have our Professional family reunions! I miss the insight and wisdom we shared. I miss the hugs and laughs and of course—the fun events we have!! I think we are all finding ways—be they different—to have some sort of similar engagements with one another! They just look different! Who thought we could do meetings without being “on site”?? I often am saying—there are some really great things that have come out of COVID. For some—remote work or hybrid remote work is now normal! (YES! We can get that load of laundry in and still do all our job functions!) I know for several—even though it is cool to work from home—having kids, dogs, cats, and working at the kitchen table or living room couch has not been ideal. For those back in the office already, I’m jealous of your reliable internet, access to students, and seeing people in person. Supervisors are trying to find the way to access production. It has been a whirlwind!! WE HAVE COME SO FAR!!! Being able to reach out to my colleagues in this mess has been a life saver!!

Why do I say all this??? The Virtual AACRAO conference is coming up March 29-April 1, 2021!!!!

Yes—I know Virtual—meh...

HOWEVER...as I read the sessions...I found some phenomenal ones! Truly!! Those that know me know I will call it as I see it! LOL! Below are some I need or feel provide me with knowledge gain!!

- **The Long-Term Lessons Registrars Learned from Covid-19**
- **Ask the FERPA Professor (LeRoy Rooker)**
- **Middle Management 101: Managing Up, Down, and Sideways**
- **Role of the Registrar in Enrollment**
- **Creative ideas for Supporting LGBTQ Students on Your Campus**
- **You get an exception! And you get an exception! The agonies of evaluating exceptions to student policy and procedure**
- **Assessment and Strategic Planning for Student Services and Enrollment Management: Showcasing Evidence of Success**
- **Collaboration in Action: Engaging Faculty in Strategic Enrollment Management**
- **Did you really mean to say that? Black & Latina administrators and the power of the professional clapback.**

Ok...Ok...I will stop here. There truly are many more!

Remember—NO EXPENSES TO TRAVEL NO HOTEL NO MEALS! Also—take those days you attend and put it on your calendar as out at a conference! Focus and be in the conference zone!

I cannot wait for the day we are back at our conferences! I look forward to our next in person OACRAO conference! We will all have so many experiences to share, things to celebrate, reasons to vent and of course—enjoying meals and discussions with one another! Until then—check out the AACRAO Virtual Conference coming up March 29-April 1, 2021.