

# The Inside *OUt*

News From The Registrar's Office

Winter 2003

Volume XI Issue 2

Ohio University

## Administrator retires after impressive 38-year career with Ohio University

After witnessing and even creating decades of change, Bill Jones retired from Ohio University March 31, 2003.

During his remarkable career, Jones served as an instructor, Assistant to the Dean of the College of Arts and Sciences, Assistant Dean/Director of Student Affairs for the College of Arts and Sciences, Assistant Registrar/DARS Project Coordinator, Associate Registrar, University Registrar, and Assistant Vice President for Academic Services.

In 1959, Jones and two friends from high school packed their bags and moved to Athens. "Even in those days, Ohio University was seen as a jewel and a high quality institution," Jones said. "I loved the safe and beautiful environment, and I loved the culture offered by the University. It's the best of both worlds."

Jones graduated with a bachelor's degree in English and did graduate work in College Student Personnel Services.

Although he had not planned to stay in Athens after college, Jones accepted a teaching position with the University and purchased the local KFC with a fraternity brother, Bill Luehrman. Jones' parents had run their own businesses, and he intended to develop his business ambitions as well.

George Klare, Jones' former professor and the Dean of the College of Arts and Sciences, asked Jones to serve as Assistant Dean. Despite wanting to remain in the business world, he accepted the offer, largely because of his admiration for Klare.

"Bill's willingness to step in was an enormous help, which he continued throughout my years of service as dean," Klare said.

Jones worked in various capacities within the College of Arts and Sciences,



including being in charge of student services; chairing the curriculum committee; working in program, special curriculum, and systems development; fundraising; and teaching.

He was instrumental in many of the changes and advancements made in the University throughout his extensive career. One change was a system for academic advising. At the time, the University was going through a period of rapid change and growth in faculty and students, Jones said.

"The quality of service suffered," Jones said. "Students were not receiving the kind of service from the University that they had received in the past." He knew that there was a need for a "highly organized, smoothly functioning system," so he formulated a concept to ensure that all students were assigned an academic advisor, and that all academic advisors would have reliable sources for accurate graduation requirement information.

In the College of Arts and Sciences, Jones also saw the need for a logical, structured procedure to decide which courses would transfer from other colleges. Funded by an Ohio Board of Regents grant, he and former Provosts James Bruning and David Stewart designed a set of principles and guidelines for dealing with transfer credit, which the entire University later adopted.

This system became the statewide norm and is now known as the Course Applicability System (CAS), which many schools throughout the United States also use.

In 1966, Klare acknowledged a necessity for a database that could keep track of the increasing numbers of students and their classes, grades, and requirements.

Jones agreed and work began on higher education's first-ever degree audit system, which eventually brought him to the Registrar's Office. By 1968, the degree audit system was functioning successfully, providing students with computer-produced graduation checksheets.

A fire destroyed all paper records in the College of Arts and Sciences' office

*Jones cont. on next page*

### Inside This Issue

OACRAO 2002 Meeting.....	4
Department Highlight.....	5
Registrar's Corner.....	6
News Blurbs.....	6
Student Employee Graduates.....	6
Inez Linscott Feature.....	7
Myke Welch Feature.....	7
Online Services.....	8

*Jones cont. from page 1*

in 1969. "However, the computer grade records saved vital student information necessary for graduation," Klare said. "We could not have survived the resulting grade confusion if it weren't for Bill's hard work to bring about computerized graduation check sheets for students."

In addition to serving as Assistant Dean of the College of Arts and Sciences, Jones worked on several special projects for the Provost. One project was the introduction of the degree audit system to the Registrar's Office.

Jones was put in charge of upgrading the degree audit system used in the College of Arts and Sciences and purchasing the Degree Audit Reporting System (DARS), which the University uses today. Jones was later hired as Assistant Registrar/DARS Project Coordinator.

Jones drafted Bob DeLong, who was working at the College of Arts and Sciences at the time, to work on the DARS program in the Registrar's Office. DeLong suggested that Debra Benton, then a work-study student in Arts and Sciences, also work on the project.

Together, the three combined their curricular experiences and innovative visions to put the DARS program in place. "We're a very effective team," Jones said. "Deb and Bob are geniuses. The three of us have complimentary skills."

Recognizing Jones' comprehensive leadership qualities, Larry Terrell, who was Registrar at the time, and Vice President Gary North hired him as Associate Registrar.

In 1995, Jones became University Registrar. He then promoted Benton from Assistant Registrar to the Associate Registrar position, and he later hired DeLong Assistant Registrar for DARS.

When Jones began thinking about retirement in 2001, Benton was hired as University Registrar, and he was promoted to Assistant Vice President for Academic Services.

Benton said, "Bill is very student oriented and always looks at policies from the students' perspective. He has always been an advocate for students."

Jones said Jane Pidcock, Marge Mowery, Yvonne Nice, DeLong, and Benton are all leaders within the Registrar's Office who "are never happy. They are always committed to making things better. I've been so fortunate to have such a fine staff, and I'm glad to have worked for George Klare and Gary North, two of the finest bosses on the face of the Earth," he said.

North said he also feels fortunate to have worked with Jones. "Bill Jones is one of the most knowledgeable and well-informed Registrars I have known in my years of working in higher education. He has provided outstanding leadership for the use and advancement of new and innovative programs and services that serve faculty and students. He is blessed with great insight and conceptual ability and can translate ideas into action in ways that serve people well," North said.

Assistant Registrar for Operations and Special Projects Jane Pidcock said she is grateful to Jones for providing her the opportunity to advance professionally. "He has a wealth of knowledge about University policies, and I often asked him for advice in dealing with situations," she said.

Jones was an instrumental force in bringing about beneficial changes and modifications to University policies and procedures, including FN/FS grading policies, a University-wide advising council, a policy limiting the number of final exams a student has to take in one day, a later starting date for Summer Quarter, a policy for paying fees late, policies for repeating and retaking courses, and the General Education requirements.

When he saw that student veterans weren't getting educational assistance during the long Winter Intersession, Jones helped to successfully lobby Congress to pass the Veterans Cost of Living Adjustments Act of 2000, which guarantees benefits during the break.

Jones also helped establish many other important systems, such as TRIPS (Touch-tone Registration and Information Processing System), SIS (Student Information System), and Web Registration. "We've been able to put nice systems in place to help students," Jones said.

DeLong said he has admired Jones' dedication to the University since the day they met, 18 years ago. "He has served as a patient mentor to many of us who work in the Registrar's Office," DeLong said. "He is a very strong student advocate."

Along with Administrative Coordinator Yvonne Nice, Jones found funding to renovate the Registrar's Office and Chubb Hall.

Nice said she is grateful for Jones' vision of an office with modern equipment and furnishings. "Bill is always looking for ways to improve things. He sets a high standard, and it makes you want to do a better job."

In addition, Jones was also active in the Athens community. He directed the Athens Minor Hockey Association for 12 years and, along with former Athens High School principal David Liggitt, founded Athens High School's hockey team and Aca-

*Jones cont. on next page*

## The Inside *OUt*

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**The Inside *OUt*** is a publication created by the student newsletter coordinators of the Ohio University Office of the Registrar. It is distributed to all OU academic and administrative departments, OU Regional Campuses, OACRAO, and other selected individuals and organizations.

If you have any comments, questions, or suggestions for future issues of **The Inside *OUt***, please call Administrative Coordinator Yvonne Nice at 740-593-4213.

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*Jones cont. from page 2*

demic Booster Club, of which he was the first president. He was a member of Jaycees and Kiwanis, and he is a member of the Phi Kappa Phi academic honor society.

Even after retiring, Jones, who said he doesn't understand the concept of boredom, has many plans to keep busy. "I'm always wishing I had more time," he said. He plans to work in his workshop, fish, travel, water ski, and visit his two sons, Mike and David, and his grandchildren Jack, Pete, and Corinne.

Jones' "most-compelling interest" is antiques and collectibles. "I'm psychologically incapable of driving by a flea market," he said. Still interested in business, Jones and his wife Janet plan to reopen his mother's antique store in their hometown, Waynesville, Ohio.

He was honored with a retirement reception March 31 in Baker University Center's 1804 Lounge. Many friends and colleagues gathered to share their admiration for Jones.

Speakers at the reception included Gary North, Vice President for Administration; Janet Jones, classmate, spouse; Harold Swardson, Professor Emeritus of English; George Klare, Distinguished Professor Emeritus of Psychology; Hugh Bloemer, Associate Professor, Geography Department, and Chair of Faculty Senate; Donald Borchert, Professor, Philosophy Department; Richard Siemer, Vice President for Finance; Jane Pidcock, Assistant Registrar for Operations; and Debra Benton, University Registrar. ❁



**Debra Benton**



**Jane Pidcock**



**Donald Borchert**



**Hugh Bloemer**



**Marge Mowery looks at a photo collage at Jones' retirement reception.**



**Becky McOmber, Registrar at Bowling Green State University, enjoys a laugh with Jones.**



**Debra Benton, Jones, and Gary North share memories at the reception.**

# “OACRAO Rocks...in Cleveland”

The annual meeting of the Ohio Association of Collegiate Registrars and Admissions Officers (OACRAO) was held November 6-8, 2002, at the Sheraton Cleveland City Centre Hotel in Cleveland, Ohio, allowing regional universities to share ideas and receive updated information.

Ohio University administrators Marge Mowery, SIS Testing Manager, and Jane Pidcock, Assistant Registrar for Operations and Special Projects, were among the presenters at the conference. They presented a session titled “Imaging: Where Do I Begin?” with Mowery also serving as session host. The session highlighted how to plan, begin, and maintain an imaging project.

The presentation was originally given at the American Association of Collegiate Registrars and Admissions Officers (AACRAO) convention held in April 2002 in Minneapolis. Due to the amount of interest shown, Pidcock and Mowery were asked to present the session again at the OACRAO meeting.

Mowery and Pidcock were both pleased with the presentation. “It was well-attended and well-received,” Mowery said.

Pidcock was pleased that there were many questions from the audience. Although many of the questions concerned more technical aspects of the equipment, Pidcock and Mowery were able to refer the audience to Tony Benton, Imaging Coordinator.

Bill Jones served on a panel presentation along with other exhibitors and registrars. The presentation was titled “Improving Customer Service Through Outsourcing in the Registrar’s Office.” Jones discussed degree verification by outside vendors.

Registrar employees attending the conference were Mowery, Pidcock, Jones, Bob Westbrook, Sylvia Cunningham, and Shari Nogrady.

Pidcock was also pleased that Philip Henry from the University of Abertay in Dundee, Scotland, attended the conference. Henry previously attended an AACRAO conference where each international attendee is paired with an American “buddy” for the duration of the conference. Henry was paired as Pidcock’s “buddy,” and they have kept in contact ever since.

Henry presented an informative session concerning registration issues and management in the United Kingdom.

Mowery said she enjoyed the conference. “The sessions were very interesting,” she said. “It’s always interesting to see how other schools do things, and it’s a good way to get new ideas.”

Westbrook said the conference was extremely valuable in terms of networking, meeting individuals, and providing information. “I’m a big supporter of OACRAO,” he said. “It is a great conference, and the presentations are very impressive.” Westbrook said he especially liked the Student and Exchange Visitor Information System (SEVIS) presentations. “They were very valuable and informative in terms of updating us and providing information,” he said.

Cunningham said she enjoyed the FERPA (Family Educational Rights and Privacy Act) sessions. “They were really helpful in keeping us updated,” she said.

Pidcock said she found the session titled “Web Grading” to be very informative. The session discussed strategies for faculty to submit grades on the Web. “I thought it was a very interesting session and something we would be interested in pursuing down the line,” Pidcock said.

Pidcock also enjoyed the various exhibitors displaying new technology, services, and products at the conference. “It’s always interesting to see what new technology is out there.”

Nogrady also found the conference beneficial. “It’s a good chance for us to meet people from other colleges and universities who have run into

the same types of problems we have. We can share information and get ideas of new ways to do things. It [the conference] helps us understand what an important role the Registrar’s Office plays in an institution.”

Jones was recognized at the conference as a member of OACRAO who would be retiring this year.

Several Registrar’s Office employees volunteered for OACRAO committees. Debra Benton is on the Nominating and Communication Committees. Mowery is on the Data Management and Research Committee. Jackie Quigley and Shari Nogrady volunteered for the Professional Development Committee. Sylvia Cunningham, Mary Ann Fowler, and Shari Nogrady represent the Southeast Region Scholarship Committee.

These committees met in February to discuss issues within their committees.

The group attending the conference enjoyed entertainment by The Absolute Singers from the Baldwin-Wallace College Conservatory, a self-guided tour of the Great Lakes Science Center, and a movie at the Omnimax Theatre. They also enjoyed socializing with colleagues from other universities. ❁



Photo courtesy Connie Goodman

**Marge Mowery, Philip Henry, and Jane Pidcock at the OACRAO 2002 conference in Cleveland.**

# Without Boundaries offers education to working adults at their convenience

Without Boundaries, a unit of Ohio University's Lifelong Learning, was created in 2001 to offer high-quality education to professionals and working adults at their convenience.

"We take Ohio University and deliver it literally around the world," said Lifelong Learning Dean Thomas Shostak.

Without Boundaries' vision is for participants to experience the University's learning opportunities and cultural and social experiences, without the constraints of space and time, for the integration of life, work, and learning experiences.

Programs are designed around projects, which are based on real workplace situations, so participants can apply their knowledge and skills in their everyday lives.

"Learning must be constructed, so that people can get something out of it without being frustrated," Without Boundaries Director of Administration Muriel Ballou said. "We want people to be engaged, and that means deciding the best way to offer material to the student."

"We utilize many different types of media," said Ballou. "We are very flexible as to what types are best for the students in each program."

Without Boundaries also maintains a wired facility equipped with laptop computers, printers, and multimedia equipment for projecting and videotaping presentations.

Courses and projects are outlined on the Internet, which allows students to work on their projects anytime and anywhere, while still maintaining a connection with faculty members and other participants.

Learning modules use a unique, challenge-based format to help participants understand and apply content relative to context. Participants are engaged with an applied situation before beginning the module, and again after completing it. This ensures that they develop and master knowledge that can be more readily recalled and applied in the workplace.

Participants can communicate with one another and faculty members through learning communities, which allow individuals to actively learn together and maintain connections with the University.

Most programs involve intensive residencies, where participants and faculty meet to work on projects face-to-face. During the residencies, participants focus on skill areas that are best learned face-to-face, as well as spend time getting to know one another.

The MBA Without Boundaries program has won many awards for its blended approach to online learning. The American Productivity and Quality Center and the American Assembly of Collegiate Schools of Business even selected the program as a "Best-Practice Partner" organization in technology-mediated learning.

New this year is the Master's program in Athletic Administration. Designed for interscholastic athletic administrators, it will begin in June and last 27 months.

The program is a collaboration with the National Interscholastic Athletic Administrators Association. Because of this partnership, education is practical and focused. Residencies are scheduled around the interscholastic

sports schedule so that all participants may attend.

Other master's programs offered by Without Boundaries include Higher Education, Leadership in Educational Administration, and Public Administration.

Without Boundaries offers a Ph.D. in Higher Education, along with several workshops and certification programs.

Without Boundaries also administers Winter Intersession, which allows students to accelerate their degree programs or fulfill prerequisites.

Staff members won an award given by the Association for Continuing Higher Education for their efforts to continue training with IQUIP (now known as Sogeti), a Dutch software development and consulting firm, after the September 11 tragedy. Because the trainees could not travel to the United States for the usual three-week e-business on-site program, the staff quickly engineered an online format that was as engaging as face-to-face learning.

Without Boundaries' programs are developed in partnership with other organizations and university departments. ✱



**Without Boundaries is located at 42 West Union Street beneath Bromley Hall.**



## Registrar's Corner



**University Registrar  
Debra Benton**

This issue of *The Inside OUt* is dedicated to Bill Jones. Bill is retiring from Ohio University after 38 years of dedicated service. Bill spent 15 of those years in the Registrar's Office.

I would like to take this opportunity to publicly thank Bill for his leadership, dedication, mentoring, and friendship. You may or may not know that Bill hired me to work for him soon after he started working in the

Registrar's Office, while I was an undergraduate student. We worked together to implement the Degree Audit (DARS) system at Ohio University. During this time, Bill opened many doors for me, taught me about student services, and gave me insight into higher education and specifically Ohio University.

Bill encouraged me to go to graduate school, and throughout that time, I continued to work for him. I gained many valuable experiences and grew professionally under his leadership. Bill was unselfish when giving kudos and often gave credit to others when he was also deserving.

Bill, thank you, for all that you have done for me. For supporting and encouraging me throughout my education and career, for teaching me the importance of student services, for introducing me to so many good people at the University and colleagues throughout the country, and for being a good friend who is always willing to listen and give advice.

I'll miss you and so will the University. I wish you the best of luck on your retirement. ❄️

Debra M. Benton

## Student Employee Graduates



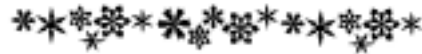
The Registrar's Office bids farewell to student worker Dave Schleter, who has worked in the Veterans Affairs Area of the Registrar's Office for three years.

"This job has taught me time-management skills," Schleter said. "I had to learn how to balance school and work at the same time."

Schleter is a microbiology major, with a chemistry minor. After graduation, he plans to work in the biotechnology field.

He said he will miss working with the Registrar's staff, especially Teresa Smith, Nancy Kasler, and his supervisor, Maggie Thomas. ❄️

## News Blurbs



**Bob DeLong has been serving as Acting Registrar during Deb Benton's absence. Benton returned April 14.** ❄️

**The Registrar's Office welcomes the following new student employees for Winter Quarter: Kelly Boyer, Lauren DePasqua, Emily Fall, Megan Fiore, Kelsey Raybuck, and Tamatha Tabler.** ❄️



**The office congratulates Deb and Tony Benton on Anthony's arrival home!** ❄️

**The position of Assistant Registrar for Academic Records has been posted, and the Registrar's Office is in the process of interviewing applicants.** ❄️

**SIS training was held March 5 for Winter Quarter and will be held May 14 from 1:30-3:30 in Computer Services Center PC Lab A for Spring Quarter.** ❄️

**A special thanks to Tina Ervin for planning the wonderful Christmas party held at Buffalo Wild Wings! Instead of spending money for a gift exchange this year, the Registrar's Office staff sponsored a family through the American Red Cross, helping provide a better Christmas for a family in need.** ❄️



**Congratulations to Bill and Janet Jones who were married December 28, 2002!** ❄️

**We would like to recognize the Birthday Committee for planning such wonderful parties throughout the year! Shari Nogrady, Gayle Davis, Brenda Nelson, Teresa Smith, Maggie Thomas, Sylvia Cunningham, and Bob Westbrook have planned themed parties and milestone parties enjoyed by the entire office.** ❄️



**Bill Jones was honored March 12 at a surprise retirement dinner given by directors from the Vice President for Administration's Office at the Athens Country Club. Speakers who acknowledged Jones' outstanding career included: Gary North, Deb Benton, Bob DeLong, Kip Howard, Ted Kohan, and Robert Hynes.** ❄️

## ❄️❄️❄️ Inspiring Thoughts ❄️❄️❄️

**"He who is not courageous enough to take risks will accomplish nothing in life."**

*-Muhammad Ali*

**"We all have ability. The difference is how we use it."**

*-Stevie Wonder*

# Inez Linscott new to Graduation Area

Students calling the Graduation Area of the Registrar's Office are being greeted by a new friendly voice. Inez Linscott joined the office December 2, 2002, as Records Management Assistant. She previously worked at Ohio University's Osteopathic Medical Center for nearly 11 years.

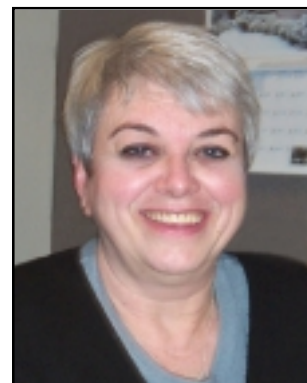
"I love it here [in the Registrar's Office]," Linscott said. Her new duties include processing graduation applications and conferral and denial of degrees, mailing diplomas, and ordering replacement diplomas.

Jackie Quigley, Linscott's supervisor, said she is impressed with the speed at which Linscott is catching on. "She is a good worker, and she has a very good attitude," Quigley said.

Shari Nogrady, Reporting, Encoding, and Security Manager, said the Registrar's Office is lucky to have Linscott. "She is very friendly, and she has a way of bringing everyone together," Nogrady said. "Also, coming into the office [from an outside job] is often very complicated, but she is doing an excellent job."

In addition to her duties at the Registrar's Office, Linscott is pursuing her Bachelor of Specialized Studies with a concentration in women and ageism.

When she isn't working at the Registrar's Office or going to class, Linscott, an Amesville resident, enjoys spending time with her four daughters, who are scattered at universities throughout Ohio. Traveling, attending church events, spending time with family and friends, and going to movies and women's basketball games are among her other pastimes. Although baking may not be Linscott's favorite hobby, everyone in the office agrees that she makes the best chocolate mint brownies and other goodies. ✨



## Myke Welch takes position as Technical Support Manager



The Registrar's Office is pleased to welcome Myke Welch as Technical Support Manager. Welch officially joined the office December 1, 2002, but has been working in a temporary capacity since May.

Welch began his technical experience in 1997 at Youngstown State University. He has since run his own technical consulting firm and helped other universities set up servers. He also worked for Ohio

University's Communication Network Services (CNS).

His duties at the Registrar's Office include managing two servers and all office computers.

Welch said he likes working in the Registrar's Office, and he especially enjoys the decision-making aspects of the job. "It is a self-directed position," he said. "I have a lot of freedom to make decisions."

Bob DeLong, Welch's supervisor, said, "Myke is an exceptional employee. He's highly motivated and a good problem-solver."



In addition to working at the Registrar's Office, Welch is pursuing his master's degree in Education.

A native of Warren, Ohio, he enjoys snowboarding, traveling, listening to punk rock and 80s music, and working with computers.

He lives in Athens with a pitbull, Jefe. ✨

Check out  
*The Inside OU*  
on the Web at:

[www.ohiou.edu/registrar/pubs.htm](http://www.ohiou.edu/registrar/pubs.htm)

## Graduation Notice



**Graduation is *not* automatic!**

*Students must apply to graduate.*

Final deadlines for applying for graduation.

Apply online at [www.ohiou.edu/registrar](http://www.ohiou.edu/registrar) or at the Registrar Services Windows in Chubb Hall or at regional campus student services offices.

<u>APPLICATION DEADLINES</u>	<u>DEGREE GRANTING DATES</u>
<i>Apply for graduation by:</i>	<i>If you wish to receive your degree:</i>
April 22, 2003	Spring Quarter -- June 7, 13, 14, 2003
July 31, 2003	Summer Quarter -- August 30, 2003
September 30, 2003	Fall Quarter -- November 26, 2003

**Deadlines Are Final**

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# New online services benefit students

Fall Quarter 2002-2003, the Registrar's Office added a new service to benefit students by making grades and schedules available online at any time, 24 hours a day.

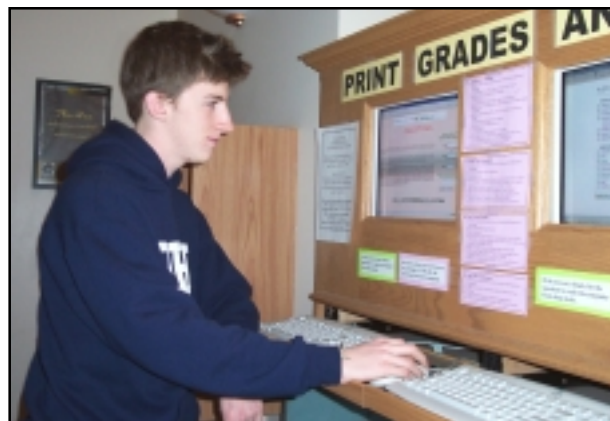
This service was added to give students another option to retrieve their grades and schedules after the elimination of mailing paper grades and schedules was completed Fall Quarter 2002.

"It has been a success," Assistant Registrar Jane Pidcock said. "There were a minimal amount of questions and no major complaints."

Sylvia Cunningham, Grades Supervisor, said she has not had many phone calls from students and parents concerned about receiving a student's grades. "I think it went well. I think the students accepted it well, and it helped the department."

In cases when the Registrar's Office receives phone calls from concerned parents, suggestions are offered for other ways students may obtain their grades and schedules.

Students can call the Touch-tone Registration and Information Processing System (TRIPS) to listen to their quarterly grades or schedules. Additional copies of students' grades or schedules can also be requested online at the Registrar's Office homepage to be e-mailed to their Oak e-mail accounts.



**Students can use the computers at the Windows Area to access services offered by the University.**

Students can also view or print their grades and schedules directly from the Web. This option allows students to attain their grades and schedules quickly, and is especially beneficial for students who are expecting to receive a grade change. They have the ability to check their grade status at any time. The online option also allows students to show their grades to their parents.

Bob DeLong, Acting University Registrar, was also pleased with the implementation of the online service. "There were few problems. Students have access to their grades and schedules 24/7. It was a good transition from paper grades." ❄

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