



PACRAO NEWS

Pacific Association of Collegiate Registrars and Admissions Officers

September 1992

A Message from the President



SALLY HICKOK
PRESIDENT
University of California, San Diego

Phoenix and "The Valley of the Sun" awaits you the first few days in November. The Omni Adams hotel, with its ideal downtown location, is the site for our 1992 Annual Meeting. Conference Chair, Cherrie McGlynn, and her phenomenal committee are prepared to offer you the best Southwestern hospitality imaginable; and, as predicted, Program Committee chair, Cecilia Rodriguez, and her extraordinary committee have planned a program to energize and inspire you.

Even in this year of budget cuts, an investment of your time and money will reward you with professional and finan-

cial dividends. (If you must subsidize your expenses -- it is a wonderful, restful, tax deduction). Phoenix is surrounded by mysterious mountains, unique desert landscape and brilliant blue skies. If possible, plan to come early and stay late in order to take advantage of the exceptional tours to Sedona/Oak Creek Canyon and the Grand Canyon, and, the special events for golfers.

At the August Executive Committee Meeting several important agenda items were acted upon. Please refer to the article in this Newsletter regarding the change of bylaws that will be voted upon at the annual meeting. The Executive committee recommends that we allow corporations which are found to have purposes parallel with those of PACRAO and who desire to participate in its activities to become PACRAO non-voting members. This is a way to recognize the support PACRAO receives from its many exhibitors.

The Executive Committee also endorsed the AACRAO Fraudulent Records Task Force definition of an official transcript. The document appears in this Newsletter. In a concerted effort with AACRAO the Executive Committee encourages its members to use this document as needed.

PACRAO Summer Success conferences held this year were indeed once again a resounding success. Big Sky, Montana had over ninety attendees as did the

seminar for support staff held at Occidental College in Los Angeles, California. Kudos to all the special PACRAO members who volunteer their time to conduct these important extensions of the annual meeting programs.

Finally, as the 1992 academic year begins, I wish you continued success in this rewarding profession, and hope to see all of you in Phoenix in November.

**PACRAO
ON
THE HORIZON**

**66TH ANNUAL CONFERENCE
PHOENIX, ARIZONA
NOVEMBER 1-4, 1992**

66TH ANNUAL PACRAO CONFERENCE
PHOENIX, ARIZONA
NOVEMBER 1-4, 1992

CHERIE H. McGLYNN -- GENERAL CONFERENCE CHAIRPERSON:

The Local Arrangements Committee extends a warm southwestern welcome to the 66th Annual Conference of PACRAO in Phoenix, Arizona. The Omni-Adams Hotel is the conference site and is located in downtown Phoenix and a short trip from Sky Harbor Airport and lots of activity.

The Sunday evening President's Reception will provide everyone with an opportunity to socialize and renew old acquaintances.

On Monday evening your Local Arrangements Committee has planned a big event at the Arizona Center, just a few blocks from our hotel. A southwestern dinner outside on the Palm Court promises to be a real treat along with entertainment that focuses on the diversity of Phoenix and Arizona. Afterwards you will be free to visit the shops and clubs in the Arizona Center.

Other Events include a pre-conference golf outing at Arizona State University's famous Karsten Golf Course; a trip to Sedona, Arizona and the famous Red Rock Country and a special shopping trip to Scottsdale's famous Fifth Avenue.

The keynote speaker Judith Valles will be speaking to us on Sunday and Dr. Kevin Leman will be our guest speaker on Monday.

We're looking forward to your enjoyment of our warm summer weather and all the wonderful diversity of Phoenix and the Southwest.

General Conference Committee Members

Mary M. Neary, *Registration*

Kris K. McClusky, *Exhibits*

Susan R. Clouse, *Facilities*

Joan A. Olsen, *Facilities*

Molly S. Carder, *Reception/Banquet*

Charlene Mann, *Reception/Banquet*

Lou Ann Denny, *Program Printing*

David C. Van Ness, *Evaluations*

Paula MacWilliam, *Hospitality/Tours*

Jim Moore, *Hospitality/Tours*

Angie Glick, *Historian*

Mary Lou Bayless, *Publicity/Promotion*

CECILIA RODRIGUEZ -- CHAIR, PROGRAM COMMITTEE:

The PACRAO Program Committee has compiled what it believes to be an exciting and diversified conference program. New additions include a Wednesday afternoon of caucus sessions dedicated to graduate and professional schools. For the first time a Women's Caucus luncheon will be held on Monday, November 2nd at 12 noon. It promises to be a great time for professional women of our organization to network. The cost of the luncheon is \$5.00 per person (you can't beat the price). The luncheon topic is "I am what success looks like" and Faith Weese, Registrar, at Grand Canyon University will be our keynote speaker. Mark your calendar now to join other professional PACRAO women at this first ever luncheon event. Seating is limited to 100 attendees. Look for the flyer in your PACRAO registration packet.

Our conference keynote speakers are eagerly looking forward to our conference and we believe their enthusiasm will set a positive, upbeat tone for the conference. All in all, the PACRAO conference looks like a winner all the way around. Come join the hospitality of Phoenix, Arizona and walk away with a refreshed spirit and new ideas for your work place. We look forward to seeing you!

Program Planning Committee Members

Patricia Gardenas Adame

Susan Clouse

Jesse Welch

Bill Brown

Herman Lee

Deanna Wong

**PACRAO Summer
Success Seminar
1992**

Christine
Wilkinson
Past President

Bring "PACRAO to the people" again this year, two Summer Success Seminars for support staff were held in Montana and California.

Coordinated by Joe Frazier (Registrar Emeritus, Montana State University) and his staff, the day-and-a-half Montana gathering saw about 50 participants meet on July 31-August 1 at the Big Sky Ski and Summer Resort about 40 miles south of Bozeman.

Session topics included "Dealing with Handicapped Customers," "Total Quality Management," "Why We Act Like We Do," "Electronic Transfer of Transcripts," and "Dealing with Stress."

Two breakfasts, a lunch, and a free hospitality hour offered attendees opportunities to meet new friends and exchange stories of successes (and failures). The beautiful area around Big Sky encouraged fishing, hiking, chair lift rides up the mountain, and just plain relaxing.

Further south the following week (August 7), the Los Angeles Summer Seminar was held on the Occidental College campus and coordinated by Evelyne Glaser (Registrar) with help from Nora McLaughlin (Registrar, CSL, Long Beach) and their staffs.

Nearly 100 participants selected sessions such as "Technology for the Terrified," "Disaster Prevention and Recovery," "Giving 5-Star Service," "Doing More With Less (and Keeping Your Sense of Humor)," and "Success for You and Your Boss." A special session on "Let's Get Physical" addressed some of the less cerebral needs of the audience.

PACRAO Summer Seminars have been offered continuously since their beginning in 1986 and provide professional development opportunities for staff who would not otherwise be able to attend the more costly annual meetings. Registration fees are kept to the minimum and PACRAO membership fees help to cover major conference expenses.

Sites for the 1993 Summer Seminars have not been selected as yet. If you have suggestions or requests, please forward them to any member of the Executive Committee.

**Nominations
Committee
Report**

Matt Telin, Chair
1991-92
N&E Committee

The balloting for positions on the 1992-93 PACRAO Nominations and Elections Committee has been concluded. The committee will meet following the annual conference in Phoenix in November to nominate a slate of officers and a slate of N&E candidates for the 1993-94 year. I am pleased to announce that the 1992-93 committee will be made up of the following members.

Christine Wilkinson, Arizona State University, *Chair*

Sally Hickok, University of California, San Diego, *Chair-Elect*

John Finney, University of Puget Sound

Christine Kerlin, Central Oregon Community College

Jim Mansfield, University of Alaska, Fairbanks

Nora McLaughlin, California State University, Long Beach

Deanna Wong, San Francisco State University

The alternates are Evelyn Babey, University of California, Davis, and Jeff Halverson, University of Nevada, Las Vegas.

I would like to thank the members of the 1991-92 Nominations and Elections Committee for their efforts in developing an N&E slate for your consideration. The PACRAO members serving with me on the 1991-92 committee were: Christine Wilkinson (Chair-elect), Stella L. T. Asahara, Fred Dear, Evelyne Glaser, Herman Lee, and Cecilia Rodriguez.

I would also like to thank the members who returned ballots for this year's election. I hope all PACRAO members will help next year's committee by nominating colleagues for officer positions or for the 1993-94 Nominations and Elections Committee.

At the August meeting of the PACRAO Executive Committee, a proposal to change the PACRAO Bylaws was unanimously approved. This change would allow corporations to have non-voting membership in PACRAO. This change would be consonant with AACRAO policy and procedures. Members will have the opportunity to vote on this change at the 1992 Annual Meeting in Phoenix, Arizona.

Article III -- Membership, Section 7 Non-voting Members

The Executive Committee may, at its discretion, approve non-voting membership to corporations or to individuals representing organizations or institutions which are found to have purposes parallel with those of PACRAO and who desire to participate in its non-voting activities.

AACRAO
News

AN OFFICIAL TRANSCRIPT IS...

Jobs Available!

List your open positions, or get a list of available jobs in

- ☛ registration
- ☛ financial aid
- ☛ collegiate admissions
- ☛ student information systems

**Hit your market directly
with AACRAO's ERS Bulletin!**



American Association of Collegiate Registrars and Admissions Officers
One Dupont Circle, NW, Suite 330
Washington, DC 20036-1171
Telephone (202) 293-9161
FAX (202) 872-8857

In an effort to assist institutions requiring an official transcript, whether it be for education or professional reasons, the AACRAO Fraudulent Records Task Force put together a fact sheet defining exactly what constitutes an official academic record. The intent of this document is to help prevent fraud and to educate those institutions or individuals who may not be familiar with academic records.

The Task Force requested state and regional associations to endorse this definition. At the August meeting of the PACRAO Executive Committee this fact sheet was unanimously endorsed. It is suggested that individual member institutions modify the document to include their own institution name and any other relevant information, and to distribute this definition as the need arises. This fact sheet will also be published in the 1992/93 Membership Directory.

Stanford Law School
Registrar's Office
Stanford, CA 94305-8610

NON PROFIT ORG.
U.S. POSTAGE
PAID
PALO ALTO, CALIF.
PERMIT NO. 28

C.O.C.C.

OCT - 7 1992

Admissions & Records

CHRISTINE KERLIN
CENTRAL OREGON COMMUNITY COLLEGE
REGISTRAR & DIR OF ADMISSIONS
COLLEGE WAY
BEND OR 97701