

April 2010



MACRAO INSIDER

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Katherine Lichtenberg appointed MACRO Vice President



Katherine Lichtenberg was appointed Vice President of MACRAO back in February. Who is this lady you might ask? Well... she is a woman of many accomplishments. Katherine has dedicated 34 years of service to K-12 and Higher education, and is currently the Director of Student Services at Oakland Community College. She earned her Associate's degree from County College of Morris (New Jersey) in Humanities and Social Sciences, her Bachelor's degree from Montclair State University (New Jersey) and her Master's in College Student Personnel Administration and Counseling from Purdue University (Indiana). Katherine is also a licensed professional counselor and holds teacher certifications in both New Jersey and Michigan. Along with her educational achievements and professional service, Katherine has earned many honors including: OCC Outstanding Adjunct Faculty nomination (2010), Leadership Oakland (2003-2004), Rehabilitation Institute of Michigan Excellence Award (1996), and Phi Delta Kappa, educational Honorary (1985-present). She also volunteers within the community serving as the Advertising Chair for the Mercy High School Annual Auction, as well as on the board of the Metropolitan Youth Symphony and Mary Baldwin College.

Katherine has extensive involvement in MACRAO committees, which is just part of the reason she was appointed to the Vice President post. Her MACRAO involvement includes:

- Admissions Practices/Enrollment Management -- Member 2005-2006, 2004-2005
- Data and Technology Applications -- Chair 2002-2003, Member 2001-2002, 2000-2001
- Local Arrangements -- Member 2003-2004, 2008-2009
- Professional Development -- Member 2008-2009, Chair 2007-2008, Member 2006-2007

In addition to all of her educational and professional accomplishments, Katherine is the proud mother of her 17 year-old daughter, Emily; who is a graduating Senior at Mercy High School in Farmington Hills. She also has 2 ten-month old kittens, Bach and Beethoven, who are new additions to her family.

Read AACRAO's Task Force on Governance

AACRAO MEMBERS – Reminder to Read AACRAO's Task Force on Association Governance Report and Forward Your Comments by May 31, 2010

On March 31, 2010, AACRAO's Task Force on Association Governance sent out a request to their membership encouraging participation in the review of AACRAO's governance. The task force is looking for input from AACRAO members regarding the 10 recommendations made in its initial report to improve the effectiveness and accountability of association governance. The initial report and the appendices on the AACRAO website at www.aacrao.org/governance/AGTF_Initial_Report.pdf. While the appendices provide very valuable information, the task force's recommendations, and the rationale behind them, are found in the first 16 pages of the report. Please take time to read at least the first 16 pages.

Here is a summary of their recommendations:

- 1) *The bylaws be revised to clarify that the role of the board of directors is to establish direction, ensure resources, and provide strategic oversight, and that all directors serve "without portfolio," without programmatic assignments, without presidential or vice presidential title, and with a com-*

Governance (cont'd)

mon set of responsibilities.

- 2) *The board appoint a coordinator for each program area, who will manage the activities of the committees in that area; each area coordinator serve on the Annual Meeting Program Committee, where his or her work related to the annual meeting will be directed by the chair of that committee; and, each area coordinator will report to the board of directors regarding matters not related to annual meeting programming.*
- 3) *The bylaws be revised to comprise the board of 12 to 17 directors, 12 to 14 of whom are active voting members of the association and up to three of whom are not.*
- 4) *The Committee on Nominations and Elections continue to strengthen its efforts to provide slates of nominees that represent the diversity of AACRAO membership along many different demographic, institutional, and professional lines.*
- 5) *The bylaws be revised so that the Committee on Nominations and Elections is expanded to include one board-elected director each year.*
- 6) *The bylaws be revised so that:*
 - *the Committee on Nominations and Elections develops a competitive slate of nominees for member directors, consisting of up to twice as many nominees as the number of open positions;*
 - *the election of member directors be conducted prior to the business session of the annual meeting, with balloting accomplished by electronic means open to all voting members of the association, so that those candidates receiving the highest number of votes are elected;*
 - *the electronic balloting process allow for members to vote for write-in member candidates; and,*
 - *external directors be elected by the board of directors.*
- 7) *The bylaws be revised so that:*
 - *the terms of member directors be set at three years, renewable for a second three-year term through election by the membership; and*
 - *the terms of external directors be set at two years, renewable for a second two-year term through election by the board of directors.*
- 8) *The bylaws be revised to identify the four board officers described below, all of whom must be active voting members of the association:*
 - *the Chair, who shall chair the meetings of the board of directors, preside at the Business Session of the Annual Meeting of the association, and serve as the principal member spokesperson of the association;*
 - *the Vice Chair, who shall serve as chair in the absence, incapacity, death, resignation, or removal of the chair until such time as a new chair can be elected;*
 - *the Secretary, who shall produce official minutes of board meetings and of the Business Session of the Annual Meeting of the association; and,*
 - *the Treasurer, who shall assist the Board in its responsibility for overseeing the financial affairs of the association.*
- 9) *The board of directors elect its officers.*
- 10) *The bylaws be revised to specify that:*
 - *the term of office for the Chair of the board be two years in length, with the possibility of renewal for a third year if one year remains in the individual's term as a director, and that if the individual's term as Chair begins in the third year of his or her term as a director, then the individual's term as a director will automatically be extended by one year, and that an individual may not serve more than three consecutive years as Chair; and,*
 - *the terms of office for the Vice Chair, Secretary, and Treasurer be fixed at one year in length, with no limit on the number of terms that a director may serve in one of the positions within his or her normal three-year as a director.*

The full text of the report and additional background information is available at the AACRAO website at <http://www.aacrao.org/governance>.

The Governance Task Force welcomes and appreciates comments and questions about this document. AACRAO members are to direct comments and remarks to governance@aacrao.org by May 31, 2010.

Robert Doolos, co-chair
Nancy Krogh, co-chair

Respectfully submitted by,
Paul Schmidt (MACRAO Past-President) and Debbie Harju (MACRAO President)

Leadership Nominations requested

The MACRAO Nomination Committee is seeking nominations for 2010-2011 for the important leadership position of Vice President (4 years) as well as at-large candidates for the Nomination Committee (1 year). For the Nomination Committee, the three at-large positions should include one each from a 4-year public university, a 4-year private college/university, and a 2-year college. These are both challenging and exciting times for our organization and your participation has never been

needed more. Please submit a nomination by sending the name, and the position being sought, to Karen Hutslar at hutsl1ke@cmich.edu. Please know that submitting your own name is welcomed and encouraged. The deadline for submitting nominations is **June 1, 2010**. Members of the current 2010 Nomination Committee are: Carrie Jeffers (representing a 2-year college), Ron Hultman (representing a 4-year private university), Michelle Thomas (representing a 4-year public univer-

sity) and the three most recent past-presidents, who are Paula Dykstra, Howard Shanken and Karen Hutslar.

"Coming together is a beginning. Keeping together is progress. Working together is success." ~Henry Ford

2010 Outstanding Transfer Program Recognition Award

The MACRAO Articulation Committee is pleased to accept nominations for the Outstanding Transfer Award Program for 2010. In an effort to celebrate the many initiatives across our accomplished state that serve to support and assist transfer students in meeting their educational objectives, we are calling for nominations to formally recognize these premier programs. The winner will be invited to conduct a session and receive their award at the annual statewide Fall conference at Shanty Creek, November 10-12, 2010. The deadline date for all nominations is Friday, September 3rd. The 2010 Outstanding Transfer Program Award Nomination Form can be found as a PDF on the MACRAO website www.macrao.org under the [member services](#) link. Nomination forms and supporting materials (if applicable) about your program can be forwarded to:

Sylvia J. Stancil
Office of Undergraduate Admissions
Welcome Center
Wayne State University
42 W. Warren
Detroit, MI 48202
(313) 577-7536 (FAX)
Email: stancil@wayne.edu

Questions about the program may be directed to Sylvia Stancil at (313) 577-4902, or Susan Cushnier, (313) 593-5659.

Let's do our part in applauding vitally important programs which underscore the mission of MACRAO and that of the Articulation Committee--providing a seamless and successful transition for our prospective students. A heartfelt thanks from the Articulation Committee for your nominations and support. We'll see you at Shanty Creek!

Upcoming Events

The College Articulation Committee will be sponsoring the Summer Summit June 9-11, 2010 at McGuire's Resort in Cadillac, Michigan.

The Professional Development Committee will be sponsoring the Support Staff Workshop on June 18, 2010 at Lansing Community College.

The Secondary School Relations Committee will be hosting the New Professionals Workshops on September 1-2, 2010 in Lansing. Stay tuned for more information.....

MiCAP Listserv now available

Hello,

The Michigan Department of Treasury and MCAN have created a MiCAP listserv -- this will allow us to send you regular newsletters and communicate relevant updates on the project as it is developing. To sign up go to:

http://www.michigan.gov/mistudentaid/0,1607,7-128-38193_55501-234541--,00.html

Please forward this on to your networks. As always, don't hesitate to contact us with any questions you may have.

Sincerely,

Brandy Johnson-Faith
College Access Coordinator, MCAN
Office of the Governor
JohnsonFaithB@michigan.gov



Philip Trapp
Contract Compliance Director, Student Financial Services Bureau
Michigan Department of Treasury
TrappP@michigan.gov

MiCap April Newsletter available

MiCAP Update – April 2010 Newsletter

http://www.michigan.gov/documents/mistudentaid/MiCAP_April_2010_Newsletter_317814_7.pdf

Spring Drive-In Handouts Available Online

The MACRAO Spring Drive-In Workshop was held Friday, March 26th at Macomb Community College – South Campus. In an effort to receive the most up-to-date information related to the State of Michigan's Race to the Top Application, specifically the e-Transcript and P20/P16 initiatives, 164 MACRAO members and other higher education professionals attended the 2010 Workshop.

The morning session's content focused on the e-transcript initiative, the State-wide P-20 Longitudinal Data System (LDS), and the effort to extend the Unique Identification Code (UIC) into the Postsecondary environment. Presenters from the Center for Educational Perform-

ance and Information (CEPI) included Thomas Howell, Director; Trina Anderson, Student Data Manager; and Dr. Melissa Bisson, e-Transcript Coordinator. The afternoon consisted of Student Information System (SIS) User Group Forums and break-out sessions with topics ranging from document imaging to enrollment management, to successfully managing challenging/unsatisfied students.



From check-in time until the final break-out session, the event proved to be informative and productive for attendees. For links to session handouts and presentation materials, visit: <http://www.macrao.org/Meetings/MeetingsWorkshops.asp#DriveIn>.

Questions or comments?

Email newsletter editor Janail Silver at jsilver@ltu.edu or call 248.204.3105

Michigan Transfer Network Governance Committee

The four goals we have are: recruitment, scheduling updates, data cleanup and a new chair.

We have been and continue to recruit the colleges and universities that are not yet participating (you know who you are....you'll be hearing from us.....)

We have been and will continue to encourage participating institutions to set up a schedule for updating and then to work on cleanup of data. We recommend that colleges update at least every six months, but of course; this is up to the institution.

For data cleanup help, there is a helpful query available on the MTN site (MTN users must first log in) that can identify subject code mismatches between what you have loaded for your equivalencies

and what other institutions have loaded for their courses. The table you will see represents transfer subject codes loaded by your institution for another institution's courses where the subject code does not exist in the other institution's data. And please note: Just because a subject is listed in the table does not mean it is wrong - it only means you should take a closer look. (For instance, the other institution may have changed their subject code and you have it on your system both ways.)

The last item for us is a **Help Wanted** ad for a new chair. Contact Paul Schmidt or any member of the executive committee to learn more about this committee and to submit your application.

An additional item for future discussion

that the MACRAO membership may want to be aware of: The Executive Committee has been evaluating the MACRAO committee structure and looking for ways for MACRAO to become more efficient and effective. One item they are looking at is the possible merging of the Data and Technology Applications committee and the Michigan Transfer Network Governing committee. The discussion centers around fact that there seems to be a common focus and the thinking is that these two committees would complement each other and increase their effectiveness. Feel free to contact Paul Schmidt or any member of the Executive Committee with your comments and suggestions.

Submitted by: Paul Schmidt, MTN Chair,
April 8, 2010

Outstanding Support Staff Nominations

The Professional Development Committee is seeking nominations for the Outstanding Support Staff award that will be presented at the Recharge in a 2.0 World! Workshop. Show your support staff how much you appreciate their hard work and dedication by nominating them for the 2010 Outstanding Support Staff Service Award. You already know how special they are—here's your chance to tell us about them!

Tell us about all of their accomplishments, not only in day-to-day activities, but all the times they go above and beyond the usual job tasks. The information you provide should be within the last year, beginning July 1, 2009. The deadline is **May 7, 2010**. (This award is intended to recognize a whole office/unit; not a single individual.)

The nomination form can be found at <http://www.macrao.org/Meetings/MeetingsWorkshops.asp#SupportStaff>.

MACRAO Articulation Committee – 2010 Summer Summit – The Trip Begins with YOU!

The MACRAO Articulation Committee is pleased to announce the 2010 Summer Summit. This year's Summer Summit will be held **Thursday, June 10 through Friday, June 11, 2010, at McGuire's Resort in Cadillac, Michigan.**

This year's Summer Summit will include Transfer Student related issues including: Best Practices in Articulation Agreements, How to Recruit at the Community Colleges (Building Relationships between the Community Colleges and the 4 year College/ University), an update from Michigan Works! – No Worker Left Behind program, an update on MCAN/MiCAP from the Governor's Office, and several more information sessions.

Registration for the event will soon be available at www.macrao.org. Take advantage of the early bird registration rate of \$85 if you register prior to May 21st. If you register for Summer Summit after May 21, the registration fee will be \$95. For room information, please contact McGuire's Resort at www.mcguiresresort.com or you may call them at: **800 634-7302**.

Be sure to let them know that you're with MACRAO!

Questions about Summer Summit 2010 may be directed to Doug Potter at 734.487.1443, or by email at dpotter8@emich.edu.



Recharge in a 2.0 World

The Professional Development Committee (PDC) has been hard at work planning the Support Staff Workshop 2010! Recharge your staff at an all-day workshop titled Recharge in a 2.0 World! Picture a relaxing June Friday getting everyone ready for the summer rush. Join us on Friday, June 18 on the West Campus of Lansing Community College.

Hot Topics for the Day

- It's Sweet to Tweet! Learn about social media and their impact on our communication in the workplace and with customers, our students, peers, and friends.
- Get out of stress distress! Learn how to relieve stress using pressure points, breathing, and body placement from Licensed Massage Therapists.
- Real-life human interaction! Interact with your colleagues from other institutions.

Your staff will have a fun-filled and refreshing day. Sign-up now! \$55.00 per person workshop fee includes a continental breakfast, lunch, and great takeaways!

The PDC will announce when the reservation system will be ready to take your reservations! If you cannot wait please contact Lmasi@hfcc.edu.

CONGRATULATIONS Dorene!

MACRAO's own historian, Dorene Root of Central Michigan University was presented with the Thomas A. Bilger Citation for Service award at the 2010 AACRAO Conference in New Orleans, Louisiana. The Thomas A. Bilger Citation for Service is presented for service to AACRAO and is awarded to a member who has five or more years of service and has provided outstanding contributions to conferences and programs, special projects, task forces, committee assignments, or other positions.

To read more about Dorene and the award, check out the AACRAO program at <http://www.aacrao.org/neworleans/2010AMProgram.pdf>. Our Dorene is on page 13.

Experienced MACRAO member retires

After 31 years and one day, Paul Wright will be closing one chapter in his life and opening the door to an entirely new one. On June 18th, Paul will retire from his position as the Assistant Registrar in the Office of the Registrar at the University of Michigan – Ann Arbor. Paul says, "It has been a great run and being part of MACRAO has been an absolute delight and a highlight of my career. MACRAO is a great organization and what makes it great is its people - so I want to extend to all MACRAO members both past and present my heartfelt thanks for their guidance, wisdom and sometimes forbearance but above all their friendship. Thanks for the great run!!!!"

MACRAO wishes Paul well on his future endeavors and thanks him for his support and commitment over the years. It certainly has been great, Paul!

The AACRAO 2010 FERPA Guide Now Available

For over 30 years, AACRAO's *FERPA Guide* has provided valuable guidance and training materials to help institutional record-keepers understand and comply with the *Family Educational Rights and Privacy Act of 1974, as Amended* (FERPA). Building on previous editions, the *2010 Guide* provides updates throughout based on January 2009 regulatory changes; adds an extensive collection of FPCO-issued opinion letters; and takes up a new discussion on the intersection between FERPA and HIPAA. Under the expert editorial oversight of LeRoy Rooker, former Director, Family Policy Compliance Office at the U.S. Department of Education, special attention is given to topics such as health and safety emergencies, legitimate educational interest, an expanded definition of disclosure, limitations on use of social security numbers, status of contractors under FERPA, and de-identifying records. [Order Information](#)
Preview the [Table of Contents and Introduction](#).

Questions or comments?

Email newsletter editor Janail Silver at jsilver@ltu.edu or call 248.204.3105

A Note from the Local Arrangements Committee

Dear MACRAO Colleagues,

At this time, the Local Arrangements Committee is pleased to extend the invitation to our members to submit session and workshop proposals for the 2010 Annual Conference. We all appreciate opportunities to learn about the hot topics in Higher Education, as well as the hot topics on campuses across the state. If you have a topic you would like to share with your MACRAO colleagues, or know a colleague who has a special message to share, please submit the topic for consideration. Session and workshop proposals will be accepted from the membership beginning today through Friday, May 14, 2010.

ONLINE SUBMISSION

MACRAO members can submit session and workshop proposals online, on or before Friday, May 14, 2010. To submit a proposal, log in to the secure "[Session Proposals](#)" link on MACRAO's web site to submit your proposal(s). Institutional staff members who wish to submit proposals online and are not currently in the [Membership Directory](#) will need to contact their institutional [Directory Editor](#) to be added to the [Membership Directory](#).

2010 MACRAO ANNUAL CONFERENCE

MACRAO is an organization known for its ability to step up and deliver. As we think about the future and "re-inventing" MACRAO as a sustainable organization, we need to think about our roots. We are an organization that can come together and collaboratively change the landscape of higher education for the betterment of our students. You can help make this happen by sharing your knowledge at the 2010 Annual Conference.

We are thrilled the Annual Conference is returning to a "re-invented" Shanty Creek Resort. Through a multi-million dollar over haul, Shanty Creek has made a major investment to itself. This year we are committed to offering you a professional, personal, and team development experience which will allow us to "re-invent" ourselves for the next generation of learners. Mark your calendar now; it will be the conference you won't want to miss.



2010 MACRAO Annual Conference
"MACRAO 2.0 - Next Gen Re-Invention"
November 10-12, 2010
[Shanty Creek Resort](#), Bellaire, MI

Please feel free to pass this invitation on to colleagues at your institution. All staff members at member institutions are welcome to attend and/or present at the Annual Conference.

We look forward to seeing you at Shanty Creek Resort in November.

Sincerely,

2010 Local Arrangements Committee

Christopher Marx, Davenport University
Elizabeth Stevens, Northwestern Michigan College
Irfan Bhabhrawala, University of Michigan-Ann Arbor
James Bensley, Northwestern Michigan College
Kara Fields, Walsh College of Accountancy and Business Administration
Katherine Lichtenberg, Oakland Community College (Co-Chair)
Kurt Kruschinska, Wayne State University
Michael Kolar, Michigan State University
Nic Taylor, Saginaw Valley State University
Scott Owczarek, Michigan State University (Chair)
Steven Shablin, Oakland University
Sue Deel, Alma College

QUESTIONS? Contact [Scott Owczarek](#) , LAC Chair, Michigan State University