



# PACRAO NEWS

Pacific Association of Collegiate Registrars and Admission Officers

Winter 2019

## 3.5 Months Already? Lots of Change!

As I prepare my first newsletter as your President, it's really hard to believe that it's been 3.5 months since PACRAO in Sacramento ended. Time surely is flying.

I can say in that time a lot is happening in the association and your board and committees are very hard at work. I am constantly amazed to think that all of these wonderful folks are volunteering their time. I don't want to ruin any surprises, but I can say that the changes that are currently being worked on will take PACRAO to new levels in many ways. Some will be very obvious to the membership and others will help make the work of the board (and therefore the association) easier and more efficient. In the next couple of newsletters we will make sure to share those changes as they happen.



In looking ahead toward the 2019 conference in Scottsdale, I am very excited to be working with my two great committees. We spent some time together in mid-January at the hotel in Scottsdale and some great ideas were brought forward. We hope to build on what is always an amazing conference. I have always viewed PACRAO as my favorite professional development opportunity each year (and have believed that since my very first conference in 2008 in Portland). I truly appreciate the work of Melissa Frey and Monterey Sims, my two conference chairs, and the work of their committees. Having served as a Local Arrangements Chair in 2014, I know how much work they are doing. And I know they are moving forward with an eye on making the conference even better.

It's the work I get to do with the board and my two committees that keeps inspiring me to give so much to PACRAO. I wouldn't be where I am today without PACRAO and the inspiration many of you provide. Although there are too many of you who have provided that inspiration, I want to give special thanks to Sue Eveland, Rebecca Mathern, Tara Sprehe, Marc Booker, Bob Bontrager, Beth Woodward, Jeff Grundon, and James Miller for providing a special level of inspiration. They are at the heart my thoughts when I think of this year's conference theme, "Inspire and Be Inspired". I am especially inspired for this year knowing that the last time we were in Arizona, Bob Bontrager was President. I can't wait for the 2019 conference, see you in Scottsdale.

Chris Sweet, PACRAO President (He, Him, His)  
Registrar, Clackamas Community College (Oregon City, Oregon)

## In This Issue

- [President's Message](#)
- [Sacramento LAC and PC Thank You](#)
- [From the Archives](#)
- [Nominations and Elections Updates](#)
- [Where Are They Now?](#)
- [Looking Ahead to Scottsdale](#)
- [Leadership Development Institute Cohort #1](#)



241 Participants

24 Exhibitors

7 Round Table  
Sessions

46 Breakout  
Sessions

## A Special Thank You to the LAC and Program Committee for Sacramento, 2018, Rayanne Williams—Past President



The PACRAO 2018 annual conference is in the bag and what a great conference it was! I hope if you were able to attend, you enjoyed yourself, learned something new and returned to your campus with renewed energy. I will always be grateful to the two committees that brought it all together after over a year of planning. They were so gracious in helping me execute my many ideas while also providing their own to make this a conference one to remember. The committees were:

### **Program Committee**

Clint Rebik , Chair, Humboldt State University  
Melissa Frey, Chemeketa Community College  
Anne Herman, Pacific University  
Todd Wolfe, CSU Northridge  
Andrea Martin, Nevada State College

### **Local Arrangement Committee**

Lisa Erck, Chair, University of the Pacific  
Monterey Sims, Co-Chair, University of Phoenix  
Heather Hall, San Francisco State University  
Cheryl Gaughan, Point Loma Nazarene University  
Tara Atkinson, University of the Pacific  
Michelle Faul, University of the Pacific  
Courtney Hennigan, University of California, Davis  
Myrna May, Point Loma Nazarene University

The 2018 PACRAO Conference was hosted at the Hyatt Regency, Sacramento. What a great venue right across from the California state capital in the heart of downtown Sacramento. As we wrap up and look forward to PACRAO 2019 in Scottsdale Arizona here are some noteworthy details/stats from 2018.

The FERPA pre-conference workshop lead by Mark Fonseca of UC Irvine had 26 members eager to learn about the latest in FERPA and share cases from their campus. A huge thank you to Mark for leading this session. His expertise as the FERPA Analyst at University of California, Irvine and his great sense of humor was just the ticket to lead this session.

PACRAO 2018 book club was also a great success with 20 members receiving the book, *We Gon' Be Alright* by Jeff Change before the conference and then participating in the session. Thank you to the Diversity Committee for a great book choice and for leading the session.

The PACRAO Pal mentor program had a record number of requests from new members to be paired with other PACRAO members for great mentoring sessions during the conference. A total number of 20 new members were paired with mentors.

That's a wrap folks! Now we set our sights on PACRAO 2019 in beautiful Scottsdale Arizona, October 27 - 30, 2019. Mark your calendars and I will see you there!

Thank you to our Business Partners who help make our Annual Conference a Success!



### Diamond Partner

*Courseleaf from  
Leepfrog Technologies*



### Platinum Partners

*DIGARC*

*National Student Clear-  
inghouse*



### Gold Partners

*College Scheduler  
(Civitas Learning)*

*Parchment*

*SmartCatalog*

*SmartCatalog*

*XAP*



### Active Partners

*Herff Jones*

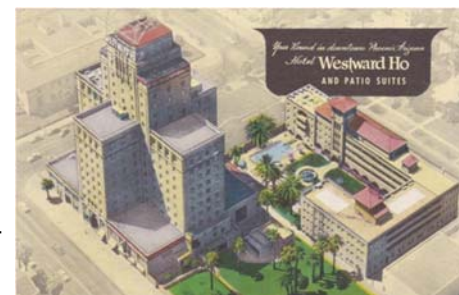
*SCRIP-SAFE*

## From The Archives Sue Eveland—Archives



### *Dateline PACRAO 1954—Phoenix, Arizona*

When the Pacific Coast Association of Collegiate Registrars (PCACR) formed in 1922, Arizona was among the original six states represented, along with California, Washington, Oregon, Utah, and Nevada. However, it was not until 1954 that the annual PACRAO conference was held in Arizona. Arizona State College at Tempe hosted the conference in Phoenix at the Hotel Westward Ho. The conference fee was \$2.00 (but meals were extra!) and the dates were November 7-10, 1954.



The hotel was a 16-story complex which opened in 1928. From then until 1960, it was the tallest building in Arizona, even without the huge antenna on top. The interior was said to be spectacular: the lobby was expansive and featured massive oak arches, gilt chandeliers, Spanish tile, and a ceiling of pressed tin and molded plaster. The hotel had a 16th floor dining room called “The Top of the Ho” which offered views of the entire valley. Ballrooms called the Turquoise Room and the Thunderbird

Room were the sites of many events, wedding, conferences and more. In 1948, the hotel added a five-story annex and a parking garage. The hotel closed in 1980 and in 1982, it was added to the National Register of Historic Places. The building was repurposed in the mid-80’s and is now a federally-subsidized housing complex for the elderly.



The 1954 Conference was presided over by Dr. Harvey Hall, Registrar at Stanford University. The AACRAO representative was Mr. Albert Frank Scribner, Registrar from Valparaiso University and President of AACRAO; his address at the general opening session was “Something Old – Something New.” The Monday sessions were held in the Fiesta Room at the hotel; then the conference moved to the Business Administration Building on the Arizona State

College at Tempe campus for Tuesday’s sessions and luncheon. Tuesday wrapped up with a tour of the campus and an informal tea in the Gallery of Mathews Library.

On Wednesday, the conference returned to the hotel with adjournment at noon. An excursion to Casa Grande National Monument was offered for Wednesday afternoon (\$2.00) and an all-day Thursday tour was offered to Roosevelt Dam via the scenic Apache Trail to the Tonto Cliff Dwellings, with a box lunch followed by a visit to the Miami Copper Company Copper City Open Pit Mines (\$5.00).

## 1954 Institutional Membership by State:

Arizona: 7  
British Columbia: 2  
California: 100  
Hawaii: 1  
Idaho: 7  
Montana: 6  
Nevada: 1  
Oregon: 22  
Washington: 26  
Total: 172

## PACRAO in Arizona:

1954 – Phoenix  
Hotel Westward Ho  
President Harvey Hall of Stanford University

1980 – Tucson  
Double Tree Inn  
President Robert Board of Cal State, Fresno

1992 – Phoenix  
Omni Adams Hotel  
President Sally Hickok of UC--San Diego

2004 – Tucson  
Westin La Paloma Resort  
President Bob Bontrager of Oregon State University

2019 – Scottsdale  
Doubletree by Hilton Paradise Valley  
President Chris Sweet of Clackamas Community College

## From The Archives—continued

After the conference, the Conference News was published. It included a transcript of all the sessions. One interesting session was given by Mr. C. Zaner Leshner from the University of Arizona who discussed his experiences with dry processing using Ozalid equipment. This is a way to make copies on paper from film or other translucent material. In the same session, another member suggested using a 35m camera to photograph records, then keep the negatives in the record rather than the paper. The session ended with a demo of various equipment options.

Other session topics included:

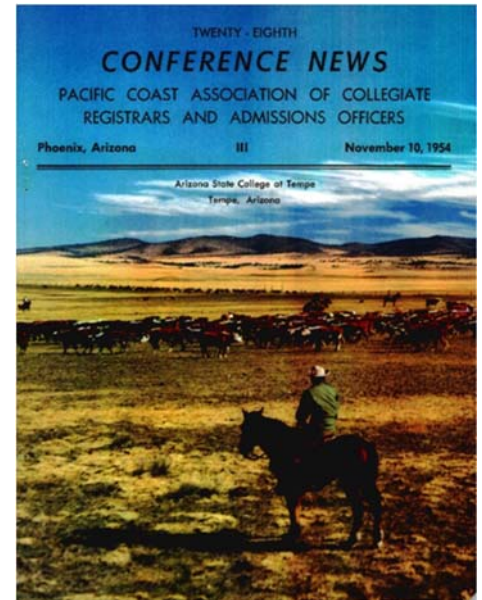
The Foreign Student

Workshop on Service Evaluations, Selective Service and Veterans Affairs

The Question Box

PACRAO didn't return to the state of Arizona again until 1980, when the conference was held in Tucson.

By Sue Eveland, PACRAO Archivist



## 2018—2019 Executive Board

### President

**Chris Sweet**

Registrar

Clackamas Community  
College

### Past President

**Rayanne Williams**

Registrar

San Diego State University

### President Elect

**Rebecca Mathern**

Associate Provost and Uni-  
versity Registrar

Oregon State University

### VP for Membership

**Laura McKenzie**

University Registrar

Idaho State University

### VP for Professional

#### Development

**Jana Jaraysi**

Director of Recruitment  
Eastern Washington Univer-  
sity

### VP for Publications

#### & Information

#### Technology

**Steve Downing**

Director of Enrollment  
Services & Registrar  
Bellevue College

## Nominations and Elections Rayanne Williams - Past President



### Nominations and Elections News

The PACRAO Past President main duty is to facilitate the nominations and elections process. It is an exciting responsibility to cultivate PACARO's leadership and engage members in this vital process. Serving PACRAO has been a very rewarding experience for me so I share the enthusiasm that many past presidents have had in inspiring members to seek leadership roles in our association.

The first part of this process is for the membership to elect their nomination and elections committee for the next year. The N&E committee for 2018 (Spokane) has selected the slate of nominees for the 2019 ballot. Ten nominees were chosen and voting will take place in the spring where the top six vote getters will comprise the N&E for 2019 in Scottsdale, AZ.

It is crucial that the PACRAO membership votes for the members of this committee thoughtfully as they are the "voice" of the membership in selecting the nominees for the open board positions. Once the 2019 N&E committee is selected, they began to solicit interested nominees from the membership for open board positions and the next years N&E nominees. The N&E meets at the conclusion of the annual meeting to review submitted nominations and to determine the slate of nominees for the board positions and N&E committee ballot for the next year.

Here are the board nominations put forth by the 2018 N&E committee for the 2019 – 2020 term:

- *President-Elect (three year term): Krista Lough, Extension Registrar, University California, San Diego*
- *Vice President for Publications & Information Technology (two year term): Stephen Arod Shirreffs, Associate Registrar, Stanford University*
- *Treasurer (2 year term): Tina Miller, Senior Associate Registrar, University of Washington*
- *Audit committee (2 year term): Kristin Benson, Associate Registrar, Oregon State*

Here are the slate of nominees for the N&E committee. Voting will open in the spring to confirm the committee.

- *Chelsea Kay –Wong, Registrar, University of Hawaii, Hilo*
- *Cheryl Gaughan – Director of Records, Point Loma Nazarene University*
- *Chynna Sandgren—NSHE Specialist, Truckee Meadows Community College*
- *David Platz,- Associate Registrar, Vanguard University of Southern California*
- *Kylie Pomaika'iokalani Borges – Assistant Registrar, Stanford University*
- *Mike Earnest – Registrar, University of Alaska Fairbanks*

2018—2019  
Executive Board  
Continued

Secretary

**Kristen Labrecque**

Transfer Admission Advisor  
University of Washington,  
Bothell

Treasurer

**Krista Lough**

Extension Registrar/  
Associate Director of Student  
Services  
University of California, San  
Diego

Diversity Development

Advocate

**Arturo Torres**

Assistant Registrar  
University of Nevada,  
Las Vegas

Business Partner

Liaison

**Courtney Whetstine**

Graduate Registrar  
Lewis & Clark College

Archives

**Sue Eveland**

**Nominations and Elections—continued**

- *Paul Lampano – Deputy Registrar, University of California Irvine*
- *Kathy Rank –Associate Registrar, University of Utah*
- *Darilis Garcia – Enrollment Services Manager , Portland Community College*
- *Katherine Cable –Academic Records Coordinator, Southern Oregon University*

Thank you to the 2018 Nominations & Elections Committee. The N&E did a great job assembling a great slate of nominees for the Board, N&E election, and Audit Committee:

- *James Miller, (N&E Chair as Acting Past President)*
- *Erin Webb, Deputy Registrar, University of California Merced (2018 Vice Chair)*
- *Danielle Ambrose, University Registrar, California State University Sacramento (2018 Vice Chair Elect)*
- *Michelle Comer, Assistant Registrar, University of California Merced*
- *Mark Fonseca, FERPA Analyst, University of California Irvine*
- *Joy Kim, Student Services Specialist, University of California Irvine*
- *Holly McDonald, Associate Registrar, University of Alaska Fairbanks*
- *Katrina Highland, Associate Registrar, Southern Oregon University*

So keep your eye out for the announcements about voting. Then in the summer months and up to the conference in Scottsdale we will be reaching out for a whole new set of nominees to fill open executive board positions and to create a new N&E slate.

Rayanne Williams

Past President



## Where Are They Now??

Sue Eveland sent me an email recently asking me about an idea she had. Most of us end up moving on to new adventures within the industry. In my 21+ years of working in higher education I have worked for 5 different institutions and have moved from the world of Admissions to the world of Registrar (or as my admissions friends would say, the dark side). There was a time where it was hard to keep up where I was now. There are others like this.....and shall remain nameless, but you know who you are (cough, cough, Colm Joyce, Carl Thomas).

The idea was to recognize and celebrate the fact that most of us do move on to new adventures and it is nice to know where that next step is. This would allow you to keep up on those of us who seem to move often (don't worry Tara/Jennifer, I am quite happy at Clackamas and plan on being there well my beyond 4.5 years so far, or as long as you will keep me). Given this year's conference them, "Inspire and Be Inspired", I thought Sue's idea was fantastic and will allow us to see the growth of our colleagues and follow along in their adventures, and perhaps "be inspired". It sounds like this was something that was done in the "olden days" as Sue described it. So, without any further blabbing on by me, here is our first installment of "Where Are They Now?"

**Andrew Anderson** has been promoted from Associate Registrar, Operations to University Registrar at Seattle University

**Heather Chermak**, PACRAO President 2015 and formerly the University Registrar at the University of Idaho, is now the University Registrar at the University of Wisconsin, White-Water.

**Erin Morgan Crom**, formerly Registrar and Director of Enrollment Services at Seattle University, is now the University Registrar at UC-Davis.

**Heather Gustafson** has joined the University of Oregon as Assistant Registrar; her last position was with Wayne State College in Nebraska.

**Brian Lowery**, formerly Associate Registrar at the University of Oregon, is now the University Registrar at the American University of Malta.

**Johanna Metzgar**, formerly Associate Registrar at UC-Berkeley, is now the Associate Vice President for Student and Academic Services and University Registrar at Stanford University.

**Mark Simpson**, formerly of the University of Utah, is now the University Registrar at Iowa State University.

**Courtney Whetstone**, current PACRAO Business Partner Liaison, formerly Director of Admissions and Registrar at Central Oregon Community College, is now the Graduate School Registrar at the Lewis and Clark Graduate School of Education and Counseling in Portland, Or.

That does it for this installment of "Where Are They Now?", but I hope to continue this moving forward. To make this successful however, we will need to hear from you, the membership, about where you or others are now that would be different than it was in the recent past. Until we develop a sustainable method of getting this information, you can just email that information directly at [chris.sweet@clackamas.edu](mailto:chris.sweet@clackamas.edu).

# Looking Ahead to Scottsdale 2019

Your 2019 Local Arrangements Committee and Program Committee are already hard at work to ensure that our next conference in Scottsdale, October 27-30 is a huge success.

Lock in your calendars now!

## 2019 Local Arrangements Committee

Monterey Sims, Chair, University of Phoenix  
Muriel Montenegro, Vice Chair, University of Washington, Bothell  
Krystal Cortez Bates, Vice Chair, Gonzaga University  
Andrea Siegrist, University of Phoenix  
Caitlin Mullins, Sonoran Desert Institute  
Chris Alvarado, Northcentral University  
Jonathan Graff, University of Phoenix  
Nicole Lieberman, University of Phoenix  
Terri Tommasone, University of Phoenix

## 2019 Program Committee

Melissa Frey, Chair, Chemeketa Community College  
Amy Clark, Western Oregon University  
Ryan Clark, Portland Community College  
Nicolle DuPont, Portland State University  
Lauren Kim, Harvey Mudd College  
Andrea Martin, Nevada State College





# Leadership Development Institute Cohort #1

**Congratulations** to the First PACRAO Leadership Development Institute (LDI) Cohort Members!

The following fifteen PACRAO members applied and were selected as the initial participants for the LDI experience.

- Kylie Borges, Associate Registrar, Stanford University (California)
- Krystal Cortez, Assistant Registrar, Gonzaga University (Washington)
- Adam Gleed, Assistant Registrar, Utah State University (Utah)
- Dan Guthrie, Admissions Coordinator, College of Southern Idaho (Idaho)
- Michelle Faul, Senior Assistant Registrar, University of the Pacific (California)
- Jonathan Graff, Associate Registrar, University of Phoenix (Arizona)
- Nola Green, Student Services Manager, University of California, San Diego (California)
- Alisha Higley, Customer Service Manager, Southern Oregon University (Oregon)
- Samantha Marquez, Program Administrator, University of Southern California (California)
- Rachel Sowell Keil, Associate Registrar, Antioch University (Washington)
- Chelsea Peoples, University of Nevada, Las Vegas (Nevada)
- Chynna Sandgren, Specialist, Truckee Meadows Community College (Nevada)
- Jason Trosine, Campus Registrar, Washington State University, Spokane (Washington)
- Nabel Villafana, Assistant Registrar, Harvey Mudd College (California)
- Inga Wheeler, Associate Registrar, Okanagan College (British Columbia)

## Faculty Members

- Marc Booker, Associate Provost, University of Phoenix (Arizona)
- Nora McLaughlin, Registrar, Reed College (Oregon)
- Julia Pomerenk, Assistant Vice President for Student Services and Enrollment Management and University Registrar, University of Oregon (Oregon)
- Stephen Shirreffs, Associate University Registrar, Stanford University (California)

With the guidance of four experienced PACRAO members who serve as LDI faculty and Diversity Development Advocate Arturo Torres, the group met in person at the PACRAO 2018 meeting in October and will continue to meet virtually as a group each month, through October 2019, to discuss shared readings. In addition, each cohort member is paired with a faculty member for mentor connections.

Applications for the 2019-2020 cohort will be available in April. More information will follow. Please contact Julia Pomerenk, Dean of the LDI Faculty, with any questions, at [jpom@uoregon.edu](mailto:jpom@uoregon.edu).