Spring has Sprung!

Well at least here in San Diego. I hope where ever you reside, there is some evidence that spring is right around the corner for you. This edition of PACRAO News is like an Oreo, full of good stuff.

Some highlights are:

- It is membership renewal time and Michele Dodge, our VP for Membership, has an update on that process.

- Another spring activity is our election process for our nominations and elections committee. James Miller, our Past President, outlines the voting process and the nominees are featured as well. It is important that you cast your vote! It only takes a minute and we want to hear your voice.

- Kristin Benson, who serves as our PACRAO Secretary and as a member of the Diversity Development Committee has written an excellent article on the topic of equity within the registrar’s office.

- Sue Eveland, our Archivist has another installment of, “From the Archives” and we are all about Sacramento and Ford Mustangs! You will have to read further to see what that is all about!

- And last but not least, Clint Rebik, program chair, for Sacramento 2018 and Arturo Torres, Diversity Development Advocate, have news about the call for proposals for Sacramento 2018.

Besides all that, your executive board is working on revamping our website, doing a review of our banking institution and gearing up for the summer board meeting in Scottsdale, Arizona in July. All of this is to support our members and build a strong association. We welcome your feedback about your experience with our association and let us know how we can serve you so you can capitalize on your potential everyday!

Rayanne Williams, PACRAO President
Hello Spring!

Spring is all about renewal and this just happens to coincide with our 2018-2019 membership renewal drive! You will be able to renew your 2018-2019 membership in early May. The annual dues of $125 per institution are remaining at the same level as last year. Some of the great things about the membership you may not realize are:

- The main membership is an institutional membership and you only pay per institution.
- You can have as many individual members listed under the institutional membership as you want, no extra charge, no limit.
- Every member receives the following information throughout the year:
  - Quarterly Newsletters
  - Free Webinars
  - Information regarding the annual meeting
  - Job Openings
- As a member, for a nominal fee you can post your institution’s job openings.
- As a member, you can attend the annual meeting for an additional cost.
  - 2018 – We are in Sacramento, CA (I’ve been to the site and it is beautiful!)
  - 2019 – We are in Scottsdale, Arizona

BONUS – If you are the primary contact, we have a cool patch for you!!

We look forward to seeing and hearing from you this year!! Feel free to contact me about any membership questions you may have at mdodge@uws.edu.
Greetings, PACRAO members!

The Program Committee for the 2018 annual conference in Sacramento is pleased to spread the word that the proposal submission window is now OPEN!

The committee is seeking topics that “Capitalize Our Potential” across all of member service areas. This could include (but is certainly not limited to) topics related to admissions, records, registration, technology, diversity, leadership…the sphere is wide and inviting.

Perhaps you’ve discovered a way to enhance a service? Perhaps you’ve streamlined a business process? Perhaps a mentor has guided your path in ways that you could guide others? Whatever expertise you’ve developed, we want YOU to capitalize on YOUR potential by becoming a presenter!

Our membership is rich with talented, thoughtful colleagues, and we hope you’ll share your knowledge. The call for proposals is open for the month of April, closing on April 30. Submit your proposal here:

https://pacrao.org/ESM/esmConf18_Proposal.html

Cordially,
Clint Rebik, Program Committee Chair
Program Committee: Melissa Frey, Anne Herman, Andrea Martin, Todd Wolfe

Past PACRAO Meetings in Sacramento

2005 The Gold Standard for Professional Development

1996 Capitolizing on People

1989 No formal theme

1960 No formal theme

1946 No formal theme

1933 No formal theme

--- Session Proposals Now Being Accepted ---

Sacramento, CA at the Hyatt Regency
October 28-31, 2018

--- Visit the Conference Mini-Site ---

More Information Coming Soon
Toward Equity in Registrar and Admission Offices

As registrar and admission professionals, many of us are drawn toward the profession because of deeply held values like fairness and equality. How often have we been overheard saying, “Well, if we do this for one student then we must do it for all students?” The eradication of preferential treatment and bias is a goal for many of us.

And yet, despite our best efforts, in many ways our offices remain mechanisms of marginalization and inequity. How many times have you seen the illustration that highlights the distinction between equality and equity? The illustration depicts three people trying to watch a sporting event occurring behind an opaque fence. One person is very tall, one is of medium height and one is short. Nearby there are three blocks and they are distributed “fairly” so that each person gets one block. The tall person can clearly see the game since the fence comes to their waist when they are standing on a block. The person of average height can now (finally!) see once they are on the block; the shorter person still cannot see even when they are standing on the block. The solution seems clear: the tall person can give their block to the short person who, with two blocks, can now see over the fence and watch the game.

The question I try to ask myself is this: what do those blocks represent if I attempt to translate this illustration into my day-to-day work in a registrar’s office? The blocks provide structure to our three viewers so that each has what they need in order watch the game. Similarly, it is the structural elements of our work (physical configuration of space, policy, process, workflows, etc.) that can betray our lack of inclusiveness even when we are trying hard to be fair and treat all of our students equally. We can apply a policy equally to all students but if that policy is inherently biased toward some groups of students and against others, we will not have equitable outcomes when it is applied.

The challenge for us, then, is figuring out where our departmental and institutional structures are inequitable. This can be difficult as policies and practices are very old and codified not only “on paper” but also culturally and technologically. Another challenge arises when we can’t even decipher where our structural barriers are. One technique for tackling the latter was taught to me by Dr. Kathy Obear, who encourages people to conduct an equity analysis, which can be used to assess a situation, a policy, or a decision, via “equity cards.” Equity cards are a set of cards where each card states a population that is marginalized or oppressed. They don’t have to be fancy and you can make your own! Examples of what are written on my cards include: veteran status, age, criminal background, socio-economic class, race, religion/spirituality, and level in the hierarchy. This is only a sampling of what could be included in a deck.
To conduct a rudimentary assessment of a decision, you would run through your deck and ask yourself, “How would this decision impact people who identify as ______________?”. Write down how you think the decision would impact this population. Would it be a disparate impact if compared with those outside of this population or identity? Work through the deck of cards and assess the impact for each card. I suggest doing this as a group activity when you can so that colleagues can help bring perspectives that you might lack. In the end, you’ll have to decide, based on the outcome of this analysis whether or not to move forward with the decision (or policy, practice, etc.). If you do move forward but foresee undesired impacts for some people, you may want to use this information to try and mitigate that impact in any way you can. In some cases, you will realize that the decision

Moving the needle on equity in higher education requires more than a desire to treat everyone the same. It requires analysis of the ways in which current and historical structures, within our departments and institutions, do not serve all students … and changing them.
PACRAO 1989 – Sacramento and the Adventure of the 1966 Ford Mustang

Some of you will remember that in 1989, the cover of the Sacramento program featured a 1966 Ford Mustang which was given away during the Gala at the conference. In an effort to get the back story about the car, former University Registrar, Herb Chereck, of the University of Oregon, tracked down his long-time colleague, Rick Legoza, who was working for SCT (now Ellucian) in 1989 as one of SCT’s original employees.

Rick reports that he was contacted by CSU-Sacramento’s Foundation Office. They had received a 1966 V6 Ford Mustang (cool, though not the highly collectable V8 1964 edition). The foundation director said they would rather have the money than the car and wondered if SCT would be willing to buy it as a raffle item at PACRAO. The cost of a PACRAO sponsorship was about the same as their “donation” purchase price of the car ($1000). And Rick said, “we thought it would be something people would remember.” Indeed!

The PACRAO 1989 program included this regarding the Gala, which was a banquet held off-site at the Railroad Museum: “Shuttles leave from the Hyatt main entrance beginning at 4:45 p.m. A shuttle will run from the Railroad Museum to the Hyatt until 11:00 p.m. Ticket is included in registration. Extra tickets for spouses/guests are available for $25.00. This is it! The winner’s name for the 1966 Ford Mustang will be drawn at 7:00 p.m. Winner must be present!”

Rick recalls that the first name to be selected was one of the Sisters from a Northern California Catholic College. He quipped, “Sorry, I did not keep her name or her institution – I was more worried about going straight to hell at that point!” Rick recalled that the second name drawn was a person from BYU, and Rick thought it might have been Erlend “Pete” Peterson.

Turns out Pete, tracked down through LinkedIn, has an alibi for that escapade; he was on a leave of absence from BYU that year, living in Norway, so he was not even at the 1989 meeting, much less the winner of the car. He did not recall who won the car. Back to the drawing board!
A review of the 1989 PACRAO Directory helped Rick remember that the winner may have been Doug Bell, the Director of Admissions at BYU at the time. With Pete’s help, we located Kate Andreason from BYU, who weirdly enough, was having lunch with Doug’s wife, Caryl, the day all of this tracking was going on! So now, here is the rest of the story:

Yes, Doug won the 1966 Ford Mustang. Well actually, Doug’s wife won the mustang. To win the Mustang, you had to visit the vendors and get tickets that were entered for the drawing. Caryl visited all the vendors and entered tickets. Caryl remembers that two people were drawn before her name but neither won because of the “must be present” rule.

The car was white and in mint condition. However, it was a stripped-down model without a radio or air conditioner. Doug drove it home to Utah. He said, “Driving home was so boring that I stopped and bought a portable radio to listen to while driving.”

Doug reports that he and Caryl had a lot of fun driving the mustang around town. People would stop and look because it was so beautiful and pristine. The Bells kept the car for several years and then sold it to their home builder, who built an extra garage as payment for the car. Ironic, is it not, that Doug and Caryl had a second garage but only one car!

Mystery Solved!

Sue Eveland, with Herb Chereck, Rick Legoza, Erlend “Pete” Peterson, Kate Andreason, and Doug Bell, for the PACRAO Archives
It is time for you to exercise your civic duties, PACRAO colleagues. In PACRAO’s governmental structure, the Nominations and Elections Committee (N&E) serves the critical role of creating the slate of nominees for the PACRAO Executive Board and Audit Committee. In selecting the N&E, you as a PACRAO member are selecting the representative body who will speak on your behalf in the Board of Directors and Audit Committee selection process.

Voting is open now for the Nominations and Elections Committee! Active voting will be available until 11:59 pm on May 10, 2018. To be eligible to vote, you only need to be listed on your institution’s PACRAO Member Roster provided your institution is a current member of PACRAO. The voting site can be accessed at https://www.pacrao.org/Vote/memNomElectIntro.html. If you’ve forgotten your PACRAO username and password, that information is retrievable at https://www.pacrao.org/docs/forms/memUNPW.html.

From the list of nominees on the following pages, you will be selecting six candidates. The top six vote getters will serve as the 2018-2019 PACRAO Nominations and Elections Committee. The next two vote getters will serve as alternates should an elected member not be able to serve. The top vote getter in this year’s election will serve on the 2018-2019 N&E and will continue on to the 2019-2020 N&E as that committee’s Vice Chair.

I hope you will vote. You do not need to have in-depth knowledge of our candidates in order to vote. You only need to consider the bios the candidates have submitted and vote for the six people who you think will most ably serve on the N&E. Again, this body plays an important role in the governance of PACRAO.

Without further ado, the candidates for this year’s Nominations and Elections Committee are as follows: (bios listed on the following pages)

- Dani Ambrose
  University Registrar, California State University Sacramento
- Michelle Comer
  Assistant Registrar, University of California Merced
- Mark Fonseca
  FERPA Analyst, University of California Irvine
- Joy Kim
  Residence Officer, University of California Irvine
- Holly McDonald
  Associate Registrar, University of Alaska Fairbanks
- Kory Riddle
  Assistant Registrar, University of California San Diego
- Katrina Highland
  Associate Registrar at Southern Oregon University
- Jerri Weston
  Assistant Registrar, Montana State University
- Garret Tipton
  Assistant Registrar, Azusa Pacific University in Southern California
Dani Ambrose
University Registrar, California State University Sacramento

Dani Ambrose is the University Registrar at California State University, Sacramento. She began her career as a student employee in the Office of the University Registrar at George Fox University. After graduating from George Fox with a Bachelors of Arts in Business she returned to serve as an Enrollment Specialist. She then moved on to serve as the Assistant and then Interim Registrar at Western Oregon University and the University Registrar at Concordia University in Portland, before moving into her current role at Sacramento State. She holds a Master of Science in Education from Western Oregon University. Dani attended her first PACRAO conference in 2014. Prior to moving to California she was active in OrACRAO serving as a planning committee member and as a presenter and facilitator at the annual state conference. Dani values the community, engagement, and support PACRAO offers and sees the opportunity to serve on the Nominations and Election Committee as a way to actively follow her passion for education, organizational development, and leadership while also serving and supporting her colleagues across the region.

Michelle Comer
Assistant Registrar, University of California Merced

Michelle Comer is the Assistant Registrar at University of California, Merced. She manages special enrollment programs, transfer credit entry, reinstatement, and end-of-term procedures while supervising a team that works with academic records, transcript and enrollment verifications, personal information maintenance, grades, requests to leave the university, and department e-mail. Michelle began working in student services in 2005 as a student assistant for the Office of Financial Aid and Scholarships and campus One-Stop. In 2010, she began her professional career with the Office of the Registrar as the Academic Records Coordinator before taking on her current role. Michelle has a Bachelor of Arts in Psychology from UC Merced and a Master of Science in Administration from California State University, Bakersfield. Michelle presented at the first PACRAO annual meeting she attended in 2012. The next year, she was requested to present the same topic of maximizing student assistant potential in a one-stop environment at the 2013 AACRAO annual meeting. She has stayed involved with PACRAO and has had the opportunity to attend three annual meetings since 2012 where she has facilitated sessions or presented. Michelle enjoys the community and camaraderie that she has found in PACRAO and is seeking a position with the N&E committee so she may share her enthusiasm for the organization and has a method to give back to the organization that has helped her with her own professional development.
Mark Fonseca
FERPA Analyst, University of California Irvine

Mark Fonseca works in the University Registrar’s Office as the FERPA Analyst / Degree-Works Specialist at the University of California, Irvine (UCI). He is responsible for FERPA training and guidance for the University. He is also responsible maintaining DegreeWorks. Mark has been with UCI Registrar’s Office for 14 years. Through his time with the Registrar’s Office, he has held positions as a Student Services Specialist, the Residency Officer, and now the FERPA guy. Mark is also an alumnus of UCI graduating with a BA in International Studies. Mark attended his first PACRAO conference in Newport Beach, CA in 2009. After attending a couple of AACRAOs, he definitely preferred PACRAO environment. In PACRAO, it is easier to approach and interact with both presenters, attendees, and board. He eventually joined the Local Arrangement Committee (LAC) for the 2012 Conference in San Diego, CA. By joining the committee, he was able to interact with other great professionals. After four years, he has returned to PACRAO in Spokane, WA. Mark sees the N&E Committee as a great way to reconnect with the organization and help attract new members to be more involved with PACRAO.

Joy Kim
Residence Officer, University of California Irvine

Joy Kim is the lead Residence Officer at the University of California, Irvine’s Registrar’s office. She is responsible for reviewing students’ eligibility for in-state tuition, and also manages the undergraduate and graduate UC visitor programs. She has been with the University Registrar’s Office since 2013, but has been an Anteater since 2008. Joy graduated from UCI with a BA in Psychology and Social Behavior and a minor in Education Studies. Joy attended her first PACRAO conference in 2013 at Las Vegas, NV. Her amazing mentors (Soraira Urquiza and Paul Lampano) encouraged her to join the 2014 Diversity Committee where she was able to get her feet wet by writing articles for the newsletter and facilitating diversity sessions. She enjoyed her experience so much that she decided to participate in the 2015 Local Arrangement Committee and the 2016 Diversity Committee. Joy is interested in participating in the N&E Committee because it would give her the opportunity to expand her knowledge about the organization, allow her to connect with other members, and most importantly it would help bring her out of her introverted shell!
Holly McDonald
Associate Registrar, University of Alaska Fairbanks

Holly McDonald is currently an Associate Registrar for the University of Alaska Fairbanks (UAF). She started her career in higher education over 16 years ago and since that time has worked in distance education, oversaw student & enrollment services for a rural community campus and managed graduation services for the Office of the Registrar. She currently oversees records, registration, scheduling, curriculum and graduation for UAF Office of the Registrar. Holly’s current position at UAF involves working with a variety of governance bodies, giving her insight into the dynamics of diverse groups cooperating to serve the best interests of a large group. She has also served on various committees throughout her years at UAF: UAF Staff Council: Membership and Rules Committee, University of Alaska Distance Education Steering Board, a process improvement team, various statewide student teams and policy development committees. Having seen the university through a variety of roles, Holly has developed a broad knowledge base and especially finds the areas of curriculum and records management interesting and rewarding. Working in a state with a very small number of higher education institutions has motivated Holly to expanding her involvement with PACRAO. Holly has been a member with AACRAO for several years. After attending several AACRAO conferences and hearing about PACRAO from colleagues decided to attend her first PACRAO conference in 2017. Holly is excited about the opportunity to work with such a wonderful and knowledgeable team at PACRAO.

Kory Riddle
Assistant Registrar, University of California San Diego

Kory Riddle is the Assistant Registrar at UC San Diego where she services the Enrollment Services team which handles NCAA certifications, VA benefits, special programs, residency for tuition purposes, transcripts and verifications, and enrollment. Kory has been in higher education for 11 years and holds a Bachelor degree in Philosophy Pre-Law and a Masters of Business Administration. She is the chair for the university’s Electronic Information Committee housed within the Undergraduate Academic Advising Counsel and is involved in several campus-wide projects and initiatives aimed to improve the student and staff experience campus-wide. Kory is a champion of continuous improvement and enjoys presenting training and informational sessions to groups large and small. Kory views the Nominations and Elections Committee as a way to contribute to the profession and introduce others to leadership opportunities.
Jerri Weston  
Assistant Registrar, Montana State University

I have been a member of PACRAO since 2008 and AACRAO since 2010. I joined the Registrar’s Office at Montana State University in 2001 and currently serve as the Assistant Registrar. I have had the distinct pleasure of serving PACRAO over the years: in 2012 I served on the Nominations and Election Committee, 2013 Las Vegas on the local arrangements committee as Registration Chair and in 2014-2016 as Secretary. I currently chair the AACRAO Academic-Commencement committee. I believe professional organizations enrich our lives professionally and personally. I have made so many friends through the years; that attending PACRAO is like an annual family reunion! How does one create their own professional family; it is easy, get involved! I believe in helping people achieve their goals in life; therefore, higher education has become

Katrina Highland  
Associate Registrar at Southern Oregon University

Katrina Highland is the Associate Registrar at Southern Oregon University (SOU) where she supervises a team that works with academic records, academic scheduling, transfer articulation, and degree processing. She began her 12-year career at SOU as an Information Specialist in Admissions and then moved into the role of Academic Scheduling Coordinator in Registration & Records before taking her current role. Katrina has a Bachelor of Science in English & Writing and a Master in Management, both from SOU. Katrina attended her first PACRAO conference in 2017 after being a member for several years. She found PACRAO to be a welcoming, fun, and supportive community, and would love the opportunity to serve the organization. Katrina has enjoyed being involved with her state organization by serving on the planning committee as a member and chair and presenting a session for the last two conferences. Involvement in these organizations allows her to meet wonderful people, get even more inspired about the work we do, and grow as a professional and individual. Katrina sees the N&E Committee as a great way to share her excitement about the organization and how it contributes to the success of our institutions and our students.
Garret Tipton
Assistant Registrar, Azusa Pacific University in Southern California

Garret Tipton is an Assistant Registrar at Azusa Pacific University in Southern California. He leads a team of Academic Records Specialists that serve graduate and professional students by assisting them with enrollment, academic progress and advising, degree clearance, and graduation processing. He began his career at APU as a Student Account Counselor in Student Financial Services before stepping into his current role with the Office of the Graduate and Professional Registrar. Garnet obtained his Bachelor of Science in Electronic Media from the University of North Florida, and is currently completing a Master of Art in Executive Leadership from Azusa Pacific University. He is also proud to be serving the APU community as a Diversity Ambassador with their Center for Diversity, Equity and Inclusive Excellence.

Garret attended his first PACRAO conference in 2016 after joining the registrar world, and has earnestly benefited from the dynamic tools and resources made available during the meetings. Garnet has enjoyed networking and building relationships with other PACRAO/AACRAO members and vendors and is excited about the opportunity to serve alongside veterans of the organization. Garnet has identified the N&E Committee as an opportunity to collaborate with the organization’s leadership team in the strategic development and networking processes, and to help PACRAO accomplish their goals and objectives for the years to come.
Hello, PACRAO members!

As noted earlier in the newsletter, the time has arrived for your proposal submissions for the 2018 PACRAO conference in Sacramento. The Diversity Development Committee would like to encourage you to submit proposals that will contribute to the diversification of higher education from all areas. We want to see information provided to our members on topics such as religion, disabilities, gender, intersectionality, veterans, first generation students, dealing with rural communities and low income students.

As President Rayanne Williams noted in her February email to members, the program committee and the diversity development committee are seeking topics that “Capitalize Our Potential.”

The call for proposals is open for the month of April and you can submit your proposal here: https://pacrao.org/ESM/ESMConf18_Proposal.html

Sincerely,

Arturo Torres, Diversity Development Advocate

Diversity Development Committee: Anthony Reyes, Ruth Garay, Mike Earnest, Zach Klc, Kimanthi Warren, Audra Mcquarie, Meghan Galligan, Kristin Benson