

# SUNYRA

STATE UNIVERSITY OF NEW YORK REGISTRAR'S ASSOCIATION

SPRING 2007

NEWSLETTER

VOL 8 NO. 1

## SUNYRA & SUNY System Administration:

### A "WINNING COMBINATION" AT THE TURNING STONE CONFERENCE CENTER

#### *PRESIDENT'S MESSAGE ~*

Friends . . . as we have just closed yet another semester, I urge all of us to take a moment to exhale and acknowledge all the wonderful accomplishments that you and your staff have achieved. It is not too often that individuals outside the domain of the Registrar's Office really know, or truly understand what it takes to keep the ship afloat and the "S.S. Registrar" on an even keel. To manage the daily tasks at hand, not to mention "special projects and new initiatives" . . . the long hours of work, the attention to endless detail, and the sense of commitment and pride that is put forward on behalf of all Registrar Offices, often times just goes by-the-by, just chalked up to another task completed.

Merriam-Webster defines the word empathy in the following way:

#### **em pa thy**

Pronunciation: 'em-p&-thE; Function: *noun*;  
Etymology: Greek *empathia*, literally, passion, from *empathEs* emotional, from *em-* + *pathos* feelings, emotion.

1: the imaginative projection of a subjective state into an object so that the object appears to be infused with it.

2: the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner; *also*: the capacity for this.

The spring 2007 SUNYRA Conference is right around the corner, and I know for myself that the conference environment and networking with my colleagues has been a heavenly oasis to for me to "empathize" with those who truly are in the "know." The myriad of registrar-related issues... late grades, credit deficiencies to graduate, change of grades, magical credits to suddenly post, substitutions of requirements, endless transcript requests to process, more changes of grades, new SUNY System initiatives, and of course student record system updates and "enhancements" to name a few, can wear on even the strongest of registrar-strong at this time of year. SUNYRA 2007 will provide an avenue where we all can share our trials and tribulations without really having to explain, or say we're sorry. So I hope you too are looking forward to the spring conference to recharge, revitalize and return back home raring to go full speed ahead, once again.

From start to finish, the conference agenda will cover a full array of sessions that should enrich us all . . . starting with the Banner FAUG; to our continued professional development series with Citigroup - Dealing with Difficult People; to a rousing legal session with Terri Conroy; to our AACRAO update with SUNYRA's one-and-only Barmak Nassirian. If that isn't a Thursday that hits the jackpot, then let's look to raising the stakes on Friday morning with the SUNY System Administration trio of Patty Francis, John Porter and Dave DeMarco. I don't know about you, but I think this sounds like the SUNYRA spring conference has hit a big winner . . . how can we go wrong !! I look forward to seeing all of you next week . . .

Remember, we're SUNY Registrars -- we're campus **SUPERSTARS !!**

-- Donna Margine  
SUNYRA President

## SPRING 2007 CONFERENCE AGENDA

### Wednesday, June 13

2:00 – 4:30 pm Executive Board Meeting  
5:00 – 7:00 pm Early Registration  
7:00 pm Dinner on your own . . .  
Explore the Turning Stone Conference Center, and the array of area restaurants for dinner on your own, or network and meet colleagues for an exciting pre-conference night out !

### Thursday, June 14

7:00 – 9:00 am Breakfast  
7:00 – 10:00 am Registration  
8:00 – 10:00 am User Group Meetings  
10:15 – 10:30 am Conference Welcome and Announcements  
10:30 – 11:45 am Professional Development  
“Getting Along With Difficult People” -- Citigroup  
12:00 – 1:00 pm Lunch  
1:15 – 2:45 pm “Legally Speaking”  
Theresa A. Conroy, Esquire  
3:00 – 4:00 pm AACRAO Update  
Barmak Nassirian,  
Executive Director  
4:00 – 4:30 pm Fall 2007 “SUNYCAC” Joint Conference Update  
4:30 – 5:30 pm Vendorrarama !!  
6:15 – 7:15 pm Vendor Reception  
7:15 – ?? Dinner

### Friday, June 15

7:00 – 8:30 am Breakfast  
8:30 – 8:45 am Announcements  
8:45 – 11:30 SUNY System Updates  
Dr. Patty Francis  
Dr. David Demarco  
Dr. John Porter  
11:30 – 12:00 Crackerbarrel  
12:00 Lunch and departure

For more information on the conference, please go to the SUNYRA homepage at: <http://www.sunyra.org>

### Additional Session Information

#### “Getting Along with Difficult People”

Do you have those days that seem to be one difficult situation after another? Perhaps it’s our business...deadlines, policies, procedures, and failure of others to accept responsibility. This workshop will hopefully provide you with insight into some new skills and techniques to use when dealing with the difficult people that make these situations so frustrating.

#### “Legally Speaking”

Terri Conroy once again joins us at SUNYRA to share timely information regarding such topics as FERPA, e-transcripts, electronic signatures, and post-Virginia Tech security issues. She earned her law degree from Georgetown University and currently is a partner with Harter, Secrest & Emery LLP in Rochester, New York. She has also worked at the State University of New York College at Brockport as a faculty member, academic administrator, Director of Affirmative Action, and Associate Director of Human Resources. As the Director of Affirmative Action, she worked directly with the President of the College and was responsible for ensuring the College’s compliance with all labor and employment laws and policies. Her responsibilities included key areas of student affairs, including Title IX and Section 504.

#### “AACRAO Update”

We are so fortunate to have our very good friend, Barmak Nassirian, share with us updates and insights into the various goings on in Washington, D.C. If you are new to SUNYRA, Barmak’s sessions will soon become one of the reasons why you’ll look forward to the next conference!

#### “Fall 2007 SUNYCAC Joint Conference Update”

November 14 – 16 , Queensbury Hotel, Glens Falls, NY  
Hear the latest regarding this joint conference with our SUNY colleagues.

#### “Vendorrarama !! ”

Our vendors will each have a quick opportunity to share information with us regarding their products. The following vendors are expected to attend the conference:

Focus Technologies  
Hershey Systems  
National Student Clearinghouse  
Runner Technologies  
Smart Catalog  
SunGard Higher Education

#### “SUNY System Updates”

This promises to be an extremely valuable session as we hear from our various liaisons at SUNY System.

Patty Francis will provide updates from the Provost’s Office, Dave Demarco will discuss the current status of the e-transcript project, and John Porter will provide information regarding the latest IR project.

#### “Crackerbarrel”

Don’t forget to bring your crackerbarrel questions! For those of you who haven’t attended a SUNYRA conference before, this is your opportunity to ask anything and everything you ever wanted to know regarding the registrar world...how many of you do this, and how does your school deal with that, and the “learned” best practices that work.

## Highlights from the Fall 2006 Conference

### Professional Development Series – “Communicating Effectively and Identifying Your Personal Communication Style”

Allison Wynn from Citibank moderated this workshop in which we learned there are two parts to communicating – active listener and speaker. We all communicate differently and everyone interprets information differently.

It is important to send messages effectively by:

- Owning your message by using “I” statements
- Making your messages complete and specific
- Making sure your verbal and nonverbal messages are in sync with one another (i.e., don’t smile and deliver bad news)
- Being redundant – send message more than once
- Asking for feedback about the way your message is received
- Making message fit receiver’s frame of reference (i.e., students don’t understand the acronyms in the registrars’ world)
- Describing feelings by name, action, or figure of speech
- Describing others’ behavior without evaluating

#### Communication Barriers

- Language – either literally a different language or different levels of comprehension
- Status and position (i.e., boss/subordinate), different standards and expectations
- Resistance to change
- Physical characteristics (i.e., age, disabilities, stature, lack of eye contact)
- Psychological – bias and prejudice
  - Studies indicate we form an opinion of someone within first 7 seconds after meeting them
- Conflicting priorities
- Information overload
- Not fully understanding another’s communication style

### Facebook – What’s Going On On Your Campus?

Shawn McGuirk, Director of Student Conduct, Mediation, and Education, from Fitchburg State College enlightened us as to the dangers surrounding student use of Facebook. He demonstrated the ease with which an individual could create an account using someone else’s personal information by displaying a Facebook account he created for our very own Donna Margine! Some of the statistics and information he shared are as follows:

Originally, only individuals with an .edu e-mail address could access Facebook. As of September 1006, anyone has access.

As of September 2006, Facebook has:

- Between 9 and 11 million users
- 20,000 high school students
- 22,000 accounts created daily (primarily college students)
- 85% customers are students at a supported college using Facebook
  - 80% use daily
  - 60% use weekly
  - 90% use monthly
- Nationwide,
  - 220 million hits every day
  - Ranks 4<sup>th</sup> in overall traffic on internet, 7<sup>th</sup> worldwide (1<sup>st</sup> is MySpace with 100 million individuals)

### SUNY System Updates

Maggie Moehringer discussed the e-transcript project. John Porter shared preliminary fall enrollment numbers, discussed issues with high school concurrent enrollments, and also discussed the proposed regulations regarding race and ethnicity that are expected to go into effect Fall 2009. Both John and Helen Ernst discussed the new IR pilot project.

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## SUNYRA Membership Dues 2006 - 2007

### INVOICE

Tax ID Number 16-1271086

Membership Dues 2006 - 2007 \$50.00

**TOTAL DUE \$50.00**

### PLEASE NOTE:

This invoice can be submitted for payment of the 2006 – 2007 academic year dues for SUNYRA. Please contact me if you are in need of a separately mailed copy. Please make checks payable to SUNYRA and send to the address below.

Thank you for your prompt response.

**Debra Miller, SUNYRA Treasurer**  
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### **SUNYRA Listserv**

SUNYRA has a listserv (e-mail list) for communication within our membership. All members of SUNYRA are invited to participate. Our list is called SUNYRA-L To subscribe to the list, send an e-mail to:

[LISTSERV@listserv.albany.edu](mailto:LISTSERV@listserv.albany.edu)

In the body of the e-mail type

SUBSCRIBE SUNYRA-L followed by a space followed by your name. For example, I would send the following:

**SUBSCRIBE SUNYRA-L Robert Gibson**

NOTHING ELSE can be in your message. If you have an automatic "signature" added to your e-mails, REMOVE IT. This e-mail is going to a machine that only understands commands.

When you have sent your e-mail, you will receive an automated "Confirmation Request" from the LISTSERV. You simply REPLY to the message, by entering

**OK**

as your reply message. You are now part of the list. To send a message to the list, address your e-mail to NOTE THIS ADDRESS:

[SUNYRA-L@listserv.albany.edu](mailto:SUNYRA-L@listserv.albany.edu)

and your message will go to all members of the list.

Keep in mind that a listserv recognizes you as a subscriber by checking the FULL return e-mail address. That means if there is ANY change to your e-mail address, you won't be recognized. So if your campus changes any part of your e-mail server address, you won't be recognized. I've noticed several campuses have made such changes recently. If that happens, simply subscribe to the listserv again (following the steps above) and all will be fixed.

If you have any problems or questions about the SUNYRA listserv, contact the listserv manager, Robert Gibson by e-mail to

[Rgibson@uamail.albany.edu](mailto:Rgibson@uamail.albany.edu)

The volume of messages is relatively low and will not clutter your mailbox, so take advantage of this communication tool with your SUNY colleagues and sign up today.