

President's Highlights- August

My WASFAA duties this month included being an unofficial observer at the NASFAA Board Meeting in Austin, Texas and signing my name a bunch of times, pretty easy stuff! I look forward to being the official observer for NASFAA at board meetings this fall and spring. As for the signing my name part, I'm pleased to announce we have dates and locations for upcoming WASFAA meetings and events:

Jerry R Sims Management & Leadership Institute: Nov 7-9 at Tempe Mission Palms, Arizona
Fall Executive Council Meeting: Nov 8-9 at Tempe Mission Palms, Arizona
2019 WASFAA Conference (and 50th Anniversary Celebration!): May 20-22 at Tempe Mission Palms, Arizona

I hope to see a lot of you over the next few months in Tempe, Arizona!

This time last summer, I was reading *Be Our Guest* in preparation for WASFAA's Fall Training series on customer service. There is a section devoted to the Magic of Setting telling us that everything speaks; chipped paint, dirty carpet, unorganized counters...it tells our students a story about our office. I sat in our front office after reading this chapter and made a list of changes we needed. Fast forward a year, and I am typing these highlights trying to tune out the horrible drilling sound as the abatement team rips up our subfloor. We're on week 5 of the 5 day project of replacing our carpet. I've moved out of my office twice this year; once for paint and once for carpet. It's hard to believe now, but I'm sure it will all be worth it in the end.

The volunteers I would like to highlight in this month's message are trainers. Whether you train or present for NASFAA, WASFAA, your state organization, or your campus- Thank you! Trainers teach us new processes and regulations and inspire us to improve. Consider volunteering as a trainer or presenter to share your knowledge and inspire someone else to make their office better. The 2019 WASFAA Conference Committee will be calling for presenters this fall, so start thinking of what you would like to teach us!