

# PACRAO

## Winter 2011 Newsletter

### Message from PACRAO President Helen B. Garrett



I hope that 2011 is going well for each of you and that you are taking good care of yourself as we all navigate through declining budgets, more students and the challenges of doing more with less.

We have a phenomenal Executive Board leading PACRAO (see below for members). I'm so excited to watch our creative Program Committee, led by James Crane, Brigham Young University and our energetic Local Arrangements Committee, led by Andrew Anderson, Seattle University as they are planning our 2011 Annual Meeting in Seattle, November 6-9<sup>th</sup>.

My goals as your president include:

To offer more professional development content via webinars and electronic means throughout the year and at the annual meeting. (See Kent's article to learn how we are well on our way with meeting this goal)

To think green and focus on sustainability by moving away from paper and utilizing our website even more for archiving our documents and work.

To continue to improve the navigability of PACRAO.ORG and to insure that it is meeting your member needs.

To create a facebook page for PACRAO. It's here-thanks, Jim Bouse, VP Publications and Information Technology!

Offer sessions and ideas to enhance how we can support our distance learners, whether our students are serving overseas, in the next state or across town.

To lead by example that volunteering for PACRAO is a gift that we give, but not at any personal cost, but in a way that complements our work and personal life and adds value to our journey.

Please let me know how PACRAO can best meet your professional needs by e-mailing me at [garretth@lanecc.edu](mailto:garretth@lanecc.edu)

### PACRAO Volunteers Inspire and Impress! By Julia Pomerenk, President-Elect

Ask PACRAO colleagues to help, and they volunteer in record numbers! More than 100 PACRAO pals have volunteered to help at the upcoming AACRAO annual meeting in Seattle this March. As the PACRAO president-elect and as the co-chair of volunteers for the Seattle conference, I am inspired by the positive response. Our AACRAO contacts at the national office are impressed. When colleagues from across the country (and the world) come to conference, they will be enthusiastically welcomed to the PACRAO region by their PACRAO colleagues. Ruth Adams and I, as the co-chairs of volunteers, salute all our PACRAO volunteers. Many thanks!

"The leader is the servant who removes the obstacles that prevent people from doing their jobs." ~ Max DePree

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## 2011 Diversity Development Committee

### Erica O'Neal Howard, Diversity Development Advocate

2011 is already a very promising year for PACRAO's Diversity Development Committee. With a membership ranging from past PACRAO Presidents to newer professionals, the group is in the process of planning for our November conference in Seattle in addition to a summer webinar. The committee is interested in providing workshops on a variety of topics that incorporate diversity and provide colleagues with some fresh ideas on how to create more inclusive and productive workplaces. Thus far, planned topics include working effectively and respectfully across cultural differences, gender, generations, sexual orientation, and socioeconomic backgrounds.

Please know that the Diversity Development Committee welcomes your ideas and suggestions. You should contact any of the Diversity Development Committee members listed if you are interested in presenting a conference workshop on a diversity topic or would like to suggest a colleague.

#### 2011 Diversity Committee Members

- Robin Ballard
- Revy Buchanan
- Anne Delfin-Schnirch
- Lora Fong
- Nancy J. Norman
- Erica O'Neal Howard
- Cliff Ramirez
- Soraira Urquiza
- Patricia Sanchez
- Nirmala Sharma
- Kimanthi Warren

"What are the benefits of being a member?"

### PACRAO Membership

#### Missy Mumford, VP Membership



Hello PACRAO friends! I hope you are having a fantastic semester/term and that the plaguing cold spell hasn't lingered too long. I heard Punxsutawny Phil didn't see his shadow, so that means spring is just around the corner, right?

Speaking of just around the corner! Our 2011-2012 Membership renewal will be coming up in April and May. I am constantly asked what it is that I love about PACRAO. Well, you should be surprised to learn...It's you! The membership of PACRAO represents people with so many talents, skills, and attributes I admire. Just in the couple months of working with our Executive Board, I am so impressed with their commitment to professional development and providing resources and opportunities. This truly is a great value. I know budgets rule many decisions, but the decision to renew is hopefully one you are able to make this year. \$125 potentially gives your entire campus access to these benefits.

"What are the benefits of being a member, Missy?" Well, let me tell ya!

We facilitate the education of best-practice. Kent Kuo (VP Professional Development) has several webinars planned throughout the year. There are leadership opportunities and many ways you can get involved. These all help us stay "current" on the issues that are affecting us and our campuses. And our exhibitors! They are just the best! Then you can't forget the annual conference in Seattle in November, with networking galore. Finally, you will have access to all job announcements and get the "member rate" if you want to advertise a job on your campus. This gives you an audience of over 2400 people in your target audience!

Your fiscal year may be ending soon so if you have extra money (what's that?) please consider early renewal. We are working hard to give you the most bang for your buck!

## Professional Development Kent Kuo, VP for Professional Development

Change is inevitable. How you adapt to that change is negotiable. Over the past few months we have been aggressively negotiating changes that we think you will value, enjoy, and (we hope) expand your own professional horizons and perceptions.

### PACRAO Webinars:

For example, some of these changes are more readily apparent in the recent round of PACRAO Webinars we have been able to deliver and have planned. In November 2010, Janet Ward kicked off the very first PACRAO Webinar titled "*Let's Get Organized: Getting a Grip on Chaos*". Since then we introduced Mark Fitzgerald (Boise State University) with his well-received Webinar "*Moving Faculty and Staff to Google Apps*" in January 2011, and have our first AACRAO/PACRAO joint Webinar presentation titled "*AACRAO/PACRAO - Electronic Exchange of Student Transcripts*" for February 24, 2011. This will be the first in other ways: it will be the first AACRAO/PACRAO joint Webinar; and it will be a first in a panel-based Webinar.

### PACRAO Review:

We are also planning on publishing a new quarterly online magazine titled "PACRAO Review". PACRAO Review will be our first peer review magazine that we hope will bring together wonderful authors amongst our colleagues, special hyperlinked articles that we have arranged to highlight from sources like Educause, and finally recorded Webinars for members of our organization who were not able to listen into the Webinars when they were offered up originally. The inaugural edition of PACRAO Review will be in the first quarter 2011 (January-March, 2011).

### PACRAO Review Editorial Board:

Also please welcome and thank the members of the first PACRAO Review Editorial Board. These amazing people are contributing their time and energy to review the works submitted by either future authors or the special hyperlinked articles, for relevance and interest to our PACRAO constituency. **Technical Review Team:** Kent Kuo, (University Registrar, Oregon State University), Reid Kallman (Associate Registrar, Stanford University), Nina Kessler (SIS Security Coordinator, University of British Columbia), Taya Winter (IT Specialist, Office of the Registrar, Western Washington University). **Management/Process Review Team:** Ruth Adams (University Registrar, Seattle Pacific University), James Miller (Director of Operations, Undergraduate Admissions, University of San Francisco, Celeste Fowles-Nguyen (Associate Registrar, Stanford), and Tom Watts (Associate Registrar, Oregon State University). Thanks also should go to our two **Co-Directors for Webinars:** Amy Flint (Assistant Registrar, Oregon State University) and Alicia Baudais (Communications Advisor, Enrollment Services, University of Calgary), who are amazing with their work in arranging these Webinars.



These changes kick off a new set of beginnings for professional development opportunities through PACRAO. We hope you will be inspired by these articles and webinars to be active in PACRAO and to consider publishing or presenting either online or at a future PACRAO conference. We all have a lot we can offer each other.

## Nominations and Elections Report David Johnson, Past-President

The PACRAO Board would like to acknowledge and sincerely thank Past President Mary Neary Morley and the Nominations and Elections (N & E) Committee for their hard work following the end of the 2010 Calgary Conference. It is with great pleasure that we announce the Board nominees for 2011 - 2012 who have all consented to stand for election. The new Board will be elected at the Seattle conference after a vote by the membership during the Business Meeting that concludes the 2011 conference. Here are the nominees:

**President Elect:** Sue Eveland, University of Oregon

**VP Publications and Information Technology Elect:** Joyce Allen, Seattle University

**Treasurer Elect:** Jan McCuen, Chapman University

As well, the current N & E Committee selected the nominees for the 2011-12 N & E Committee. These nominees will be voted on by the membership beginning later in the spring. Email reminders will be sent out to the membership to encourage you to vote. Remember, voting will be done online and you will receive an email invitation with the link and the timing of the vote.

The N&E Committee Nominees are:

**Bonnie Ashley**, Montana State University

**Alicia Baudais**, University of Calgary

**Matt Bemis**, University of Southern California

**Becky Bitter**, Washington State University

**Michelle Dodge**, University of Western States

**Celeste Fowles Nguyen**, Stanford University

**Paul Lampano**, University of California, Irvine

**Shari Rasmussen**, Gonzaga University

**Aracelli Salazar**, Bastyr University

**Robin Young**, Bellevue Community College



**Winter Blooms**

Photo by  
Margaret Stuart,  
Eugene, Oregon 2009

"We are actively engaged in creating a program framework to address the unique and diverse responsibilities we share in our profession."

## PACRAO Seattle James Crane, Program Committee Chair

Greetings fellow PACRAO colleagues! My name is James Crane and I am excited to be serving as your 2011 Seattle PACRAO Program Chair. Serving as the Local Arrangement Chair for Salt Lake City 2007 was a lot of fun so I'm excited to serve PACRAO once again in this capacity. I'm happy to report that the Program Committee met in January and we are actively engaged in creating a program framework to address the unique and diverse responsibilities that we share in our profession and one that supports the conference theme "Unplug - Reconnect". We've all heard the expression "it takes a village to raise a child" and I submit that the same principle applies here. We welcome suggestions from you on sessions that you would like to see in Seattle or perhaps sessions that you've attended in past conferences that were helpful and should be repeated. Please feel free to contact anyone on the Program Committee with questions or suggestions that you may have. Our information can be found on the PACRAO website or you can contact me at [james\\_crane@byu.edu](mailto:james_crane@byu.edu).

## Calgary Conference Report David Johnson

The 2010 annual conference held in Calgary Alberta Canada was attended by more than 230 members and more than 20 exhibitors. While the annual conference has been held previously in Canada, this was the first time we ventured East of Vancouver. By all accounts it was a resounding success, supported by a strong program and great local arrangements. On behalf of PACRAO the Board would like to express our sincere appreciation to Lora Fong (University of Calgary), LAC Chair, and Jody Gordon (Kwantlen Polytechnic University), Program Chair and of course their respective committees. Their commitment and dedication to the work needed to put on an annual conference of this kind was exceptional. The success of the conference of course can also be attributed to the consistent and outstanding efforts of the session presenters and conference volunteers. It is not possible to run the conference, and indeed the organization without the ongoing contributions of the PACRAO membership.

True to form, Calgary offered participants a taste of the impending winter with cool crisp days with plenty of fresh air and clear skies. Several adventurous attendees ventured to a local curling rink to try the sport for the first time and a few stayed after the conference for a side trip to the majestic Rocky Mountains, a short drive from Calgary.

The sessions were interesting, challenging and sometimes provocative. For the first time we offered a companion FOIPOP (Freedom of Information, Protection of Privacy) session to Canadian participants during the traditional FERPA workshop as they often feel left out. All the sessions left the participants with much to discuss during the breaks and networking sessions.

The conference concluded with an entertaining, but highly informative talk by Ken Steele on how Social Media is encroaching more and more in our professional (and personal lives) lives. He left us with much to think about and a few ideas to take back to our campuses. The success of the conference shows that PACRAO is highly valued for the support it provides to those in our profession. Onward to Seattle!

**“Calgary offered participants a taste of the impending winter with cool crisp days and plenty of fresh air and clear skies”**



November 6-9 2011  
Sheraton Seattle Hotel,  
Seattle, WA



## PACRAO 2010-2011 Executive Board

- **Helen B Garrett, *President***  
Lane Community College
- **David B Johnston, *Past President***  
University of Calgary
- **Julia A Pomerenk, *President-Elect***  
Washington State University
- **Melissa Mumford, *VP for Membership***  
Brigham Young University
- **Thomas K Kuo, *VP for Professional Development***  
Oregon State University
- **Jim Bouse, *VP for Publications & Information Technology***  
University of Oregon
- **Heather A Chermak, *Secretary***  
University of Idaho
- **Dennis L Geyer, *Treasurer***  
California State University-Sacramento
- **Erica N O'Neal Howard, *Diversity Development Advocate***  
California Institute of Technology
- **Ann Gillen, *Business Partner Liaison***  
University of the Pacific

We are on  
Facebook!

### Have You "Friended" PACRAO, Yet?

Enter in our full name "Pacific Association of Collegiate Registrars and Admissions Officers" to find us on facebook. We went live on November 18, 2010 and are thrilled to have 85 of you as fans and many more checking out each of our posts and updates.

Our hope for this is that you'll use it to:

- Watch for updates on our annual conference, November 6-9, 2011 at the Seattle Sheraton
- Find out what's happening with other PACRAO folks
- Celebrate promotions
- Watch for information on webinars and professional development opportunities
- Post your PACRAO pictures and videos
- Connect with PACRAO members
- Post your FERPA questions

No need to be a fan to see what we have to offer on our facebook page. Check it out and let us know what's happening out there in PACRAO land!

