Greetings from the PACRAO President

Well summer has certainly been here for a while in our region. I hope you are all finding ways to stay cool. Last week we had a much needed temperature break in the inland northwest which was greatly appreciated. Our conference is also “Hot”! So many of you have made your hotel reservations that the days prior to and after the conference are full. Thank you so much! I’m so excited that you are planning on attending the Annual Meeting and Conference November 1 – 4. What this means is that the conference room rate is available for the nights of November 1, 2, and 3 only. Room reservations on the days prior to or after will be charged a rate of $292 + tax. If you have made your hotel reservation already don’t forget to register for the conference.

Conference registration is open and our 2015 Program Committee has a full program for you. If you work with international students or you are interested to learn more about the life cycle of international students you will want to attend our workshop on Sunday, November 1. The workshop is an additional $40. The LAC is also working on making your time at the conference as fun as the location.

Our AACRAO representative this year is Paul Kyle. Paul is the Dean of Student Services at Johnson County Community College in Overland Park, Kansas and President-Elect of AACRAO. Paul will be presenting two sessions at the conference as well as bringing greetings and an update from AACRAO.

We will soon be meeting in Anaheim, California. I hope you all have a wonderful rest of your summer and will be refreshed to learn, share, and meet new and old friends at the conference.

P A C R A O -- See you real soon! – 2015

Sincerely,
Heather A Chermak
2015 PACRAO President

Institutional Bling

Don’t forget to bring something from your institution for PACRAO’s daily raffles hosted at the hospitality booth. This is your chance to share your institutional pride with your colleagues. T-shirts, mugs, anteaters, blankets, water bottles, sweatshirts, or anything unique to your campus is accepted.

In This Issue

- Summer Board Meeting
- Charity Donations
- Awards and Nominations
- Professional Development Committee
- PACRAO Conference Participation Grant
- Member Profile
- PACRAO Board members and Partners
A Glimpse into the Summer Board Meeting

In late June, the members of the PACRAO Executive Board met for a two-day Summer Board Meeting at Planet Hollywood in Las Vegas, Nevada. This is the site of the 2016 Annual Meeting and Conference, and gives the Board an opportunity to become familiar with the hotel, hotel staff, meeting space, and the surrounding area.

The Board discussed many issues at the meeting. One item we discussed and developed is a mission statement for PACRAO. The statement reads:

The mission of the Pacific Association of Collegiate Registrars and Admissions Officers (PACRAO) is to provide its members opportunities to learn, engage, collaborate, inform, gather, contribute, and promote the best practices and general advancement of higher education and our professions.

The Board also identified three goals to begin our strategic planning efforts:

Goal 1: Identify knowledge experts within the organization
Goal 2: Identify new ways to build relationships amongst the membership
Goal 3: Identify knowledge needs of the association

As the Board develops these goals, you will learn about opportunities to engage with your colleagues and the association to achieve our mission. A great place to start is attending PACRAO’s Annual Meeting and Conference. We look forward to seeing you in November.

Heather A Chermak
2015 PACRAO President
The Wooden Floor to a college degree:

Seeing the students from The Wooden Floor perform choreographed dances by seasoned renowned choreographers simply takes your breath away. You would never think these kids are going through hunger, poverty, isolation, academic barriers, or that they are in need of counseling; however, the kids at the Wooden Floor are suffering from these difficulties. Being poverty ridden with little to no higher education aspirations, dealing with life day in and day out, the kids at the Wooden Floor can reach their full potential through dance.

It would seem odd when reviewing a dance studio website that you find links for academics and family services, but The Wooden Floor is no ordinary studio. The Wooden Floor uniquely deals with human services by empowering, educating, and college preparing the youth of the community from various different backgrounds through dance. I am proud to announce the PACRAO 2015 charity, The Wooden Floor. Donations to the Wooden Floor can be in the form of check, cash, or money orders. Look for the Charity Box in the exhibit hall at this year’s conference. To learn more about this wonderful organization, please go to www.thewoodenfloor.org. See you at Disneyland.

Kindly submitted by Ruth Garay

As you think about the changing needs on your campus there may be solutions out there to meet those demands. Let us know if there are exhibitors that you would like to see at PACRAO this year. Did you see an exhibitor at AACRAO or another conference you didn’t get a chance to talk with and you would like to learn more about their solutions? Please send Chris Sweet, Business Partner Liaison, an email with the company name and the contact (if you know) at chris.sweet@clackmas.edu
**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. Past recipients of this award are:

- Ali Crane
- Ann Gillen
- Soraira Urquiza
- Courtney Whetstine
- Ruth Garay/Alajandro Chaçon

Please consider for nomination newer members whom you have noticed giving presentations, serving on committees, and otherwise stepping up and making contributions to PACRAO. Please send all nominations to PACRAO Past President Todd McCollum at todd.mccollum@linfield.edu

**Honorary Membership Nominations**

Each year at our annual 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 are entering a different field of work. Recent recipients include:

- Ginny Johns
- Christine Kerlin
- Archie Porter

A full list of honorary members is available on the PACRAO website [http://www.pacrao.org/docs/about/awards/descriptions.html](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 Todd McCollum at todd.mccollum@linfield.edu

**PACRAO 2015 Nominations and Elections Committee**

This year’s Nominations & Elections Committee will soon begin their work of soliciting nominations for future PACRAO leadership positions. The committee was determined by vote of the membership from a pool of ten nominees selected by last year’s committee. I thank all of them for their service.

Todd McCollum, Committee Chair, Director of Enrollment Services, Linfield College;
Rayanne Williams, Committee Vice Chair, Registrar, San Diego State University;
Andrew Reyes, Operations Analyst, University of Nevada, Las Vegas (Andrew will serve as Vice Chair in 2016);
Natalie Coppedge, Associate Director Enrollment Operations, Southern Oregon University;
Steve Downing, Director of Enrollment Services, Bellevue College;
Stuart Lau, University Registrar, University of Hawaii at Manoa;
Stephen Shirreffs, Associate University Registrar, Stanford University;
Courtney Whetstine, Director of Admissions/Registrar, Central Oregon Community College;
Heather Chermak, ex-officio, University Registrar, University of Idaho.

Alternate:
Brandy McLelland, Director of Student Information Services and Registrar, California State University, Dominguez Hills.
Nominations for our future leadership.

One of the wonderful aspects of PACRAO is the opportunity it provides our members to become involved in the broader professional community of admission and registration professionals. Is this the time for you to step up? Or do you work with someone who you feel would be a great addition to the association’s leadership team? If so, I encourage you to nominate yourself or them for one of the open positions this year.

Nomination forms are available online: [http://www.pacrao.org/docs/toc_resources.html](http://www.pacrao.org/docs/toc_resources.html)

The nominations and elections committee will soon develop a list of nominees to reflect the diversity of our association. Our goal is to assemble a leadership team that represents the various job responsibilities, geographical areas, institution types, and ethnic backgrounds served by PACRAO.

This year’s open positions are:

- President-Elect (rotating to President, then Past President, three-year term beginning November 2016)
- Vice-President for Professional Development (two-year term beginning November 2016)
- Vice-President for Membership (two-year term beginning November 2016)
- Secretary (two-year term beginning November 2016)
- Audit Committee Member (two-year term beginning November 2015)
- Nomination and Elections Committee Member (six members, one-year term following elections Spring 2016)

Serving on the PACRAO Executive Board, Audit Committee, or Nominations and Elections Committee is a rewarding professional development opportunity and brings recognition to you and your institution. You’ll develop strong connections with colleagues throughout our Pacific region. And it’s a lot of fun too!

Questions? Want to know more? Send me an email or give me a call.

Todd McCollum
Past President
todd.mccollum@linfield.edu
503-413-7830
Creating a Professional Development Committee

As the VP for Professional Development, I am convinced that the people of PACRAO possess a wealth of expertise to share with each other. We can be our own best source of professional development. To make the most of the professional development opportunities, PACRAO needs a Professional Development Committee. Please raise your hand to join this group.

Here are the expectations:
Members will serve through November 2016 and may renew their terms under the next VP for Professional Development.
Members will meet monthly on the phone, with in-person meetings at the conference.
Members will expand PACRAO professional development opportunities by: soliciting PACRAO Review articles; encouraging presentation submissions; planning webinar presentations; creating an initial PACRAO Expert list; collaborating with the Program Committee; reviewing conference participation grants; matching PACRAO Pal pairs; advising the VP for Professional Development; and dreaming up new ideas!

Questions? Please contact Julia Pomerenk, VP for Professional Development, at pomerenk@wsu.edu.

Connecting with the PACRAO Review

PACRAO Review is PACRAO’s own peer-written and peer-reviewed publication, posted twice a year since 2012 and archived for future reference. Look to the PACRAO Review for timely professional development.
We Need More Writers: Please submit an article to the PACRAO Review. Convert a conference presentation into an article. Write an article about a topic that is important to you. Put on paper what you learned from the latest project that you completed.

We Need More Editorial Board Members: Do others come to you to make their writing better? Do you like to edit? Is your red pen close at hand? Consider joining the PACRAO Review Editorial Board.

Questions? Please contact Julia Pomerenk, VP for Professional Development at pomerenk@wsu.edu.

LGBTQ Cultural Competency: a PACRAO Diversity Webinar

Put the PACRAO Diversity webinar on your calendar for Thursday, August 20 from 12 noon – 1:30 pm. Connect to this webinar to learn how you can support individuals who identify as LGBTQ (Lesbian, Gay, Bisexual, Transgendered, and Questioning) at your institutions. Learn how to build support through systems and policies. Our presenter will be Holly Reese, Senior and Transgender Program Manager at The Center, which serves the LGBTQ community of Nevada.

Look for more information to be sent via email.

Questions? Contact Ruth Garay, Diversity Development Advocate at ruth.garay@unlv.edu or Julia Pomerenk, VP for Professional Development, at pomerenk@wsu.edu.
**PACRAO PALS**

Mentorship has many meanings: friend, teacher, counselor, buddy, connection, resource, guide, leadership, anchor, and supporter. What is rewarding about being a mentor is that both the mentor and mentee obtain many of these things from each other. As a volunteer organization, PACRAO thrives on the leadership and volunteerism of its members. Bridging the gap between today’s leaders and tomorrow’s leaders isn’t always easy, but PACRAO Pals creates an opportunity to do just that.

PACRAO Pals is a program designed to introduce the mentee to the PACRAO family and to establish a direct link into our beloved organization. The PACRAO Pal Program provides a friend to our first-time attendees, and that friend helps the first-time attendee navigate our extensive resources in order to maximize his or her first experience at our conference. The initial mentorship commitment is for the length of the conference, though the connections between many PACRAO Pals extend past the conference into ongoing, supportive professional relationships.

Sign up for this experience of a lifetime by opting into the PACRAO Pal Program during the registration process. If you have attended a PACRAO conference before, you can become a mentor. If you will be attending your first PACRAO conference, you can become a mentee. Thank you for helping to make positive, PACRAO connections!

Questions? Please ask Ruth Garay, Diversity Development Advocate, at ruth.garay@unlv.edu, or Julia Pomerenk, Vice President for Professional Development, at pomerenk@wsu.edu.

---

**Submitting PACRAO Conference Participation Grants**

Do you want to come to PACRAO 2015 in Anaheim, and would it be your first PACRAO conference? Do you want to come to PACRAO 2015 in Anaheim, and are you from an under-represented group or an under-represented institution type? Do you want to come to PACRAO 2015 in Anaheim, and your travel budget tight?

Apply for a conference participation grant to cover the conference registration fee for the PACRAO 2015 annual conference in Anaheim, California occurring November 1-4, 2015!

Encourage a colleague to apply for a grant!

PACRAO offers up to six conference participation grants. Special consideration is given to applicants who are first-time attendees, persons from under-represented groups or institution types, and members of institutions whose funds are especially limited.

**Deadline to apply:** August 21, 2015

**How to apply:** Submit by email to pomerenk@wsu.edu with a one-page proposal and submit a supporting letter.

Your one-page written proposal, to include:

- Your Name, Title, Department, Institution, Address (including state), Phone, and Email
- Your reasons for applying for a conference participation grant

Please let us know if you are a first-time attendee, person from under-represented group or institution type, or member of institutions whose funds are especially limited

A letter of support from the applicant’s supervisor/manager and/or from another PACRAO member outlining the benefit for the applicant.

For more information about the Conference Participation Grants, or to apply, contact Julia Pomerenk, VP for Professional Development, at pomerenk@wsu.edu.
"The Trading Tradition"

Disney has always offered collectible Disney pins in each of its parks, but with the kickoff of the Millennium Celebration in October 1999 at Walt Disney World, Disney began a new tradition of Disney Pin Trading. Now thousands of Guests trade each day with Disney Cast Members as well as other Guests throughout the parks and resorts. Like sharing Disney stories with your children and grandchildren, sharing pins is a delightful tradition for each generation. Disney Pin Trading is a great way to share the magic and bring home wonderful Disney memories.

In recognition of this Disney tradition please bring a pin or two from your institution to trade with others at the conference. Pins will be available at the Hospitality booth or you can exchange with your colleagues. Start your own PACRAO pin collection and tradition at the conference this year!

Member Profile

Member Profile – Ruth Garay, Diversity Development Advocate Operations Analyst, University of Nevada, Las Vegas

NN: Tell us a bit about yourself and your academic background

RG: My name is, Ruth Alejandra Garay-Velasquez (I know, mouthful). Born: May 17 in Tegucigalpa, Honduras, C.A. Academic Background: Bachelor’s in Criminal Justice 2008 – Graduate Certificate in Non Profit Management August 2015 – Masters in Public Administration EGD Spring 2017

I was hired at UNLV in the Office of Enrollment and Student Financial Services on January 2004 as an Administrative Assistant. I helped the Associate Registrar with clean up queries, meeting notes, office administration and SIS training. In the coming years, my position evolved and included a never before seen at UNLV: managing and training in a homegrown web grading system. I was involved in security administration at this point. Shortly after, the office was split and became an independent Registrar’s Office. My position was absorbed by the Records unit. Trained by the best, I became a resident expert and troubleshooting contact for the campus. The recession hit and I was moved into Transfer Articulation and Degree Audit. I became well versed quickly and was soon left to coordinate the unit in my supervisor’s absence. In the short time after that, I moved into scheduling and curriculum and became well versed in the areas. I have seen administration, budgets, system conversions (2010 we converted to PS), statewide system changes (Nevada Systems of Higher Education is managed by the Nevada Board of Regents), and a highly dynamic organization structure in the 11 ½ years at UNLV. I have done everything from ordering office supplies to making impactful policies. I love my job!

NN: How long have you been a member of PACRAO?

RG: My first PACRAO attendance was in San Diego, CA 2012

NN: How did you first get involved in PACRAO and how would you suggest other’s new (or old) to PACRAO start their involvement?

RG: I wanted to get involved when I first went; I was just unsure where I would fit in. Waiting to see where I fit in, my supervisor reached out to several of us in the office and asked us to attend a PACRAO Meeting that she was unable to go to. I had no idea what I was getting into but 4 of us went to check it out. We arrived at Planet Hollywood and were directed into one of the ballrooms. I believe it was the Winter Executive Board Meeting 2013 and we had just agreed to join the LAC. SURPRISE! We quickly jumped on the opportunity and helped in different capacities to make Las Vegas 2013 the best ever. I didn’t want to stop there, so I asked Soraira, the DDA then, if I could join her committee. The rest is history! J

One suggestion would be that there is room for everyone in any capacity of the PACRAO. As I mentioned to a concerned PAC82RAOnian: PACRAO is a safe place where we all learn from each other, and with that spirit, as members, we all have the right to provide our input. The best input is in the forms of ideas, and these are used toward sessions, webinars, newsletter articles, etc. The best part is that you are not necessarily obligated to be the presenter or the writer if you are uncomfortable presenting in front of people or with writing a report.

The mere idea proposal will help ALL of us in the long-run. You may not be the one to take the idea and run with it, but you may be the inspiration towards a new perspective and enhanced knowledge that can initiate progress within our own institutions affecting our communities, the region, even our country as a whole.
NN: Camaraderie, connections, community; these are my personal favorites when I think of my involvement in PACRAO. Can you share some of your personal experiences in these areas?

RG: Admission and Registrar work is hard and sometimes can consume our day to day without ever interchanging face to face with colleagues. We all take our work seriously because it affects someone’s life. When I first came to PACRAO, I only knew the people from my institution. Everyone, however, was so welcoming, friendly, and unafraid to get to know us and it made me comfortable. I believe that had a lot to do with my interest to get to know this organization better. They did not treat me as if I was just a number, and in many ways, it also helped me understand how students feel within our own institutions. I love the people in this organization and together we learn from each other. They are so laid back and willing to help each other, it’s hard not to want to do the same. That is my favorite thing.

NN: Having served as the Diversity Development Advocate in 2011-2012, I understand the gratification that comes from working closely with other PACRAO Board Members in planning the annual conference. Please tell us about the role of the DDA and its’ members play in preparation each year.

RG: The DDA is in charge of promoting sensitivity and commitment to diversity in PACRAO. As a committee, we are responsible for the diversity speaker at the Diversity Development Luncheon, also promote a charity each year as well as being charged with building the Diversity Track Sessions, diversity webinars, and promoting diversity within the different outlets of the organization, such as the PACRAO Review, newsletters, and website. In my opinion, I am the chair, but that doesn’t mean I am more knowledgeable than others as it pertains to diversity issues. Surrounding myself with passionate individuals that are differently acquainted with diversity is the best part of the committee. I feel we all learn from each other, and we try to pass that knowledge down to everyone; and vice versa, everyone can pass their knowledge to us. I believe this to be the core of PACRAO, we network and we learn from each other.

NN: Is there any particular conference that stands out in your mind? Why?

RG: Each conference has their irreplaceable experiences. I think the Las Vegas 2013 is the one that stands out because it’s the one that I was heavily involved with behind the scenes. Being in LAC, I was able to really learn and truly appreciate how much work goes into producing each conference and making it successful. We also had the awesome face masks that we all showed off at the gala!

NN: I’m looking forward to our Fall Annual Conference in Anaheim CA November 1 -4, 2015. Can you give us a hint of some of the exciting things that the program committee has planned for us?

RG: The conference meeting is in Disneyland, and where else is the reality of dreams coming true more than in Disneyland. Our conference will focus on how we can make our institution dreams come true by learning new ways of approaching challenges, provide best practices to becoming more inclusive, and provide an air of camaraderie of which empowers each member to be the best professional they can be with the support of others within the organization. You just can’t miss it.

Submitted by: Nancy Norman, Diversity Development Committee Member Registrar, Southwest College of Naturopathic Medicine.
Thank you to our Business Partners!

**Platinum Level Partners**
- College Scheduler LLC
- Leepfrog Technologies
- National Student Clearinghouse

**Gold Level Partner**
- Parchment

**Silver Level Partner**
- Script-Safe

**Active Level Partners**
- Lexmark
- Paradigm

---

**PACRAO Board Members**

Heather A. Chermak  
President  
University Registrar  
University of Idaho

Todd M. McCollum  
Past President  
Director of Enrollment Services  
Linfield College

Marc Booker  
President-Elect  
Senior Director, University Admissions and Evaluations  
University of Phoenix

Julia Pomerenk  
Vice President for Professional Development  
University Registrar  
Washington State University

Mickey Reynolds  
Vice President for Membership  
Associate Director of Operations (Admissions)  
Oregon State University

Jim Bouse  
Vice President for Publications & Information Technology  
Associate Registrar for Technology  
University of Oregon

Jerri Weston  
Secretary  
Assistant Registrar  
Montana State University

Paul E. Lampano  
Treasurer  
Deputy Registrar  
University of California-Irvine

Ruth Garay  
Diversity Development Advocate  
Operations Analyst  
University of Nevada, Las Vegas

Chris Sweet  
Business Partner Liaison  
Registrar/Enrollment Services Operations Manager  
Clackamas Community College

2015 PACRAO Conference Chairs:

Soraira Urquiza  
2015 Conference Local Arrangements Committee Chair  
Assistant Registrar  
Art Center College of Design

Ryan Burton  
2015 Conference Program Committee Chair  
Senior Director of Applicant Services  
Arizona State University

---

See you there!!!