

**Notes from Meeting of
Registrars & Admissions Officer Constituent Group
EDUCAUSE 2001**

*Tuesday, October 30, 2001 — Indianapolis
Convenors: Jeff von Munkwitz-Smith, University of Connecticut, and
Harold Pace, University of Notre Dame*

Between 20 and 25 people attended the session. Roughly 2/3 were from registrar departments; most others were from admissions departments. The split between public and private was roughly half and half. About half were first time EDUCAUSE attendees.

The main agenda item was a presentation by Peter DeBlois, EDUCAUSE Director of Communication Services, about the NLII and the READY tool, particularly the student services portion.

Other discussion items:

- Where are the systems providers headed?
- Staffing issues: degree requirements for staff, shifting to more seasonal staffing for data entry, strategies for cultivating and training student services staff, alternatives for staffing web support (growing your own, hiring students, partnering with other departments, outsourcing)
- Strategies for getting feedback from our customers