

**REMINDER: PLEASE RENEW YOUR MEMBERSHIP BY AUGUST 1, 2013**

# the CIVSA WELCOMER

Collegiate Information and Visitor Services Association



*Summertime in Chicago, Illinois*

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## Working Together for CIVSA

By Jenn McKenzie, CIVSA President  
Hendrix College

*Whatever we accomplish belongs to our entire group, a tribute to our combined effort - Walt Disney*

It truly is a group effort, and we could not be where we are today as an association if it was not for the work of others that have come before us. Our new fiscal year began on July 1, but before we look ahead at what is to come, I would like to take a minute to appreciate where we are right now!

This past June we gathered for our 20th Annual CIVSA Conference in Alexandria, VA with 305 attendees – a record in attendance for CIVSA! It was a great time to share best practices, network with colleagues, tour amazing institutions, and celebrate gala style. The success of the event could not have come together without the dedication of an outstanding conference committee who worked together for over a year organizing every last detail. I would again like to extend my thanks and appreciation to everyone involved with this planning process and to those in attendance. Big congratulations to our award recipients from the conference –

Troy Selk (Emeritus) received the Nick Kovalakides Outstanding Member Award; Rex Oliver (Texas Tech University) was the recipient of our first Rising Star Award; Foot Awards were presented to Matt Jones (University of Maryland), Kari Kolb (Transylvania University), Morgan Lamborn (University of Florida), John Nesbitt (Vanderbilt University), Ebony Smith (The Ohio State University), and Tela Witherspoon (University of North Carolina-Charlotte). I do hope you left Alexandria energized and full of new ideas to take back and implement at your institution.

We had a goal this year to grow our membership to 500, and well, we not only met this goal but we exceeded it by reaching 571 members at the time of our Annual Business Meeting. Isn't this fantastic knowing back in 1994 we started with 25 members! We would like to welcome all new members into the CIVSA family, and we would love to hear from you with thoughts or suggestions of how we can enrich your membership with CIVSA. Your CIVSA board members can be reached at [civsaboard@civsa.org](mailto:civsaboard@civsa.org), or you can find contact information for each board member on the CIVSA website at

[www.civsa.org](http://www.civsa.org).

Speaking of your board members, I would like to recognize those who were elected to serve you at this year's annual business meeting –

President Elect – Cindy Singley, Auburn University; Secretary – Jaime Engelhart, Arizona State University; Treasurer – Kim Schon, Bucknell University; Region 1 Director – Chris Bierdeman, University of Northern Colorado; Region 2 Director – Ashley McDermott, Louisiana State University; Region 3 Director – Drew Steding, University of Michigan; Region 4/5 Director – Lindsey Darling, Suffolk University. Stephen Barnett will be taking over as our Immediate Past President and Brittney Joyce will continue in her role as our Director of Communications.

Looking ahead for this year, CIVSA will be hosting its first Student Development Conference at Furman University January 10-12, 2014. This is a great opportunity for you to provide professional development opportunities to your student leadership teams. Information about the conference can be found on our website, and we will be looking for presenters to share their knowledge so keep an eye on your email for more information.

In June of 2014 we will be heading to the windy city of Chicago for our 21st Annual Conference. It is never too early to start planning so be sure to mark your calendars for June 3-6 and plan to join us for another great event!

We are also excited to share the 2013-2016 CIVSA Strategic Plan which was approved by the Executive Board and unveiled to the membership at the 2013 Annual Conference - [http://civsa.org/about\\_us/strategic\\_plan.html](http://civsa.org/about_us/strategic_plan.html). "The Plan" holds our Mission, Vision, and Core Values for the Association, and we will start the implementation of the strategic initiative this year.

I want to thank each and every one of you again for allowing me to serve as CIVSA President this year. I look forward to the work ahead, and I hope to meet as many of you as possible during this journey. Whatever we accomplish this year will be due to the efforts of our group – and CIVSA is definitely a group worth the effort!

Here is to a great summer,

*Jenn McKenzie*



## CIVSA Lending Library

So many great ideas came from our conference in Alexandria in June! We are discussing the possibility of adding an E- Library to the CIVSA Lending Library for our CIVSA members only.

If CIVSA added this new component to the Lending Library, what E-books would you like included? Is there a dynamic book that you would like to see added that our members would learn from and enjoy?

Let's grow our CIVSA Lending Library! Please send me suggestions!

Joe Tiesi, Archive Committee Chair  
Binghamton University  
[jtiesi@binghamton.edu](mailto:jtiesi@binghamton.edu)



## 2013 CIVSA Award Recipients

Congratulations to our 2013 CIVSA Award Recipients! Each recipient was given a plaque at our annual conference in Alexandria and recognized for their efforts to help grow, support and impact our organization.

### Nick Kovalakides Outstanding Member Award

#### **Troy Selk**

Emeritus Member  
(formerly of Brigham Young University)

### Rising Star Award

#### **Rex Oliver**

Texas Tech University

### Foot Awards

**Matt Jones**, The University of Maryland, College Park

**Kari Kolb**, Transylvania University

**Morgan Lamborn**, The University of Florida

**John Nesbitt**, Vanderbilt University

**Ebony Smith**, The Ohio State University

**Tela Witherspoon**, The University of North Carolina,  
Charlotte



## NEED A WAY TO GET TO THE 2014 CONFERENCE? Consider the Research and Assessment Scholarship!

At Denver 2012, the CIVSA Executive Board announced the approval of the Research and Assessment Scholarship, for members and those affiliated with member institutions. In an effort to expand the influence of the realm of collegiate information and visitor services, CIVSA wishes to promote member research about the field for both presentations at the annual and regional conferences, and for the organization's upcoming annual academic journal, *The Campus Gateway: A Journal of Collegiate Information & Visitor Services*.

**Criteria:** Research submitted to CIVSA must come from a current member or someone affiliated with a current member institution, and pertain to the field of collegiate visitor services or related fields that would be of interest to the members of the organization.

**Deadline:** Qualified applicants are invited to submit completed research to the Research and Assessment Committee chair of CIVSA by October 1.

**Required Materials:** Completed research paper; a resume; and one letter of reference. Undergraduate or graduate students applying are also required to submit one copy of the applicant's transcript.

**Scholarship:** Recipients will have the conference fee waived for the Annual Conference, and will receive up to \$350 for lodging and transportation, as long as it remains in accordance with the CIVSA travel policy.

**More Information? Email the R&A Chair, Beau Benson, at [bbenson@poly.edu](mailto:bbenson@poly.edu).**

## Want to get involved?

CIVSA currently has nine committees and all would be excited for new members to join!

The committees are:

Archives \* Conference Planning \* Member Relations \* Communications \* Nominating \*  
Research and Assessment \* Standards \* Strategic Planning \* Student Development

To read more about each committee or to express interest in joining one (or more!), visit the CIVSA Members Only website. We're also interested in your ideas about other committees that could be formed or ways you'd like to be involved!

**Email CIVSA President Jenn McKenzie at [mckenziej@hendrix.edu](mailto:mckenziej@hendrix.edu) to get involved!**





# Member Profile

Tim Lipman

Illinois Institute of Technology

*In the CIVSA Communications survey, several members suggested a "get-to-know-other-members" or "get-to-know-the-Board" feature for the Welcomer. This is the ninth; look for more profiles of other members in the future issues.*

**Job Title:** Event Coordinator/Alumni Ambassador  
Program Coordinator

**What are your major job responsibilities?** My major job responsibilities include planning all major events for Undergraduate Admission, both on and off campus. These include our partner events (high schools and non-profits orgs using our campus space). I also work with our Alumni Relations office to incorporate alumni in the recruitment process. I was tasked with helping to revitalize the program and provide the structure necessary to make it become self sustaining. Another large component of my job is the "all other duties as assigned", since my job is more flexible I am able to take on different tasks at different times of the year depending on the needs of the office.

**How long have you been in the information/visitor services world?** 3 Years.

**When did you join CIVSA?** 2010

**How many CIVSA Conferences have you attended?** 3 - San Antonio, Denver and Alexandria

**What is your favorite part of working in visitor/information services?** Being able to create an environment where students can gather the information necessary to determine if this is going to be their home for the next chapter of their life! It is a big decision and I love that I am able to have even a slight impact by providing a glimpse of that world. I'm a practical guy and I like to make sure everything I do is for a specific reason and will have an outcome that is beneficial to as many people as possible - so this industry is perfect for me!

**What is the most fun thing that your office does?** This year we went on a sailboat off Navy Pier that was Pirate themed after our 2 day planning retreat! So much fun and good ways to relax and enjoy views of the city after a productive 2 days.

**How many items are on your current to-do list?** Summer planning - so many. We also just finished our annual planning retreat, so that list grew quite a bit. Nothing I can't handle - planning a conference also added a few extra items (but well worth it).

**What is a typical day like at your job?** A typical day varies depending on the time of the year. I spend a lot of time at my desk working on communications, programs/schedules, contacting different venues. I usually am working with other campus departments on coordinating event details such as volunteers or locations. I also help fill in gaps within the office, so I may cover high school fairs, or help with daily appointments. Over the summer I tend to do most of my planning for the year and purchase the necessary give-aways for the upcoming year. I also am leading the redevelopment of our presentation (thanks to so many ideas from CIVSA!) this summer.

**What is your best piece of advice for other CIVSA members (about student training, customer service, unique traditions, your website, or anything!)?** Always question the way you do things - can it be more efficient? Do we need to keep doing it? Don't be afraid of change. I came into this job doing the exact same things my predecessor did and then after I learned what I was doing (or thinking I knew what I was doing) - evolved everything based on feedback from others and listening to anyone who had an opinion! Sometimes it is hard to make everyone happy, but if your job is to run an event - then run it the best way you know how (even if that means asking for advice or help!). Even if things don't go perfect, learn from it and improve for next time (most of the time your guests might not even know).



*Right: Tim, our 2014 Conference Chair, has a little fun making our 2014 Chicago announcement while in Alexandria!*



## 2014 at the Bean!

Mark your calendars now for our CIVSA 2014 Annual Conference in Chicago, Illinois!

**June 3 - 6, 2014**  
**Doubletree Chicago-Magnificent Mile**

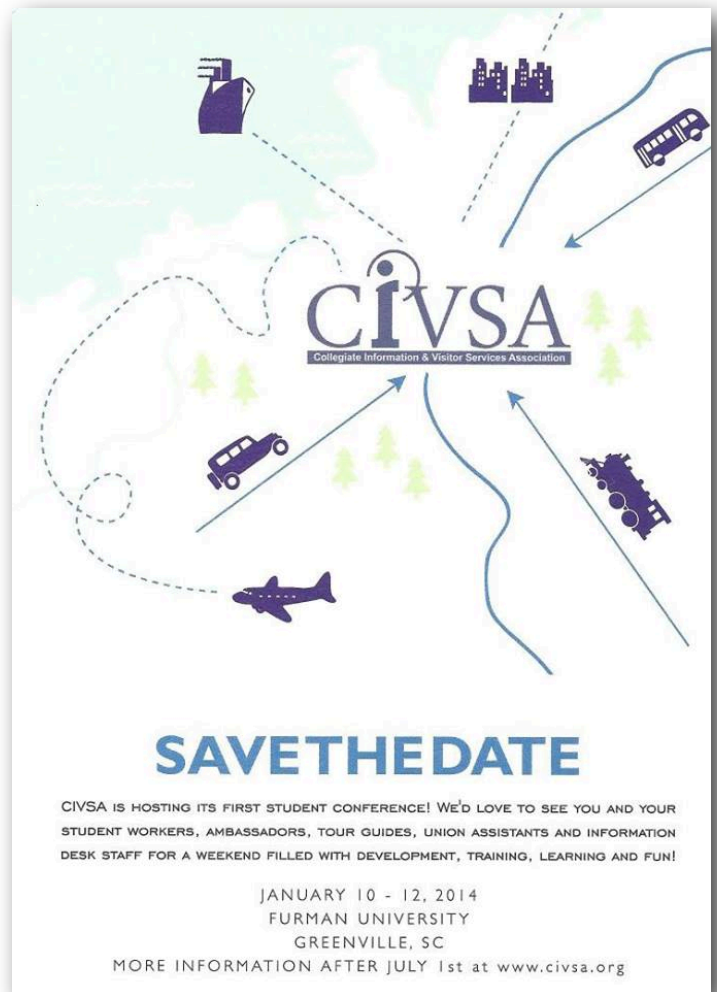
Watch your inbox and [www.civsa.org](http://www.civsa.org) for upcoming information on Members Only registration, Call for Proposals and more!

## CIVSA Student Ambassador Institute

Mark your calendars now for our inaugural CIVSA Student Ambassador Institute!

**DATES:** January 10-12, 2014  
**LOCATION:** Furman University  
 (Greenville, SC)  
**COST:** \$95/person  
**REGISTRATION:** September 3 —  
 December 3, 2013

All students must be accompanied by a university professional. Each institution is limited to 4 student attendees. Call for Proposals will be in early August. Additional programming information, a tentative schedule, and travel and hotel information now available online at [www.civsa.org](http://www.civsa.org)!



# CIVSA Membership Drive

Have you started planning your budget for the 21st Annual CIVSA Conference in Chicago? Well, CIVSA is here to help you with your planning!

For each new member you bring on board with CIVSA, you will receive an entry into the drawing for a \$100 discount on your 2014 conference registration fee! Here is the best part - twelve (YES, we said twelve!) names from those recruiting members will be selected on Friday, January 24, 2014 to receive the \$100 conference discount.

Complete rules and details for the Membership Drive can be found on the CIVSA website at [http://www.civsa.org/membership/membership\\_drive.html](http://www.civsa.org/membership/membership_drive.html).

Questions about the Membership Drive can be sent to President Elect Cindy Singley at [singlcl@auburn.edu](mailto:singlcl@auburn.edu).

**Have fun finding those new members, and don't forget the Membership Drive ends on January 17, 2014!**

## 2013 - 2014 CIVSA Executive Board and Regional Directors

At the 2013 CIVSA Annual Conference in Alexandria, the membership approved the slate of officers for the 2013 - 2014 year. Please feel free to contact any member of our Board with questions, comments or suggestions!



Jenn McKenzie  
President  
Hendrix College  
[mckenziej@hendrix.edu](mailto:mckenziej@hendrix.edu)



Stephen Barnett,  
Immediate Past President  
Univ of Kentucky  
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Brittney Joyce,  
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Jaime Englehart  
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Ashley McDermott,  
Region 2 Director  
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[ashleymcdermott@lsu.edu](mailto:ashleymcdermott@lsu.edu)



Lindsey Darling,  
Region 4/5 Director  
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# Colleges customizing campus admissions tours for students

## Tailoring admissions tours with CRM technology for recruitment success

by Marcia Layton Turner

*Reprinted with permission from University Business, July 2013*

Imagine arriving on campus as a prospective student, being greeted by name by the security guard at the gate, pulling into a parking spot with your name on it, and then seeing your name featured prominently on signage in the admissions office. There you meet up with a student tour guide from your hometown who is studying just what you think you'll study.

That scenario is a reality at Lynn University (Fla.), which gives new meaning to the "where everybody knows your name" sort of welcome.

Until five or six years ago, most campus tours were simply scripted visits of major campus buildings. Yesterday's goal: Disseminate information, not exchange or gather it. Today's approach: Train tour guides to provide all the information a prospective student has asked for, as well as additional details that might be useful; and, in many cases, hand-pick students and faculty in the major of interest or with athletic coaches for an informal chat.

Why the new emphasis on personalized campus tours? Admissions administrators report that the on-campus experience has a big impact on application and enrollment decisions.

Fred Baker, director of admission at Hendrix College (Ark.), estimates that 30 percent to 40 percent of students who visit Hendrix and are admitted later enroll. That is a big number, he says. "We know it's critical to get them here," he says.

The best personalized tours can seem effortless but, to create them, colleges and universities are

investing in sophisticated constituent relationship systems. The CRM takes over the "grunt work" necessary in gathering, sorting, and analyzing information provided by prospective students, often via the institution's website.

Here's how CRM is working to enhance and shape the visitor's experience on several campuses.

### Where everybody knows your name

Personalization is at the core of what Lynn administrators refer to as "the campus visit experience." Besides tour guides matched to prospective students, at Lynn parents get a separate tour, which allows students to feel comfortable asking questions they may not have asked in front of mom or dad.

With the help of campus visit coordinator Taryn Hamill, Lynn University invests two hours or more per student for the campus visit to help prospectives assess if Lynn is where they belong. The effort, which began in 2011, seems to be paying off, with visits up 14 percent in that first year. Undergraduate enrollment is up 19 percent and retention of first-year students is up 9 percent since 2010.

But data collection at Lynn begins far before the actual tour takes place. Lynn collects "rudimentary information" through the school's website, which is then imported directly into the Hobsons Connect CRM system. That data includes the student's name, email, and a preferred time to visit the campus.

A staff member follows up the online tour reservation with a phone call

designed to gather additional personal information from prospectives, such as why they are attracted to Lynn, what major they are considering, and what activities they're currently involved in. This phone call is key, says Gareth Fowles, vice president for enrollment management, because the millennial generation currently applying to college "does not like to provide much in the way of information." What they may not provide in a form, they may well provide during a friendly phone chat.

That resistance to giving even the most basic personal data has led to a new term, the "stealth applicant," who may apply for admission without any previous record of contact with the university.

The information gathered by phone is added to the student's record within the CRM system, ensuring that a more complete picture of the prospective applicant emerges with each new contact with Lynn.

### Going digital

Students who want to tour California Polytechnic State University can visit its website and enter information about themselves to create a personalized microsite.

Administrators, with the help of the CRM system, can use the information to send students tailored messages via email, video, instant message, a broadcast phone message, and/or a chat session.

The university's goal is "to get to the next step, to get them to visit," says James Maraviglia, associate vice provost for marketing and enrollment

## Colleges customizing campus admissions tours for students

### Tailoring admissions tours with CRM technology for recruitment success

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development.

Candidates taking tours receive a QR code that their guides use to track every place they visit on campus. This data helps administrators provide even more useful information to the prospective students.

Disseminating custom content before and after tours is crucial because Cal Poly, due to its size, cannot offer one-on-one tours, as Lynn University does. Cal Poly hosts more than 20,000 tours per year, consisting of groups of 25 to 100 people at a time, says Maraviglia.

Approximately 2,000 students a year take self-guided tours, usually because they can't make the schedule tours. Students and their families can either pick up a GPS tour device from the admissions office or download a mobile app for Apple or Android platforms. The self-guided GPS tour uses videos hosted by students, music, and photography to direct prospects and their families to points of interest.

CRM-powered admissions seems to be working well at Cal Poly—applications have soared from 7,000 to 50,000 in the last 10 years.

Several years ago, says Maraviglia, "we started recruiting like a coach. We work to establish a relationship with an applicant and then foster that relationship through [tailored] communication." The school's rising applicant pool and higher yield rate indicate CRM-powered admissions is working well.

#### Merging personal data with tour specifics

University of California, Riverside

administrators use not one but two CRM systems to track prospective applicants and schedule campus tours, says Robert Penman, marketing and communications manager.

The primary CRM system was built by Hobsons and collects basic information about students, such as: name, email, when they hope to enroll, and what major they are interested in.

When a request for a tour is made through a reservation system that UC Riverside developed in-house, information regarding the date the student would like to tour and the type of tour they have requested—including a general tour, a tour of the college of engineering, a housing tour, or a general information session—is then fed into the Hobsons system.

"Our goal is to provide prospective students with the information they want and need to make a highly informed decision about UC Riverside," says Penman.

UC Riverside hosts seven or eight tours per day, five days a week, with approximately 30,000 visitors a year. After gathering information about prospective students, the university works to match visitors with student hosts who can best answer their questions. For example, applicants with an interest in engineering may be matched with a tour guide from the engineering school.

"We know if we can get them here we have a much better chance of them matriculating," says Penman.

#### Doing more with less

While Hendrix College uses a simple web-based system that allows students to schedule a campus visit through the college's website, rather than a CRM system, administrators there have been able to leverage data on the student that's gathered to design effective tours.



*Tours at Hendrix College begin at Ellis Hall (above), include academic facilities such as the MC Reynolds Building for Math and Computer Sciences, and then feature visits to key spots such as the Student Life and Technology Center, considered the hub of campus. And if you look really closely, you might be able to see Jenn McKenzie waving from her office.*

# Colleges customizing campus admissions tours for students

## Tailoring admissions tours with CRM technology for recruitment success

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"Small schools are generally able to do more to tailor tours," says Baker. With 1,400 students, Hendrix is a fraction of the size of larger state universities and its smaller tours allow for more conversation.

High school seniors can spend the night at Hendrix. If a student is flying in alone, the college will send a student for pickup at the airport.

All visiting students are offered the chance to have a 15-minute discussion with a faculty member in their potential major. "It is not an interview," emphasizes Baker, but simply another perspective that some students like to get.

Students who are interested in the fine or performing arts can schedule an audition online for a date in late August through early March. Even students who do not intend to major in theatre or music can audition to receive a scholarship. More sports-minded students can request a meeting with a coach, although no athletic scholarships are given at Hendrix.

One of the most important sections of the online reservation system at Hendrix is the comments area, where students can tell the admissions office a little more about themselves, such as whether this is their first visit or their second, or if they would like to see a particular building or attend a class. All of this information is gathered to help the admissions team pair the student with the best on-campus host.

While seeing the interior of campus buildings has always been part of the campus tour, the goal at Hendrix is to "impart the flavor of what it's like to be a student here," says Baker.

### The tour's greater purpose

Tailoring the campus tour based on information gathered about the prospective student doesn't just make for a pleasant campus experience—it helps both parties determine whether the institution is a good fit.

"Personalization and customization helps you connect with the best-fit student, rather than convincing the marginal student," says Jeff Kallay, vice president of consulting with TargetX, a provider of higher education CRM technology and services.

Yet Kallay has found that many families today are deferring campus visits until after the student has been accepted, at which point tours can be a make-or-break opportunity for the university.

From the student's perspective, the purpose of the admissions tour is to assess whether the school is a good physical, emotional, and intellectual match, says Steven Roy Goodman, admissions strategist and co-author of *College Admissions Together: It Takes a Family* (Capital Books, 2007).

However, in reality, most of the decisions are emotional. In other words, appealing to a student's emotions, rather than simply providing a constant stream of information, can be effective. Personalizing the campus tour "makes the student feel special, like the school is paying attention to them," he says. And in the end, "families remember more what they felt [on campus] than when a particular building was built," says Baker.

Find this article online at <http://www.universitybusiness.com/article/colleges-customizing-campus-admissions-tours-students>



# Looking Back

*By: Nick Kovalakides, Emeritus Member*

What a great time I had in Alexandria for our 20th annual national conference! I wanted to be there not only because it was a landmark year for CIVSA, but also because it was back in the area where I spent much of my life at the University of Maryland in College Park. Having dinner with two of my daughters, who live in Maryland, was an added plus!

I also wanted to be a conference participant and not an administrator for a change! It was my 15th CIVSA conference. I went to six presentations, both keynote sessions, the Welcome Reception, the three CIVSA Connections sessions (and my team won a Starbucks gift card!), the three lunches, the Region Two meeting (since I now live in Florida), got into the group photo, dropped by the CIVSA Suite one night and, of course, enjoyed the wonderful Annual Conference Gala at The Carlyle Club.

It was neat to see NYU's Beryl Bowden, as she was with us at our first conference at the U. of Alabama at Birmingham in 1994. Matt Weismantel (Rutgers) also was one of our first-timers, although he didn't make it to Alexandria.

Our other "charter-member attendees" at UAB were Pam Alsterlund (U. Idaho), Mary Besenjak & Steve Saffian (Wisconsin-Madison), Robert Brooks (UMass), Judy Brownell & Jude Ethier (Rensselaer Poly. Inst.-NY), Sherry Case (Colorado St.), Jackie Dallas (U. Georgia), Shirley Delbert (U. Missouri), Colleen Grimshaw & Linda Walker (Weber St.-UT), Linda Hardwick (Baylor), Martin Jackson & Tom Lane (Illinois St.), Terry Moore (Utah St.), Norm Roberts (U. Wyoming), Karen Rugh (Penn St.), Joel Seligman (Cornell), Corliss Watkins (Cal. Berkeley), Dave Watters (NYU) and our host, Kevin Whitaker (UAB). [As a note: Kevin was presented with our first "Honor

Award," as we called it then, which was named after me in our second year – something I have always appreciated and will always cherish.]

It was neat trip down memory lane for me to see the group photos taken at each of our 19 conferences as a prelude to our learning that we'll be in Chicago next year. While it was 24 of us at UAB, our number grew only gradually for the next 12 years or so. Then we began a steady growth so that now we have over 500 members with 305 showing up in Alexandria. That's outstanding!

While I spent most of my 34-year career in sports at my alma mater... assistant track coach for three years, head track coach for five years, and 21 years directing the Intramural Sports and Recreation Program...I spent my last 10 years (1990-2000) starting and directing our campus visitor center. I was the Campus Visitor Advocate.

That's what got me out to Purdue in 1990 for that "U-VIPs" conference, which consisted mostly of representatives from Big Ten schools, although there was one from Arizona State and another from Clemson. That's where we agreed to expand our membership and rename ourselves the "National Collegiate Visitor Services Association."

When we convened at UAB with most of us running campus visitor centers, we also found that some of us were in Admissions, others with campus parking and a few were involved with their campus telephone call center. At Baylor in '95 for our second conference and seeing how we were in several other areas as well, it led us to rename ourselves "CIVSA." At Baylor in '95 for our second conference and seeing how we were in several other areas as well, it led us to rename ourselves "CIVSA."

Naturally, the most attractive aspect of our membership is how we have always been willing to share with each other. We have no problem telling everyone what has been successful in our programs and we even share what we've learned about things that have not gone well. We genuinely feel that we are all on the same team...and that's a most admirable quality.

Professionally, no matter what our individual responsibility is at our school, making a lasting impression on our visitors/prospective students is critical. However, lasting impressions come not only from one's last impression, but from one's first impression, as well. From a customer service standpoint, I've always professed the motto, "Smile First. Speak First."

Treat EACH of your visitors as if s/he is your first visitor of the day. Be aware of what you should say and not say and what you should do and not do. While, in my retirement years, I haven't visited many schools, I'm certainly keen to the customer service skills shown to me at stores, restaurants and other commercial enterprises.

Whenever I run into a manager after I don't get good customer service, I ask if their frontline staff members are told what to say, not say, do and not do. The answer is usually, "Oh, we don't have to tell them any of that. They know what to say and do." To me, that usually results in their saying and doing what is said/done to them when they are the customer.

Last impressions come from what is said to the visitor when their visit ends. Some form of "Thank you for visiting us" is critical. And, as an addendum to that motto, "Smile Last."

Hope to see you again soon.

# Welcome New Members!

## Region I

### Courtney Prouty

Chapman University  
Orange, California

### Jackson Shoaff-Bembry

Colorado State University  
Fort Collins, Colorado

### Seranda Bray

Loyola Marymount University  
Los Angeles, California

### Amanda Stubbet

Seattle Pacific University  
Seattle, Washington

### Jack Kroll

University of Colorado Boulder  
Boulder, Colorado

### Suzanne Sholes

University of North Dakota  
Grand Forks, North Dakota

### Harry Hayward

Mary Jean Stephens  
University of Washington  
Seattle, Washington

## Region II

### Aimee Kahn-Foss

Agnes Scott College  
Decatur, Georgia

### Alexis Tadda

Walker Talbert  
Baylor University  
Waco, Texas

### Dree McGee

Emory University  
Atlanta, Georgia

### Steven Albano Philadelphia Shoop

Flagler College  
St. Augustine, Florida

### Eric Ahlstrand

Kathryn Witzke  
Furman University  
Greenville, South Carolina

### Catherine Sinclair

New College of Florida  
Sarasota, Florida

### Jessica Cravens

Texas Tech University  
Lubbock, Texas

### Andres Arredondo

Alexa Johnston  
Trinity University  
San Antonio, Texas

### Frank Goodin

University of North Florida  
Jacksonville, Florida

## Region III

### Patrick Walsh

Beloit College  
Beloit, Wisconsin

### Amy Flavin

Concordia University Wisconsin  
Mequon, Wisconsin

### Rashad Smith

Kentucky Wesleyan College  
Owensboro, Kentucky

### Alicia Guebert

Southern Illinois University Carbondale  
Carbondale, Illinois

### Beth Frey

### Nidhi Lahoti

The Ohio State University  
Columbus, Ohio

### Julie Fischer-Kinney

William Pierce  
Lindsay Smith  
The University of Toledo  
Toledo, Ohio

### Sarah Idzik

Wesley Rosamilia  
University of Chicago  
Chicago, Illinois

### Jeremy Lane

University of Cincinnati  
Cincinnati, Ohio

### Emily Bromer

University of St. Francis  
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