

The Welcomer

Collegiate Information and Visitor Services Association

Vol. 12 Issue 1 Spring 2003

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It's Conference Registration Time!

*Marsha Fortney, University of Nebraska
Chair, 2003 Conference Host Committee*

Did you know that before the Nebraska Cornhuskers were the Cornhuskers, they were the Bug Eaters? Just imagine what other tidbits of knowledge you can gain by attending the 10th Annual CiVSA [Conference](#) in [Lincoln, Nebraska!](#)

The conference promises to be a fun and exciting time to exchange ideas and learn from the vast experiences of our members. It is also a time to remove yourself from the hustle-and-bustle of your campus, reflect on your past programs and create a vision for future programs. You will certainly leave the conference with a revitalized spirit!

The Programming Committee chairs, **Karen Hamel** of [Texas Tech University](#) and **Holly Hannah-Bergbower** of [Oklahoma State University](#), and , are working hard to gather up your program proposals. Please do not undervalue

your ability to make a significant contribution to the content of the conference – take the plunge and put together a presentation so we can learn from you! To make things more convenient, a [program proposal form](#) is on the conference website.

One part of the conference that is sure to be a hit is the keynote speaker, [Juli Burney](#). Juli is a dynamic comedian who has been filmed for HBO and Showtime. She's also a professor at Doane College in Lincoln, so she has a great understanding of the importance of humor in academia. She promises to make you laugh until you cry!

Many of the conference events will be held in the brand new Van Brunt Visitor Center. NU is very proud of our new "front door" and we're excited to be sharing our facility with you. My colleagues and I in the Office of Admissions and the Chancellor's Office are working together to make sure that you leave Lincoln knowing that there is no place like Nebraska!

[Registration](#) for the 2003 CiVSA Conference is ONLINE ONLY! Check out the [conference website](#) and remember to get your registration in by the early bird date of **APRIL 15, 2003**. Feel free to contact me at mfortney2@unl.edu or 402-435-8447 if you have any questions.

Annual Conference
June 7-11, 2003
Lincoln, Nebraska



News and Information from the
Collegiate Information and
Visitor Services Association

Share Your Expertise! Be a Program Presenter

*Karen Hamel, Texas Tech University
Program Committee Co-Chair*

The 2003 [Annual Conference](#) in Lincoln, Nebraska will be CiVSA's tenth! Participate in this milestone event by presenting a program.

Our CiVSA membership is very diverse. Our educational backgrounds, areas of expertise in higher education, job responsibilities and personality traits are so widely varied that we cannot help but learn from each other.

Maybe you have just completed a project, such as a strategic plan. Or perhaps you are facing a new challenge, such as opening a new visitor center. Share your experiences and ideas with the rest of CiVSA.

The process is easy: Complete the [Program Proposal Form](#) available at www.civsa.org and return it to Karen Hamel, the Program Committee Co-Chair.

The Program Committee and [Executive Board](#) will evaluate your proposal. The deadline for submitting a program is **Friday, March 7, 2003**.

Take a chance and get involved—we want to hear what you have to say!

Need more information about being a program presenter? Please contact **Karen Hamel** at (806)742-1299 or karen.hamel@ttu.edu.

Looking for inspiration for your conference presentation? Here are a few of the topics requested following last year's conference:

Connecting with Student Staff

Making the Most of Professional Development Opportunities

Effectively Managing Your Center:
Getting the Most from Your Boss, Staff and Resources

Planning a Move Up the Ladder at Your Institution

Keeping Good Records/Using Statistical Analysis

Networking: Getting Key Campus People on Your Side

Developing and Making Use of Surveys

Grant Writing ♦ Staff Development

Dealing with Change and Growth

Yes, Virginia, there is a *Welcomer*.

*Denise Mercier, Florida State University
Editor*

No, you didn't just miss an issue or two while you were busy with all those visitors - this really is the first *Welcomer* since our Summer 2002 issue. Thanks for your patience while I struggled with an unexpected learning curve in my new role as editor, and thanks especially to those of you who offered your help.

Until recently, the *Welcomer* was mailed quarterly to [CiVSA](#) members. This issue is our first strictly electronic version, and we're hoping you'll find it a time-saver. As our members get busier and busier, we're exploring new ways to make CiVSA information more quickly accessible, so you'll continue to see changes in the next few *Welcomers*. We'll be experimenting with a number of features, layouts and publication schedules (not to include another seven-month hiatus!). I'm counting on you to let me know what works for you and what doesn't.

So, now that it's here on your desktop, what do you think? Are the blue hyperlinks convenient? (Click on any blue text to connect directly to a related website or e-mail address.) The redundancy in this special conference issue is intentional - we wanted conference-related links handy on every page - so, is that helpful? What else would you like to see? We really want to know.

Keep reading, and let me hear from you: dmercier@admin.fsu.edu or (850) 644-1278.

From the President

*Leslie Baumert, University of Oklahoma
President*

Greetings to all! It is exciting to present our new “online” *Welcomer* format to you. Thanks to Denise Mercier for putting this together. We hope you enjoy the quick access to links for more detailed information. Any of the [Executive Board](#) will welcome your feedback and comments on this new format.

On October 28th the Executive Board met at the University of Oklahoma Visitor Center for the mid-year meeting. The entire Executive Board was present plus the National Headquarters director and conference chairs. Major issues included a detailed review of the 2003 Conference plans. [Embassy Suites](#) will be a great location within easy walking distance of many sights that you won't want to miss. **Marsha Fortney** will be hosting us in her brand new Visitor Center at the [University of Nebraska-Lincoln!](#)

Karen Hamel and **Holly Hannah-Bergbower** are putting together an incredible program based on your recommendations in the Interest Inventory you completed at the 2002 Conference. We still welcome any and all suggestions for programs.

The Board also made a decision about the conference hotel for the 2004 Conference at [Yale](#). **Nancy Franco** brought us some wonderful choices! You will be very pleased with the Holiday Inn, which the Board selected after

much consideration. We are receiving great value and service from them.

Those of you who have not attended a conference recently may soon be receiving a call or email from your [regional director](#). We want to make sure that you register before the “Early Bird” deadline, which is **April 15**. It will save you a lot of \$\$\$\$. Everyone knows that processing those requests can take a while on all of our campuses so we want to make sure you have plenty of time!

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www.civsa.org
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Kate Steinbach, our Region III director, has worked tirelessly with **Nancy Franco**, **Shannon Kennan** and the membership committee to draft a fantastic recruitment plan. You will hear more about it at our National Conference.

Big changes are underway with the [Constitution](#) and [Bylaws](#). They have undergone a much needed review and revision. I want to thank **Matt Weismantel** for his hard work on this. So much has changed with CiVSA since our “founders” drafted the originals. The Executive Board is still fine-tuning their proposal. You will receive the proposed changes before the [National Conference](#). We will vote on them at the Business Meeting.

National Headquarters presented the new on-line [member survey](#). Thanks to **Jim Stapleton** and his staff! If you haven't responded to **Barb Dallinger's** “I can't make it any easier for you!” email with a link to the website, then please take just a few minutes to complete it.

You can review the [results](#) of the entire survey online any time. It is great information to have about our membership and will help guide the Board as they work to serve the members.

Finally, I want to thank **LeAnn Stroups**, our secretary, and **Ryan Leigh Runyon**, our treasurer, for tackling with grace and diplomacy the difficult job of keeping us on task and under budget. Much of their work goes unnoticed by the general membership, but without them, we would be a mess!

Please let us hear from you about the new *Welcomer*. We want it to be a work in progress with your guidance.

The *Welcomer* is a publication of the Collegiate Information and Visitor Services Association. Please send comments, suggestions or photos to:

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New Members 2002

Rie Yamauchi
Princeton University

Jennifer McGowan
University of Michigan

Jeannene Herber
Southwest Texas State
University

Mary Glandon
Black Hawk College

Bill Roberts
Michigan Technological
University

Richard Hall
Oklahoma City University

Janey Wheeler
Oklahoma City University

Robin Oldfather
Anne Arundel
Community College

Judith Anne Blake
Ball State University

Carolyn Baas
Liberty University

*Attending the annual **CiVSA** conference is the best way we know to recharge yourself and other members of your visitor services team. (Consider bringing some of them with you to Nebraska!) Here's what **Mary Glandon** of **Black Hawk College** told us after last year's conference:*

Thanks a billion for a wonderfully fun, inspiring and informative conference - and the terrific fellowship! My boss, Director of Enrollment Services, was quite impressed with the materials and ideas from the conference and the professionalism of the **CiVSA** organization - and with the enthusiasm you all generated!

When I started here, we were just the front door - welcoming and giving directions. I knew from my first week that there was so much more we could be and do at our Welcome Center. . . . The conference and all the member input provided the perspective we need to move in the right direction!

Our director and I have a lunch meeting next week to discuss a more focused and comprehensive vision for our Welcome Center, and to formulate some short and long term plans and goals for making our vision a reality. I'm so excited!

New Members 2002

Andrea Magnusson
University of Nebraska,
Lincoln

Victoria Garwood
Community College
of Philadelphia

Michael Harry
Community College
of Philadelphia

Kristine Taylor
Miami University
of Ohio

Tanya Cornejo
Miami University
of Ohio

Georgia Reuter
University of South Carolina,
Lieber College

Anne Showman
James Madison University

Kendra Courson
University of Illinois,
Urbana Champaign

Susan Warren
University of Maryland

A Blitz from Barb. . .

*Barb Dallinger, Illinois State University
President-Elect*

What happened at last year's conference? What's planned for this year? What happened at the mid-year meeting of your executive board? That's just a small sample of the questions I've received this year as your president-elect. Of course, I'm always more than happy to share what I know with you!

[Indiana University](#) was host to the 9th Annual CiVSA Conference last June. Those of you who attended last year's conference will remember educational sessions about customer service tips, serving students with disabilities, special programming for children's groups, maximizing your convention and visitor bureau relationship, programming for international guests, dealing with different personalities, taking care of your own health, working with the [CAS SAGs](#) and creating your own marketing plan to name a few.

Along with the formal sessions, participants benefited from shared resource displays, informal networking, and group discussions. We also learned that CiVSA members take their bowling, shopping, and Thai food very seriously! The IU Memorial Union, which includes a hotel, was a wonderful venue for the conference. The sessions were a quick walk downstairs from the lodging accommodations and the [IU Visitor Center](#), [Campustown Shops](#), and unique

restaurants were a short walk outdoors. We missed several familiar faces that couldn't join us in Indiana, but also enjoyed meeting all the new members attending for the first time. The Bloomington Convention and Visitor Bureau was an active participant and contributor to the conference, showing us how important building those bridges can be. And, of course, there were several "marathon executive board meetings" (some things never change...) and organizational business to attend to. As with any CiVSA conference, the true success story became the members freely sharing information, helping each other with challenges and mentoring professionals new to the field – the magic that is purely CiVSA.

Call and encourage a
colleague to join you
in Lincoln for the 2003
CiVSA conference!

Nine members of your leadership team met the last weekend of October at the [University of Oklahoma](#) for the mid-year [Executive Board](#) meeting. Be sure to check out Leslie's review of our business meeting. Of course, there was wonderful food, a trip to the Oklahoma City Memorial, and lots of re-energizing throughout the weekend. Leslie and the members of her team at the University of Oklahoma truly went above and

beyond to make us feel welcome and enjoy our stay at the Sooner Hotel on campus. I ask you, would the president of *any other organization* give her treasurer, director of communication, and president-elect her personal van and turn them loose in a strange state to do what they wish? Only in "the land of CiVSA".....

What's in the future? Well, I look forward to finishing up my term as president-elect under Leslie's guidance and am busy making plans in my mind (and on paper!) for next year as president. The issue receiving most of my attention at this time would have to be recruitment and retention of members. We need to continue to grow as an organization, increase respect for the field of visitor and information services, and create a plan for the future that will ensure other new professionals receive the same help I received my first year at the [Cornell University](#) conference in June of 1996. It's a fact that the individuals I interacted with at that conference completely changed the direction of my life. It's also a fact that none of them were aware of the incredible impact they were having on me at the time.

And that is what makes [CiVSA](#) so special: the results of your input, your involvement, the moments of magic that only you can help CiVSA create. I am confident CiVSA's future will be a bright one and I'm honored you have invited me to take this journey with you!
