

# ARMCUMS *Messenger*

Association of Rocky Mountain College and University Mail Services Newsletter

### In this issue:

#### Executive Board Members:

- Thom Roylance, President (17/18)
- Dawn Burgess, Vice President (17/18)
- Nancy Kriehner, Secretary (18/19)
- Jim Robison, Treasurer (18/19)
- Jim Devenney, Immediate Past President (17/18)

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- Becky Goldsmith, ARMCUMS Representative to the NACUMS Board (18/19)

## Getting to Know YOUR Board Members

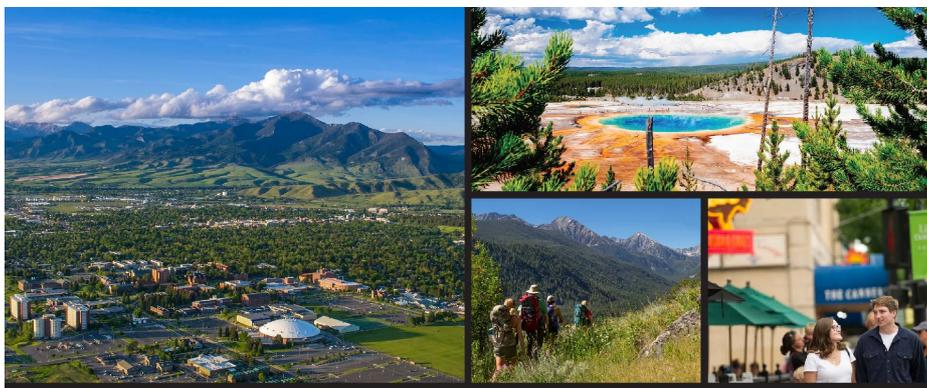
In this issue we'll be highlighting our Executive board members and the ARMCUMS Representative to the NACUMS Board. We hope that you enjoy getting to know them a little better!

## Save the Date!

The 2018 ARMCUMS Conference is scheduled for September 22-26 in beautiful Bozeman, MT.

Please plan to join us, along with our Business Partners in Bozeman, where we've secured a \$139 room rate at the Hilton Garden Inn for our conference.

In addition to our awesome conference speakers and sessions, we're planning an optional trip to Yellowstone, with lunch at Old Faithful, on Saturday, September 22nd. Plan to come in early on Friday and join us for this great trip!



## Save the date.

Join us for the **2018 ARMCUMS Conference** in Bozeman, Montana  
**September 22-26, 2018**



**Member Conference rate—\$179**

\$159 for each additional member attendee from the same institution

Member Early Bird rate—\$159 by July 15

New Member rate—\$199, includes 1 year ARMCUMS membership

**ARMCUMS**  
c/o Arizona State University  
PO Box 870810  
Tempe, AZ 85287-0810

**Conference Registration:**

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

### 2018 Conference

**Dates:**  
September 22-26, 2018

**Hotel and conference location:**  
Hilton Garden Inn, Bozeman

**ARMCUMS Meet & Greet**  
Saturday, Sept. 22

**Optional excursion to Yellowstone National Park**  
Saturday, Sept. 22

**For more information:**  
[armcums.org/conference.htm](http://armcums.org/conference.htm)

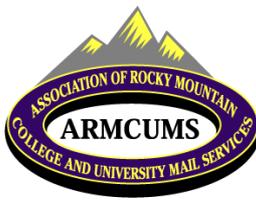


Hilton Garden Inn

**Hotel Reservations:**

[Hilton Garden Inn](http://Hilton Garden Inn)

*Save the Date!*  
**2018 Conference—September 22-26**



## Meet Thom Roylance



My name is Thomas “Thom” Roylance, and I am the Asst. Director of Print & Mail Production Center at Brigham Young University. I have over 35 years of experience in the mailing industry. My current responsibilities include BYU’s mail operations, shipping & receiving and the university’s contract postal unit, as well as all digital print/copy operations on campus.

In 1999, I was instrumental in the merging of BYU’s print & copy with their mail services, creating one campus operational unit with more than a \$14 million annual budget.

My additional experience includes numerous industry associations, committees, and work groups. I am a Certified Mail and Distributions Systems Manager (CMDSM) and have received several awards including the USPS’s Industry Excellence Award for Nonprofits in 1994 and the Mail Center Manager Award in 1998.

I was one of the founders of NACUMS, served as President twice, and am currently a board member. In 2003 I was recognized with NACUMS’s Lou Eichler Award of Excellence recognizing my contributions to the higher education mailing industry.

I have represented higher education on the USPS’s Mailer’s Technical Advisory Committee (MTAC) for over 20 years. I have also been involved with Postal Customer Councils (PCC) serving as a member of the USPS’s inaugural National Postal Customer Council Advisory Committee in 1995 and in both the Utah County and Salt Lake PCCs.

As a frequent industry speaker, I have shared insight into merging of print and mail operations, personnel management, and various mailing and business topics.

I have a Bachelor’s degree in Music and Communications and a Masters in Business Administration.

On a personal note, my wife, Diane and I, have been married for 40 years and have 5 children and 9 grandchildren. I am an avid trail runner, skier, golfer, high school basketball referee and a musician who, in my “spare” time, plays guitar and banjo in both a rock-n-roll band and a bluegrass band. The bluegrass group has done two tours of Europe, Israel, and several towns in Utah and Idaho.

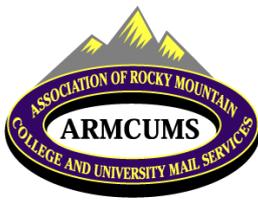
I’m looking forward to my retirement, scheduled for later this summer.

*“I was instrumental in the merging of BYU’s print & copy with their mail services, creating one campus operational unit with more than a \$14 million annual budget.”*

*- Thom Roylance*



*Upper Left: Thom and former PMG, Patrick R. Donahoe Middle: Thom and wife, Diane Upper Right: Thom, the musician Bottom: Roylance Family*



## Meet Dawn Burgess



Hi there! My name is Paula Dawn Burgess and I am currently serving as the ARMCUMS Vice President / President Elect. I have been a member since 2009 and have had the opportunity to serve in different capacities for ARMCUMS from helping with committees, to becoming a Member of the Board, and now on the Executive Board of Directors.

I'm excited and privileged to be Vice President of such an amazing organization! ARMCUMS has helped me in my position in several different ways to become a better manager and to better understand our industry. The ARMCUMS members are a wonderful resource for ideas, assistance, and knowledge. You really can't beat the friendships I've made through the years, or the mentorship that I have received as a member of ARMCUMS. For that I am truly grateful.

*“You really can't beat the friendships I've made through the years, or the mentorship that I have received as a member of ARMCUMS.”*

*- Dawn Burgess*

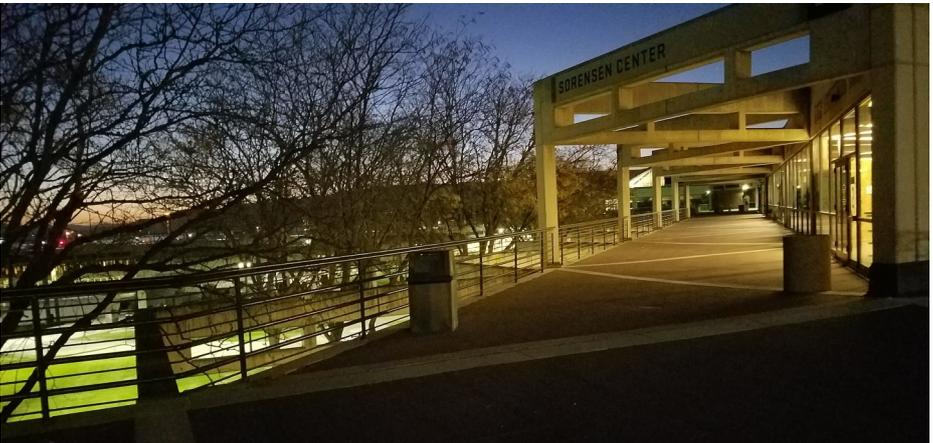
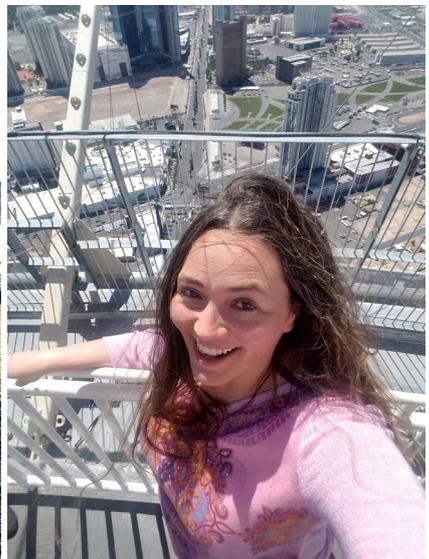
One of my goals while serving on the ARMCUMS Board would be to build ARMCUMS and get started having day events happening for our organization, whether it be through webinars or just little day trips in various cities in our areas.

I have worked at Utah Valley University in Orem, Utah as the Manager of Campus Connection and Utah Valley University Contract Postal Unit (CPU) for the last 15 plus years, where I report to the Director of Guest Services, Sorensen Center and Student Life Wellness Center, Facilities. When I first started in my position, I had three employees and a small desk in the hallway of the Sorensen Student Center. We made ID cards on one side of the counter and set up the CPU on the other side. Back then we had about 18,000 students and I had all of three employees.

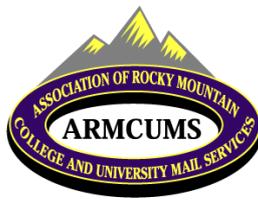
UVU's grown a bit since then. Now we have approximately 37,900 students currently attending Utah Valley University. I have 18 employees that report to me in my departments, the CPU is now its own location separate from Campus Connection, and we are now the largest school in the State of Utah.

I love the fact that I am constantly learning new things and that we have been able to build a good reputation for both efficient and friendly service.

On a personal note, I am not currently married. I have 5 beautiful, grown daughters, two of which joined the Navy, who sing like angels and have spread all over the world. I also have 3 grandchildren that I get to play with on a regular basis. I'm also learning to rock climb, hike, and kayak.



*Dawn, Dawn and her girls and Utah Valley University, Sorensen Center*



## Meet Nancy Kriehner



My name is Nancy Kriehner and I have recently been elected the ARMCUMS board secretary. I joined ARMCUMS in 2015, as soon as I started working at the Central Arizona College in mail and print services. Although I have had prior managerial responsibility for both of these areas, I am new in the day-to-day operations. My most recent work experience has been in Information Technology, specifically in voice and data.

I am most proud of my strong work ethics and my willingness to do whatever it takes to get the job done accurately, quickly, and with a positive attitude.

*“I appreciate your patience and guidance as I gain a better understanding of mail services, the ARMCUMS organization and how I can serve.”*

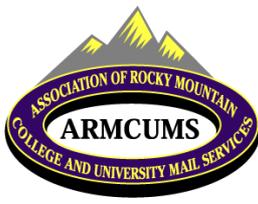
*- Nancy Kriehner*

With all of the new terms and practices, I appreciate your patience and guidance, as I gain a better understanding of mail services, the ARMCUMS organization and how I can serve.

Central Arizona College has approximately 3,200 students. My department, Mail and Print Services, reports to the Finance Department. I have one (1) student employee that works in my department.

I am happily married with two married stepchildren and two 3-year old grandchildren.





### Meet Jim Robison



My name is Jim Robison. I am new to the ARMCUMS board, and am serving as Treasurer for the 2018-2019 term. I've been a member of ARMCUMS for seven years.

I work at Brigham Young University – Idaho which is a 4-year university with a current enrollment of 19,600 students. I am the Mail Services Lead, and report to the Auxiliary Support Director. In our organization we have two full-time employees, and four students.

I began working at BYU-Idaho in April of 1999, and just began my 19<sup>th</sup> year. I have really enjoyed

working in this industry, and especially at this university. As an employee and also a student, I love the atmosphere that is here on our campus. The university has a unique focus on our students, which increasingly raises the bar on education, and provides many opportunities for individual growth.

I grew up in Rexburg, and have lived in the surrounding area for most of my life. I have been married to my sweetheart for almost 21 years. We have six children ages ranging from 8 years old to 20, and a yellow lab named Lucy. Things I really enjoy include music, being in the outdoors, and trips and other adventures with my family.

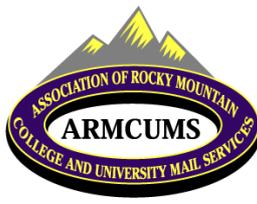
I've really enjoyed my time as a member of ARMCUMS, both networking with and learning with each member. I'm enjoying serving with such great people, and hope to be able to continue to help where I can in this great organization.

*“The university has a unique focus on our students, which increasingly raises the bar on education, and provides many opportunities for individual growth.”*

*- Jim Robison*



Top: Robison Family  
Bottom: Brigham Young University—Idaho, Rexburg ID



## Meet James Devenney



My name is James (Jim) Devenney and I am a Materials Manager for Arizona State University. I have worked at ASU for the past 20 years. I started for ASU as a supervisor in Mail Services in 1997 and progressed to Assistant Manager of Mail Services and am now a Materials Manager at ASU's West Campus. My areas of responsibility include Mail Service, Shipping & Receiving and the Stores Operation.

ASU has about 90,000 students, however, on their West Campus where I work there are only about 10,000. I currently have 5 employees that report to me, however, when I was at our Tempe campus that number was as high as 25. I report to the Assistant Director of Materials Management.

I have been a member of ARMCUMS since the inception. I actually attended ARMCUMS' first conference in Colorado with Steve Burns and others. I am the Immediate Past President of ARMCUMS and served as the President in 2015 and 2016.

I was very honored to be the President of ARMCUMS when we convinced NACUMS to start giving the regional associations a discount to attend their conference. This allows some of the smaller schools the chance to attend a national conference when they otherwise might not have had the opportunity.

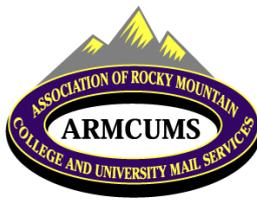
I have been married to Wendy Devenney for the past 23 years. We have 2 beautiful daughters, age 11 and 17. Our family has an unusual family pet, a Julian Mini Pig, due to the fact that all three girls are allergic to animals, but not a pig. Penelope the pig is just like a dog, she licks, plays, chases things and jumps on the couch and lays next to you. Just don't let her step on you because the hooves hurt.

*"I was very honored to be the President of ARMCUMS when we convinced NACUMS to start giving the regional associations a discount to attend their conference. This allows some of the smaller schools the change to attend a national conference when they otherwise might not have had the opportunity"*

*- Jim Devenney*



Top: ASU West Campus Entrance  
Bottom: The Jim Devenney Family



## Meet Becky Goldsmith



I have been employed at Yavapai College in Prescott, Arizona since June of 1986, where I have worked as a switchboard operator, printing press operator and mail center worker/supervisor/manager. I began working full-time in the Mail Center in July of 1990 as the first full-time Mail Center worker. Since then, I have added a multitude of services to our operation. In August of 2010, supervision of Printing Services was added to my responsibilities, and in July of 2014, I also assumed supervision of Distribution Services (Receiving), which includes the District Couriers for Yavapai College. While these additions brought on a whole new set of challenges, it's been very rewarding to have the opportunity to create an effective, cohesive team. I report to the Director of Purchasing and Contracting. In addition to myself, I have 2 FT employees in the Mail Center, 1 FT and 1 PT in Printing Services, 1 PT in Receiving, 2 PT Couriers and 1 student worker that helps out wherever needed.

Yavapai College has approximately 10,000 students that attend one or more of our six campuses/centers. Yavapai College is located in Prescott in the high desert area of Arizona, where we are blessed to experience all 4 seasons each year.

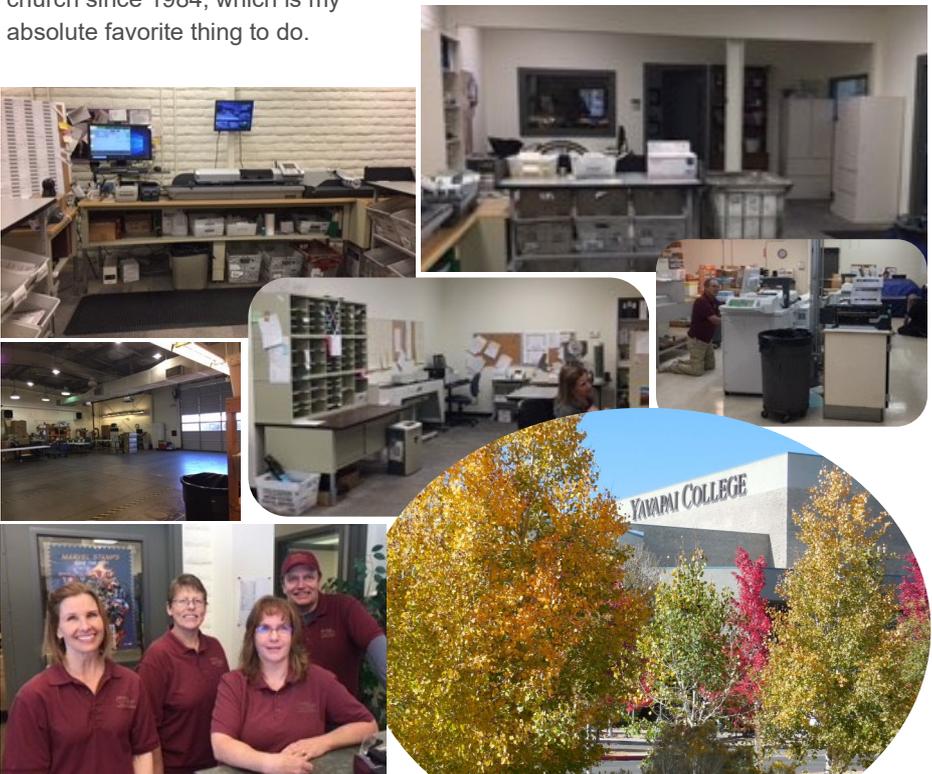
I have attended multiple EduSpeak, National Postal Forums, NACUMS, ARMCUMS, MailCom and PCC Conferences over the years, where I have gained valuable information and insight into the mailing industry. This interaction allowed me the opportunity and honor to serve as the 2010 ARMCUMS conference host in Prescott, Arizona.

I have been an ARMCUMS, NACUMS and ACUP member for several years. I have served on both the ARMCUMS and the NACUMS boards in the past, and am currently serving as the ARMCUMS representative to the NACUMS board.

Through participation in these events I have gained valuable knowledge, which I have used to build and strengthen my operations. My interactions with exhibitors over the years, has helped save my college several thousands of dollars in reduced costs on equipment and services. I encourage you to get involved by volunteering to serve on the board at the next election time or on a committee. It takes very little time, especially compared to the value you gain from the experience.

On a personal note . . . I have been married to a very supportive husband since 1979 and have two wonderful children (both are grade school teachers, as well as my daughter-in-law); one of which has provided me with four wonderful grandchildren! I have also served as the Director of my Adult Special Needs Ministry at my local church since 1984, which is my absolute favorite thing to do.

*“through participation in these events I have gained valuable knowledge, which I have used to build and strengthen my operations”  
- Becky Goldsmith*



Yavapai College—clockwise from top left: Metering station, Mail Center, Print Shop, Fall Campus, FT Employees, Warehouse, and middle is Mail sorting and bulk mail area.