American Association of Collegiate Registrars and Admissions Officers
Minutes of the Meeting of the Board of Directors
January 31 – February 1, 2020
AACRAO Office Washington D.C

Board Members in Attendance: Tim Amyx, Tammy Aagard, Stanley DeMerritt, Tina Falkner, Luisa Havens Gerardo, Rhonda Kitch, Mark McConahay, Jennifer Minke, Jack Miner, Jerry Montag, Tiffany Robinson, Kristi Wold-McCormick

Incoming Elected and Appointed Board Members in Attendance: Rock McCaskill, Cassandra Moore, Rob Shomaker, Sherry Wells

Staff Members in Attendance: Michala Gallion, Melanie Gottlieb, Mike Reilly

Call to Order
President Havens Gerardo called the meeting to order at 10:50 A.M. Eastern Daylight Time on January 31, 2020.

Approval of Agenda
MOTION 2020.01.01 – It was duly moved and seconded to approve the agenda. APPROVED

Approval of Minutes
MOTION 2020.01.02 – It was duly moved and seconded to approve the minutes of the December 18, 2019. APPROVED.

AACRAO Department Deep-Dive
Presenter: Melanie Gottlieb, Deputy Director
Deputy Director Gottlieb presented on the International Services Department and the changes that have been made to improve the department over the past five (5) years. Points of discussion included:

- International Education Services Department
- Law School Admissions Council (LSAC) evaluation partnership
- Development of training and institutes for the profession
- EDGE product advancement and partnerships with ENIC-NARIC and UNESCO
- Article 26 Backpack initiative with UC Davis
- Cuba Project
- UNESCO Global Recognition Convention Project
- General Data Protection Regulation of the European Union
- AACRAO's Baden-Württemberg Seminar

Discussion List
Planning for June leadership meeting
President-elect Jack Miner reviewed the document *President-elect Miner BOD Meeting Dates 2020-2021 Final* with the Board. The Board discussed a time during AACRAO's Annual Meeting to conduct the Board meeting. The Board agreed that the meeting should begin on Friday morning rather than that afternoon.

President-elect Miner reviewed the schedule for the AACRAO Leadership Meeting. The Board and other Hill Day attendees will arrive on Wednesday with Board committees starting on Wednesday afternoon. A finalized copy will be presented to the Board in the near future.

Planning for S&R visits

President-elect Miner informed the Board that the administrative work around assigning board members to State and Regional annual meetings will be handled by AACRAO Staff. A list of State and Regional annual meetings have been provided to the Board. The Board will review the list and chose based on location, date, and availability. This new method will allow for one location of assigning AACRAO staff as well as the Board members, hopefully eliminating the need for duplication of resources.

Caucus proposal for standing funds

Vice President for Access and Equity Tiffany Robinson reviewed the proposal for the standing funds to use throughout the year for Caucus Committees. The Board requested an annual State of the Caucus Report, General Purpose Statement, Individual Purpose Statement and clarification of use of the money. Vice President Robinson is still in the process of collecting those four documents from all the caucuses. Vice President Robinson will be creating the General Purpose Statement to send to the caucus chairs for review.

Conner Scholarship process review/discussion

Vice President of Finance Stan DeMerritt reviewed the *FIA Conner Scholarship Recommendations* file. The Selection Committee reviewed and narrowed down the Conner applications. AACRAO received 32 applications and 11 chosen as winners. With the large number of applicants, the Finance, Investment and Audit Committee and External Director Rob Shomaker will work together on making an evaluation process for the Conner Scholarship. Vice President DeMerritt offered the idea of creating a second award for waiving AACRAO meetings registration fee. The Engagement Grant was created to assist with institutions that cannot pay for their workers to attend AACRAO meetings. A more detailed description of the Engagement Grant will be presented later in the meeting. A selection process similar to the Conner Scholarship application will be prepared by the June 2020 Leadership meeting.

Annual Meeting script discussion/walk-through

Past President Tina Falkner presented the 2019 Los Angeles Annual Meeting script as a guide for this year's 2020 New Orleans Annual Meeting script. Areas of focus were the Honorees Reception, presentation of awards in the script, and recognition in the scolling presentation during general sessions.

Past President Falkner reminded the Board, if there are times where a board member is not busy the office would like the members to visit the AACRAO booth in the exhibit hall. The AM schedule was referred to as a sample of keeping individual calendars. It was also noted that the International Dinner would include all international registrars within AACRAO membership. The International reception was eliminated. The Board then discussed various ways of recognizing the Past Presidents. The Past President Breakfast will now include the honorary members. Deputy Director Melanie Gottlieb reminded the group that the past Associate Executive Director, Janie Barnett used to keep in contact with past president who could not attend the Leadership meeting but wanted to give a message. Deputy Director Gottlieb stated that it might be important to keep the past presidents and honoree members who cannot attend active by placing a note from them on each table. The group offered to try to collect headshots of past presidents while collecting RSVP's. These photos can be present during the Past President and Honoree Breakfast.

Standing Committee

Strategic Planning Committee

Vice President At Large Tim Amyx reviewed the *AACRAO Strategic Planning Recommendation* in order to move forward to vote.

MOTION 2020.01.03 – It was moved and seconded by the Strategic Planning Committee to approve the *AACRAO Strategic Planning Recommendation*. APPROVED.

Governance Committee

President-elect Jack Miner reviewed the *Mentoring Work Group Proposal* with the Board. Miner offered the question of "What does mentoring look like within our fields?" The goal of the work group is to provide mentoring for the AACRAO Board and its members. President-elect Miner also stated that the Mentoring Work Group should also conduct research on best practices for mentoring. President Luisa Havens Gerardo and President-elect Jack Miner views the charge as a program within the association rather than a work group. Rob Shomaker, the External Board Member, stated that the proposal should not be too binding that work group cannot find the best practices for mentees and mentors. President Luisa Havens Gerardo offered the question how this work group will builds succession within the profession. President Gerardo suggested that the work group should start researching the barriers within the profession rather than best practices. The board agreed that ten (10) people are going to be on the work group including an AACRAO staff member. A revised document will be presented in March 2020.

Compensation Committee

An annual review of the Compensation Committee charge and updates will be ready by March 2020.

Finance and Investments Committee

Vice President of Finance Stan DeMerritt and Executive Director Mike Reilly reviewed the *FY2020-21 Comparative and Master Budget*. The comparative budget compares the budgets from 2019, 2020, and 2021 fiscal years. The predicted total revenue for 2021 is $10.9 million s; the 2021 total personal costs is $4.6 million; and 2021 total for all other costs is $6.1 million. Lastly, the 2021 total expense is $10.8 million which equals a change of net assets of $120,872.

Executive Director Mike Reilly explained that the time each category of revenue it is parceled out might change. The Strategic Initiatives Fund will have a monthly and quarterly review of the revenue and expenses associated with its initiatives. The budget reflects the cost of $150,000 for strategic initiatives and a 5% increase in membership dues. AACRAO's net assets and depreciation costs are increasing due to a owning a building. AACRAO expects growth for sponsorship revenue due to the new consultants working with AACRAO. Consulting made a net revenue of about $527,000. The Board agreed to examine the progression of the strategic initiatives before permanently adding it to the budget.

Lastly, Vice President DeMerritt reminded the Board of the description of the Engagement Grant in order to be submitted for approval. This Engagement Grant is a one-time grant for members who cannot attend meetings due to funding restrictions. This grant has similar metrics as the Conner Fund. One difference is that the winners of Engagement Grant can choose to waive the registration fee for any AACRAO meeting, while Conner Scholarship is only toward the Annual Meeting registration fee. Funds for the Conner and Engagement Grant will come from AACRAO's credit card rebate. The administrative work of the Engagement Grant will be managed by AACRAO staff, similar to the Conner Scholarship. There will not be a limit on how many people are chosen for the grant, as long as there are funds to provide the members and they fit the criteria. The Board discussed various ways to effectively communicate with the 2020 Conner Scholarship applicants and applying for next year's grant.

MOTION 2020.01.04 – It was duly moved and seconded by the Finance, Investments and Audit Committee seconded to approve the FY2021 Budget. APPROVED.

MOTION 2020.01.05 – It was duly moved and seconded by the Finance, Investments and Audit Committee to approve of the use of $150,000 from the long-term investment dividends and interests for 2020 budget year for strategic initiatives. APPROVED.

MOTION 2020.01.06 – It was duly moved and seconded by the Finance, Investments and Audit Committee to approve for the membership dues increase of 5%. APPROVED.

MOTION 2020.01.07 – It was duly moved and seconded by the Finance, Investments and Audit Committee to approve the AACRAO Engagement Proposal. APPROVED.

Program and Services Review Committee

Vice President Jennifer Minke informed the Board that the Program and Service Review Committee reviewed the membership satisfaction survey. Vice President Minke suggested reviewing the services AACRAO is providing and additional services that can provided to members in future. For example, being able to project a session into another room to provide as an overflow room, etc. Vice President Minke also suggested creating a feedback loop for the consultants to see if there is any missing information we are not providing to membership.

Executive Session

The regular meeting was dismissed at 5:00 P.M. EDT.

The Board and the Executive Director moved into an Executive Session at 5:09 P.M. EST.

MOTION 2020.01.08 – It was duly moved and seconded to move from regular session into Executive Session.

MOTION 2020.01.09 – It was duly moved and seconded to adjourn the Executive Session. APPROVED

Executive session ended at 5:22 P.M. EST.

The Board was dismissed for the day.

The Board resumed regular session on Saturday, February 1, 2020 at 9:00 A.M. EST.

All members in attendance from prior day were present.

Officer Reports

Vice President At Large – Rhonda Kitch

Vice President Rhonda Kitch provided the Board with an update on the Ombuds Proposal. Vice President Kitch provided a list of what the Ombud's responsibilities in the workplace. Vice President Kitch offered a final report for review by the Board at the February Board meeting.

President Luisa Havens Gerardo asked the group what solutions are provided for the AACRAO staff when office problems arise. There is a hierarchy of staff (Supervisors, Directors, Executive Director) that can attend to dilemmas within the office and this process is documented within the AACRAO Handbook. The Ombuds role should be able to provide a set of tools within the workplace rather than fixing problems once they are already tensed. The Board agreed it is important to communicate the role of the Ombuds to membership and explain this position will not solve all issues within the membership.

Vice President for Leadership and Management Development - Jerry Montag

Vice President Montag discussed the assignment of Board members to state and regional conferences and how administrative work will be handled through the AACRAO office. The State and Regional Guide chapters should be completed by February 2020. Executive Director Reilly reminded the Board that the Deputy Director Gottlieb will be restructuring AACRAO On the Road so that the state and regional associations may be able to attach these workshops to enhance their meetings. Registration will be managed by the AACRAO staff or the state or regional associations. Vice President Tammy Aagard suggested this as an opportunity to partner with other associations and similar workshops they might provide.

Vice President for Information Technology – Mark McConahay

Vice President McConahay updated the Board on the status of several projects and meetings (See VPIT-Update-1-2020). Topics outlined included AACRAO IMS Global CLR Standard Review; T3 Innovation Network; US Department of Education meeting on the Blockchain initiative; LAMI/SPEEDE conversion utility; Amazon Web Services desire to create CLR standards; and data warehousing possibilities for the association.

Vice President for Records and Academic Services – Kristi Wold-McCormick

Vice President Wold-McCormick reported that she had met with the AACRAO Content and Curriculum team and the Registrar 101 and 201 coordinators on the possible creation of a registrar technology and data workshop. Vice President Wold-McCormick has also been in discussion with the Registrar 101 and 201 coordinators in possible creation of content badges upon completion of competencies and proficiencies and smaller modules. Executive Director Reilly and Vice President Wold-McCormick has put a call out for participation in the Institutional Closures and Mergers task force and continue to welcome applications. The National Student Clearinghouse is interested in working with AACRAO on this project. Upon completion the information uncovered will become a resource for AACRAO.

Vice President Wold-McCormick reminded the board that the CAS resource link for the registrar standards should be available on the AACRAO website.

Vice President at Large - Tim Amyx

Vice President Amyx informed the Board that the Student Success work group is working on its third webinar and should happen on annual meeting. The Member Engagement Committee is working on a new charge and mission. It should be completed by the 2020 Annual Meeting. Member Engagement is also working on an Annual Meeting webinar and Experience AACRAO. The committee and AACRAO office are currently having bi-weekly calls.

The Member Engagement Committee acknowledged the issues brought forward from the National Student Clearinghouse related to the 2019 sponsorship and has created an opportunity for the Clearinghouse to be more involved during Experience AACRAO. Vice President Amyx informed the group that the committee reviewed the surveys and are working to implement the feedback. Lastly, the Board will not be individually introduced during the session, rather introduced as a group.

Vice President of Finance – Stan DeMerritt

Vice President DeMerritt updated the Board on the status of funding the chair and vice chair of the program committee travel costs to the annual meeting and continuity of language related to the positions in the handbooks and annual meeting documents. It was indicated that Executive Director Reilly had approved to pay all expenses of the program chair and vice chair related to the annual meeting. This would become a part of the expenses of the meeting. Associate Executive Director Tina Deneen will be reviewing handbooks to update any financial changes and ensure that content related to commitment and selection are consistent.

Deputy Director Gottlieb commented that the AACRAO Engagement Grant that was approved earlier in the meeting had been posted on the website with an application deadline of March 1, 2020. She also indicated that the applicants for the Conner Scholarship who were suggested to apply for the Engagement Grant would be notified early the next week.

Vice President for Admissions and Enrollment Management – Tammy Aagard

Vice President Aagard acknowledged the success of workgroup leaders that are now on the Board. The Criminal History Workgroup report is complete and Associate Director Mike Sisson is organizing the webinar. Vice President Aagard and Vice President Amyx shared some anecdotes on how The Criminal History Workgroup and the Student Identity Workgroup are assisting members in their everyday lives. Vice President Wold-McCormick brought to the attention of the Board that NCES will be reviewing the state reporting on gender. AACRAO recognizes that gender reporting should be shared. Executive Director Reilly informed the Board that the Veterans Reporting Workgroup is being finalized. The Admissions Career Path Workgroup charge will be handed to AACRAO staff for editing. Lastly, Vice President Aagard informed the group on the meeting at CERPP which questioned the moral aspect and effect of charging low income students' high expenses. The Board conversed on this topic and what AACRAO and institutions can do in order to help with costs. Vice President Aagard stated that as an educational association AACRAO needs to be involved in these discussions.

President-Elect – Jack Miner

President-elect Minor guided the Board to the document President-elect Minor Mentoring Workgroup Proposal. President-elect Minor informed the Board that the committee assignments for the 2020-2021 year have been assigned. Also Miner informed the Board that final version of the BOD meeting dates are completed. Board Service Coordinator Michala Gallion will share the annual meeting dates with the Board and Associate Director Melissa Ficek.

President-elect Miner informed the group that the program committee indicated that a historic number of sessions are planned for the 2020 Annual Meeting. Annual Meeting sessions will have fewer alternates because of the growth of attendees. President Havens Gerardo and President-elect Miner offered the idea of getting insight on logistics of each session (seating arrangements, cancelation, room location, etc.).

President-elect Miner also informed the board on the Governance Committee updates on the Mentoring Work Group charge. Vice President Amyx informed the Board that they will be following the work group guide. Annetta Stroud is the staff liaison for this work group. Vice President Amyx informed the group that the charge states that AACRAO is working on finding best practices for mentors and mentees. The document was also reworded the text to take an engagement stand point rather than a programing stand point. Vice President Amyx also indicated that there should be various mentoring aspects that are directly related to the mentoring research. There was also rewording in the charge to recognize the duty to assist the membership and the Board.

MOTION 2020.01.10 – It was duly moved and seconded to accept the changes to the Mentoring Work Group proposal as presented. APPROVED

Past President – Tina Falkner

Past President Falkner is working with Director of Operations Martha Henebry in creating the description of the Mentor Awards. Past President Falkner assured the Board that the AACRAO Awards Department has the new honorary point changes. Also, information will be given out at the Annual Meeting's Past President's Breakfast related to the changes to the honorary membership points system.

President – Luisa Havens Gerardo

President Havens Gerardo asked on the status of the AACRAO Service project. Deputy Director Melanie Gottlieb informed the Board the topic is Food and Security for College Students. Donations are becoming hard receive from members. The Board will find ways to attract members to give monetary donations. Vice President-Elect Cassandra Moore noted to attach a sentimental story to the donation and make the need clear. Tina Falkner offered the idea of

AACRAO office matching monetary funds of the members to attract more donations. External Director Rob Shomaker offered various ideas for people to be engaged in helping the community without paying for it.

<u>Staff</u>

Executive Director – Mike Reilly

(See the AACRAO ED Report to the Board January 2020)
Executive Director Mike Reilly informed the Board on the partnership with CUPA-HR. Executive Director Reilly will be attending the CUPA-HR Annual Meeting in July 2020 and presenting on credit transfer. ACE is creating a Transfer Credit Taskforce with AACRAO, NASFA, NAFTSA, and, NACAC.

Executive Director Reilly informed the group that there is a blurring of national and regional accreditors based the direction of the US Department of Education. Deputy Director asked how AACRAO will communicate that integration of accreditors with the members. AACRAO will need to create a policy for the accreditors as the current Transfer Guide uses regional accreditation.

Executive Director Reilly proposed Christopher Trembly as the new editor of C&U. The Board agreed with the recommendation.

The Acting Director of the Student Private Policy Office of the US Department of Education has accepted the invite to the Annual Meeting. The AACRAO staff is developing ideas on how to engage her in the meeting.

Executive Director Reilly informed the Board that The National Student Clearinghouse is being charged for having errors on student records. Students are requesting refunds for the fee they had to pay in order to have access to the records. The Board agreed the Clearinghouse has had various institutional reporting errors.

Executive Director Reilly informed the Board that the Justice Department Review periods in still in progress for Parchment and Credential Solutions mergers anti-trust concerns.

Lastly, President Luisa Havens Gerardo offered to share Rosenthal Associates survey responses with Associate Executive Director Tina Deneen. The Board feels that they were not helpful in the phone interviews and discussion as much as the staff.

Adjournment

MOTION 2020.01.11– It was duly moved and seconded to adjourn the meeting of the Board of Directors. APPROVED

The Board meeting ended at 12:30 PM EDT, February 1, 2020.

Attachments
BOD Agenda – January 2020
BOD Minutes – December 2019
PresElect Miner BOD Meeting Dates 2020-2021 Final
PresElect Minor – Leadership Meeting 2020
FIA Conner Scholarship Recommendations
Demo AM 2019 Los Angeles Script Final
Demo Sample AM Schedule
AACRAO Strategic Plan Recommendations 20200130
Mentoring Work Group Proposal 1.14.20
VPIT-Update-1-2020
President-elect Minor Mentoring Workgroup Proposal
AACRAO ED Report to the Board January 2020