August 2020

ARMCUMS Messenger

Association of Rocky Mountain College and University Mail Services Newsletter

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Dawn Burgess, 2019-2020 President

President's Message

Hello my fellow ARMCUMS members!

It's been one heck of a summer for all of us. As your ARMCUMS President, I just want to let you know that your ARMCUMS Board has been busily working to create some excellent resources for you to utilize through these crazy times. The ARMCUMS Board has met every month since January. The Communications Team has done an amazing job at keeping our website updated with COVID-19 information specific to Mail Services, news, and many other resources just for you!

Nothing about the consequences of the current pandemic has been easy on anyone and we, as a Board, want to let you know that we are here for you and we are working to find support resources for our members. As many of you are aware, the Board has voted to extend the 2019-2020 membership to 2020-2021 after we considered the current budget constraints due to said pandemic. You are welcome and encouraged to pay this year's membership fee, in fact, we'd greatly appreciate it, however, we certainly understand if you're unable to do so. New members are free this year, too! Join now to receive full membership benefits. Since many College and University Mail Services are all in similar situations across the country, we felt that we needed to make it easier for those in our industry to utilize our resources. More than that, we are working on monthly webinars that will be recorded live and posted to the member side of our website, armcums.org. By posting the recording on our website, our members will be able to login and watch them at their convenience. Our Events Calendar has been updated with a variety of industry webinars available that you may or may not know about. If you know of an event that would be a good fit that is not already posted on the calendar, please share that with us at ARMCUMSinfo@gmail.com and we will get it posted on the events page.

On our Events page, you will see that we have begun adding our 2020 ARMCUMS Virtual Conference sessions, which begin Thursday, September 24, 2020, thru the entire month of October 2020. Because most schools have travel restrictions due to the pandemic, this conference will be completely virtual and will occur every Thursday at 3pm Central Time, 2pm Mountain Time, 1pm Pacific, and 4pm Eastern Time. The sessions will be 45 min long, with a Q & A time at the end. The sessions will be **free** to attend—registration is required! Please set your calendars for these unique learning opportunities and time to see each other's faces again!

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Current Board

Executive Board

President 2019-2020
Dawn Burgess, Utah Valley University
Phone (801) 863-8797
email: dawn.burgess@uvu.edu

Vice President 2019-2020
Darin Lee, University of North Dakota
Phone (701) 777-4832
email: darin.lee@und.edu

Secretary 2020-2021
April Scriven, Colorado College
Phone: (719) 389-6427
email: ascriven@coloradocollege.edu

Treasurer 2020-2021
Jennie Miller, Montana State University - Bozeman
Phone: (406) 994-6208
email: jennie.monroe@montana.edu

Immediate Past President 2019-2020
Thom Roylance, Brigham Young University (retired)
Phone (801) 360-7370
email: byuthom@gmail.com

Board Members-at-Large

2019-2020

Bruce Barclay, Southern Utah University
Phone (435) 586-7998 email: barclay@suu.edu

Becky Goldsmith, Yavapai College (NACUMS Representative)
Phone (928) 717-7734 email: becky.goldsmith@yc.edu

Lisa Phillips, Biola University
Phone (562) 944-0351 ext 5474 email: lisa.phillips@biola.edu

Robert Trumbull, University of Wyoming
Phone (307) 766-4297 email: btrumbul@uwyo.edu

Richard Boudrero, Utah State University
Phone (435) 797-1875 email: richard.boudrero@usu.edu

2020-2021

Holly Berryman, Northwest College
Phone: (307) 754-6117 email: holly.berryman@nwc.edu

Ronnie Farris, Lipscomb University
Phone: (615) 966-6275 email: ronnie.farris@lipscomb.edu

Tim Wheeler, University of California San Diego
Phone: (858) 547-8711 email: twheeler@ucsd.edu

Trish Nelson, Utah State University
Phone: (435) 797-1875 email: trish.nelson@usu.edu

Bri Powell, Snow College
Phone: (435) 283-7264 email: brianna.powell@snow.edu

Welcome Former WAUCM Members

As you may have heard, The Western Association of University and College Mailers (WAUCM) has ceased to operate officially as of 8/1/2020. All memberships have been transferred to ARMCUMS and/or NACUMS.

While we are sad to see one of our regionals disband, we certainly understand the difficulty of keeping one running.

We'd like to

all former WAUCM members and sincerely want you to know that we hope you find your membership in ARMCUMS beneficial.

Please do not hesitate to reach out to not only our board members, but any ARMCUMS member. We're all here to help, however, we can.

The ARMCUMS Membership Email Group List is: **armcums@googlegroups.com.** You can use this email address to email our whole membership. Please see the Listserv page on our website for more details.

NACUMS Regional Council Update

As the ARMCUMS representative to NACUMS and chair of the NACUMS Regional Council, I'd like to give a brief report on what the newly formed council has been up to. Last year, NACUMS determined the need to reduce the number of people serving on their board. In addition to eliminating two Elected Director positions, they chose to no longer allow each regional to have an individual seat on the board, but instead had the regional representatives form a Regional Council, of which the elected chair of the Council, holds the only board seat. Whew! That was a mouthful!

The newly formed Regional Council began operating on January 1, 2020. With the onset of the COVID-19 pandemic hitting the US around that time, or shortly thereafter, it has honestly been very difficult to gather all 7 council members on any one conference call.

During our meeting last month, with the news of WAUCM disbanding, we began a serious discussion regarding the possibility of proposing a further reduction in the number of regional associations across the US to 4. The majority of the council members see a benefit to everyone involved and are supposed to be talking with their respective regional about what that would look like. Pros: It would allow for larger numbers of members per regional, which should be a benefit in work-load sharing and budget. It would also allow for possible higher levels of financial support from our Business Partners, as they'd only have to support 4 regionals instead of 7. I'll keep you posted on the outcome!

Becky Goldsmith
ARMCUMS Representative to NACUMS

2020 ARMCUMS Conference Update

As you've probably heard, like most other organizations, ARMCUMS has postponed our in-person conference until 2021. Recognizing that pertinent training opportunities for the college and university mail professionals in our region is an essential ARMCUMS goal, we're switching gears and taking our 2020 conference 'virtual'.

ARMCUMS will be hosting a webinar every Thursday from September 24 through October 29 - 2:00-3:00 pm MDT. These 6 webinars are being offered at no cost to our registered attendees. *Not already an ARMCUMS member?* We're excited to welcome any C&U employed mail professional to join us, also at no cost.

"Registration opens soon!

Don't forget to reserve your spot!."

Yes, we said **FREE!**

A 'Call for Presentations' is currently open and you are welcome to submit a proposal or even recommend a topic or speaker that you'd like to see offered during our conference. We do have some nationally recognized speakers already lined up, but we're open to suggestions. Deadline to submit is ASAP/no later than Aug 31st.

Registration is required. Please check the ARMCUMS website for up-to-date information and to register for the conference.

Questions? Email us at: ARMCUMSinfo@gmail.com
For more info and to register: armcums.org

Annual Membership Meeting

Please plan to join us for our annual membership meeting on Thursday, September 17, 2020 from 2:00 to 3:30 pm MDT.

This is your chance to hear what your board has been up to on your behalf, plans being made, to have an opportunity to provide input on a variety of topics, and most importantly, time to network and visit with your C & U peers from across our region.

ARMCUMS is your organization, so we encourage you to log in and get involved in some manner! Just the opportunity to see your smiling face in a virtual format, counts!

If you have a topic that you'd like to have added to the agenda, please send the details to ARMCUMS Secretary, April Scriven at: ascriven@coloradocollege.edu

Watch your email for more details!

Top: ARMCUMS 2020 Virtual Conference
Bottom: Annual Membership Meeting

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Meet Our Newest Board Member

Tim Wheeler
Associate Director, Logistics
University of California
San Diego

Tim is responsible for the Campus and Student Mail experience at UC San Diego. He serves as co-lead in the development of the holistic campus logistics vision. Tim was selected as the 2018-2019 Principal Exemplary Staff Employee of the Year for his leadership on campus and system wide efforts.

Tim has been at UC San Diego since 1998 and holds a B.A. from San Diego State University.

Culture & Strategy Developer. Change Agent. Data Enthusiast.

In collaboration with the Director of Logistics and IPPS leadership I generate innovative ideas for planning strategic objectives to support a culture that rewards innovation and embraces change to continually improve business and administrative operations. I facilitate major change by providing the environment for transition with responsibility for purposefully reducing resistance to change, resolving conflict, and providing guidance to teams, divisions, and the campus. I provide essential operations and analytical support to the Director of Logistics, supporting the integration of the campus Logistics organization, and serve as a member of the Logistics leadership team in planning initiatives to attain strategic objectives. I contribute to project management, improvement, and change management initiatives impacting campus and the UC system. I develop and implement strategic plans and align these plans with overall divisional and campus goals.

"Culture & Strategy Developer. Change Agent. Data Enthusiast." - Tim Wheeler

In his free time, Tim enjoys podcasts, long dog walks, mindfulness and spirited debate.

Welcome, Tim!

Top: Meet your newest board member—Tim Wheeler

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A Note From Your Vice-President

May you live in interesting times-not a Curse with ARMCUMS at your side.

It has been "interesting times" these last few months at the University of North Dakota with classes going to remote learning and many faculty and staff working from home. Like many universities, our campus has been locked down since March and our administration has been working feverishly to safely bring students back to campus for the fall semester in the "new normal" of a pandemic.

"Interesting times" has been the normal throughout my career at UND. I suppose this is a bit more interesting than usual but there always seems to be something come up that is unusual. There are interesting packages and requests. The weather in North Dakota is perpetually interesting.

There are historic interesting times: Our town had a historic flood one year where the city of Grand Forks with a population of 50,000 people had to evacuate their homes for weeks with the rebuilding of the town and campus taking years. Many interesting times indeed during that experience.

Unlike the time of the flood, I am now a member of ARMCUMS and thankfully so! ARMCUMS is such a valuable resource in triumphing over difficulties. I continually witness the tireless work ethic of ARMCUMS members, generously giving of their time and expertise to help others. ARMCUMS conferences are the best, informative with tremendous vendor support and great networking. I love visiting the different venues the conferences have been held at. We will see this return one day.

In the meantime, our talented ARMCUMS members are putting together educational opportunities and new networking experiences that will prove valuable as well. It will be wonderful just like our in-person conferences!

It is comforting to know the support from ARMCUMS is there thru thick and thin during "interesting times" such as this.

Darin Lee
ARMCUMS Vice-President

A Note From Your Secretary

The ARMCUMS board has continued to meet every month and the ARMCUMS executive board has met at least twice a month since March 2020. We have been working hard on conference plans, webinar ideas, and trying to find ways to support our ARMCUMS community. The varied responses to COVID-19 has affected us all in different ways but we want you to know that the ARMCUMS board is thinking of you. Please keep us in mind as a resource, a sounding board, or a source of commiseration, as you struggle to find new ways of working.

April Scriven
ARMCUMS Secretary

Nominations for Awards

Nominations for the ARMCUMS Awards are open year-round and are typically presented during our annual conference. This year, the Awards Ceremony will be included in our annual membership meeting in a virtual format! Don't forget to mark your calendar for Thursday, September 17th from 2-3:30 pm MDT.

We'd like to encourage you to take a few minutes and nominate a deserving individual for one of our awards. This year more than ever, it is critical to come together and celebrate the achievements, examples, leadership, dedication and professionalism shown by our peers.

The Awards Nomination forms can be found on our website, under the Nomination Forms tab, *requires member login first*.

Outstanding Team Member of the Year Award

This award recognizes a person who is not the direct manager/ director of a mail center, but has gone beyond their normal work duties and has been an example for others to follow. This person made a major impact in their mail center that is significant and noteworthy of recognition.

Nominees of this award do not have to be listed as a member of ARMCUMS, but the manager/director of the person must be an active member.

Alan Burke Mail Manager of the Year Award

The Mail Manager of the Year Award is for outstanding leadership and management of the Mail Services organization at the nominees institution of higher education. Changes to traditional mail industry, the scope and control may include mail involved operations or combination with print and/or copy services. The person submitting the nomination should be able to explain why this candidate's operation meets this high standard.

The candidate should have experience in management or supervision and be a current member of ARMCUMS in good standing.

Distinguished Service Award

The Distinguished Service Award recognizes an individual's significant, unselfish and untiring service in the local, regional and /or national mailing industry.

Their example to peers and coworkers alike demonstrates leadership, dedication, and professionalism, which inspires peers and coworkers to do likewise.

Committees

We realize that everyone is incredibly busy, but it is critical to our success, both individually and as an organization, for all of our members to contribute to ARMCUMS and our industry. We encourage each of you to take the opportunity to join a committee and help spread the wealth a little. *Many hands make light work*. Sign up now to get on the committee you'd like to serve on!"

To sign up, go to the Committees tab (requires member login) on our website and scroll to the bottom where you'll find Sign Up sheets, or feel free to contact the chair or co-chair of the committee you are interested in serving on directly.

- You can find contact information for chairs and co-chairs on the Committees tab in the Members Only section of our website.
- You can also see a description of responsibilities for each committee on the Bylaws tab in the Members Only section of our website.

Membership
Chair—Jennie Miller
Co-Chair—Holly Berryman
Members: Lisa Phillips

Communications
Chair—Becky Goldsmith
Co-Chair—Bruce Barclay
Members: Gage Marberger

Education
Chair—Dawn Burgess
Co-Chair—Darin Lee
Members: Thom Roylance

Conference
Chair—Trish Nelson
Co-Chair—Bri Powell
Members:
Richard Boudrero

Conference Business Partners
Serves under the direction of the Conference Chair
Members:
Richard Boudrero
Bob Trumbull

Awards
Chair—Bob Trumbull
Co-Chair—Ronnie Farris
Members:

Elections
Chair—Bob Trumbull
Co-Chair—Ronnie Farris
Members:

Emeritus
Chair—Thom Roylance
Co-Chair—vacant
Members:

President's Message

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In saying that, we need your help in letting us know what your needs are and how we can help you and/or your operation. You will see a call for presentations on the conference tab of our website and I ask that even if you don't want to do a presentation, that you take a minute and submit a feedback form on topics you find most interesting or pertinent to you and/or your operation.

As we move into this school year, I know that things are going to be beyond hectic. I know that my staff and I are already feeling the pressure as we see the halls filling up again and the recent COVID-19 exposures with campus employees. Many of my staff are students with different levels of pandemic fear, so we are working through all of the Pandemic Big 5 to make everyone feel much safer and put in as many precautions in place as we could accommodate. There are just some things we can't do and still be able to function. Then there is the addition of having to move both of my areas to entirely new locations plus the added pandemic equipment and supplies. This has been an interesting and unique experience to look at what our back-up plans are to still function. I would be interested to hear about your experiences!

Please mark your calendars for our annual Membership Meeting, which is scheduled for Thursday, September 17th from 2:00 to 3:30 pm MDT. We'll be emailing all members a Zoom invite soon!

I miss you all and to hope to see you all soon – even if it is just virtually!

Best wishes and may the force be with you!
Dawn Burgess
ARMCUMS President

Elections—2021-2022

It's time to nominate new board members! Term of service will be Jan 2021 through Dec 2022.

The following board positions are open for nominations this year:

- **Vice President**
- **5 Member-At-Large positions (odd year)**
  Only members in good standing with dues currently paid (prior to August 1, 2020) are eligible for nomination. 2020-2021 dues are payable on July 1, 2020 - https://www.armcums.org

  The term for these positions will be January 1, 2021 through December 31, 2022.

  Board positions are critical to ARMCUMS business, so please confirm that you are able to commit to at least a monthly board conference call, ability and time to serve on a committee and an increased time commitment during conference planning time, which is several months prior to the annual conference.

  Please feel free to nominate yourself or a member in good standing. It is very helpful if you contact the person you are nominating prior to doing so and confirm that they are able to meet the criteria listed above. However, if you are not able to we are happy to contact them. Please check the appropriate box so that we know whether they have agreed to serve or whether we need to make the intial contact. The Elections Committee will make a final contact with each nominee to confirm willingness and ability to serve and request necessary information for the ballot prior to sending them out. Nominees, please be prepared to submit your bio and a photo for the ballot.

  Thank you in advance for your willingness to consider serving on our ARMCUMS Board. With your help, we look forward to seeing what the future holds for ARMCUMS.

Top: continuation of President's Letter
Bottom: Elections
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A Note from your Immediate Past President . . .
. . . and Chair of the Emeritus Committee

It's hard to believe that it's been nearly two years since I officially retired from BYU Print and Mail Production Center. Who knew that my five-year-long student job in mail services would turn into a 35-year mail services career? I was blessed to have retired when I did and enjoy just over a year of pre-COVID-19 retirement. And while I've missed my friends and colleagues, I've not missed the stress that comes with such a dynamic and often under-appreciated industry. I've been hearing and reading a lot about the USPS in the news lately, very little of which has been flattering. I read new PMG Louis DeJoy's report to the Board of Governors. I don't envy him. And I'm not sure if it's going to be any easier for you in the industry. But on a positive note, I was very happy to see the merger of ARMCUMS and WAUCM. Both are great organizations. By combining the strengths of the two, I see an exponential increase in the ability of the new organization and its combined membership. This gives me hope for the future. I may be retired, but I still bleed "mail."

As one of the few members of "emeritus" status, I would encourage all retired, or soon-to-be retiring members, to continue their membership as an emeritus member. Those of us who have been around awhile and have chosen to retire, still have a lot to give back to our industry. It also provides an opportunity to stay connected to so many life-long friends. And the membership price is affordable – it's free! It's also a great opportunity to avoid the "retirement doldrums that can often occur by keeping one foot in the fray. I've kept busy golfing nearly every morning when weather allows, and skiing as often as my body permits. I also play in two bands; an old-time rock band and an even older blue-grass band, sing in a national choir, and teach music lessons on the side. Yet, with all that going on, I find I still have time to keep abreast of what's going on in the industry. Plus, it's a great way to stay connected with so many life-long friends. I strongly encour-age all retirees and those who are soon to "enjoy the good life," to enroll as an emeritus member of ARMCUMS. You'll be glad you did.

Thom Roylance

Don't Forget!

Annual Membership Meeting
September 17, 2020
2:00 to 3:30 pm MDT

Virtual Conference
Sept 24, Oct 1, 8, 15, 22 & 29
2:00 to 3:00 pm MDT

Top: A note from Thom Roylance
Bottom: Reminders