Interview with the President

--Betsy McCollum, wife & frequent PACRAO tag-along

B: Tell me Todd, what’s new with PACRAO?

T: PACRAO continues to be the leading professional development organization for registrars and admission officers in the Pacific region. It fills a niche between smaller local groupings of higher educational professionals and the larger national organization AACRAO. It provides opportunities for those who may not be able to participate more fully at the national level, while still having a breadth of networking opportunities that may not be readily available at the local level.

PACRAO also serves as an entryway for those who want to become more involved in their service to the profession. It’s a great way to share one’s expertise with others. There are many avenues for this: presenting a session at the annual conference, contributing an article to the PACRAO Review, or serving on a conference committee or the executive board.

B: What’s coming up? Where? When?

T: PACRAO’s signature event every year is our annual conference. This year we return to Portland, November 9-12, at the Hilton and Executive Tower. The conference theme is “Keep PACRAO Wired”, a spin on the popular local slogan “Keep Portland Weird”. I suppose “Keep PACRAO Weird” would be apt too, but with a slight change of letters we thought we’d play on Portland’s off-beat culture and PACRAO’s interest in keeping our members connected and up to date on the latest ideas that will lead to success in our areas of college operations and service.

B: Who’s invited?

T: Anyone who works in areas that relate to enrollment management, admission, registration and records and related activities such as financial aid and institutional research in our region is welcome—encouraged!—to attend. This year’s conference will be a lot of fun. Great sessions are lined up, including interesting and entertaining keynote speakers. AACRAO president Mike Reilly will be with us too.
B: **What does Portland have to offer for fun?**

T: Portland is a very walkable city with plenty to do. You may want to come a day or two early to take advantage of your visit. A short walk or streetcar trip will take you to one of my favorite places, the legendary Powell’s bookstore. It’s also a short walk to Waterfront Park and the Eastbank Esplanade along the Willamette River. Fun, eclectic neighborhood shopping areas like NW 23rd St are close by, too. And of course there are plenty of coffee shops to keep you wired and brew pubs selling every type of beer imaginable. *(B: Not to mention wonderful bakeries, upscale shopping at Pioneer Square, and theaters.)*

B: **Who’s who in PACRAO leadership? Any openings in the near future?**

T: PACRAO has a great executive board whom I’ve been very fortunate to work with the past two years. Our current line up is listed on page 12. Here we are at our recent summer meeting in Anaheim. Since board members rotate on and off each year, we are always looking for PACRAO members to step up and show their interest in serving. Currently the nominations and election committee is looking to fill four positions that will begin November 2015: president-elect, vice president for publications and information technology, treasurer, and audit committee member.

B: **What’s new with you this summer, Todd?**

T: The executive board’s summer meeting in Anaheim provided my wife, Betsy, and I the excuse to take a few vacation days in Southern California. Disneyland, Balboa Park and Coronado in San Diego, and Catalina Island. We lived in Southern California for a time and Betsy always wanted to visit Catalina and we never did. Now we have. *(B: And it’s checked off my list.)*

Over the last two years, cycling has become my passion. I ride several times during the week and on weekends, often with the Portland Wheelmen, a group of folks I enjoy riding with. As a result, many projects around the house have been neglected because I’m off on another ride. *(B: The dust bunnies will still be there.)* But I find it a great way to exercise while giving my mind a chance to relax. *(B: He’s too modest. He has logged hundreds of miles this summer. He’s a beast on the bike.)*
PACRAO Needs You!

Nominations for our Next PACRAO Leaders

Is it your time to serve? Is it someone else’s time to serve—and your time to nominate that colleague? The N&E Committee will be working this summer and fall to develop a robust list of nominees to reflect all the diversity of PACRAO, across institution types, geography, job responsibilities, ethnic backgrounds, and all the rich variety of our organization. Each nomination you put forward, for yourself or for some other PACRAO colleague, enriches the pool of nominations.

Nomination forms are available online now for you to nominate yourself or to nominate another PACRAO member. The nomination form and the nomination activity report are available at this link: http://www.pacrao.org/docs/toc_resources.html

Get more out of your PACRAO membership by serving in one of these professional development opportunities. Serving PACRAO as a member of the board, on the audit committee or as a member of the N&E brings recognition to you and to your institution. Serving PACRAO adds to your awareness of professional issues and resolutions throughout the region. Serving alongside committed colleagues creates rewarding professional and personal connections, as well.

Plus, it’s fun! And PACRAO Needs You!

Sue Eveland,
Past President

The Audit Committee at Work

The inaugural Audit Committee met at the winter meeting in Portland, Oregon, to review the financial records of the association. The committee reviewed budget documents, transactional documents, the general ledger, the conference contract, reports, and all the financial documents related to the preceding years conference. The committee also met with outgoing Treasurer, Jan McCuen, and Past President, Sue Eveland. This was very helpful to the committee in understanding how the conference transactions flow through the association.

After the meeting the Audit Committee compiled a report and submitted it to President-Elect, Heather Chermak, for submission to the Executive Board. The Executive Board reviewed the document at the summer meeting. The report will be presented at the annual meeting in Portland, Oregon.

The Audit Committee’s report consisted of their process, findings, and recommendations. The Audit Committee recommended that each position involved with financial transactions provide an accounting of those transactions to the Treasurer. The committee also recommended additional entries on the Actual and Budget postings to provide clarity in tracking the receipts and expenditures of the association. The committee made a few additional recommendations as well.

“In conclusion, the Audit Committee found that all members involved with financial transactions made reasonable efforts to fulfill their duties, to accurately record their transactions, and to work collaboratively with each other and with the Audit Committee to responsibly manage the Association’s resources, to improve financial reporting to the membership, and to ease the transitions as financial responsibilities pass from one officer to the next.” (Excerpt from report.)

Thank you to Brad Tomhave and Dennis Geyer for their dedication and service to PACRAO.

The report inferred procedures for future Audit Committee members to follow. President-Elect, Heather Chermak, drafted a procedural document that was also reviewed by the Executive Board at the summer meeting.

Heather A Chermak,
President-Elect
PACRAO Nominations & Elections Committee for 2014

Last November following our annual meeting in Las Vegas, the 2013 Nominations & Election (N&E) Committee selected ten PACRAO members from a pool of dozens of nomination to stand for election to the 2014 N&E Committee. The election was held mid-May to mid-June 2014. Thank you to the 300 PACRAO members who cast their votes during the election for the N&E. I’m happy to announce the N&E Committee Members for 2014. They will begin their work this summer to identify nominees for the open board positions and for the next N&E Committee. Help them by nominating yourself for a position and/or by nominating a PACRAO colleague for a position.

Wes Holland, 2014 vice chair
Registrar
Loyola Law School
Los Angeles, CA

Rayanne Williams, 2015 vice chair
Registrar
San Diego State University
San Diego, CA

Andrew Anderson
Associate Registrar, Operations
Seattle University
Seattle, WA

Cindy Baccar
Registrar
Portland State University
Portland, OR

Melissa Frey
Director of Enrollment Services
Chemeketa Community College
Salem, OR

John Hamblin
Director of Enrollment Management/College Registrar/Student Conduct Administrator
Mount Hood Community College
Gresham, OR

Carlos Williams
Assistant Director of Admissions
University of Washington
Seattle, WA
PACRAO Nominations & Elections Committee, cont.

Alternates:

Alejandro Chacon
Registrars Operations Analyst
University of Nevada, Las Vegas
Las Vegas, NV

Jason Doell
Assistant Registrar and Manager
University of Saskatchewan
Saskatoon, SK

As the nominee with the most votes during the 2014 election, Rayanne Williams will serve a second year in 2015 as vice chair of N&E.

N&E will be soliciting PACRAO members and working to fill the following positions:

Leadership opportunities:

Executive board positions begin November 2015 with term lengths as listed:
President-Elect (3-year term)
Treasurer (2-year term)
Vice President for Publications and Information Technology (2-year term)

N&E Committee: elections are held during Spring 2015; N&E Committee work begins after the election and continues through the 2015 annual conference; six members to be elected by PACRAO members from a slate of ten candidates developed by this year’s N&E Committee.

Audit Committee: At the end of the 2014 conference, N&E appoints a new committee secretary for a two-year term succeeding to committee chair the second year; the committee meets as necessary after the conference and into the spring and provides a report to the board by May 31; the committee finalizes their work prior to the annual meeting.

Sue Eveland, Past President

Exemplary New Member Award

Most years, PACRAO honors a new member who has made significant contributions to PACRAO and to the membership in their first years as a member of our association. The first four recipients of this award were: Ali Crane, Ann Gillen, Soraira Urquiza and Courtney Ford.

Consider those newer members whom you have noticed giving presentations, serving on committees, and otherwise stepping up and making contributions to PACRAO. Please send all notifications and nominations to PACRAO Past President Sue Eveland at seveland@uoregon.edu.

Sue Eveland, Past President
Your Membership

“In the summertime, when the weather is high
you can stretch up and touch the sky.
In the summertime, you've got PACRAO, you've got PACRAO on your mind…” *

THANKS to all of you who have renewed your 2014-15 institutional membership online and paid the annual dues already. THANKS also to those who have renewed online and are about to mail that check for annual dues to our Treasurer (hint, hint), Paul Lampano at UC Irvine. If you are searching for that latest reminder message in your e-mailbox, it was sent out on July 8th. But you can just go to the PACRAO website and start there. All the instructions are there for you.

Our membership numbers are climbing each week, but there are still quite a few of you who have not yet renewed for 2014-15. Please note that annual dues should have been paid by now, in order for you and all your school’s other members to keep continuous access to the services on the PACRAO site.

Now that the 2014 conference registration site is open for KEEP PACRAO WIRED, please take the extra few minutes when you go to http://www.pacrao.org to renew your membership for the 2014-15, as you check out the very cool plans for both work and play at the fall meeting, November 9-12 in beautiful and weird (“Keep Portland Weird”) Portland, Oregon.

Your PACRAO membership connects you to approximately 2,000 other PACRAOans, folks who know and care passionately about students, about quality, about integrity, about connections. Your membership also connects you to the PACRAO online job board, which has been cranking out new job postings all year. Each time a new job is posted, all the current members get an e-mail message alerting us to what is available out there. It's timely, easy, and very informative. The quarterly newsletter and the PACRAO Review are other benefits of your membership, and are great sources of information about what's happening in our association, in our region, and in our profession. PACRAO had just ventured into the webinar business too, so watch for our informative sessions coming up later in the year.

For everyone, including those who have already renewed, PLEASE urge your colleagues at your own institution to update their individual contact information on the PACRAO site. And if you have colleagues at your institution that don’t know about PACRAO, or who don’t yet belong, please remind them that your institutional membership (only $125 per year per SCHOOL) allows for unlimited individual members who work there – so there’s no reason not to join! Instructions are right there at http://www.pacrao.org/docs/toc_memberservices.html.

*Trivia: If you’re not old enough to remember this song – it’s “In the Summertime” by Mungo Jerry, 1970.

Marianne Stickel, Vice President for Membership
2014 Program Committee Update

The conference is less than three months away. Wow! The conference this year will be in Portland, Oregon on November 9-12. If you have not registered, please make sure to register at pacrao.org. You will not want to miss this year’s conference. We have a total of 60 presentations and roundtables that will cover a variety of topics.

Here are some highlights:

Pre-conference Workshop titled ‘Student Veterans 101’ on Sunday morning between 8:30-noon. This workshop will describe an overview of difficulties facing student veterans including readjustment after deployment, posttraumatic stress disorder, traumatic brain injury, and the strengths of our veterans in the classroom. We will review community and VA resources available to support veterans, veteran sensitivity training working to effectively work with student veterans and best practices in Higher Education.

Mike Reilly, AACRAO Executive Director, will be our opening plenary speaker. His topic will be a broad historical overview that takes a look back at American higher education, key turning points that brought us to where we are today, today’s current state of affairs and the immediate political challenges as well what’s in store for the future. Mike will also present a session titled ‘Higher Education Policy and Regulatory Update.’

Tina Falkner will be our AACRAO representative. She is currently serving on the AACRAO board as Vice President for Records and Academic Services. Tina is the Director of Continuity and Compliance at the University of Minnesota. She has coauthored the 2013 FERPA Quick Guide and 2012 FERPA Guide with LeRoy Rooker. She will be presenting a general session on FERPA and another session on FERPA in admissions. Tina will also give the membership an AACRAO Update Wednesday morning during the Closing Session.

Barry Sanders from Pacific Northwest College of Art will be our closing speaker on Wednesday morning.

Being a session or roundtable facilitator is a great way to get involved with PACRAO, if you are interested in being a facilitator, please indicate that on the conference registration.

Mickey Reynolds, 2014 Program Committee chair
PACRAO Review: Publish an Article!

PACRAOs' very own peer-reviewed journal, the PACRAO Review, offers an opportunity for members to publish articles. This is a great opportunity to

- write about a presentation you have done
- write about a project you have worked on at your institution
- author a point-counterpoint article
- add to your professional vitae as a higher education professional

For more information about writing a paper for the PACRAO Review, contact Celeste Fowles Nguyen at cfnguyen@stanford.edu.

PACRAO Pal Mentoring Program at the Annual Conference

Be part of the new PACRAO Pal mentoring program at the annual conference in Portland! Seasoned PACRAO members can volunteer as a PACRAO Pal Mentor, while newer members can sign up as a PACRAO Pal Mentee. The PACRAO Pal Mentor is mentoring resource that offers support to new members of the association. The mentor helps the new member to get oriented to PACRAO at the annual meeting. PACRAO Pal mentors will....

- Meet with and discuss the conference and various resources at PACRAO.
- Assist in navigating the various sessions and offer advice on how to get the most out of PACRAO.
- Guide the new member throughout the organization by providing a connection and acting as a positive role model.
- Serve as a primary contact at the conference by checking in with their PACRAO Pal throughout the conference.
- Introduce their mentee to more seasoned members of the organization.
- Serve as an “adviser” to their PACRAO Pal. Their role does not have to end after the conference is over, it may even continue after the conference!

Look for PACRAO Pal registration when you register for the PACRAO Annual Conference!

Celeste Fowles Nguyen, Vice President for Professional Development

2013 Conference Participation Grant Recipients

Left to right, Valerie Sas, University of Southern California; Sue Eveland, PACRAO President, University of Oregon; Tenzing Gyatso, Cascadia Community College; Chris Hart, Concordia University; Jessica King, Oregon State University; Pauline Caporaletti, Southwest College of Naturopathic Medicine; Kris Trigales, California State University, Sacramento.
Paul Lampano is the Senior Associate Registrar at the University of California, Irvine and is also serving as the 2013-2015 PACRAO Treasurer. He has been working within the higher education field for the past 15 years and quickly rose through the ranks. After graduating from UC Irvine and obtaining his Bachelors of Arts in Psychology, he put his degree to use by working within the various departments at the University of California, Irvine. After enhancing his skills, knowledge, and experiences, he decided to return to the University Registrar’s Office, which is where he is today.

If you would like to get to know Paul Lampano a bit more, please read the interview below…

S: When did you attend your first PACRAO Conference, and how would you describe your experience?

P: The first PACRAO Conference I attended was in 2006, and it was the BEST conference ever, because it was hosted in Hawaii! I would have to say that my first PACRAO Conference was really eye opening. It was interesting to see how different campuses are from one another, and how they handle different situations. You really live in a bubble, up until you go there.

S: What have you learned through your experiences attending these conferences?

P: What I realized was that through the sessions, presentations, and roundtable discussions hosted by PACRAO, we can really learn a lot from one another. We can brainstorm and gather ideas in preparation for new situations. For example, UC Irvine is currently working on obtaining a new Student Information System. Throughout this process, we have received a lot of feedback and information that other campuses have experienced with their own SIS updates.

S: What inspired you to get so involved in PACRAO?

P: My former registrar [John Snodgrass] was very involved and encouraged his staff to participate. With his example, I have followed in his footsteps and encouraged my staff to do the same. Which is why you are writing this article now! 😊

S: Can you describe your new role as Treasurer and did you ever imagine being this involved?

P: The easiest way to explain my job is… I balance a checkbook to the UMPTEENTH power. I had ideas of being involved, but never to the extent of being a Board Member. However, it has been a good experience so far!

S: How do you balance your busy life as a father of three, husband, Senior Associate Registrar, and now Treasurer for PACRAO?

P: There are peaks and lows, but committing to staying on track and focusing on the task at hand is key. Also, despite how busy you may be, you have to find time to relax and enjoy life.

S: When you aren’t so busy with higher education, what do you like to do?

P: When I feel like being active, I like to unwind by playing golf, basketball, or volleyball, and on those “rare”
days where I feel like lounging around, I like to watch Suits, Blacklist, Modern Family, and Parks & Recreation.

S: Do you have any advice for new attendees?

P: If you are a new attendee, I suggest that you partner up and get a mentor. I think this really helps you adjust and get to know PACRAO a bit more and you will make great connections as a whole. I consider PACRAO as more of a support for my career rather than just a job. Connections are always important!

S: What are you excited for, for PACRAO 2014?

P: I’m really excited to be able to attend this year’s conference as a Board Member. It is a unique experience having that role and that level of participation. I am also excited to visit Voodoo Donuts, see what the Food Trucks have to offer up in Portland, and revisit the Deschutes Brewery.

S: Where is one place that you would like PACRAO to be held at?

P: It would great if we could have PACRAO hosted back in Hawaii, either on the Big Island or Maui. [Hint! Hint!]

Soraira Urquiza, Diversity Development Advocate

Honorary Membership Nominations

Once a year, at the conference, PACRAO acknowledges colleagues who have given outstanding service to PACRAO over the years with Honorary Membership.

Typically, recipients are leaving the profession through retirement or who are entering a different field of work.

Past recipients include:
  --Christine Kerlin
  --Dannette Sullivan
  --Masa Fujitani
  --John Finney
  --Fred Dear
  --Bob Bontrager
  --Ginny Johns
  --Archie Porter

A full list of honorary members is available on the PACRAO website. http://www.pacrao.org/docs/about/awards/descriptions.html, click on Honorary Members and sign in with your PACRAO password.

Please think about PACRAO members who have been role models for you.
Please send nominations for Honorary Membership to PACRAO Past President Sue Eveland at seveland@uoregon.edu.

Sue Eveland, Past President

Looking for Past Conference Programs

The Executive Board is searching for copies of some old conference programs so that we can scan them and post them on the PACRAO web site. If you have a program from these years (cities and presidents listed), please get in contact with Sue Eveland, Past President (seveland@uoregon.edu).

1996 (Sacramento, Janet Ward)
1997 (Vancouver, BC, Ron Heath)
1998 (Palm Springs, James Moore)
2000 (LaJolla, Nora McLaughlin)
2001 (Burlingame, John Finney)
A Letter from Former President
Chris Butzen

Dear Friends:

After working in the PACRAO region for 37 years, and a member of PACRAO for 35 years, for personal reasons I moved to Austin, Texas. I cannot thank you all enough for the wonderful experiences I enjoyed as a member, presenter, member of several local arrangement committees, vice-president for membership and president. I have learned so very much from you over the many years. PACRAO is an organization of sharing, caring and is the most productive, accomplished and active regional organization.

If you come to Austin please stop by for a visit. The Austin house has a casa just for you. If you like to golf or play tennis there are three golf courses on the property and a professional tennis center. Some of you would also like to know there are three restaurants bars on the property. The motto in Austin is 'Keep Austin Weird'. So, you will all fit right in.

I wish you all continued success in your professional career. Please continue to support PACRAO by being actively involved in this rewarding organization.

My many, many thanks for all your help, understanding, cooperation, and caring. We had fun times together at the 30 conferences I attended. I will miss being part of our annual conferences. Thank you for your friendship; I will not forget you. You have touched my life in such a positive way and made a difference in my life.

With affection and deep appreciation,

Chris

P.S. My work email account is disabled; if you wish, you can contact me at chrisbutzen@gmail.com
Social Media

so·cial me·di·a
noun: social media; plural noun: social medias
Websites and applications that enable users to create and share content or to participate in social networking.
Source: the web

With the 2015 PACRAO conference a few months away, my thoughts have turned to how we promote this event, and others, within our own community and to how we might gain more members who would have much to add in value to our association. For many of us, social media is the source of much of our information on just about everything, based on what we ‘like’ and are interested in following. Even if limited use, most of us use social media either personally, professionally, or both, and rely on it to make sure we are informed and up to date. Whether it is Facebook, Twitter, LinkedIn, or other, social media requires us to engage with each other and participate in a network.

In the near future I, along with colleagues in PACRAO, will be looking at our website to liven it up and also create interest in professional use of social media applications as a way to build our network and share information. Look for a future email blast with updates on this in the future.

Diana Thompson, Vice President for Publications & Information Technology

2013-2014 Board Members

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Director of Enrollment Services  
Linfield College  
todd.mccollum@linfield.edu

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**Heather Chermak**  
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Interim University Registrar  
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