

PACRAO News

President's Message

Just Help Them...

Garrison Keillor ends his *Writer's Almanac* radio program each day with the admonition to "...do good work and stay in touch." I believe that "...do good work and stay in touch" is a wonderful guide for us in our jobs and in our relationships with each other.

What does it mean to do good work? Sometimes others in our colleges and universities view those of us in admission and registrar work as being slightly strange individuals who insist that every "t" is crossed and every "i" is dotted all of the time. Sometimes that image helps us to get most students and most faculty to follow the rules and to do what they are supposed to do. But insisting that every "t" is crossed and every "i" is dotted all of the time is not a characteristic of an effective admission or registrar professional. The reason is that we are serving diverse populations of people among our students and faculty and some of them simply cannot cross a "t" or dot an "i." Insisting that they do so only drives us nuts and being nuts does not serve them or anyone well.

Most of our students wend their way through an extensive set of requirements and arrive at their completed degrees just fine. A smaller number has difficulty meeting requirements, no matter how clear or frequent our communications are. In the bell-shaped curve of environmental awareness, these are the folks in the left-hand tail of the distribution. These are mostly very fine people whose talents lie in directions other than staying on track. These are the persons for whom insisting on crossed "t's" and dotted "i's" doesn't work at all. In our office at the University of Puget Sound, the philosophy with regard to these folks is, "just



Continued on page 3

Inside this issue:	
PACRAO Nominations and Elections Committee	2
Professional Development Committee Update	3
President's Message Continued	3
Celebrating Diversity Within Diversity	4
AACRAO 2001	4
Nominations Continued	5
Executive Board	6

PACRAO Website

The PACRAO Executive Board has issued an RFP to solicit bids from internet service providers (ISPs) to host, redesign and provide maintenance on demand for a new PACRAO website. In addition to providing information and text documents, the board is also exploring additional functionality for the website such as membership directory, on-line voting/nominations, permanent home for the annual PACRAO conference, etc. Updates on the progress of this effort will appear on PACRAO-L and the next newsletter.
Robert Morley,
V.P. Pubs. & Info. Tech

The Votes are Counted, the New PACRAO Logo is Unveiled

In the spring issue of PACRAO News, we asked the membership to vote on their choice for a new PACRAO logo. The responses were thoughtful and the majority opinion was clear. The logo you see here is now the official PACRAO logo. You will see a color version of it on the cover of the conference program, and it will be displayed at the November meeting in Burlingame. Designer Jeff Fisher of LogoMotives has won numerous awards for his designs, including recognition for some of the PACRAO conference logos he created. Jeff worked with the board for the past year to assist us in this effort. But it is the membership who chose the symbol to represent



PACRAO in this new century. Thank you very much to those of you who took the time to vote. The board's job was an easy one, given the obvious first choice.
Nora McLaughlin,
Past President

PACRAO Nominations and Elections Committee

The individuals featured here have agreed to serve on the nominations and elections committee to determine the slate of officers and nominating committee for the PACRAO leadership to serve in 2002-03. This important committee will solicit your ideas for PACRAO leadership and meet during the 2001 conference in Burlingame to evaluate the nominations made by the membership for president-elect, vice president for professional development, vice president for membership, and secretary. Be thinking about colleagues you would like to nominate for these important offices.

To elect the 2001 committee, please vote for no more than five of the candidates presented here. (Note: the candidates are purposely NOT presented in alphabetical order.) The five candidates receiving the most votes will be elected to the committee. The next two candidates will be alternates in the event that a committee member is unable to serve at the annual conference in Burlingame, California.

You may vote in one of two ways:

1) On the enclosed ballot, mark your choices for no more than five candidates, and place the ballot in the envelope that is included with this newsletter. If the envelope is lost or missing, send your ballot to:

Nora McLaughlin
Registrar's Office
Reed College
3203 SE Woodstock Blvd.
Portland, OR 97202-8199

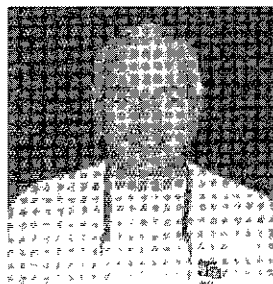
2) E-mail your five selections to Nora McLaughlin at: nora.mclaughlin@reed.edu

Ballots must be postmarked or e-mailed no later than September 1, 2001. Thank you for participating in this important process.

Nora McLaughlin,
Past President

Nominees

Hurst, Winslow L. - Registrar, Weber State University ('95 - present); Director of Admissions & Registration, Weber State University ('84 - '95); Chair, Registration Committee, AACRAO Conference (1997); AACRAO Placement Activities Committee ('97 - '98); President, UACRAO (90 - 91)



Miskovic, Linda - is currently the Registrar at Santa Ana College in California. Her tenure with PACRAO began in 1996 when she volunteered to assist with sessions as a facilitator and recorder. Since then she has participated on the 1997 Vancouver Program Committee. Linda also served with 1995 Newport LAC, assisting Hal Bateman with the daily newsletter. Linda says that what she would bring to this committee is "a sincere desire to contribute to PACRAO and my colleagues within the region." PICTURE NOT AVAILABLE

Entler, Carol - Registrar at Scripps College in Claremont, California, since 1987, has been active in both PACRAO and AACRAO for those 14 years. In addition to chairing and recording conference sessions, with a presentation or two thrown in, she served on the PACRAO LAC in 1995 and as a member of the AACRAO Small College



Issues Committee 1997-1999. Serving at a small institution and wearing a number of "hats," she is also a member of NAFSA: Association of International Educators, of ARMA International, and of SCIAC (Southern California Intersegmental Articulation Council). She is currently co-project manager at Scripps for The Claremont Colleges intercollegiate SIS implementation effort.

Professional Development Committee Update

Workplace Conflict Workshop

The PACRAO Professional Development Committee, in partnership with the British Columbia Registrar's Association, offered a workshop on "Workplace Conflict: How to love it." This workshop, on a topic near and dear to our professional (and perhaps personal) hearts, took place at Emily Carr Institute of Art and Design in Vancouver on June 22nd with 35 in attendance.

The facilitator for the day was Sally Campbell - a skilled mediator, facilitator and trainer in dispute resolution and consensus building.

Upcoming E-business Workshop

An e-business workshop will be held in the Seattle area towards the end of September.

E-business can lead to dramatic increases in productivity and levels of service, and can free staff to focus on providing high value services and support to their customers.

To ensure that e-business initiatives succeed, and that staff find their new work environment satisfying and fulfilling, managers will have to understand e-business and what it can deliver, and provide the right kind of training and support for their staff.

Workshop participants will learn what e-business is and why it is so important, discuss some e-business case studies, and explore ways of meeting some e-business training and change management challenges, in a hands-on, active learning environment. Facilitators for this workshop are Richard Spencer, former Director of Student Services at UBC and now E-business facilitator for the university and Michelle Sharpe, CEO of Edge Consulting.

PACRAO members in the Seattle and surrounding areas will receive further information on this event later in the summer.

Pre-Conference Leadership Workshop

We are also sponsoring a pre-conference leadership workshop based on the writings of the Sunday conference keynote speaker - Barry Posner. This workshop will take place on Sunday afternoon just prior to the opening session. Christine Kerlin, Associate Dean of Enrollment Services of Everett Community College, will facilitate. You will find more on this session in the conference program.

Gaylea Wong
Chair, PACRAO Professional Development Committee

President's Message Continued

help them—" figure out what they need and help them get it.

"Just help them . . ." can be done in many ways. Staying with a student until a critical form is completed properly is one example. Another is walking a student to the correct office to introduce him or her to the person whose help the student needs. Giving advice based on inside knowledge of "how the system works" is another. These all come naturally to most of us. But sometimes "just help them" requires a certain creativity and ingenuity. "Being bold" is my label for this level of service to the compliance-challenged. This almost always involves going to bat for a student in some non-routine way. I dare say it sometimes even involves using our *de facto* authority to bend or nudge a rule when the spirit of a requirement is not at issue, although the letter may be.

Far from being perverse sticklers for rules, as professionals we finesse complicated systems so that they work for everyone within our domain of responsibility, including folks living in a "couldn't-cross-a-"t"-to-save-my-life" world. I believe there is a legitimate basis for the *de facto* (if not completely legal) authority we wield when we "just help them" by "being bold." On most of our campuses we are charged with interpreting and implementing the will of our faculty or other academic authority. We are like

governmental agencies that are handed laws from Congress and are charged with implementing them so that they work in the real world. We not only implement the rules, we interpret them as well. In the interpretation often there is room for boldness. The idea is to be faithful to our professional obligations, and at the same time to be bold in service to those who need our help the most.

We can do a more successful job of "just helping them" and "being bold" by staying in touch with each other through the various list serves to which we have access, including REGIST-L, SCR-L, PACRAO-L, and many others. By relying on the wisdom and experience of colleagues, we can learn how previously perceived limits on our options for serving others can be enhanced and extended. The degree to which we can "just help them" might stand as a valid measure of our professional maturity.

And now, my unsung heroes, thank you once more for being faithful, honest, and true, and for sharing your strengths with those who need you the most whether they realize it or not.

John Finney, President

Celebrating Diversity Within Diversity

THE CITY BY THE BAY-San Francisco-has always been one of the most diverse metropolitan areas in all of the United States. Wandering about the city, you can savor the many influences of the Native American peoples, the Spanish colonists, the Italian immigrants, the Pacific Asian cultures, the Russian settlers, and many, many more. And you know, Burlingame, the site of PACRAO 2001, is only a short distance away!

When planning your itinerary for PACRAO 2001, don't forget the diversity within our own association. This year, the PACRAO Diversity Development Committee (DDC) has planned a number of exciting events and contributed to a strong diversity track to the Conference's program.

The DDC hosts Tuesday's plenary session featuring Deputy Superintendent Henry Der of the State of California Department of Education. Affirmative action, diversity, and access to higher education continue to be hot topics throughout the nation, and Henry will focus his reflections on "Probing the Politics of Testing: Assessing the Student Labyrinth Toward College Admission."

For a second year in a row, the DDC will co-host the New

Member Orientation/Diversity Development Connection I. This Sunday, pre-Conference event is an opportunity for all first-time and returning PACRAO participants to connect with colleagues from throughout the association. Come welcome our new members and help kick-off the PACRAO 2001 events through informed and collegial networking.

Finally, you won't want to miss Monday's Diversity Development Breakfast and the Diversity Development Connection II. The annual Diversity Development Breakfast provides the kick-off for your PACRAO 2001 events—a thrilling opportunity for networking, fun, and prizes. Later in the afternoon, the Diversity Development Connection II takes on a special tone this year as it welcomes back Terry Roberts from Antioch University and a noted member of the Little Rock Nine. Terry's session will explore diversity development through some thoughtful interactions and the kind of provocative reflections that only Terry can inspire.

And even this is not all! Be sure to review the diversity track, part of the PACRAO 2001 program. This will be the year to celebrate diversity within our diversity! We hope to see all of you at these and all of our PACRAO 2001 events!

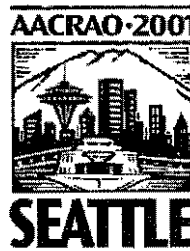
SUMMARY OF DIVERSITY DEVELOPMENT EVENTS AT PACRAO 2001

Sunday, Nov 4	Diversity Development Connection I/New Member Orientation
Monday, Nov 5	Diversity Development Breakfast Diversity Development Connection II
Tuesday, Nov 6	Plenary Session with Henry Der

AACRAO 2001: Thanks for Meeting Me in Seattle!

Thanks to all PACRAOns who helped made the Seattle AACRAO conference one of the best (some think it was in fact *the* best) in AACRAO's history. According to AACRAO Executive Director Jerry Sullivan, there were in attendance some 2500 registrants from 36 countries plus 500 vendors and guests. He said the Seattle conference "set one of the best attendance records ever." Thanks to all PACRAOns who made presentations and helped with the conference. I want to extend special thanks to our own Janet Ward and Dannette Sullivan for co-chairing the Local Arrangements Committee.

Was the Tuesday night reception co-sponsored by PACRAO, New England AACRAO, and Middle States AACRAO and



featuring the popular *a capella* singing group *The Coats* a success? In a word, yes! Rumor has it that AACRAO executive officers who were supposed to float between all of the regional receptions stayed in our venue for the duration. Who could blame them? The comraderie and the musical performance were terrific. Thanks to Grand Canyon University Registrar, Faith Weese, for coordinating this event! It's not "Meet me in Seattle" anymore. Now it's "Meet me in Burlingame for PACRAO next November 4-7!"

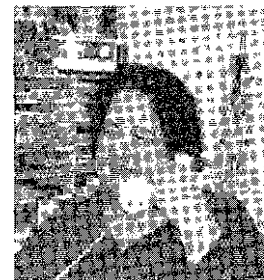
John Finney,
President

Nominations and Elections Committee Continued

Pomerenk, Julia - Registrar at Pacific Lutheran University in Tacoma, Washington enjoys her involvement with PACRAO and AACRAO, beginning in 1989 as an Assistant Registrar at Washington State University in Pullman. Julia has presented, chaired, and recorded conference sessions nationally and regionally. Julia was delighted to serve as the Publicity Chair for the Seattle AACRAO 2001 Local Arrangements Committee. Combining experience at a large state school and a smaller private school, Julia has contributed to campus-wide committees and collaborated to implement many initiatives, including automated degree audit, SIS conversions, web-based registration, and curricular revisions.



Smith, Sharon-Gay - Common Registrar, Graduate Theological Union, Berkeley CA. Sharon-Gay's first exposure to PACRAO was in the mid 1980's in San Francisco, and she found the meeting fun, interesting, and educational. Sharon-Gay says it was exciting to meet other people in the same kind of job from different places and kinds of schools. Since 1989 Sharon-Gay has made it a point to attend PACRAO and serve. Sharon-Gay has served as a session recorder and presenter as well as recorder and facilitator of the Graduate Schools session. Sharon-Gay feels that it is important that "those of us who gain so much from these annual meetings give back to the organization what we can."



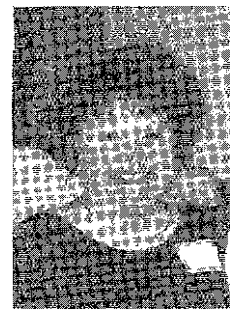
Welch, Sylvia E. - Director of Affirmative Action, Portland Community College; Sylvia E. Welch has been in education for 26 years and has worked in various U.S. cities as well as overseas. She has worked in four-year public and private institutions with domestic and international students, and now is an Administrator at Portland Community College where she has been for 11 years. A successful mediator/facilitator, team-builder, and trainer, she has presented at several PACRAO conferences and has been a member of the organization for over a decade. PICTURE NOT AVAILABLE

Peeke-Vout, Richard - Manager Records and Registration Systems, Malaspina University-College, Nanaimo BC 1981. He enrolled at Camosun College and subsequently graduated with a Diploma in Computing Technology in 1984. In 1984 he worked for the Office of the Comptroller General in the British Columbia Ministry of Finance. From there he returned to Camosun College where he was employed to install and maintain Student Registration Systems software at colleges in British Columbia, Alberta and Saskatchewan. He was later offered a job supporting the Student Registration software at Malaspina College where he continues to work, managing the records department and helping to implement new systems like Web Registration and Document Imaging. PICTURE NOT AVAILABLE

Nelson, Bobbie A. - Program Manager, Enrollment Services, Everett Community College, Everett WA. WACRAO: Secretary 2001-2002. PACRAO: Program Recorder. PACRAO member 10 years



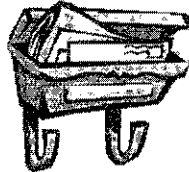
Harris, Lu Ann - Registrar at Utah Valley State College in Orem, Utah. She has been the Registrar for one year, prior to that she was the Associate Registrar and has held various positions in the Registration & Records Department, beginning as a work study student in 1980. She enjoys working with students and her staff and appreciates the challenge of the Registrar's Office. LuAnn has been a session presenter at AACRAO, PACRAO and UACRAO conferences. She has also served UACRAO as a Local Arrangements Chair, Conference Track Chair, member of the Contingency Planning Task Force and is currently serving as the UACRAO Newsletter Editor.



Simmons, Brenda - is currently the Dean of Enrollment Services at Santa Monica College. During her twelve years at Santa Monica College, she has held a number of leadership positions. Brenda joined the Diversity and Development Committee in 1997 at the PACRAO conference in Vancouver, later serving as Chair of the Committee from 1998 to 2000. Brenda is also a member of the PACRAO LAC 2000 in Burlingame. PICTURE NOT AVAILABLE

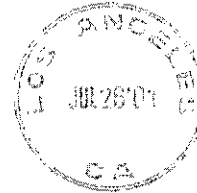
PACRAO 2001

The 2001 Local Arrangements Committee would like to invite you to join us in Burlingame, CA, November 4-7 to celebrate the 75th anniversary of our Annual Conference. Look for program and registration materials next month. In the meanwhile, if you have questions about the conference or the program, contact John Snodgrass or me. (See below for contact information). Start making plans for a wonderful time in the Bay area.



Rozanne Largent
Conference Chair

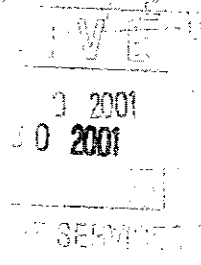
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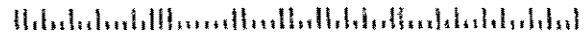
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