



# PACRAO NEWS

Pacific Association of Collegiate Registrars and Admission Officers

Fall 2016

## Pre-Conference Notes and Thoughts from the President

We are approximately 4 weeks away from PACRAO 2016 and I couldn't be more excited. As my experience as President this year has shown me, the amount of passion and care our membership has to offer is immeasurable, and the volunteer efforts of our conference committees to host a fabulous event is evidence of this. I invite all of you to register for the conference soon as time is running out, and there are not many other times where you can go to Las Vegas and make *a sure bet... (for success)*.

Speaking of the value our members have to offer, this edition of the PACRAO news is special as we have devoted a special section in honor of 90 years of annual conferences. In this edition we have a retrospective on the history of the Association, some fun informational tidbits concerning PACRAO over the years, and to top it all off a list of our current member institutions to honor all of the schools that have contributed to 90 years of successful conferences. It has truly been an honor and privilege leading the Association this past year, and I can see no better way to end my tenure but by turning the focus on all of you in what will be my final edition of the newsletter.

See you soon and safe travels!

Regards,  
Marc Booker  
2016 PACRAO President

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**90 YEARS OF PACRAO CONFERENCES: PACRAO 1990 Local Arrangements Committee (From left to right):**

**1st Row—Bob Tufts, Marilyn Kennedy, Herb Chereck, Sally Wood, Jeanine Hendrix.**

**2nd Row—Jill Austin, Margaret Day, Bob Archibald, Mary Dykes, Christine Kerlin, Bob Wilkin**

## PACRAO 2016

October 30 – November 2  
Las Vegas, Nevada



### Planet Hollywood Resort Details

Party like a celebrity at Planet Hollywood Las Vegas! Whether you're dancing to the hottest beats or finding the perfect place to relax, Planet Hollywood sets the bar for fun things to do in Las Vegas!!

This sprawling high-rise resort is a 5 minute walk from the Bellagio Fountains, with colorful rooms that feature movie memorabilia, and on-site pools, shopping malls, and fitness center facilities to suit the needs of any guest.



### WELCOME TO FABULOUS LAS VEGAS

Looking for a sure bet for success? Join us in iconic Las Vegas for PACRAO's Annual Conference! We are delighted to invite you to the Planet Hollywood Resort & Casino October 30-November 2!

The Program Committee is hard at work creating diverse and captivating sessions and speakers for you. Get ready to engage in excellent professional growth and development. You will return rejuvenated with new insights and cutting-edge ideas to elevate your institutions.

Don't forget about the FABULOUS gala. The Local Arrangements Committee (LAC) is planning on taking you back to the days of glitz, glamour, and neon lights! They are bringing the best that old Vegas has to offer so pack your fedoras and sequins and come dressed in your best Rat Pack attire.

#### ***Booking your hotel doesn't confirm your conference attendance.***

Register today to guarantee your spot! The Full conference registration is \$440.00 or \$195.00 for those of you who are only joining us for one day. Check out the mini-site for all the latest or follow the link here: <http://www.pacrao.org/docs/conferences/2016/index.html>

We can't wait to welcome you to vibrant Las Vegas where we will all learn, engage, and network with both new and old friends and colleagues alike!

The bright light city is gonna set your soul on fire. Viva Las Vegas!

**Submitted by:** PACRAO 2016 Local Arrangements Committee

## PACRAO 2016 Conference Reminders

As we prepare to gather for our 2016 Annual Conference here are a few reminders as you prepare for the conference:

- Remember to bring “Institutional Bling” for our PACRAO Daily Raffles hosted at the hospitality booth. This is your chance to share your institutional pride with your colleagues. T-shirts, mugs, blankets, sweat-shirts, water bottles, mascots, or anything unique that represents your campus is accepted and will do. This is a fun way to engage with your peers and share your institutional flair.
- Remember to come and dress in your favorite “Old Vegas” attire for our Gala on Tuesday evening (November 1st) as we take a step back in time and share an evening with some members of the Rat Pack. And most importantly...
- **Remember to register!!!!** You can register through the conference mini-site by clicking [here](#).

## PACRAO Needs You!

One of the most fulfilling professional development opportunities available to you is putting your name forward for consideration for a PACRAO leadership position. PACRAO needs you! Our association does not thrive without our members or members who are willing to step forward and contribute to the growth and development of the association. I encourage all of you to consider filling out a Nomination Activity Report for one of the 2017-2018 open positions. If you know of someone you would like to nominate you can do so by filling out a Nomination Form as well.

Both forms are available online: [http://www.pacrao.org/docs/toc\\_resources.html](http://www.pacrao.org/docs/toc_resources.html)

The 2016 Nominations and Elections Committee will soon be developing a list of nominees to reflect the diversity of our association. Our goal is to assemble a leadership team that represents the various positions, geographic locations, institutional types, and backgrounds served by PACRAO.

The 2017-2018 open positions are:

- President – Elect (rotating to President, then Past President, three – year term beginning November 2017)
- Vice President for Publications & Information Technology (two – year term beginning November 2017)
- Treasurer (two – year term beginning November 2017)
- Audit Committee Member (two – year term beginning January/February 2018)

Nominations and Elections Committee Member ( one – year term, six members; member with most votes will serve a two – year term, following elections Spring 2017)

Serving on a PACRAO committee or Executive Board is a rewarding professional experience. You’ll develop strong connections with colleagues throughout our region and nationally while bringing recognition to you and your institution. It is a lot of fun as well. Don’t hesitate to open yourself up to this opportunity. We need all of you. Please don’t hesitate to contact me with any questions you may have about any of the positions available. Thank you for considering these leadership opportunities.

**Submitted by:** Heather A Chermak

2016 Past President

## PACRAO 2016 Conference Charity: Olive Crest

Every PACRAO Annual Conference, PACRAO—with assistance from the Association’s Diversity Development Advocate—picks a local charity to support. This year’s charity is Olive Crest.



I humbly announce the PACRAO 2016 Charity. Olive Crest is a Pacific Region not-for-profit 501(c)(3) organization whose mission is to prevent child abuse, treat and educate at-risk children and to preserve the family “One Life at a Time.”® Today, nearly 3,000 children and families throughout California, Nevada, and the Northwest are touched by at least one of the Olive Crest programs.

In Las Vegas, the programs include:

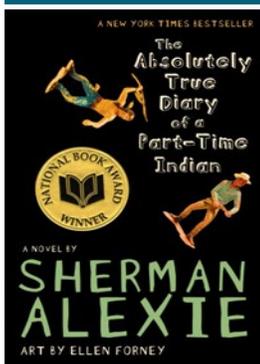
- Foster Care Services
- Family Resource Center
- Strong Families
- Respite Care
- Differential Response
- Mental Health Services

Without the help from people like you, organizations such as this could not help the abundance of need within our communities.

If you would like to contribute, we will be opening up an online portal beginning next week. Please visit <http://pacrao.org/docs/diversity/events.html> in order to log on to the donation portal.

Kindly submitted by: Ruth Garay, DDA 2016

## Diversity Book Club Session at Annual Conference (Session I-11)



There is another world, but it is in this one.

-W.B. Yeats

You are cordially invited to participate in our 2<sup>nd</sup> Diversity Book Club. This year’s featured book is *The Absolutely True Diary of a Part-Time Indian* by Sherman Alexie.

As Yeats points out, there is another world other than the one we are destined to live, but we must make it for ourselves. *The Absolutely True Diary of a Part Time Indian* is the story of young Junior where in his early age starts to see some of the cycles that have held his family and friends living on the reservation in poverty, addictions, and violence.

He attempts to break away from that life when he decides to go to the neighboring farm town high school where the only other Indian is the school mascot. There he discovers other issues such as bullying and eating disorders, but it is his journey in finding the other world that is really captivating and introduces us, the readers, to some very sensitive and controversial issues.

Come to the session prepared to discuss some of those themes during the book club session. We look forward to the enlightening discussions to be held.

Kindly submitted by: Ruth Garay, DDA 2016

## Diversity Development Committee Article

### Building an Effective Assessment Program

When you think about the term “assessment”, it is often through literal interpretation. Exam equals results and results equal consequences. Dreaded by those who fear exams and needed by those who rely on quantifiable data for strategic planning; assessments have been known to impact organizations in very real ways. Whether you are tasked with developing or are required to complete an assessment; the benefits of incorporating a viable tool for measuring the progress of your team’s learning, far outweigh the perceived challenges.

Let’s consider the benefits. An assessment, in and of itself, is merely a tool for gathering information. Creating an assessment allows an organization to clearly identify individual and global learning strengths, opportunities and training gaps. It also helps to create benchmarks for future strategic development initiatives; including career development, collaborative partnerships, organizational redirections and competitive forecasting. When used properly, it can be a great tool for seeing where you have been and determining how you would like to progress and/or evolve. The key to building an Effective Assessment Program is in your approach; specifically development, communication and follow up.

Development is a critical part of creating an impactful assessment. Through your development process, you can establish expectations that will be measured. You can also define the objectives you desire for your teams to have as takeaways. For example, your objectives could include: Identifying learning opportunities to refine your training program. The development process will be eye-opening as you may find that your training program—and materials—may not be as robust as originally perceived. Don’t be alarmed, every training program has room to grow. This means that you are now aware of what you will need to improve to support your team. You may find it beneficial to collaborate with diverse stakeholder in the creation of your assessment. This is a great way to establish buy-in, reduce fear, and foster conversation that is inclusive and multi-dimensional.

Consider creating a phased communication plan. What you will message at the beginning of your assessment period will be different than what you will message during your assessment and even after. Though some may not understand, or even like that an assessment is being requested, most will appreciate knowing what to expect and when to expect it. Lastly, you will want to create a follow up plan. The follow up plan should include how you will communicate the assessment scores, instructions on the next steps and a message to encourage, or reiterate, an understanding that the overall all goal is to improve productivity. By building an assessment with your desired outcome in mind, you can not only create a truly effective assessment program but you can positively impact the experience of your participants as well.

**Submitted by:** Kimanthi Warren—2016 Diversity Development Committee Member

## PACRAO Review Editorial Board Member Spotlight: Rusty Horton



**Rusty Horton, Systems Manager, Office of the Registrar  
Pacific Lutheran University, Tacoma, Washington**

### **Please tell us a bit about yourself.**

RH: Since 2005, I have worked for two smaller private nonprofit colleges, each with around 3,000 students. All of my time has been within a registrar's office, but I have worked on transfer and graduate admissions issues along with credential evaluation/prior learning, and now systems issues. I served one year as president of the Private Registrars of Washington (PROW).

RH: In addition to working in higher education, I am a frequent and ongoing consumer of higher education. I have been working on one degree or another since 2007, and I expect to complete my doctorate in leadership studies from Gonzaga University in the next year.

RH: I live in Olympia, Washington with my wife and five-year-old son.

### **What makes you excited about the work that you do?**

RH: I enjoy being able to solve problems and remove obstacles experienced by our students and by my colleagues. I also enjoy making positive change in and around our various systems and processes.

### **How long have you been a member of PACRAO?**

RH: I have been a member of PACRAO since 2007.

### **How did you first get involved in PACRAO?**

RH: My first involvement with PACRAO was attending a conference in Portland in 2007 or 2008. I cannot remember the exact date.

### **What have you learned from your involvement with PACRAO?**

RH: I always gain new ideas and perspectives when I have the opportunity to attend conferences and collaborate with fellow PACRAO members.

RH: We are all in this together, and while we might compete for yield and various market segments, we ultimately want what's best for our students and colleges.

### **Have you gained anything in particular from your work with the PACRAO Review Editorial Board?**

RH: I am brand new and have only reviewed one cycle of articles, so I am still learning the ropes. However, I have been a peer-reviewer for several years for a leadership organization that holds an annual academic/practitioner conference. The benefit for me in that--which I think will prove to be similar to PACRAO over time--is being exposed to thoughts, ideas, and research that are often still novel, rough, and early in their evolution. Being on the ground floor with thought leaders and guiding that process is exciting for me.

## **PACRAO Review Editorial Board Member Spotlight: Rusty Horton (Continued)**

### **Do you have any advice for someone considering writing an article for the PACRAO Review?**

RH: Be sure you “over” edit. Hint: you can’t! I want to spend most of my time on your ideas and how to sharpen them, if needed. Frequent errors in basic grammar and sentence structures lead to confusion and a missed opportunity to grapple with the ideas presented by the writer. I always hope to enter into a dialogue with the writer that becomes of mutual benefit.

### **What suggestions might you give others interested in becoming more involved?**

RH: Ask your supervisor to support you and to add external involvements into your job description or performance evaluation. There is usually a shortage of volunteers for any given activity, so do not be afraid to put yourself out there and ask to help.

### **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?**

RH: Hearing people’s stories both personal and professional is enjoyable. At Portland 2014, I was able to have dinner with a colleague from another university and a vendor. We were wearing our Seattle Sounders gear at an establishment that caters to our nameless rival club, where we watched an important mid-week tournament match, and survived to tell the tale.

### **Is there any particular conference that stands out in your mind?**

RH: The 2014 conference in Portland stands out for me. I had just changed jobs and colleges, and I presented on my old subject matter expertise while focusing on sessions more related to my new position. It was an interesting juxtaposition, and if I recall correctly, I witnessed some interesting dancing spurred by dueling pianos at the gala.

### **Do you have any advice to first-time attendees?**

RH: Try to connect with at least one or two people outside your institution. PACRAO is a lot more laid back than AACRAO and other bigger conferences, and it gives you the opportunity to meet others you can help and be helped by.

### **What do you enjoy doing? What are some of your personal pastimes? What makes you happy?**

RH: Traveling to new places is probably my favorite activity. In the past year or so alone, between work, volunteering, and vacation, I’ve visited three other continents, six countries, and about 15 U.S. states. I also enjoy time in nature, hiking, skiing, and supporting the Seattle Sounders and Seahawks. Increasingly, introducing my son to natural activities is wonderful as well. He could mostly care less about sports so far.

## Calling All PACRAO Primary Contacts!!!

This year we are making a special effort to reach out to and recognize to each of our members who serve as the primary contact for their institution. We will also have a special Primary Contact sticker for your conference badge or bag, so stop by one of these places to get informed and be appreciated!

FREE Pre-Conference Sunday Session – Invitations with detail coming to you by email in early October.

Drop by the Registration booth or the Hospitality booth Monday or Tuesday to meet your Membership VP, Marianne Stichel: pick up your Tip Sheet and your sticker and pick her brain for helpful information.

Stand and be recognized by your peers at the Diversity Luncheon on Monday, October 21 – 12:30-2pm.

We really hope to see you at PACRAO at Planet Hollywood!

**Submitted by:** Marianne Stichel

## PACRAO Pal Mentoring Program

### **Mentoring in the Moment: Sign up to be a PACRAO Pal for the Conference at Planet Hollywood**

PACRAO Pals is a program designed to pair new members with more experienced members and, through each set of PACRAO Pals, to connect new members to the opportunities in the organization.

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.

It's not too late to be a PACRAO Pal. You can revise your registration online and indicate that you want to be a PACRAO Pal, either as a new member or a more experienced member.

Thank you for helping to make positive, PACRAO connections!

**Questions?** Please ask Ruth Garay, Diversity Development Advocate, at [ruth.garay@unlv.edu](mailto:ruth.garay@unlv.edu), or Julia Pomerenk, Vice President for Professional Development, at [pomerenk@wsu.edu](mailto:pomerenk@wsu.edu).

## PACRAO Review (Anticipated Publication Date October 21-24)

### PACRAO Review: Our Own Peer-Written and Peer-Reviewed Online Journal

Look for the fall 2016 edition of the PACRAO Review to be published soon. PACRAO Review has been published online since 2012. Past issues are archived on our website for future reference.

Thanks go to our colleagues who wrote the three articles that will be featured:

*“Developing Effective Leadership: The Power of Connection”* by **Becky Bitter**, Washington State University

*“The Youngest Person in the Room”* by **James Miller**, University of Washington, Bothell

*“The Groningen Declaration Today”* by **Stephen Arod Shirreffs**, Stanford University

Thanks also go to the colleagues who serve on the PACRAO Review Editorial Board and who reviewed the articles: **Christopher Baidoo**, California Western School of Law; **Leesa Beck**, University of California, Santa Barbara; **Rosemary Garagnani**, Oregon State University; **Rusty Horton**, Pacific Lutheran University; **Reid Kallman**, University of Colorado, Boulder; **Julia Pomerenk**, Washington State University; and **Taya Winter**, Western Washington University

If you would like to join the editorial board and/or if you have an idea for an article, please contact Julia Pomerenk, Vice President for Professional Development, at [pomerenk@wsu.edu](mailto:pomerenk@wsu.edu).

## PACRAO Conference Participation Grant Recipients

Congratulations to the five members who received conference participation grants to attend PACRAO 2016 at Planet Hollywood. Thank you to the colleagues and supervisors who supported their applications, and thank you to the members of the Professional Development Committee who reviewed their applications.

### **Nicholas Matlick**

Operations Coordinator,  
Degree Requirements and Veterans Certification  
Portland State University  
Portland, OR

### **Nancy Norman**

Registrar  
Southwest College of Naturopathic Medicine  
Tempe, AZ

### **Barbara Rissman**

Associate Registrar  
Spokane Falls Community College  
Spokane, WA

### **Maritza Solano**

Admissions Evaluations Supervisor  
California State University, Dominguez Hills  
Carson, CA

### **Carrie Whitehouse**

Enrolment Services Assistant  
University of the Fraser Valley  
Chilliwack, BC

### PACRAO Retrospective

PACRAO is preparing to hold its 90<sup>th</sup> Annual Conference in just a few short weeks, and this seems like a good time to take a stroll down memory lane back to the start of our prestigious organization! Here are some tidbits from the PACRAO Archives.

At the 1922 meeting of AACRAO (then called the American Association of Collegiate Registrars) held in St. Louis, it was suggested that because the AACRAO meetings were held every other year, perhaps local groups of registrars should form and meet on the alternate years. Dr. O.L. Elliott and Charles B. Goddard, Registrar and Assistant Registrar at Stanford, sent out letters of inquiry to the colleges and universities of California, Washington, Oregon, Utah, Nevada, and Arizona.

The result of their inquiry was a meeting held at the Woman's Club House on the Stanford campus on May 4-5, 1923 at Stanford; colleagues from Stanford, Pomona College, San Jose State Teachers College, San Francisco State Teachers College, Fullerton Junior College, Institute of Technology, USC, Hills College, Brigham Young, Linfield College, University of Utah, University of the Redlands, and San Diego State Teachers College participated. In addition, colleagues from many other institutions expressed an interest in the concept but were unable to attend that first meeting.

The meeting resulted in the formation of the Western Branch of the American Association of Collegiate Registrars. General discussion led to the quick formation of two committees – one to work on a constitution and the other to work on nominations. Apparently, the committees did their work right there and then; before noon, the constitution committee had drafted seven articles outlining the name as The Pacific Section of the American Association of Collegiate Registrars, with three officers (President, Vice-President, and Secretary-Treasurer). The committee submitted their report as a motion to the group, who seconded the motion and unanimously passed the motion.

Likewise, the nominations committee put forward the following slate for the first officers: Dr. O.L. Elliott (Registrar at Stanford) as President; J.H. Montgomery (Registrar at USC) as Vice President; and Mrs. S. Estelle Greathead (Registrar at State Teachers College, San Jose) as Secretary-Treasurer. Those present adopted the report of the committee and the officers were declared elected!

The first day's meeting was not all work, however. There was an organ recital at the Memorial Church, a visit to the Stanford Registrar's Office, and a "delightful automobile drive about the campus" followed by dinner and impromptu speeches.

Day two included discussions about the "Intelligence Test" as a pre-requisite for college admission, the problems with disqualified students transferring to other institutions, and, sounding eerily familiar, what was recorded as the "Confusion of Standards." The dean/acting registrar from the Junior College at Fullerton "brought out very clearly the fact that two years of junior college, successfully completed, did not necessarily mean junior standing at the University." A paper entitled "College Registrations methods throughout the United States" also was to be presented but sadly, it failed to arrive in time to be presented to those present. Ah, the days of snail mail!

### PACRAO Retrospective Continued

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Following two years without a meeting, a group of 25 registrars met on Nov 5-6, 1926 at the University of California (Berkeley). Various papers and roundtables were presented about such topics as Educational Institutions in the Orient, Objective Tests, Admission of Philippine Students and more. There was a visit to the Berkeley Office of the Recorder of the Faculties. More work was done on the Constitution: the membership fee was set at \$2 (AACRAO dues were \$5 at that time) and additional officers were added and elected bringing the count to six officers (President, 1<sup>st</sup> Vice-President, 2<sup>nd</sup> Vice-President, 3<sup>rd</sup> Vice-President, Secretary, and Treasurer).

Fast forward:

Meetings held annually except in 1929 and 1949 when PCACR hosted AACRAO in Seattle and San Francisco and except in the war years of 1943-45, though colleagues met at three sites across the regional and carried on the work of the association.

1941: The association created a list of books, journals, and other publications necessary to the proper conduct of the office. The list was known as The Registrar’s Professional Library.

1951: Committee on the Code of Ethics for Admissions Officers and Registrars completed its work and the association promptly adopted its recommendation. The code soon afterward was adopted by AACRAO and appears in the AACRAO handbook.

1952: Association became the Pacific Coast Association of Collegiate Registrars and Admissions Officers and added Alaska and Hawaii to its membership.

By 1953, membership reached 172.

In October 1982, Robert Board of Cal State, Fresno, spent a day in the basement of Holt-Atherton Pacific Center for Western Studies at the University digging through, organizing and indexing the association’s archives. The archives had been there for ten years at that time and Mr. Board cleared out a lot of personal correspondence (notes about how many fish one person caught) and indexed what was left. There was talk of further sorting to be done in preparation for (horrors!) microfilming!

Today, PACRAO is actively working to preserve the ongoing business and history of the association. As the PACRAO Archivist, Sue Eveland is collecting, organizing and digitizing piles of conference programs, association newsletters, membership directories, president’s notebooks, planning committee documents and more. With the assistance of Kathy Thomas, PACRAO’s Vice President for Publications and Information Technology, business meeting minutes, conference programs, and session handouts are available to anyone on the PACRAO website. Other meeting minutes, contracts, historical information, and older documents are also stored on the PACRAO website, but in a password protected archive area. If you have notebooks, file folders or other PACRAO documents that you’d like to pass along, contact Sue directly at [seveland@uoregon.edu](mailto:seveland@uoregon.edu).

## PACRAO Special Feature: Celebrating PACRAO and 90 Annual Conferences

### PACRAO Institutional Membership as of 09/28/2016

From the approximately 15 institutions that attended the Western Branch of the American Association of Collegiate Registrars meeting in 1923 until today, PACRAO has grown to a large and vibrant association with hundreds of diverse members. In celebration of this we would like to recognize our current member institutions.

- Alaska Pacific University
- AFI Conservatory
- American Jewish University
- Arizona State University
- Arizona Western College
- Art Center College of Design
- Athabasca University
- Azusa Pacific University
- Bellevue College
- Bellingham Tech. College
- Blackfeet Comm College
- Brigham Young University
- Brigham Young Univ. Idaho
- British Columbia Inst Tech
- California College of the Arts
- California Inst of Technology
- California Inst of the Arts
- California Northstate University
- Cal Poly San Luis Obispo
- Cal Poly Pomona
- CSU Bakersfield
- CSU Channel Islands
- CSU Chico
- CSU Dominguez Hills
- CSU Fullerton
- CSU Long Beach
- CSU Los Angeles
- CSU Northridge
- CSU Sacramento
- CSU San Bernadino
- CSU San Marcos
- Calif Western School of Law
- Camosun College
- Capilano University
- Carroll College
- Central Oregon Comm Coll
- Central Washington Univ
- Chaminade Univ Honolulu
- Chapman University
- Charles R. Drew University of Medicine and Science
- Chemeketa Comm College
- City College of San Francisco
- Clackamas Comm College
- Claremont McKenna Coll
- Claremont School-Theology
- Clark College
- Clover Park Tech College
- Coconino Comm College
- College of Idaho
- College of Southern Nevada
- College of Western Idaho
- Columbia Basin College
- Columbia Gorge Comm Coll
- Concordia University – OR
- Corban University
- \*Dixie State Coll of Utah\*
- Dominican Univ of California
- Douglas College
- Eastern Idaho Tech College
- Eastern Oregon University
- Eastern Washington Univ
- Emily Carr Univ-Art + Design
- Everett Community College
- Evergreen State College
- Fashion Inst Design & Merchandising
- Fresno Pacific University
- Gateway Seminary
- George Fox University
- Gonzaga University
- Grant MacEwan University
- Great Basin College
- Great Falls College – MSU
- Green River College
- Grossmont College
- Harvey Mudd College
- Hawaii Pacific University
- Idaho State University
- Ilisagvik College
- Kapiolani Comm College
- Keck Graduate Institute
- Kwantlen Polytech Univ
- Laguna Coll - Art and Design
- Lane Community College
- Langara College
- Lewis & Clark College
- Lewis-Clark State College
- Life Pacific College
- Linfield College
- Loma Linda University
- Loyola Law School
- Marylhurst University
- Master's College
- Montana State University
- Mt Saint Mary's University
- Mt San Jacinto Comm Coll
- Multnomah University
- Northern Alberta Inst Tech
- Nat'l Coll-Natural Medicine
- Nevada State College
- New York Inst Tech – BC
- North Island College
- North Seattle College
- Northcentral University
- Northern Lakes College
- Northland Pioneer College
- Northwest University
- Okanagan College
- Oregon College of Oriental Medicine
- Oregon Hlth & Science Univ
- Oregon Inst of Technology
- Oregon State University
- Oregon State Univ- Cascades
- Otis College of Art & Design
- Pacific Lutheran University
- Pacific Northwest Coll of Art
- Pacific Union College
- Pacific University
- Palau Community College
- Perry Technical Institute
- Pierce College
- Pima Community College
- Point Loma Nazarene Univ
- Portland Comm College
- Portland State University
- Prairie Bible Institute
- Reed College
- Renton Technical College
- Renton Technical College
- Rocky Mountain Univ of Health Professions
- Roseman Univ of Health Sciences

## PACRAO Special Feature: Celebrating PACRAO and 90 Annual Conferences

### PACRAO Institutional Membership as of 09/28/2016

- Saint Martin's University
- Salt Lake Comm College
- Samuel Merritt University
- San Diego State University
- San Francisco State Univ
- San Jose State University
- Santa Barbara Business Coll
- Santa Clara University
- Santa Monica College
- Seattle Central Comm Coll
- Seattle Pacific University
- Seattle University
- Simon Fraser University
- Soka University of America
- Sonoma State University
- South Seattle College
- So. Puget Sound Comm Coll
- Southern Alberta Inst Tech
- So. Calif Inst of Architecture
- Southern Oregon Univ
- Southwest College of Naturopathic Medicine
- Spokane Community College
- Stanford University
- Thompson Rivers University
- Touro University Nevada
- Trinity Western University
- Umpqua Community College
- United States University
- Univ of Alaska, Fairbanks
- University of Alberta
- University of Arizona
- Univ of British Columbia
- UC-Hastings College of Law
- University of CA - Berkeley
- University of CA – Irvine
- University of CA-Los Angeles
- University of CA – Merced
- University of CA – Riverside
- University of CA - San Diego
- Univ of CA - Santa Barbara
- University of CA-Santa Cruz
- Univ of Colorado – Boulder
- University of Guam
- Univ of Hawaii at Manoa
- Univ of Hawaii Maui College
- University of Idaho
- University of Lethbridge
- University of Montana
- Univ of Nevada-Las Vegas
- Univ of Nevada-Reno
- Univ of Northern British Columbia
- University of Oregon
- University of Phoenix
- University of Puget Sound
- University of Regina
- University of San Diego
- University of San Francisco
- University of Saskatchewan
- Univ of Southern California
- Univ of the Fraser Valley
- University of the Pacific
- University of Utah
- University of Victoria
- University of Washington
- Univ of Washington, Bothell
- Univ of Washington, Tacoma
- University of Western States
- Utah State University
- Utah Valley University
- Vancouver Island University
- Vanguard Univ of So. Calif.
- Walla Walla Comm College
- Warner Pacific College
- Washington State University
- Wash. State Univ Tri-Cities
- Wash. State Univ Vancouver
- Weber State University
- West Coast Ultrasound Institute
- Western Oregon University
- Western Seminary
- Western University of Health Sciences
- Western Washington Univ
- Westminster Seminary-CA
- Westmont College
- Whatcom Comm College
- Whitman College
- Whittier College
- Whittier College Law School
- Whitworth University
- Willamette University
- William Carey Int'l Univ
- Woodbury University
- Yavapai College

### PACRAO Conference Themes Over the Years

- |             |  |                        |   |
|-------------|--|------------------------|---|
| <b>52nd</b> | Getting to the Core of the Issue                         | <b>77th</b>            | Discover the Direction You Can Take                   |
| <b>53rd</b> | The Challenges of the 80's                               | <b>78th</b>            | Exploring New Educational Frontiers                   |
| <b>55th</b> | Listen to the Future                                     | <b>79th</b>            | The Golden Standard for Professional Development      |
| <b>56th</b> | Preparation and Opportunity: the Winning Combination     | <b>80th</b>            | A Professional Paradise                               |
| <b>57th</b> | Austerity as Incentive, and All that Jazz                | <b>81st</b>            | Connect   |
| <b>58th</b> | Excellence Takes Effort                                  | <b>82nd</b>            | Stop and Smell the Roses                              |
| <b>59th</b> | Feels Good All Over                                      | <b>83rd</b>            | Sailing Toward Success... Welcome Aboard!             |
| <b>60th</b> | Meeting the Challenge                                    | <b>84th</b>            | Cool Ideas Begin Here: Partnering for Student Success |
| <b>61st</b> | Touching the Future                                      | <b>85th</b>            | Unplug -- Reconnect                                   |
| <b>65th</b> | Pioneering Still   | <b>86th</b>            | Creating a Brighter Future                            |
| <b>67th</b> | Betting on the Future                                    | <b>87th</b>            | PACRAO In Paris: Our Professional Rendezvous          |
| <b>68th</b> | Along the Centennial Trail                               | <b>88th</b>            | Keep PACRAO Wired                                     |
| <b>74th</b> | Surf La Jolla  | <b>89<sup>th</sup></b> | Pursuing New Frontiers                                |
| <b>75th</b> | Jubilee Journey: Celebrate The Past - Look to the Future | <b>90<sup>th</sup></b> | A Sure Bet for Success                                |
| <b>76th</b> | Looking Through the Other End of the Telescope           |                        |   |

## PACRAO Special Feature: Celebrating PACRAO and 90 Annual Conferences

### PACRAO Presidents and Conference Locations 1923-2017

There are countless individuals who have served PACRAO over the years, and the Association is eternally grateful to all of them. Here is just a sample of some of those individuals who have served PACRAO as President and the location of their conferences.

Year	President	Conference Location	Year	President	Conference Location
1923	O.L. Elliot	Palo Alto, California	1972	Ralph E. Bigelow	Anaheim, California
1924	Association Inactive		1973	Herbert R. Warne	Salt Lake City, Utah
1925	Association Inactive		1974	Mary Alice Lee	Portland, Oregon
1926	Clara Kilbourne	Berkeley, California	1975	Wallace E. Gibbs	Fresno, California
1927	Frank T. Barnard	Corvallis, Oregon	1976	Frank Young	San Diego, California
1928	J. Pearce Mitchell	Riverside, California	1977	Mildred H. Scott	San Francisco, California
1929	J. Pearce Mitchell	AACR, Seattle, Washington	1978	B. Eugene Omev	Spokane, Washington
1930	E. B. Lemon	Berkeley, California	1979	C. James Quann	Reno, Nevada
1931	Charles T. Fitts	Eugene, Oregon	1980	Robert R. Board	Tucson, Arizona
1932	Edwin B. Stevens	Los Angeles, California	1981	Ronald J. Bowker	Honolulu, Hawaii
1933	Theron Clark	Sacramento, California	1982	Robert A. Wilkin	Las Vega, Nevada
1934	E.E. Corbin	Portland, Oregon	1983	Kenneth E. Mowrey	Monterey, California
1935	Harry M. Showman	Pasadena, California	1984	Robert W. Spencer	Victoria, British Columbia
1936	Karl Cowdery	San Francisco, California	1985	W.W. "Tim" Washburn	San Diego, California
1937	Florence N. Bardy	Walla Walla, Washington	1986	William P. Gowler	Lake Tahoe, Nevada
1938	Earl M. Pallett	Hollywood, California	1987	Ann Termarello	Seattle, Washington
1939	John A. Anderson	San Francisco, California	1988	Nancy Sprotte	Long Beach, California
1940	Dean Newhouse	Eugene, Oregon	1989	Matt Telin	Moscow, Idaho
1941	Ellen L. Deering	Santa Barbara, California	1990	John Clifton Smith	Portland, Oregon
1942	Ernest L. Rea	San Jose, California	1991	Christine K. Wilkinson	Salt Lake City, Utah
1943	Douglas V. McLane	Because of World War II	1992	Sally Hickok	Phoenix, Arizona
1944	Douglas V. McLane	annual meetings were	1993	Roger Anderson	Sparks, Nevada
1945	Douglas V. McLane	not held	1994	Christine Kerlin	Spokane, Washington
1946	Douglas V. MaLane	Sacramento, California	1995	Melanie Bell	Newport Beach, California
1947	Joe H. West	Seattle, Washington	1996	Janet L. Ward	Sacramento, California
1948	Michael J. Brickley	Riverside, California	1997	Ron Heath	Vancouver, British Columbia
1949	D. Thomas Orderman	AACRAO, San Francisco	1998	James D. Moore	Palm Springs, California
1950	D. Thomas Orderman	Portland, Oregon	1999	Sandra Springfield	Portland, Oregon
1951	Herman A. Spindt	Santa Barbara, California	2000	Nora McLaughlin	La Jolla, California
1952	Ethelyn Toner	San Jose, California	2001	John M. Finney	Burlingame, California
1953	William J. Dillon	Vancouver, British Columbia	2002	Sara L. "Sunny" Burns	Victoria, British Columbia
1954	Harvey Hall	Phoenix, Arizona	2003	Cliff Ramirez	Coeur d'Alene, Idaho
1955	Alfred Thomas, Jr.	Berkeley, California	2004	Robert Bontrager	Tucson, Arizona
1956	Donald D. DuSault	Spokane, Washington	2005	Danette Sullivan	NA
1957	Louis L. Windmiller	San Francisco, California	2005	Frost Johnson	Sacramento, California
1958	Edgar L. Lazler	Long Beach, California	2006	Chris W. Butzen	Honolulu, Hawaii
1959	David P. Atata	AACRAO, Los Angeles	2007	Nirmala "Mala" Sharma	Salt Lake City, Utah
1960	David P. Atata	Sacramento, California			
1961	Clarence R. Bergland	Portland, Oregon	2008	Michele Sandlin	Portland, Oregon
1962	Howard B. Shontz	Monterey, California	2009	Mary Neary Morley	Newport Beach, California
1963	David L. Windsor	Coronado, California	2010	David Johnston	Calgary, Alberta, Canada
1964	Mary Jane Learnard	San Mateo, California	2011	Helen Garrett	Seattle, Washington
1965	John E.A. Parnell	Seattle, Washington	2012	Julia Pomerenk	San Diego, California
1966	Melvin A. Andorson	Yosemite, California	2013	Sue Eveland	Las Vegas, Nevada
1967	Stan Berry	Palm Springs, California	2014	Todd McCollum	Portland, Oregon
1968	Edward T. White	Honolulu, Hawaii	2015	Heather Chermak	Anaheim, California
1969	Catherine F. Emnaker	Lake Tahoe, Nevada	2016	Marc Booker	Las Vegas, Nevada
1970	Elmer "Hans" Wagner	Vancouver, British Columbia	2017	James Miller	Spokane, Washington
1971	Jack H. Shirley	Oakland, California			

## PACRAO Institutional Membership as of 09/28/2016

Plan to participate in the webinar on Monday, October 3, 2016 from 10:30 – noon PDT.

Register now! <https://attendee.gotowebinar.com/register/6661964419600849154>

We encourage you to watch the Webinar together with colleagues and share a conference room.

### **Creating a Positive Work Place**

In this webinar, Julia Pomerenk (University Registrar at Washington State University) will present ways to help create (and maintain) a positive work place. The webinar will include suggested skills that can be strengthened, so that we can provide delightful customer service for our students, our staff, our faculty, and our colleagues across our institutions.

How can we exceed expectations?

How can we be heroes and help our co-workers be heroes, as well?

How can we support and value our co-workers, so that optimism ripples out from our offices?

Because we have a lot to learn from each other, participants will be encouraged to provide recommendations about how they create and maintain positive work places. Participants will be prompted to ask questions, as well.

### **Recordings of Previous PACRAO Webinars Available on the Website**

If you miss this live webinar, the recording of this webinar will be available to members on the PACRAO website, by the end of October.

The recordings of these four previous webinars are also available on the PACRAO website:

The Five Dysfunctions of a Registrar's Office: Managing the Journey through the Book

Resilience Advantage: Skills for Optimal Performance

The Pursuit of Professional Excellence at the University of Utah

Beyond the Box: A Unique Approach to Creating a Multi-functional Office of Accessible Education Service

### **Future Webinars**

If you have an idea for a future webinar, please contact Julia Pomerenk, Vice President for Professional Development, at [pomerenk@wsu.edu](mailto:pomerenk@wsu.edu).

## Thank you to our 2016 Conference Business Partners!

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Less Than 30 Days Away: PACRAO 2016 October 30th to November 2nd - Las Vegas, NV

