



## Ohio Association of Collegiate Registrars and Admissions Officers

Board of Directors Retreat

November 16-18, 2025  
Salt Fork Lodge and Conference Center

### Monday, November 17

Attendees: (in person) Lauren Martin, Heather Pritchard, Christine Casarez, Kristy Taylor, Frank Yancheck, Angela Kiszka, Becky Cogswell, Sarah Marcini

- **Welcome**
  - The meeting was called to order at 8:40 AM by Heather Pritchard. Christine Casarez seconds.
  
- **2025 Annual Conference Feedback/Observations**
  - Mention of early check in. Is this an option?
    - More than one staff member checking in.
  - Attendees wanted more roundtable discussions on Friday.
  - Think about holding specific presenters on Wednesday to prevent attendees from leaving early. Example: Residency and ODHE.
    - Consider Jack Miner on Friday to avoid competition during the week and to keep guests around on Friday.
  - Technical issues on Friday.
    - The hotel should provide technical support.
    - LAC technical committee should have been checking connections to ensure everything is working properly for presenters.
  - Hotel staff were absent/short staff and not present to fix technical issues.
  - We will let Deer Creek know what we experienced at Salt Fork to avoid issues next year.
  - Not a lot of outdoor activities, which could be more such as nature center and hikes.
  - There was a mention of lack of food on Wednesday. Large snack bag was offered.
    - Consider providing small snacks at registration or in session rooms. Ask Deer Creek if they have a policy.
  - Should we change the dates of future conferences such as Monday-Wednesday to cut costs? All day Monday-Tuesday to avoid additional dinner cost.
  - Some liked the way Friday was restructured.
  - Mention of promised swag. Person attended but did not receive swag.
  - Clarify vendor arrival, set up and what they are invited to.
    - Vendors could have set up on Wednesday evening and there weren't tables set up.
    - Vendors attended dinner.
    - Consider standardized vendor language/checklist
    - Consider a separate vendor position instead of an LAC committee to provide standard experience for vendors which includes communication and scholarship.

- Consider size of LAC. Are there too many members?
  - Should LAC co chairs have to pay registration due to not attending many sessions and work put in.
- Mention of food quality – burnt and expired food.
- Only 27 survey responses received. The survey was sent out to Member Clicks to only those who registered. Consider sending an additional email to attendees as a reminder.
- 2026 AACRAO Best of the Best Presenter Nominations – Lauren is going to contact Bri and Jayme.
  - Lights, Camera, Education – Jayme Arnette
  - Pomp and Circumstance - Bri Lievens Pilbeam

## **2026 Annual Conference**

- Raising the registration fee
  - We're not going to raise the registration fee, raise dues instead.
- Program layout
  - 2025 pamphlet provided by UC. Nice to see descriptions and layout.
  - Frank will ask his print shop for pricing for 2026.
  - Look into using an app and cost (Hoova).
    - Is there a cost benefit with AACRAO?
      - AACRAO meeting on Thursday. Frank, Heather and Lauren will ask about Hoova.
- Opening speaker on Wednesday and new member orientation.
- New members
  - Look into what first time members need such as mentoring. We need to get back to providing more support. Someone who can help new members meet others.
    - Consider lunch during new member session.
    - Consider snacks for everyone else during the member session.
    - During luncheon/orientation, provide games such as new member bingo or gifts.
  - Consider asking others to be a mentor for conference and beyond. The mentor will reach out to the mentee before the conference.
    - Create guidelines for mentors.
    - Create ratio of mentor: new member. Example: 1 mentor:2 members to allow new members to connect.
  - New member costs would come out of conference budget.
  - Consider a bonfire, special day/time to check in or a separate table at breakfast for new members for connection or opportunities to engage.
  - The Board or someone who is heavily involved in the conference would not be a mentor.
  - Provide more information on how new members could get involved.
    - Unique QR codes for each committee including time commitment and that they will be contacted, they may not be selected. (Example: Fiscal Committee)
- Consider President Welcome Reception instead of President Reception.
  - Have president reception during welcome reception and split off for opening.
  - Wednesday dinner could include dessert.
- Consider later Tuesday Board meeting (2pm) and dinner instead of lunch.

- Pay for breakfast on Wednesday instead of lunch on Tuesday.
- Board on boarding/off boarding processes.
  - In the past, Board members would hand off anything needed on Friday after conference.
- Should we consider extending the session times from 45 min sessions with 15 min breaks to 50 min sessions with 10 min breaks?
  - This would help with time for questions and tech issues.
  - Becky will update this.
- Consider having the speakers present during breakfast.
  - AACRAO Rep on Thursday breakfast
- How are we getting ideas for session and presenters?
  - In the past, we came up with ideas first and found people to present.
  - Look into changing the session proposal date due to AACRAO conflicts.
  - Consider bringing back in person Ideapalooza.
    - Mileage?
  - Consider using the newsletter to call out for session proposals and presenters.
  - Consider starting the process earlier.
    - Call for ideas in January – ask for ideas instead of session proposals.
    - Ideapalooza in February
      - Franklin on a Thursday or Friday
      - Virtual as a backup due to weather
  - Consider retiree presenters
    - Brad Myers – FERPA panel. People could submit their questions beforehand.
    - Panel of retirees on Thursday.
      - There could be the moderator (Jack) asking the questions to keep them on track.
- Communication to 2026 committee members.
  - Verifying their commitment
  - Letting them know of their responsibilities.
  - Lauren and Becky will reach out to members who have submitted interest in committees and verify their interest.
- Find time to provide a nature activity such as hike or naturist on Wednesday.
  - Deer Creek offers a nature center
  - 5-6pm optional hike and 6-7pm dinner
  - Jeff Akers offered to plan a pre conference park exploration.
- Make sure we indicate the meal times and if is a talking session on the schedule.
  - Note that the expectation is that breakfast begins at a certain time and Board updates begin at a certain time. Example: breakfast begins at 8am, Board updates begin at 8:30am.
  - Lunch details as well on Thursday.
- Thursday:
  - Breakfast at 8-915am including Board speaking at 8am and AACRAO rep at 8:30
  - Session 1: 930-1020am, Session 2: 1030-1120am, Lunch 11:30-1pm
  - No snack. Consider using the funds toward Wednesday reception.
  - Molly will manage the retiree check in.
  - Retirees will meet at 4:30pm.
  - Evening activity ideas: 20s trivia, old registrar trivia.

- Include a first timers slot for Sarah to check in with them
- Friday:
  - Breakfast with no presenters/speakers
  - Session 9:15-10am
  - FERPA panel
  - Closing
    - Jack
    - Professional development – possibly Molly and Chris

### **Past Presidents Q&A**

Past-President Attendees: Deb Benton, Bob Bulow, Daniel Wilson, Chris Dorsten, Mel Stevens, Jack Miner, Sue Shepard. Board Members: Lauren Martin, Heather Pritchard, Christine Casarez, Kristy Taylor, Frank Yancheck, Angela Kiszka, Becky Cogswell, Sarah Marcini

- Considering other conference sites for future
  - Breakfast is included at typical hotels such as Drury Hotels.
- We could consider cutting out an entire day or bulk up Friday to get people to stay.
  - Tuesday/Wednesday, Wednesday/Thursday
    - Issue of going back into the office on Friday
- We need to begin planning 2027 conference locations
  - Small subcommittee will be formed to look at other venue options
    - Jack, Chris, Frank, David and Christine could potentially be the committee.
- Raising dues based on budget of institution or enrollment
  - Consider whether or not pricing is worth it. Example: \$250 vs \$275.
    - Stick with enrollment and avoid cost of living.
  - Encourage Board to look at attendees to see which institutions attended conference. If we raise the cost, we may lose participation in the organization.
  - How do we make the membership more valuable?
    - Consider choosing a few of the sessions to make them available for free after the presentation.
    - Offer online courses, coffee chats, spring free online conference.
  - Removing listserv access for institutions that haven't paid or updated membership.
    - It's rare that someone is purposely not paying their membership.
    - We should reach out to the institution to figure out why they are not paying.
  - Bringing back membership and mentoring committee
    - We are planning on bringing this back for 2026
    - We are working on bulking up communication with all members
  - Engaging younger members
    - Encouraging members to join committees
    - The Board can seem overwhelming, assign new members a mentor
  - 100<sup>th</sup>
    - Dave and Brad are currently working on a list of retirees and looking for old memorabilia/photos to share at the conference.

- Offering a scholarship/grant for retirees to give back to the organization for those who cannot attend the conference.
  - Specify which costs we are covering. Example: registration, hotel, mileage
  - How does this affect tax filing?
    - AACRAO is only waiving registration fees
- Charging retirees \$25 to cover cost of dinner, cash bar
  - Should we ask for a voluntary donation instead?
  - We don't need to claim donations? Christine will investigate this. Should it go toward operations?
- Activities: provide old registration forms, old office supplies, skits of what registration used to be like.
- We need photos before 2010.

## **2025 Board Planning**

- Board meetings every month via Teams.
  - First meeting December 15<sup>th</sup> 1-2:30pm
- Listserv
  - David no longer has an OSU email account
  - Someone from OSU will need to manage because it is hosted at OSU.
  - We may need to find another way to host a listserv
    - Ask AACRAO rep

## **Operational Committees**

- Newsletter
  - The newsletter should be sent every month
    - The newsletter publishing has been difficult because of Publisher. Not everyone has access to Publisher.
  - Consider an OACRAO update in between months that we don't provide a newsletter
  - Ask committees for regular updates to include in newsletter
  - The newsletter should be a topic in the Board meetings to ensure topics are covered/included.
  - An outline of topics was written up Nov 17-19, 2019
  - Look into Facebook and LinkedIn access
    - Social media needs to be improved and bulked up. Used for additional communication for session proposals, nominations and elections.
  - Communication committee meet in November with a December newsletter goal.
- Fiscal Committee
  - The committee is supposed to review line items and the organization is spending as they should.
  - Consider treasurer elect, overlapping with current treasurer for teaching purposes
  - Meeting twice before conference/business meeting so everything is printed beforehand.
- Review and finalize committee members and chairs – Lauren's list.

- Lauren will reach out to committee members to see if they are still interested and will copy co chairs.
- Check on Karen Dickerson from Tri C for retirement.
  - Add to retiree list, remove from committee

## **Workshops**

- OSI – Kristy
  - Feedback regarding cost and not able to attend for 2 full days
    - Consider cost and conference discount
      - Provide a \$50 discount for conference, half off registration fee
      - How many OSI attendees attended conference?
    - Base registration fee on cost of food
  - Consider an OSI team like LAC
  - Holding a welcome later in the evening on day 1.
  - Should sessions be 1hr 15mins long?
    - Hour long sessions instead
  - Removing binders of PowerPoint slides
    - Provide electronically
  - Providing attendees with a backpack and padfolio
  - Consider session on how admission and registrar work together
  - Can OACRAO purchase The Sink book for attendees?
  - Raise room block to accommodate faculty. We currently have 20 rooms blocked.
  - Evaluate how often OSI is offered. Currently offered every 2 years.
  - Should OSI be a pre-conference event?
  - Consider the timing for future. Eliminate Wednesday and extend Friday.
  - Book Summit room for Friday. Currently booked for Thursday only.
  - Costs will be discussed at next Board meeting.
- Staff Development
  - Charge \$25 for Staff Development to help offset costs and to hold registrants accountable for attendance.

Tuesday, November 18, 2025

Attendees: (in person) Lauren Martin, Heather Pritchard, Christine Casarez, Kristy Taylor, Frank Yancheck, Angela Kiszka, Becky Cogswell, Sarah Marcini

## **Big Ideas for the Future of the Organization**

- Raising the dues
  - We can raise the dues by 3% without a vote based on the CPI.
    - We increased the dues in Member Clicks by \$5.
    - We will add a message to the invoice when they go out to inform institutions of the \$5 increase.
    - Christine will add the CPI increase to the agenda, so it is brought up every year.
    - Autorenewals go out 91 days before the membership expires.

- Revisit for voting at 2026 conference for dues to be raised in 2027.
- Update website with due amounts including enrollment-based voting numbers. They are currently not listed.
- Adjustments will need to be made to Member Clicks to adjust invoices.
- 15,000 or more enrollment currently pays \$225
  - \$25 increments based on enrollment. \$125 is the lowest 0-999 enrollment.
- Membership should begin verifying enrollment for billing purposes using IPEDS.
- This is a conversation for AACRAO. What would be the best strategy to raise dues?
  - Lauren will send a follow-up email to the Board with answers to questions and action items after meeting with AACRAO on Thursday.
- Member Clicks
  - Christine would like to know if the ASA has access to credit card fee invoices.
    - Who are the ASAs? We have 2/2 ASAs. Tasha? Bob is not listed as an ASA.
  - We should consider sending invoices to institutions by mail along with a letter.
    - Consider sending invoices to main inboxes instead of individuals. We will reach out to the institutions to verify which inbox should be used.
    - How do we update Member Clicks with the inbox? The institution email address or the main contact?
  - We need to talk about the PO box in the future since it is located in Columbus.
  - Work on transitioning institutions from paying with checks to paying electronically.
    - Send out a letter with the invoice with the preferred payment type and encourage them to pay electronically.
  - Clean up access in Member Clicks. Delete additional profile for past admins who are currently active.
    - Lauren and Sarah will help clean up.
  - Look into Gregory Osburn, the AACRAO account that is listed as an admin.
    - Is this person active? Last modified date in 2016.
    - Is an AACRAO member required to be listed?
  - Update Board pictures on the website.
    - Email Tasha
  - Sarah will begin creating the forms and generating the discount codes. Tasha is no longer needed to make the updates.
  - Begin using Member Clicks for the Session Proposal Form instead of the Google Form.
- Treasurer
  - Should we update the bylaws to change Treasurer from a 2 year to 3 year term? This would allow for a smoother transition and a better understanding of processes.
- Membership
  - Do we reach out to institutions to get new members?

- We've tried in the past. Issues with admissions and travel schedules.
- Consider a lunch and learn or spring workshop with an admissions or staff development focus.
  - Add in virtual sessions/presenters: imposter syndrome.
  - We should make sure the content is different from OSI to prevent members from no longer attending OSI.
- LAC
  - LAC should be invited to Board meetings
- Social Media
  - Access is needed for Facebook and LinkedIn.
  - Is there a list of OACRAO email addresses?
- **Adjournment**
  - Motion to Close
    - Heather motioned to close the meeting.
    - Christine moved to close the meeting, and Kristy seconded the motion.
    - The meeting adjourned at 10:33 AM.