Springtime Notes and Thoughts from the President

Springtime is a season of renewal and activity, as the flowers bloom and the fog of Winter is shaken off from hibernation. These thoughts are quite relevant to PACRAO as there is a lot of activity going on in PACRAO as we move away from Winter and towards our annual conference.

From a professional development perspective, we have been committed to providing PD opportunities throughout the year. In April we offered a webinar on Resilience and in May we will offer another webinar on The Pursuit of Professional Excellence. Details for the May webinar can be found further in the newsletter, and a recording of the April webinar (and our past Webinars) can be found on our PACRAO website.

We also have a lot of activity around membership during this time of the year as well. Voting is open for the elections of our Nominations & Elections committee. PACRAO’s greatest resource is its membership, so I encourage you to vote as the N&E committee helps to determine the slate of candidates for leadership roles in our association from our membership pool. In this issue we are also highlighting one of our exemplary new members through a member profile to demonstrate an example of the rich talent we have within the Association.

Spring also means we are approximately 6 months away from PACRAO 2016 in Las Vegas, so stay tuned for information on our annual conference as it will be A Sure Bet for Success.

Regards,
Marc Booker
2016 PACRAO President
PACRAO Audit Committee

One of many vital roles that the PACRAO board plays in service to the membership is to continually serve as good stewards of the financial health of the organization. With that goal in mind, PACRAO established the Audit Committee in 2013. The Audit Committee serves as an independent team whose role is to provide guidance, feedback and suggestions for continually maintaining and improving PACRAO’s financial accounting practices.

The committee met concurrently with the PACRAO winter board meeting in Las Vegas, NV. The Audit Committee, consisting of John Duarte and Jan McCuen had a number of questions and suggestions for the future. The Committee’s initial finding reported that the association was continuing to maintain sound financial/accounting practices. A formal report will be submitted to the Executive Board by the end of May and will be presented to the membership at the 2016 annual meeting in Las Vegas, NV.

I am so grateful for the hard work, collaboration and care for the organization that PACRAO’s audit committee has shown; John Duarte, Registrar, Umpqua Community College and Jan McCuen, Registrar, Chapman University are to be commended for their contributions to PACRAO.

James Miller
2016 PACRAO President-Elect

Introducing the PACRAO Professional Development Committee

As an initiative for 2016, PACRAO has created a new Professional Development Committee to expand on PD offerings throughout the year!

Let me introduce and thank the following PACRAO members who constitute the new PACRAO Professional Development Committee:

- **Gaby Asamsama**, Director of Records Management, Santa Barbara Business College
- **Jennifer Chin**, Associate Director, Student Support and Advising, Enrolment Services, University of British Columbia
- **Janis Farmer**, Associate Registrar, Whatcom Community College
- **Melissa Frey**, Registrar and Director of Enrollment Services, Chemeketa Community College
- **Jill Megredy**, University Registrar, Eastern Oregon University

Questions? Would you like to join the committee? Please contact Julia Pomerenk, VP for Professional Development, at pomerenk@wsu.edu.
PACRAO Presents: "The Pursuit of Professional Excellence at the University of Utah"

Join us for a PACRAO webinar on May 18, 2016 at 9:30 AM PDT.
Register now!
https://attendee.gotowebinar.com/register/7510728019164016644

This webinar will describe the strategy used by the University of Utah’s Office of the Registrar to develop professional excellence among their staff of 35. The presenters will also provide details about a program they developed to specifically improve competencies and capacities of their nine professional-level staff members that may not already have advanced degrees in student affairs. The program draws on adult learning, student development, and strengths-based leadership theories and focuses on key outcomes in knowledge, skills, and attitudes.

This presentation was a popular session at the most recent PACRAO and AACRAO conferences.

Presented by Tim Ebner, University Registrar, University of Utah and Michael Santarosa, Associate Registrar, University of Utah

PACRAO Review: Our Own Professional Journal

Look for the next edition of the PACRAO Review to be published online in May.

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 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.

Questions? Would you like to write an article? Please contact Julia Pomerenk, VP for Professional Development at pomerenk@wsu.edu.
The Exemplary New Member Award is given to an individual who has made significant contributions to PACRAO and to the membership in their first years as a member. At the 2015 PACRAO annual meeting in Anaheim, Joy Kim from the University of California’s Irvine campus was named this year’s Exemplary New Member. She says it was totally unexpected and a great surprise.

Joy became a PACRAO member in 2013, which was her first year in the Registrar profession. She works in UC Irvine’s Office of the Registrar as a Student Services Specialist. She has attended three PACRAO annual meetings – Las Vegas (2013), Portland (2014), and Anaheim (2015). And in her three short years of membership, she has served on the PACRAO Diversity Committee, the Local Arrangements Committee (LAC) for Anaheim, and has now returned to serve on the Diversity Committee this year.

What was Joy’s path into the Registrar profession? She was a student worker at UC Irvine (so Irvine is not only her employer, but her alma mater) in the Financial Aid Office. After graduating in 2012, with an undergraduate degree in Psychology and Education, Joy worked briefly in the hospitality industry for JW Marriott Corporation. But when the Student Services position opened up at UC Irvine, she jumped at the chance to return to the higher education field.

Joy loves customer service. She loves educating and empowering students to navigate the labyrinth of college successfully. While her primary roles in the Registrar’s Office involve reading applications of incoming students to determine residency and advising visiting students, Joy also serves part of each day as a general counselor at the walk-up window and on the phone. One reason she enjoys this part of her job so much is that she herself was a first-generation college student - in a U.S. college, that is. Joy’s parents immigrated to the United States from Korea after completing their higher education in their home country. So she understands firsthand the need for, and the value of, guidance and assistance for all college students, and especially those who are new to U.S.

Joy’s PACRAO experiences have been very positive. The encouragement of Paul Lampano, Joy’s UC Irvine colleague and recent PACRAO Treasurer, as well as that of Soraira Urquiza, former PACRAO Diversity Chair and Anaheim LAC Chair, were instrumental in getting Joy involved early on. They invited Joy to step out of her comfort zone and get to know people in PACRAO. She took their advice and now encourages others to do the same. Favorite stand-out PACRAO moment so far: the Drum Café experience at the opening session of PACRAO in Paris (Las Vegas 2013). She had anticipated her first annual meeting being pretty serious and dry, but found herself among hundreds of other folks drumming like crazy and having a great time. She also enjoyed playing PACRAO Bingo at the New Members’ Session that year because it gave her an excuse to meet a lot of the PACRAO leadership team and broke the ice in introducing herself to the folks whose autographs she needed to obtain for the game.

What does she love about PACRAOnians? We are fun, outgoing, approachable, generous and helpful with professional questions, and according to Joy we are fountains of knowledge about all things registrarial. Joy’s favorite pastime is travel. She has been to Spain, Belgium, Italy, Costa Rica, Paraguay, Argentina, and Brazil. Next up – she loved being in Oregon for PACRAO last year and hopes to return there, as well as traveling to other as-yet-unexplored places in the U.S. We’ll see you in Vegas, Joy!

Submitted by: Marianne Stickel—VP for Membership
What PACRAO Has to Offer: Benefits of Membership

**Professional Networking:** Your PACRAO membership connects you virtually to over 2,000 other “PACRAOnians,” folks who know - and care passionately - about what we all do for a living. The annual conference offers another opportunity – *even when you are brand new to the organization* - for connecting in person with hundreds of these great folks and tapping into their many years of professional knowledge and experience. It also connects you to the online job board, which is always humming with new job postings. Each time a new job is posted, you get an e-mail message alerting you 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.

**Diversity:** We celebrate the diversity of our region. Our membership includes professionals from more than 18 states and territories: Alaska, Alberta, Arizona, British Columbia, California, Federated States of Micronesia, Guam, Hawaii, Idaho, Manitoba, Marshall Islands, Montana, Nevada, Oregon, Palau, Saskatchewan, Utah, and Washington. Our experiences are enriched by the diversity of higher education professions within our membership as well: Admissions and Registrar professionals; Enrollment Management experts; Deans, Provosts and Vice-Presidents; Financial Aid and Student Life representatives, and of course, our great associate members and exhibitors who support our efforts.

**Learning:** Feeling the need to: Hone your presentation skills? Expand your professional network? Explore best practices or cutting edge innovations? Share a success or a learning experience? Offer mentorship to a less-experienced colleague? Find a mentor? Connect with a special population? Bounce an idea off someone who can provide you with great feedback? There is no better place – whether it’s to give or to receive - than among the warm and friendly environment that PACRAO members generate.

**Value:** Please remember that PACRAO places no limit on the number of individual members who can join per institution. The cost of annual institutional membership is the same ($125/year) whether your institution has two or twenty individual members. Where else can you get such a great deal?!

**A Reminder About Staying Connected** - It’s especially important to stay connected when you change institutions or change positions. Because your membership is tied to the institution where you are employed, those types of changes can impact your membership status. Keep us posted by updating your profile, and we will keep you connected. Those of you who serve as the Primary Contact for your institution, please keep your institution’s profile AND your individual member list up-to-date.

**New Membership Year is Approaching** - We will soon embark on the annual membership drive. Watch for email reminders about renewing your institutional membership for the 2016-17 year and how to pay your annual dues. The membership year runs from July 1 through June 30th, so you’ll want to mark your calendar to renew before the end of June, so you don’t miss out on all the resources, session proposals, volunteer opportunities, and annual meeting registration details for PACRAO 2016 at Planet Hollywood in Las Vegas, Oct. 30-Nov. 2, 2016.

Submitted by: Marianne Stickel—VP for Membership
2016 Nominations and Elections Voting Open

We are in an election year and this is true for PACRAO as well. Elections opened April 11 and close May 11 for the membership to select six of the following ten candidates to serve on the 2016 Nominations and Elections Committee. The candidate who receives the most votes will serve a two-year term, as vice chair for the 2017 Nominations and Elections Committee.

The Nominations and Elections Committee is charged with identifying and selecting PACRAO members to stand for election for open Executive Board positions and the next N&E Committee. They also select a member to serve on the Audit Committee. The committee is critical to shaping the direction and leadership of our association. They will begin their work this summer to develop a list of potential candidates and develop a slate at the end of the annual meeting and conference.

Thank you to Courtney Whetstine, this year’s Vice Chair, for collecting N&E candidate materials for this year’s election. Below are the members who are standing for the 2016 N&E Committee. Thank you to all of them for willing to serve PACRAO.

Gabriella Asamsama-Acune

Over the past two years Gabriella has held a role of Director of Records Management for Santa Barbara Business College and California Aeronautical University. She is directly responsible for managing the registrars department that includes seven campus registrars. In the past, Gabriella has held a dual role of Registrar and Academic Advisor at Fremont Colleges, as well as Associate Registrar at Chatham University. These roles provided experience in student services, degree audits, graduation, government and accreditation regulations, and scheduling. In addition, Gabriella is a part of the Ventura County Leadership Academy (VCLA), an organization set to bring forth a diverse group of leaders together in order to effectively improve the quality of life in Ventura County through learning about critical issues within the community.

Gabriella joined PACRAO in 2014 and presently involved in their Professional Development Committee and last year she had the opportunity to be involved in the Local Arrangement Committee. Gabriella’s extensive experience in managing the registrar’s office, facilitating programs for their success in a leadership capacity, developing, interpreting and implementing policies, has given her the confidence to be able to bring strong contributions to the Nominations and Elections Committee.

Laura McKenzie

Laura McKenzie has been a PACRAO member for 13 years and has attended multiple PACRAO conferences. She has presented for PACRAO both in person and for a webinar.

Laura has served in higher education for 16 years working for both public and private universities. She started her career in admissions before moving to student financial services and then to records and registration where she still works today as the University Registrar for Idaho State University in Pocatello, Idaho.

Laura is a graduate of The Pennsylvania State University Academic Leadership Academy and has been the chair of the Idaho Registrar’s Council multiple times. She is excited for the chance to serve PACRAO in a greater capacity through the Nominations and Elections Committee.
**Jared Forell**

Jared has been an active member of OrACRAO since 2012, eagerly taking on more progressively responsible roles within the organization and excited about the opportunity to do the same in PACRAO. In 2013, he served on the OrACRAO conference planning committee and was elected to the Vice President for Technology & Communication position the following year; serving in that capacity from 2014 to 2016. Last year, Jared was awarded the Bob Tufts Rising Star Award for his significant service contribution to the organization. This next academic year he will be moving into the Business Partner Coordinator role.

Jared’s professional career in higher education began in 2011 at Portland Community College in the Student Records/Graduation office. In December, 2015, Jared moved into a new position at Central Oregon Community College where he is currently in the position of Assistant Director of Admissions & Records for Curriculum & Technology. Jared earned his Bachelor of Science in Elementary Education with a focus in Mathematics from Linfield College. The CRAOs have played a large part in Jared’s professional development and in growing his passion for the work we do in higher education. He hopes that serving in this capacity will allow him to continue to grow, establish new relationships and provide the best service to students, staff and his institution.

**Tara Hardee**

Tara is currently serving at California State University, Dominguez Hills as the Interim Registrar, overseeing degree audit analysis, graduation, articulation, records, registration, and athletic and veteran certifications. She is highly involved in the campus community in varying capacities such as her work on the Financial Appeal Committee, the Student Communication Committee and serving as a Title IX investigator. In addition to her involvement on campus, she enjoys being involved in off campus initiatives and projects. She has presented at a NASPA Western Regional Conference and was involved with co-developing and publishing their National Ethics Statement. She has presented her published research into developmental education at the International Conference on Learning in Greece and last year she had the privilege to present at the November 2015 PACRAO conference. Recently, she has become a part time lecturer at California State University, Long Beach working with the Undergraduate Research Opportunity Program to develop first and second year students’ skills as it relates to the research process.

Tara is looking forward to serving on the Nominations & Elections Committee, as she enjoys being involved in PACRAO’s collaborative community of diverse professionals.

**Lauren Kim**

Lauren has been working as the Associate Registrar at Harvey Mudd College since 2012 and has more than 8 years of experience in higher education. She received her Doctor of Education from the University of Southern California in 2015. Prior to working in higher education, she was a business development manager for a defense contractor cultivating international markets, and a global account executive for a telecommunications company managing and growing multi-million dollar accounts. Lauren looks forward to contributing to PACRAO by being a part of committee that will help to shape the future leadership of the organization.
Grace King

Grace King is the Director/University Registrar at California State University, San Bernardino (CSUSB). She has been working in higher education for 26 years, of which 20 years has been at CSUSB and 6 years was at Humboldt State University. She started her employment in higher education as a clerical assistant in the Office of Admissions and Records, and has worked in various capacities in the Office of the Registrar. She received her Master of Public Administration from California State University, San Bernardino in 2006 and her Bachelor of Arts in Administration with an Accounting Concentration in 1991.

She is currently a member of AACRAO (American Association of Collegiate Registrars and Admissions Officers), PACRAO (Pacific Association of Collegiate Registrars and Admission Officers), and HEUG (Higher Education User Group). As a part of the N&E Committee, Grace looks forward to becoming involved in PACRAO as more than a member attendee, and knows several colleagues who could also contribute positively to PACRAO.

Revy Buchanan

Revy Buchanan has been a member of PACRAO since 1996. She served PACRAO as facilitator and a member of the Diversity Development Committee for several years until her appointment as co-Diversity Advocate in 2008, and as Diversity Advocate in 2009. She was also a member of the Program Committee in both years. In 2011, she served as member of the Local Arrangement Committee for Conference Registration at the last conference in Seattle, WA.

Revy entered the Student Services profession as a Mailings Clerk in the Office of Admissions and Records at Biola University, in 1981. In 17 years she worked and learned through various positions in the Registrar’s Office and in 1998, she joined the University Registrar team at Chapman University where she is currently the Associate Registrar for Registration and Enrollment Records.

Revy was blessed with the knowledge she’s learned, professional relationships and lifelong friendships she’s made at PACRAO. In gratitude, she would like to continue to give back to this organization by serving on the N&E Committee this year.

Tina Miller

Tina Miller is currently an Associate Registrar at the University of Washington Seattle, where her student services career began in 1994. She has also spent time there as a departmental admissions coordinator, a graduation and academic records specialist, a DARS encoder, and an Assistant Registrar.

Tina’s previous professional organization experience has been at the state level (WaACRAO), where she has been President, Vice President, Communications Coordinator, and multi-purpose Board Member. She has enjoyed attending PACRAO conferences for the last 5 years, and thinks it’s about time she began contributing something back other than the occasional presentation or roundtable. She’s also excited about the chance to work more closely with her colleagues from across the PACRAO region, and believes great things can happen with collaborative energy and a sense of humor. She does not usually refer to herself in the third person.
Leesa Beck

Leesa has worked in enrollment management for over a decade, and currently serves as the University Registrar at the University of California, Santa Barbara. Her greatest professional passion is technology, and she has played an integral role in SIS implementations at two separate institutions and served as project manager or functional lead on numerous successful systems projects. She is also a strong believer in the importance of professional development and contributing back to the profession. To that end, she has participated in several mentorship programs, attends and presents regularly at conferences, and has served on many professional committees on her campus and within the University of California system. This is her first time serving on a PACRAO committee, and she is very excited for the opportunity!

Leesa is thrilled for the chance to be a part of this year’s Nominations and Elections Committee, and contribute back to an organization that has provided her with so many excellent professional opportunities. She looks forward to assisting with the election process, and helping to carry on PACRAO’s tradition of effective leadership.

Nora McLaughlin

Nora McLaughlin has been a member of PACRAO for over thirty years, and served on the Executive Board as Treasurer and as President. She began her career at Johnston College at the University of Redlands, continued as University Registrar at California State University Long Beach, and serves as registrar at Reed College in Portland Oregon. Nora also served on AACRAO’s Board of Directors, first as a Vice President, then as President. She is an active member of OrACRAO, having made numerous presentations and served on the conference planning committee. She supports reaching out to new members to engage them in the myriad professional development opportunities afforded by participation in these vibrant professional associations.

The Nominations and Elections Committee (N&E) plays a pivotal role in PACRAO’s organizational strength. The committee encourages and evaluates candidates for service on the Executive Board and on N&E, with the goal of an informed, committed, talented, and engaged board. Although PACRAO is an association of peers and colleagues, the board bears the responsibility of ensuring full access to the members and sound financial policies to guarantee a strong organization. I am honored to work with members to engage and determine a strong slate of officers for the coming year.
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Mark Your Calendars: PACRAO 2016 October 30th to November 2nd - Las Vegas, NV