

MASSASOIT

COMMUNITY COLLEGE

Registrar First Aid

November 9, 2017

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Expectation

vs.

Reality

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The Unexpected...

- **Human Resources**

“No one ever warned about getting union grievances regarding the comparable size of birthday cakes.”

The Unexpected...

- **Institutional politics**

“I would say that anything that doesn’t contribute to teaching and learning should be scrapped. Focus on getting courses published and students enrolled, and then get out of the way.”

The Unexpected...

- **Financial Aid**

“The broad base of Financial Aid knowledge that is required to do the job. Sometimes you feel like you work for Financial Aid.”

The Unexpected...

- You're the campus expert,
- but no one knows what you do.

"I am still very surprised how very little the rest of the college knows about the responsibilities of the Registrar's Office."

What do I do?

You're not in this alone!

1. Find a listserv or create one
2. Find a mentor
3. Great staff go a long way, learn about hiring strategies
4. Network, become best friends with the CIO
5. Document, document, document
6. Don't take it personal
7. Work and life balance

Questions...?

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Don't sweat the small stuff, and it's all small stuff. Whenever I would overreact to something or have a bad day, a former colleague would tell me to apply the same litmus test she had used while working at the County Sherriff's Office:

Ask yourself three questions;

- 1) Did anybody die?
- 2) Did anybody escape?
- 3) Are there news trucks parked out front?

If you answered no to all three, **it's a good day!**

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Please be sure to fill out the session
evaluation at:

neacrao.org/feedback

Thank you!



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