



PACRAO News

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President's Message to the Membership

Keeping a Focus on the Future

DISCOVER THE DIRECTION YOU CAN TAKE! What a wonderfully optimistic theme for our PACRAO 2003 Conference!—not just because we're celebrating the 200th Anniversary of the Lewis & Clark Expedition, but also because of where we are at this point in time, historically, politically, and socially.

Many will wonder: what is there about which to be optimistic? After all, our institutions are bracing for a very severe year of budget constraints and cutbacks, delivered with the threat that the next year will be even worse. As budget officers quickly slice through what seems expendable, how much thought is really going into the process? And how much is emotional reaction to the sudden realization of being let down by our states, our legislatures, and our economies?

Sadly, individuals and institutions are cutting themselves off in an effort to survive, not realizing that we need each other not only to survive, but to thrive. We have heard of institutions thinking about pulling out from the Association as a cost-savings measure. But what will that accomplish if you are left without the professional development opportunities, the professional networks, and the professional recognition that builds, strengthens, and inspires you to professional and institutional achievement?

PACRAO has not been without sympathy for the current fate of our institutions. Indeed, this past year has been one in which we have stepped up our personal outreach and professional development efforts to help you through this latest wave of fiscal and operational trials.

We have offered more professional development workshops this year than in any other previous year. We have moved into areas that have previously seemed neglected or overlooked in our planning—like Stockton, California, and what for some is distant Hawaii. PACRAO has even created a new program—the PACRAO Emerging Professionals Institute (EPI)—to address the need for comprehensive orientation and the development of our new and emerging professionals.

The advent of our PACRAO website is giving us new tools to stay in touch with our members as well as facilitating the management of our membership database. PACRAO has passed on these savings to you by charging a single, flat fee for membership—\$75—and giving you the opportunity to list as many members as you want.



So, you see there are things to be optimistic about, even in the midst of what may seem a depressing situation. I hope you will all join us in Coeur d'Alene in early November for our PACRAO 2003. Who could ask for better hotel rates (as low as \$79/night) or a more beautiful setting than The Coeur d'Alene Resort? Talk about reaching out to new areas within our region, PACRAO 2003 will be our first conference ever in Coeur d'Alene!

One of the most impressive facts about the Corps of Discovery, Lewis & Clark's team, is that despite the odds and the dangers of the unknown, giving up and turning back does not seem to have been an option. The team plowed its way across the Pacific Northwest in search of that Northwest Passage, determined to find what they would find and overcome whatever adversity they encountered. There is a certainly a lesson for us here.

One of my favorite quotes is this: "Obstacles are those awful things you see when you take your eyes off your goal!" Like our Northwest explorers, I hope we are able to keep our values and goals before us and continue to step toward achieving those goals. Sometimes we have to reach out to one another; sometimes we need to learn something new; sometimes we have to risk. Either way, we have the power to succeed if we believe in ourselves and in one another.

Discover the direction you can take come November—and for the future!

PACRAO 2003
Coeur d'Alene,
Idaho
November 2-5
www.surfisup.com/pacrao/

PACRAO Nominations and Elections Committee

The PACRAO members featured below have agreed to serve, if elected, on the 2003 Nominations and Elections Committee to determine the slate of officers for PACRAO leadership to serve 2004-2005 and to select nominees for the 2004 Nominations and Elections Committee. The 2003 committee will solicit your ideas for PACRAO leadership and will meet during the 2003 conference in Coeur d'Alene. There they will evaluate the nominations made by the membership for president-elect, vice president for professional development, vice president for membership, and secretary.

To elect the 2003 Nominations and Elections Committee, please vote no later than August 31, 2003 for no more than five of the candidates presented here. 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 Coeur d'Alene, Idaho.

You may vote in one of two ways:

1) Detach this 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:

Sara "Sunny" Burns
Vice President for Learning and Student Success
Pierce College Fort Steilacoom
9401 Farwest Drive S.W.
Lakewood, Washington 98498

2) Email your five selections to Sunny Burns at:
sburns@pierce.ctc.edu

Ballots must be postmarked or emailed by August 31, 2003 to be counted. Thank you for participating in this important process.

John M. Finney
Past Past President

A Special Offer from CLHE

Daren Bakst, President of the Council on Law in Higher Education (CLHE), is extending a very generous offer to our PACRAO members!

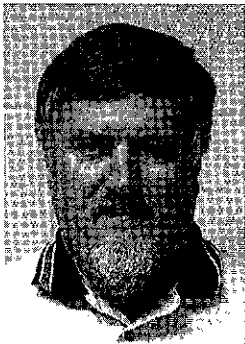
CLHE is in the process of introducing a major, new, monthly publication—The American Higher Education Report. The Report will include recent opinions affecting areas such as student affairs, enrollment management, and academic affairs; major developments in FERPA; new legislation and regulations affecting higher education; updates on congressional hearings; developments from the Department of Education; a Privacy Forum; a Best Practices Information column; interviews; and much, much more.

The annual subscription for The American Higher Education Report runs \$195 or \$245 for a site subscription. Until October 1, 2003, PACRAO members can take \$30 off these prices and sign up for a personal subscription at \$165 or a site subscription at \$215.

Subscribe by using the subscription form at <http://www.clhe.org/aher/index.shtml> and indicate PACRAO Newsletter discount in your application. You can also access CLHE membership information at <http://www.clhe.org>.

Nominations and Elections Committee Nominees

Charlene Mann is Associate Director of Undergraduate Admissions at Northern Arizona University. She earned a Bachelor of Science in elementary education with a minor in psychology from the University of Indianapolis and her Masters in Guidance and Counseling from Butler University. She has been a PACRAO member since 1991 and a session presenter and facilitator at several annual meetings. Charlene also served on the 1992 Local Arrangements Committee (Phoenix) and the 2001 Program Committee (Burlingame). Her AACRAO activities include serving on the State and Regional Workshop Committee for three years (1995-97). Charlene served as Arizona ACRAO president in 1996-97 and has experience working with Nominations and Elections Committees, serving two terms with Arizona ACRAO. Charlene enjoys traveling, camping, hiking, and great wine!

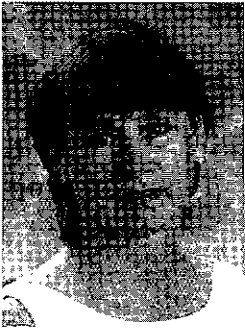


Ray Pillar is the Manager, Admissions and Records at the University College of the Cariboo. He earned a BA in English and History in 1970 and a MA in Political Science in 1973, both from the University of Victoria. He became a member of PACRAO in 1996 and attended the Conference in Sacramento serving as a Recorder. He has attended every conference since, acting as Evaluations Chair in 1997 for the Vancouver Conference, and serving on the Program Committees for both the 1998 Conference in Palm Springs and the 2000 conference in La Jolla. At Palm Springs he also served on the Nominations and Elections committee. In 2001 he was named the Program Chair for the 2002 Conference in Victoria and spent the bulk of 2001 Burlingame conference twisting arms for presenters. Ray has presented and served frequently as Recorder/Facilitator.

Patricia Dell serves currently as Assistant Registrar at Pacific Lutheran University. Before that she worked in enrollment services at Whitworth College, Washington State University-Tri Cities, and Idaho State University. Patricia is currently pursuing a Doctor of Education degree in Higher Education from Idaho State University. Her involvement with PACRAO has included giving a presentation titled "Recruiting Professional Staff" at the Portland Conference in November 1999 and serving on the Nominations Committee in November 2000 at the La Jolla Conference. During the 2001 AACRAO conference in Seattle, she participated as a presenter for the session titled "Adventures in Registration in the 21st Century" and as facilitator for the session titled "Hearing the Voice of Students: Techniques for Getting Feedback and Advice from Students."



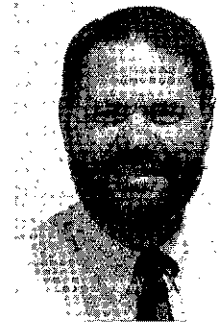
Barbara Balz has, since 1990, served as Registrar for Oregon State University, following five years as Registrar for the University of Texas at El Paso. Her earlier years included both admission and registrar experience at the University of Minnesota and Kent State University. Throughout her career Barbara has been professionally active at state, regional and national levels. She served as both vice president and president of Oregon ACRAO and has assisted with the planning of annual state meetings. She served as PACRAO's Vice-President for Four-Year Institutions 1996-1997 and on the LAC for the 1999 PACRAO conference in Portland. Barbara served on AACRAO's Academic Policies, Practices, Calendars, & Institutional Management Committee from 1998-2001 including roles as Vice Chair and Chair. In 1983 and again in 2000, Barbara assisted AACRAO's local arrangements committees with the annual meetings in Cincinnati and Seattle. A frequent presenter at professional meetings, Barbara has presented on such topics as data warehouses, degree audit and transfer articulation, self-auditing for registrars and Registrars 101, dual admissions and partnerships, Web registration, records practices, catalog and schedule book productions, and Electronic Data Interchange.



Jeanne Gentillon is the Registrar at Western University of Health Sciences in Pomona, California. She has been the Registrar for three years and in that capacity serves as an ex-officio member of the curriculum committees for all five schools, is a member of the core team for the implementation of the Banner software system and is the student counselor for the university's Academic Progress Committee. She was a consultant with PeopleSoft for their 'student' module and worked at California State University, Northridge for 12 years in a variety of roles in the Office of Admissions and Records. She is currently serving on the Member Services Committee for AACRAO and has facilitated workshops at both AACRAO and PACRAO

Debbie Crouch is associate director of academic counseling at Seattle Pacific University. She attended her first PACRAO conference in Portland in 1999. She has been an association member since then and has attended the annual PACRAO conference for the past four years as well as the AACRAO 2001 conference in Seattle. She has been a co-presenter at one PACRAO conference and served at the publicity booth for AACRAO 2001. In 2000-2001, she served as president of PROW (Private Registrars of Washington). Ms. Crouch has also been a member of NACADA (National Academic Advising Association) since she joined the academic counseling staff at SPU 1994. Prior to that she worked in higher education as a financial aid counselor. Says Debbie, "From my first PACRAO conference, I was impressed with and delighted by the spirit of genuine respect and professional openness that prevails among PACRAO members. There is a collegiality here that readily includes all institutions—public, private, two-year, four-year. I would be honored to serve on the nominations committee and would take seriously the privilege of helping to seek qualified leaders for the organization."

Dennis Bailey-Fougner is Director of Admissions, Assessment and Orientation at Portland Community College. Dennis has been a college admissions officer for over 20 years. In addition to his 6 years at PCC, he has worked at Concordia University (Oregon), the University of Oregon, Virginia Commonwealth University, Wichita State University and Kansas Newman College. Dennis is a past president of Oregon ACRAO and is the current chair of the AACRAO Admissions Policies and Practices committee and a member of the AACRAO Admissions Taskforce. In 1991 Dennis was awarded Lifetime Honorary Membership by the Virginia Association of Collegiate Registrars and Admissions Officers for exemplary service to that organization.



Tandy Elisala has served as Registrar/Director of Student Records at the University of Phoenix since 1993. She has served in a number of capacities in her 14-year tenure at UOP. She has been an AACRAO member since 1991, serves on the AACRAO Distance Education Committee, and is Past President of the Arizona ACRAO.



Gregory S. Brown is currently Dean for Student Services at Klamath Community College and is responsible for recruitment, assessment of basic skills, academic advising, registration, financial aid information, disabled student services, student adjudication, student leadership, student activities, marketing, student success assessment and related student services functions.

Before coming to KCC in 1996, Greg worked in private two-year, public university, and public two-year colleges, including Mount Aloysius Junior College in Pennsylvania, Yavapai College in Arizona, and the University of Wisconsin Center in Wausau. Greg is an active member of the Council of Student Services Administrators for the state of Oregon, Oregon AACRAO and PACRAO, the National Association of Student Personnel Administrators, the Oregon Association of Student Financial Aid Administrators, the Oregon Association of Higher Education and Disability, and participates with various other state and community organizations.



Anne C. Delfin-Schnirch is currently the Associate Registrar at Chapman University. Before that Anne held the position of Associate Registrar at Mount St. Mary's College and served as Associate Registrar, Acting Registrar and Transfer Credit Specialist at Antioch University in Los Angeles. She also has held other positions in higher education, such as College Counselor, Career Counselor and Assistant Director for a federal Trio program. Anne has attended PACRAO conferences since 1993. As an active PACRAO member, she has served as a facilitator or recorder at each PACRAO conference she has attended. Since 1995, she has been an active member of PACRAO's Diversity Development committee. Anne has assisted in the development of many diversity sessions offered at PACRAO conferences. She served on the PACRAO Executive Board as Diversity Development Advocate in 2000-2001 and 2001-2002.

Professional Development Corner

Faith Weese, VP for Professional Development

PACRAO's goal this year for Professional Development was to respond to the needs of our colleagues by providing affordable, quality — professional development opportunities. When speaking with colleagues, it becomes evident that higher education continues to be in a very fluid state, competition is on the rise and resources are increasingly scarce. Institutions are responding to these challenging with leadership and management strategies that focus on efficiency, quality, and service. Through the suggestions brought forward by the membership, it was the board's desire to demonstrate PACRAO's commitment to:

- Accelerate quality professional development programs offered in our Pacific region
- Provide cutting edge information and education through various professional development opportunities
- Expand communication and develop cooperative links and partnerships with other associations

In the spirit of collaboration and with the intent of enhancing the professional development of our members — we prepare our emerging leaders for the future. We are strengthening our profession and professional development opportunities this year with additional associational partnerships that will focus on YOU and your needs — information sharing, technology updates, networking opportunities, and practical strategies and MORE ...important to YOU in your daily campus roll. Here's the scoop!

PROFESSIONAL DEVELOPMENT TEAM: Your Professional Development Team is working hard for YOU in creating a Membership Survey, writing PACRAO Newsletter articles, developing, planning, evaluating and assessing professional development opportunities offered, creating and coordinating the Best Session Award — the process to recognize a "Best Session" at our annual meeting by offering a waiver of a PACRAO registration fee for the next annual conference and promote that session for inclusion in the AACRAO program.

Team Members include: If you would be interested in joining this infamous team, please contact me asap.

Ruth Adams, University Registrar, Seattle Pacific University
Wayne Childs, Brigham Young University
Ginny Johns, University of California, Santa Barbara
Yolanta Kozya, Gonzaga University
Stephanie Mills, Fresno Pacific University
Alicia Moore, Central Oregon Community College

PROFESSIONAL DEVELOPMENT MEMBERSHIP SURVEY: "And The Survey Says ... Develop Me!"

This Autumn the Professional Development team will be surveying the PACRAO membership to help us build future events, sessions and opportunities that will meet your needs as a PACRAO Professional. We want to provide you with opportunities that will meet your needs, but we need your input! Stay-tuned ... survey coming this Autumn.

BEST SESSION AWARD: "Bring Back the "BEST"

We are bringing back the "Best Session" award at the PACRAO 2003 meeting! This award is given to the "Best Session" at the annual

conference and honors the recipient with a free registration to the PACRAO 2004 conference. Look for more details as we approach November. Presenters, start your engines! The competition is on!

GRANTS: Deadline September 15, 2003 — "It could be YOU!"

Available to all PACRAO members

- Professional Development Grant
- Travel Grant (Annual Meeting or EPI — Emerging Professionals Institute)

THE WRITERS TEAM: Team Meeting planned at annual meeting during "Fireside Chat"

See below for a list of the awesome Writers Team! I hope you've had time to read their informational and in-depth articles (see Professional Development Writers Team insert). We've heard the needs of our leaders and emerging professionals — and continue to provide cutting edge information with each PACRAO newsletter. Look for new cutting edge articles in our newsletter each quarter. For your convenience, the articles will be linked to our website — www.PACRAO.org. Clearly this is colleague collaboration — especially for you and vital to our success. Truly, this is "giving back" to our profession and vital to our emerging professionals—our future leaders! If you would like to join this illustrious team, please let me know asap!

Writers Team Members include:

Janet Ward, Seattle Pacific University
Jim Carson, University of Nevada, Reno
Melisa Choroszy, University of Nevada, Reno
Janet Danley, Washington State University
Tandy Elisala, University of Phoenix
Sue Eveland, University of Oregon
Ginny Johns, University of California, Santa Barbara
Robert Morley, University of Southern California, University Park
Ray Piller, University College of the Cariboo
Tom Watt, Oregon State University
Gaylea Wong, University of British Columbia

"Faith"ful FERPA CORNER: Stay-tuned for a new feature in our quarterly Newsletter! This new feature will be coming soon to the Professional Development area in the PACRAONews. Once again, the focus is — YOU and YOUR needs.

Q: YOU e-mail me your FERPA related questions fweese@grand-canyon.edu.

A: AND...in the true spirit of collaboration Faith will partner with LeRoy Rooker, our national FERPA expert and/or Cliff Ramirez, our very own PACRAO expert, for YOUR answers!

Constantly changing times are creating an exciting year ahead of us. Thank you for the opportunity and privilege of serving as your VP for Professional Development. In partnership with YOU, we will continue to create new horizons for our organization. YOU and your involvement make all the difference. We need YOU! YOU are PACRAO! If you would like to share in our excitement and host a professional development opportunity on your campus this next year, please contact me as soon as possible.

Professional Development Opportunities for 2003

PACRAO partnered with various campuses, state associations and AACRAO to provide the following FERPA Workshops featuring LeRoy Rooker in 2002-03. Given the budget situations and potential fiscal restrictions that many of our institutions are facing this year, "partnership and collaboration" has become our key to success in keeping the many workshops free to our members – thus, the best deal in the nation, let alone our Pacific Region! We asked our members what they needed. We listened. We delivered!

"It can happen to YOU, too!" If YOU would like to host a FERPA workshop on your campus this next year, please let me know.

1. **Arizona: Tues, Jan. 28, 2003, PACRAO/AzACRAO, Arizona State University-West**
Workshop Time: 9-noon (LeRoy Rooker, Presenter)
 Workshop Partner: Steve Miller, AZ-ACRAO President
 Campus Coordinator: Tom Cabot, Registrar, Arizona State University-West
2. **Nevada: Wed, March 12, 2003, PACRAO/Nv-ACRAO, University of NV, Las Vegas**
Workshop Time: 1-4pm
 Workshop Partner: Julie Burns, NV-ACRAO President, Director of Enrollment, Great Basin College
 Campus Coordinator: Dr. Rebecca Mills, VP Student Affairs, University of Nevada at Las Vegas
3. **California: Fri, April 25, 2003, PACRAO Diversity Development Committee/University of the Pacific**
#1 Workshop Time: 9-noon (Cliff Ramirez, presenter)
#2 Workshop Time: 1:00-4:00pm (Cliff Ramirez, Presenter)
 Campus Coordinator: Cecilia Rodriguez, University of the Pacific
4. **Washington: Wed, May 7, 2003, PACRAO/Wa-ACRAO, Gonzaga University (Spokane)**
Workshop Time: 9-noon (LeRoy Rooker, presenter)
 Campus Coordinator: Jolanta Kozya, University Registrar, Gonzaga University
5. **California: Wed, May 14, 2003, PACRAO/CaACRAO, University of Calif, Santa Barbara**
Workshop Time: 9-noon (LeRoy Rooker, presenter)
 Campus Coordinator: Beverly Lewis, University Registrar, University of California, Santa Barbara
6. **Utah: Wed, July 9, 2003, PACRAO/Utah-ACRAO, BYU (Provo/Salt Lake)**
Workshop Time: 12:30-4:30 (Leroy Rooker, presenter)
 Campus Coordinator: Gene Friday, Registrar, BYU
7. **Hawaii: Wed, August 6, 2003 PACRAO/AACRAO (University of Hawaii at Manoa)**
#1 DOE Workshop Time: 8:00-12:30pm (LeRoy Rooker, presenter)
#2 Campus Workshop Time: 1:00-4:30pm (LeRoy Rooker, presenter)
 Campus Coordinator (Post Secondary): Lorraine Chin, Assist Registrar, University of Hawaii at Manoa
 DOE Coordinator (Elem/Second/Post Secondary) Dr. Doris Ching, VP for Student Affairs, Univ of Hawaii at Manoa
8. **California (EPI): Inaugural EPI – Tues, October 21, 2003 (Los Angeles – Hilton Universal)**
Workshop Time: 1:30-4:30pm (LeRoy Rooker, presenter)

PACRAO Professional Development and Travel Grants

As one means of returning assets to the membership, PACRAO makes funds available to support professional development activities. PACRAO Travel and Professional Development Grants provide opportunities which benefit individual members and the entire association.

For additional information, contact:

Faith Weese
Executive Director, Offsite Programs
Grand Canyon University
3300 W Camelback
Phoenix, AZ 85017
Phone: (602) 589-2833
Fax: (602) 589-2594
E-mail: fweese@grand-canyon.edu

Professional Development Grants

Professional Development grants are awarded to members who pursue research, specialized training, website development, publications, or other activities which enhance a member institution or PACRAO. Applicants are asked to submit:

- The application form (below).
- A written proposal which includes a description of the project, project objectives, itemized expenses, an outline of tasks, and a timeline for completion.
- A letter of support from the applicant's supervisor/manager.

Grants are generally \$500, but may be as high as \$1,000. Grant funds are issued at the completion of the

project.
Travel Grants

Travel grants are awarded to assist active members to attend the PACRAO annual conference. Special consideration is given to applicants who are first-time attendees, persons of color, or members of institutions whose funds are especially limited. Applicants are asked to submit:

- The application form (below).
- A written proposal describing the reasons for applying for a travel grant, estimated costs, and the amount of costs the applicant's institution is able to fund.
- A letter of support from the applicant's supervisor/manager.

Travel grants provide up to \$500 of support. Grant funds are issued at the completion of travel with appropriate documentation of expenses.

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PACRAO Grant Application

NEW Extended Deadline - September 30, 2003

Type of grant sought:

- Professional Development Grant
- Travel Grant (EPI: Los Angeles, California, October 20-21, 2003)
- Travel Grant (Annual Meeting: Coeur d'Alene, Idaho, November 2 - 5, 2003)

Applicant Information:

Name _____

Title _____

Institution _____

Address _____

Phone _____

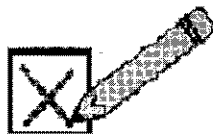
Fax _____

E-mail _____

Please attach your written proposal and a letter of support from your supervisor/manager.

Send application materials to:
Faith Weese
PACRAO Grant Application
Grand Canyon University
3300 West Camelback
Phoenix, AZ 85017

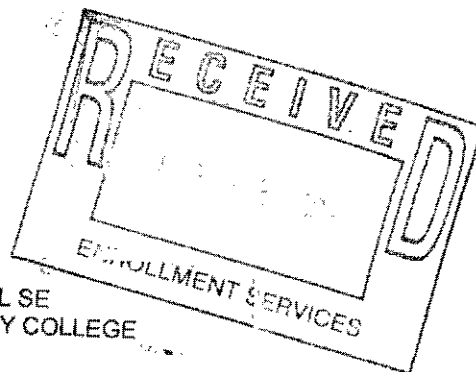
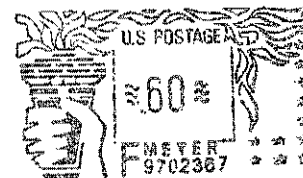
PACRAO 2003



Make sure that you plan and budget for the PACRAO 2003 Conference in Coeur d'Alene, Idaho, November 2-5. Please visit the conference website at: <http://wasu.pacrao.org> and click on conferences!



PACRAO News
Portland Community College
c/o Frost Johnson
PO Box 19000
Portland, Oregon 97280-0990



CHRISTINE KERLIN
ASSOC DEAN ENROLL SE
EVERETT COMMUNITY COLLEGE
2000 TOWER ST.
EVERETT WA 98201

PACRAO EXECUTIVE BOARD

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President

Cliff Ramirez
Assistant Registrar
University of California - Los Angeles
405 Hilgard Ave 1105 Murphy
Los Angeles, CA 90095-1429
Phone: (310) 206-1170 Fax: (310) 825-6235
Email: cramirez@registrar.ucla.edu

Past President

Sara "Sunny" Burns
Vice-President for Learning and Student Services
Pierce College
9401 Farwest Drive, SW
Lakewood, WA 98498-1999
Phone: (253) 964-6584 Fax: (253) 964-6764
Email: sburns@pierce.ctc.edu

President Elect

Robert "Bob" Bontrager
Associate Provost for Enrollment Management
Oregon State University
110 Kerr Administration
Corvallis, OR 97331-2123
Phone: (541) 737-4088 FAX: (541) 737-8082
Email: robert.bontrager@orst.edu

Vice President for Membership

Fred Dear
Associate Registrar
USC Registrar's Office
University Park
Los Angeles, CA 90089-0912
Phone: (213) 740-5306 Fax: (213) 740-8710
Email: dear@mizar.usc.edu

Vice President for Professional Development

Faith Weese
Executive Director, Offsite Programs
Grand Canyon University
3300 W Camelback
Phoenix, AZ 85017
Phone: (602) 589-2833 Fax: (602) 589-2594
Email: fweese@grand-canyon.edu

Vice President for Publications and Information Technology

G. Frost Johnson
Director of Enrollment Services
Portland Community College
PO Box 19000
Portland, OR 97280-0990
Phone: (503) 614-7800 Fax: (503) 645-0894
Email: gfjohnson@pcc.edu

Secretary

Helen Garrett
Director of Enrollment Services/Registrar
Lane Community College
4000 East 30th Ave
Eugene, OR 97280-0990
Phone: (541) 747-4501 Fax: (541) 645-0894
Email: garreth@lanec.edu

Treasurer

Tina Toma
Assistant Registrar
University of California - Irvine
215 Administration Bldg
Irvine, CA 92697-4975
Phone: (949) 824-7908 Fax: (949) 824-7896
Email: ljtoma@uci.edu

Diversity Development Advocate

Nirmala "Mala" Sharma
Director of Enrollment Services/Registrar
Charles Drew University
1731 East 120th Street
Los Angeles, CA 90059
Phone: (323) 563-4832 Fax: (323) 569-0597
Email: nisharma@cdrewu.edu

2003 PACRAO MEETING CHAIRS

Conference Co-Chair

Kirk Koenig
Associate Director of Admissions
University of Oregon
5257 University of Oregon
Eugene, OR 97403-5257
Phone: (541) 346-1273 Fax: (541) 346-5815
Email: kkoenig@oregon.uoregon.edu

Conference Co-Chair

Rocky W. Owens
Coordinator of Student Services
Lewis-Clark State College
715 River Ave
Coeur d'Alene, ID 83814
Phone: (208) 666-6707 Fax: (208) 666-6712
Email: rwowens@lsc.edu

Program Chair

Norm Rempel
Registrar
Fresno Pacific University
1717 S Chestnut Ave
Fresno, CA 93702
Phone: (559) 453-2038 Fax: (559) 453-3676
Email: ndrempel@fresno.edu