



PACRAO News

President's Message

Our Diamond Jubilee 75th Conference...

My first PACRAO Conference was PACRAO's 50th, in San Diego in 1976. That year our President was Frank Young, Director of Admissions at the University of Idaho. Frank passed away during this last year, and we honor his memory. Since 1976 a quarter century has elapsed and our upcoming 2001 Conference in Burlingame will be our Diamond Jubilee 75th.

The 1976 Conference presented 36 sessions. The number of sessions arrayed before us in Burlingame next November will be 63, an increase of exactly 75 per cent. I don't believe John Snodgrass or his Program Committee planned the 75 per cent increase, but we'll give them credit for the synchronicity.

Without question, the major development in our profession the past twenty-five years is the impact of new technologies on everything we do, including how we structure our offices and organizations. The 1976 San Diego Conference provided a hint of things to come with its sessions on *Building a Student Information Base*

(the term *database* was a ways off) and *On-Line Student Record System*, an exciting new concept back then. The other 1976 session dealing with technology has perhaps faded a bit in currency: *Micrographics: A Microfilm Access and Retrieval System: Why and How*. These three "technology sessions" represented eight per cent of the conference program.

Contrast that to the 2001 Conference. Over 25% of the 63 sessions deal directly with the application of technology to everything from student recruitment to academic advising to document imaging.

Cultural diversity is a second major set of



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PACRAO in 2006 – Islands or Mountains?

The PACRAO Board has been researching host cities for the 2006 PACRAO conference. Although this may seem much too far in advance to consider, most hotels that can accommodate a meeting our size schedule that far in advance. Historically, we hold our meetings throughout the

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Introducing the 2001-2002 PACRAO Nominations and Elections Committee

Thank you to the more than 200 members who voted for the nominations and elections committee candidates. Only three ballots were disallowed because they were postmarked after the deadline. We are a timely group.

The individuals named below have agreed to serve on the committee to determine the slate of officers and nominating committee for the PACRAO leadership to serve in 2002-03. Together with the Past President (John Finney at that time) and the Past Past President (Nora McLaughlin), they comprise the 2001-02 nominations and elections committee. Please be

in touch with any of them to discuss the positions open for nomination and to offer your nominations for qualified PACRAO'ans for office.

- Carol Entler, Registrar, Scripps College
- Lu Ann Harris, Registrar, Utah Valley State College
- Winslow Hurst, Registrar, Weber State University
- Julia Pomerenk, Registrar, Pacific Lutheran University

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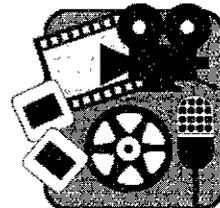
Need Your Photos

For those of you who are planning to attend, I would like to remind you of a couple items. PACRAO will be hosting a semi-formal gala dinner to celebrate the association's 75th annual conference. The event will feature live music during dinner and DJ-hosted dancing afterward. As part of the celebration, we would like to show slides of PACRAO, records, admissions, or other academe-related photos from the last 75 years. Don't let your campus be left out. All photos will be returned.

Please send photographs or slides to:

PACRAO
c/o Michael Wright
University of California, Berkeley
120 Spronl Hall
Berkeley, CA 94270-5404

Also don't forget that the Hospitality Committee always appreciates gift items from your campus that can be used as door prizes for our daily drawings. If you can bring an item along with you, it would add to the number of nice gifts donated by local businesses. I know the members enjoy winning gifts from other institutions, so, if you can bring a door prize, drop it off at Hospitality upon your arrival.



Rozanne Larget,
Conference Chair

Honoring Our Colleagues

Are you retiring? Do you know someone who is? If so, please contact PACRAO President John Finney, at finney@ups.edu or (253) 879-3207. Recognition of retirees will be made at the fall conference in Burlingame.

Do you know someone who has made outstanding contributions to our profession? If so, please contact the Awards Committee Chair, Sandra Springfield, at sspringf@ucsd.edu, or



(858) 534-3945, and include the person's name, institution, phone number, e-mail address, and contributions. Don't let an opportunity to recognize achievement slip away. Awards recognizing outstanding achievement will be made at the fall conference in Burlingame.

John M. Finney,
President

2001 Local Arrangements Committee

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.

The members of this committee are dedicated hardworking individuals representing the entire membership. I would like to take my allotted space in this newsletter to share a little information with you about each one. This issue will highlight the following:

Nicole Waterman, Chair of Registration, is the Registrar at the School of Law, University of California, Davis. She has been in this position since 1988, and she recently celebrated her 25-year anniversary at the university. As many of you will remember, Nicole was Hospitality and

Tours Chair at the Sacramento PACRAO conference in 1996 and has continued to stay active in PACRAO. Nicole values both the professional and personal growth she has gained by being a member of this great organization.

LaVern Lazzereschi is this year's Chair of Facilities. When asked what she would like to share with you, her response was the following: "I have worked for the UC, Berkeley for 25 years, all in the Office of the Registrar. I am currently the Berkeley Campus Classroom Manager. My unit is responsible for classroom scheduling for academic classes, final examinations, and special events. My staff of 5 and I

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2001 Local Arrangements Committee Continued

have very interesting jobs. We "get" to suggest to faculty that teaching a 8 am class would be great. We "get" to tell students that holding a jello wrestling contest in a large campus lecture hall does not conform to time, place, a manner regulations (this really happened.) And finally, we "get" to schedule the same number of courses with 30% of our classrooms out of service for seismic upgrades. The fun part of my job (and I am serious about this!) is selecting colors, finishes, and furniture for the campus general assignment classrooms. I am also part of a team that is assisting the architects with the development and design of the first classroom building for the new UC campus in Merced. It has been challenging and interesting to participate in the design of a building from the very beginning.

I have been married to my husband Jesse for 14 years. I had the good fortune to meet my husband on the Berkeley campus in a chance encounter in Memorial Stadium when he was an assistant coach with the Cal Men's Soccer Team. I have one son who is 26 years old. I have two passions, cats and counted cross stitch. I have 15 cats (only 7 live indoors with us). When I am not taking care of cats, I can be found working on a cross stitch project. Floral designs are my favorite. When I retire, in about five years, I want to sit in my recliner and cross stitch with cats sleeping peacefully in my lap!"

Fred Dear, Chair of Exhibits, is the Associate Registrar at the University of Southern California, and has been a member of PACRAO since 1974. He has worked in the Registrar's profession at USC since 1966. Fred has served PACRAO in the following positions: 1988 Long Beach LAC, Co-Chair, Registration Committee; 1993 Reno, Member of Program Committee; 1995 Executive Board, Secretary; 1998 Palm Springs LAC, Chair, Hospitality & Tours; 1999 Executive Board, Vice-President for 4-Year Institutions; 2000 La Jolla LAC, Chair, Exhibits.

Serving as Co-Chair for Receptions/Banquets is the Dean of Enrollment Services at Santa Monica College, Brenda Simmons. Brenda has been with Santa Monica College for 11 years in student services, responsible for admissions and records, assessment, financial aid, college and school relations and matriculations.

Karen Denton who is an Assistant Registrar at University of California Berkeley serves as the Chair of the Evaluations Committee. Karen has worked in the Registrar's Office at UC Berkeley for almost 32 years, with the exception of 4 months in 1990, when she temporarily worked in the Faculty Athletic Reps Office. The units she has responsibility for are Academic Records Maintenance,

Diplomas, and Transcripts. Her staff of 15 members are the heart of the Registrar's Office processing all changes to the student's transcript, both profile and academic. They work with degree expected students, diploma production, and transcript production. She is proud to announce that they successfully implemented a pilot program to begin electronic grading.

Michael Wright is the Assistant Registrar for Student Services at the University of California Berkeley. His areas of responsibility include the Verifications, Veterans, Front Line Services, Special Registration, Records Management and Degree Audit Units. Michael served as the Vice President for Membership for MACRAO (Missouri Association) in 1998.

Anthony Loo, Residence Affairs Supervisor, is overseeing meal coordination at PACRAO 2001 as Receptions/Banquets Co-Chair. He started cooking breakfasts at age 7 when his mother returned to work and didn't have time to cook in the morning. His grandfather (a former U.S. Army "mess" sergeant) bought him his first frying pan and spatula. He enjoys cooking and eating "short order" but also enjoys very sophisticated, multiple course Italian and seafood dinners (when he has the time). He primarily cooks Italian because his parents and his sister liked Italian meals on a consistent basis when he was learning to cook. He also brings to us the experience of a fisherman (the ability of telling fresh seafood from frozen, the ability of knowing what type of seafood is "in season" in the local area, and the knowledge of how seafood tastes at certain times of the year) and has "connections" relating to commercial Pacific Ocean seafood. Tony is a fifth generation San Francisco Bay Area native and has worked for the UC Berkeley Office of the Registrar from 1981-1984 and 1988 to present. He hopes you enjoy this year's meal selection and desires not only to bring diversity to this year's PACRAO menu but also a sense of health consciousness. He looks forward to your comments regarding meal selection at PACRAO 2001.

Thank you for your support and please contact me if you have any suggestions or requests that the LAC might find useful in planning this year's conference. Please don't forget to make your plans to join us in the home of the "Pez Factory" this November.

See you there!

Rozanne Largent,
Conference Chair

Professional Seminar

The PACRAO Diversity Development Committee and the Admissions and Records Division of El Camino Community College are pleased to co-host a Professional Development Seminar. We are offering a one-day seminar on Friday, October 19th, at El Camino Community College in Torrance, California from 9:00 am – 5:00 pm. This program is open to all front-line staff and supervisors. We welcome student service managers and directors to also attend.

Two individual seminars comprise our program. The first session will show you how to boost your morale, enhance your performance, and you will learn how to make work fun — for yourself and others — with the “FISH” Philosophy, presented by Donna Manno, Director of Staff Development at El Camino

College. Learn about and experience how a Seattle fish market changed its workplace by focusing on fun, passion and individual accountability! Since all of our work with student records is governed by FERPA, in the second session, titled “Managing the Privacy of Student Records,” presented by Cliff Ramirez, Assistant Registrar at UCLA, you will understand your responsibilities related to FERPA and education records. In a rapidly changing world of recordkeeping and student services demands, this is an important workshop for all student services professional. To obtain more information about this seminar, contact Anne Delfin-Schnirch, Diversity Development Advocate and Associate Registrar at Mount St. Mary’s College at (213) 477-2523 or at aschnirch@msmc.la.edu.

Nominations and Elections Committee Continued

Brenda Simmons, Dean of Enrollment Services, Santa Monica College

The alternates are:

Richard Peek-Vout, Manager, Records and Registration Systems, Malaspina University-College

Sylvia Welch, Director of Affirmative Action, Portland Community College

The officers for whom we are soliciting nominations are president-elect, vice president for professional development, vice president for membership, and secretary. We will also be

seeking nominations for next year’s nominations and elections committee. In order to present as representative a slate of officers and committee members as possible, we must hear from many members of PACRAO – the slate is dependent on the good work of the members to nominate themselves or others for this important work. Please think about colleagues whom you would like to nominate for leadership in PACRAO. Let us hear from you.

Nora McLaughlin,
Past President

President’s Message Continued

issues receiving much more attention in 2001 than in 1976. Although the 1976 San Diego Conference presented several sessions on foreign student issues, there were no sessions that dealt explicitly with diversity as an environment to be sought and celebrated in our colleges and universities. In 2001 there are ten sessions on diversity.

Some things do stay the same, of course—governmental reporting and legal issues, for one. A popular 1976 session taught us how to complete the government’s HEGIS surveys. In 2001 an IPEDS training workshop captures our attention. FERPA was an infant in 1976, and we were flummoxed by the newness of it. Now we have LeRoy Rooker and a cadre of “FERPA Doctors” to help us know what to do.

Leadership and management issues were important in 1976 as they are today. The 1976 session *Management Game* was offered twice by popular demand. In 2001 there are more

sessions on leadership, management, and professional development than on any other set of topics.

Our profession is one of change and constancy. We are what we were and more. Our recent delving into our archives shows that those who came before us were dedicated professionals who provided dynamic leadership and expertise for their campuses. Let’s hope the same will be said of us when PACRAO hosts its 100th Conference in the year 2026 and someone looks back a quarter century to 2001. Come to Burlingame November 4-7 to soak up the wisdom and experience of your peers to make it so.

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

PACRAO Professional Development Committee

The Professional Development Committee was happy to offer Washington state and surrounding regions a workshop on the very timely topic of e-business and post-secondary education. The workshop was held September 28th at Seattle Pacific University. Facilitators were Richard Spencer, former Director of Student Services and Registrar at The University of British Columbia, and Michelle Sharp, CEO of Edge Consulting and Training Ltd. Appropriately, Richard's current position is e-business facilitator at UBC and Michelle's consulting firm specializes in process, technology, performance and knowledge management.

The third professional development workshop of the year will be a pre-conference event on Sunday just prior to the conference opening and keynote address. It is based on the writings of Barry Posner who just happens to be the keynote address for the conference. This workshop is an interactive session facilitated by Chistine Kerlin and requiring that participants have read *Kouzes and Posner's Leadership*



Challenge and are ready to discuss issues and ideas with colleagues. So folks.... if this wasn't your summer reading project, you'd better get it on the literary calendar for fall. Due to the nature of the workshop, registration is limited for this session.

The Professional Development Committee is also preparing a survey for the membership on their professional development needs. This is currently in the planning stage, but it's expected to go out to all of you via e-mail and in some way yet to be determined, to attendees at the November conference in Burlingame.

ALSO....if you are interested in getting involved on the working end of PACRAO's professional development activities, please join us in discussion at the conference. Your involvement will be appreciated. Check the program for details.

Gaylea Wong, Chair
PACRAO Professional Development Committee

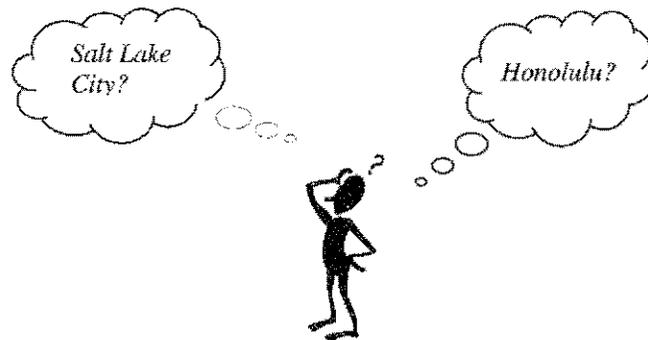
PACRAO in 2006 Continued

region, alternating among our southern, central and northern locations as evenly as possible.

Given the standard formula, that would take us south again in 2006. As a reminder, PACRAO will be held in Victoria, British Columbia in 2002, in Coeur d'Alene, Idaho in 2003, in Tucson, Arizona in 2004 and in Sacramento, California in 2005. It appears that AACRAO is headed to Southern California in 2006, so the next logical southern location is one we have not visited since 1981—Honolulu, Hawaii.

Because of our concern about the expense of such a meeting for the members, we have also researched an alternate location, Salt Lake City, Utah. Both Honolulu and Salt Lake City have hotels that can host our conference, and both cities are very interested in hosting the PACRAO conference. At this point, it appears that the hotel cost in Honolulu will be comparable (the same or at most \$10 more) to the 2005 room rate in Sacramento (\$174). Salt Lake City will be either the same or slightly less. We have not entered into final negotiations with any of the hotels, but will do so shortly. We anticipate reducing the rate in that process. If we do choose Honolulu for 2006, we will consider Salt Lake City for 2007, when we are due to return to the central part of the PACRAO region.

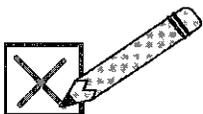
It would be helpful to hear from the membership about



whether taking PACRAO to Honolulu is a good idea, or would present an undue financial hardship. When AACRAO and PACRAO have gone to Hawaii, both organizations budgeted conservatively, anticipating a smaller conference. The conferences yielded successful registrations both in 1981 (PACRAO) and 1991 (AACRAO). Let us know what you think by sending an e-mail note to nora.mclaughlin@reed.edu or by calling Past President Nora McLaughlin at (503) 777-7774. We need to hear from you as soon as possible, and no later than October 12. Send a note today!

Nora McLaughlin,
Past President

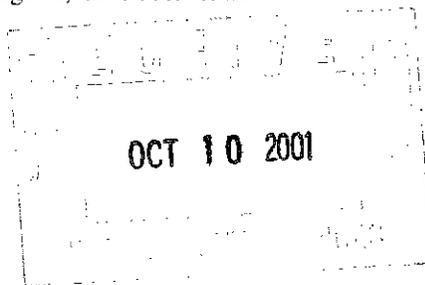
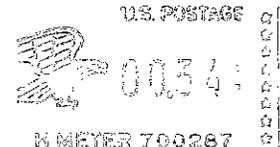
PACRAO 2001



Make sure that you register for the PACRAO 2001 conference in Burlingame, California, November 4-7, as well as making your hotel reservations. Please visit the conference website at: <http://registrar.ucdavis.edu/pacrao>.

**Make your hotel
reservations by
October 12!**

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