



# PACRAO NEWS

Pacific Association of Collegiate Registrars and Admission Officers

Spring 2015

## A word from the President

Happy Spring to you all!

Spring symbolizes new beginnings or new opportunities. I hope you are looking forward to the opportunities PACRAO is planning for you.

At the end of January the Executive Board, Local Arrangements Committee, and Program Committee met in Anaheim for the association's winter planning meeting. We explored the Disneyland Hotel and have exciting things planned for our annual meeting. Please submit your session ideas by April 17. The conference is only as strong as our members are willing to make it. Sharing your ideas and expertise with each other is the cornerstone of our association and one many of you value. The magic begins with you.

Stay tuned for the upcoming issue of the PACRAO Review. The upcoming edition will provide thought provoking articles about our professions. If you ever wanted to become a published author the PACRAO Review is your opportunity. Send your ideas or article to Marc Booker, PACRAO's VP for Professional Development.

The Diversity Development Committee is working on a summer webinar. Webinars are a terrific opportunity to learn about a specific topic. Watch for details about this upcoming opportunity.

I hope your spring brings you many opportunities to blossom and grow professionally and personally. I especially hope PACRAO is part of those opportunities and that you are able to take advantage of our upcoming publication, webinar, and conference.

Heather A Chermak  
2015 PACRAO President



Registration Desk at the 2014 PACRAO Conference

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***Disneyland is celebrating its 60th birthday this year. The park will have several special features in celebration. Look for these while at the PACRAO 2015!***

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## PACRAO 2015

November 1-4

Anaheim, California



### Disneyland Hotel

The hotel rate for the conference is \$184+tax. The hotel is located at one end of Downtown Disney with the parks at the other end. The hotel has several pools, a workout center, laundry, and a few restaurants. Most of the restaurants are located in Downtown Disney. Watch PACRAO.org for more information about how and when to reserve your room.

## PACRAO Pal Mentoring

[Sign up for the New Conference PACRAO Pal Mentoring Program](#)

At the Annual Conference in Anaheim we are excited to be continuing the PACRAO Pal Mentoring Program. This has been an excellent opportunity for tenured members to serve the association while creating an engaging and inclusive environment for new members. Seasoned PACRAO members can volunteer as a PACRAO Pal Mentor, while newer members can sign up as a PACRAO Pal Mentee. The PACRAO Pal Mentor is a mentoring resource that offers support to new members of the association. The mentor helps the new member to get oriented to PACRAO at the annual meeting.

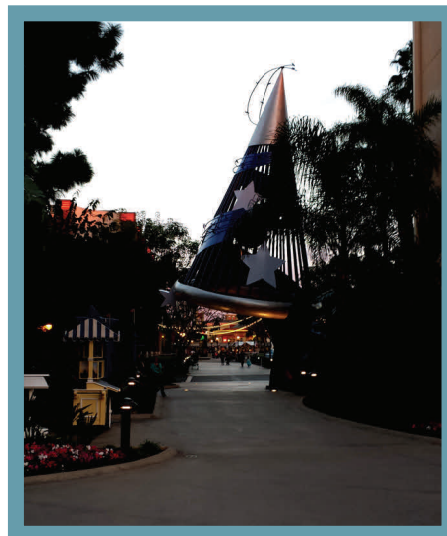
PACRAO Pal mentors will:

- Meet with their PACRAO Pal and discuss the conference and various resources at PACRAO
- Assist in navigating the various sessions and offer advice on how to get the most out of PACRAO
- Guide the new member throughout the organization by providing a connection and acting as a positive role model
- Serve as a primary contact at the conference by checking in with their PACRAO Pal throughout the conference
- Introduce their mentee to more seasoned members of the organization
- Serve as an “adviser” to their PACRAO Pal

Moreover, this role does not have to end after the conference is over. It can continue after the conference, which builds upon the connectivity and relationship building of the association.

Look for PACRAO Pal registration when you register for the PACRAO Annual Conference!

By: Marc Booker



## PACRAO Membership Reminder

PACRAO's annual membership year runs from July 1 through June 30. Each spring, the membership renewal campaign is launched. Reminders are sent in conjunction with the launch of our annual meeting mini-site and opening of the conference registration. The primary contact at each current member institution will receive an e-mail regarding dues payment and request to update the member roster of the institution. Annual dues are due at the end of June. Dues are a significant element for a healthy association, so please put a note on your calendar to pay your membership on or before June 30.

Thank you to all member institutions. You make PACRAO strong!

## PACRAO Audit Committee

During the winter PACRAO planning meeting the audit committee convened to review the financial and transactional practices for the organization. The audit committee was established at the 2013 annual meeting.

The committee asked many questions regarding the current practices and record keeping of the organization and made suggestions for the future. The audit committee's initial finding reported the association had good fiscal practices. A formal report will be submitted to the Executive Board by the end of May and will be presented at the 2015 annual meeting.

I extend my personal thanks and appreciation to Dennis Geyer, University Registrar at California State University – Sacramento; and John Duarte, Registrar, Klamath Community College; for their willingness to serve on the audit committee this year. Thank you Dennis and John for your conscientious and thorough work on behalf of the association.

Heather A Chermak  
2015 PACRAO President

## PACRAO Executive Board Nominees for 2015

On behalf of the 2014 Nominations & Elections Committee and Sue Eveland who chaired the committee, here is the slate of nominees for open positions on the Executive Board this November. For treasurer, Nancy Roe replaces the previously announced Chris Hart who has withdrawn. Thanks to the N&E Committee for their work in selecting the slate, and to all nominees, whether selected or not, for stepping up to serve the association.

### President



**James Miller**  
Director of Admission  
University of Puget Sound

### Vice President for Publications and Information Technology



**Kathy Thomas**  
Associate Registrar of Student  
Information Technology  
Portland State University

### Treasurer



**Nancy Roe**  
Campus Registrar  
Washington State University,  
Tri-Cities



## Nominations & Elections Committee: Vote Today!

Voting is now open through May 10, 5:00 p.m., Pacific Time. We urge all PACRAO members to logon to [pacrao.org](http://pacrao.org) today and cast their ballot for the 2015 Nominations & Elections Committee. Vote for six of the following 10 candidates. Six will serve on the committee. The candidate who receives the most votes will serve a two-year term, as vice chair in the second year.

The Nominations & Elections Committee is charged with identifying and selecting PACRAO members to stand for election for open Executive Board positions, the Audit Committee, and the next N&E Committee. The committee is critical to shaping the direction and leadership of PACRAO. They will begin their work this summer to develop a list of potential candidates and continue through the annual conference.

Thanks to Rayanne Williams, San Diego State University, who collected candidate materials for this year's election.



### **Natalie Coppedge**

I started my higher education career as a receptionist in the Admissions Office at Southern Oregon University in 2005. Since then I've been an evaluator, transfer articulation clerk, Assistant and Associate Director there. Since April 2014, I've been serving as the Associate Director of Enrollment, and overseeing the daily operations of our Enrollment Services Center. I have served on the OrACRAO planning committees for the 2011 and 2014 conferences. My first PACRAO conference was 2014, and I'm very excited to get involved.



### **Steve Downing**

Steve's experience in higher education goes back to 2001 when he started working in enrollment services at Bellevue College. Over the next 14 years he progressed into areas of more scope and responsibility within the enrollment services office, culminating in the director position in 2014.

Currently, Steve oversees the Bellevue College enrollment services office and 9 full-time staff. The department is responsible for college admissions, registration, records and front desk services for evaluation and graduation.

Steve is currently serving as the past-president on the Washington state community & technical college Admissions and Registrar's Council (ARC). He attended his first AACRAO conference in 2007 and PACRAO conference in 2008, and has since done presentations at both AACRAO and PACRAO.

#### Education:

Bachelor of Arts, Sociology, 1995. University of California, San Diego

Master of Science, Student Affairs & Higher Education, 2011. Indiana State University

#### Professional Experience:

IT Specialist, Enrollment Services. Bellevue College, 2001-2011.

Assistant Director, Enrollment Services. Bellevue College, 2011-2014.

Director, Enrollment Services. Bellevue College, 2014-present.

## Nominations & Elections Committee: Vote Today!



### **Stuart Lau**

Title: Registrar

Education: Bachelor of Business Administration, University of Hawaii at Manoa

Professional Experience:

Registrar, 2003 - Present

University of Hawaii at Manoa

PACRAO:

Local Arrangements Committee - Honolulu, 2006

Program Committee - Seattle, 2011



### **Brandy McLelland**

Brandy McLelland has worked at California State University, Dominguez Hills (CSUDH) for 6 years as Registrar and Director of Student Information Systems. She received her Master of Business Administration degree from the University of Utah. Brandy has more than fifteen years of experience in higher education technology and management, enrollment management planning, and providing leadership and initiative in the deployment of technology. Prior to joining CSUDH, Brandy was a senior consultant at IO Consulting and PeopleSoft, where she led implementations of higher education software solutions. She worked with many different 2-4 year colleges and universities identifying business processes for various departments, implementing academic policies, managing project teams, coordinating efforts between multiple teams, providing training and collaborating with students, faculty and staff.



### **Desi Nielsen**

Desi Nielsen is an Early Enrollment Student Services Specialist at Salt Lake Community College, in West Jordan, Utah. Desi has worked in Student Services for 24 years. She came to the Community College from the K-6 public education world and says it's just the same only the students are a little older. Desi has been very active in UACRAO (Utah Organization) serving as Professional Development Chair, Conference Co-Chair, presenter and 2009-2010 UACRAO President.

Desi has also enjoyed being an active member of our PACRAO organization. She has been a facilitator, presenter, Local Arrangement Committee member, Diversity Committee member, PACRAO Pal Mentor, Program Committee member, and Executive Board Secretary. She has enjoyed the knowledge and relationships that she has gained from her opportunity to serve in these capacities. She loves serving students and looks forward to her next adventure in PACRAO! "Her personal joys come from her family, the grandbabies, quilting, camping and being a farm girl."

## Nominations & Elections Committee: Vote Today!



### **Hillary Parsons**

I am the Manager of Enrolment Services at Thompson Rivers University, Open Learning. I have been with the University since 2007. I supervise seven Enrolment Services Officers and the Supervisor of Enrolment Services. They are responsible for answering the 1-800 line and all course related matters for Open Learning. I also supervise five Records staff who send out all transcripts for the University as well as handling cancellations, withdrawals, drops, refunds and other duties. The receptionist is also in my department.

I graduated from Palo Alto High School in California, attended the University of California at Berkeley before transferring to California State University at Chico and graduated with a Bachelor of Arts, Communications degree. I moved to British Columbia in 1980. I have three wonderful children and two grandchildren.

I enjoy travelling, especially in Central America, and have spent a good deal of time in Guatemala and Nicaragua as well as Belize and Costa Rica.



### **Julia Pomerenk**

Julia Pomerenk has been a PACRAO member since 1986. Julia has served PACRAO as President, Vice President for Professional Development, and Program Committee Chair, and she has served as a committee member for Nominations and Elections, Diversity, and Awards.

Julia has enjoyed almost 30 years in student services, starting in admissions and spending the last 26 years working in the records and registration area. Julia has worked as the University Registrar at Washington State University in Pullman, Washington, since 2003, and has worked for the WSU Registrar's Office for more than 20 years. For five years, Julia served as the University Registrar at Pacific Lutheran University, in Tacoma, Washington, where she had started her student service career as an Admissions Counselor.

The happiest place on earth for Julia is anywhere there is a PACRAO conference. She loves to make connections among colleagues, and she is pleased to give presentations.



### **Andrew Reyes**

A native of San Jose, CA., Andrew is an Operations Analyst working in the Office of the Registrar at the University of Nevada Las Vegas (UNLV), having over six years of experience in higher education. Prior to joining UNLV in 2008, Andrew worked in the media entertainment industry and received his Bachelor's degree in Business Administration from National Hispanic University.

Andrew earned a Master's degree in Business Administration from Texas A&M – Commerce, graduating in 2014. Within the next couple years, Andrew is hoping to pursue a Ph. D in Higher Education. He currently lives in Las Vegas, NV with his wife and two children.

## Nominations & Elections Committee: Vote Today!



### **Stephen Shirreffs**

Stephen Arod Shirreffs is Associate University Registrar at Stanford, broadly responsible for communications, including web sites and new publishing technologies such as ExploreCourses and ExploreDegrees. These technologies comprise the online Stanford Bulletin, the official statement of courses and degrees for Stanford University. He has been in the Stanford Registrar's Office since 2001. Stephen holds a doctorate in South and Southeast Asian Studies from the University of California, Berkeley. He hails originally from Canada, and has lived in San Francisco since 1981. During the 70s, he was a key activist in the fledgling Canadian gay liberation movement and was involved in taking the first gay rights case to the Canadian Supreme Court. In the course of his life, he has been involved in editing, printing, and publishing in all formats since the 70s. His job entails a deep commitment to new modes of communicating in the academic realm. Stephen presents frequently, including MC-ing a monthly meeting of more than 120 student services officers from across campus. Topics in other presentations range from Diffusion of Innovations to Data Flow in the Modern Course Catalog to ideas about the relationship of technical change to doing our jobs. He is a graduate of the Stanford Technical Leadership Program (STLP) which has led to rewarding collaboration with many colleagues in the IT world at Stanford, including in the annual Stanford IT Unconference and in a Community of Practice collaboration group. Stephen's personal interests include road cycling, history, books, aquaria and terraria, gardening, photography and video, and endless free speculation. This year, Stephen will again ride in the annual AIDS Life Cycle, a seven-day fund-raising bicycle ride from San Francisco to Los Angeles.



### **Courtney Whetstone**

I have been working in higher education since 2004. I started my career at National University in San Diego, at which I held several positions as Admissions Advisor, Admissions Counselor, Director of Student Services and Associate Registrar. In 2012 I relocated to Bend, Oregon where I currently serve as Director of Admissions/Registrar at Central Oregon Community College. I have been a PACRAO member since 2009 and have held positions on Local Arrangement Committees in 2012 and 2013, and facilitated and presented a session at the 2010 conference in Calgary, AL. I am an active member in the Oregon Association (OrACRAO), where I am serving my second year as Membership Coordinator. PACRAO has allowed me to make valuable connections with my peers that have expanded my professional scope and abilities. Additionally, I have formed deep and lasting friendships that enrich my personal and professional experience. I would proudly serve on the Nominations & Elections committee, and look forward to giving back to an organization that has given so much to me.



If you have resources in your state that are not listed here please share them with PACRAO so we can have them recognized.

## Additional Professional Resource Groups

### **Bay Area Registrars Group**

Registrar administrators meet three times a year at different institutions in the San Francisco Bay Area to discuss a variety of registrar related topics of interest to participants.

For meeting notifications join the listserv: <https://mailman.stanford.edu/mailman/listinfo/baregistrar>

### **Idaho Registrar's Council**

Idaho's public registrars meet twice a year with the Idaho State Board of Education in Boise, ID, to discuss state initiatives, policy, and issues common to the institutions.

### **Inter-institutional Committee on Admissions and Recruitment (ICAR)**

University admissions officers and enrollment managers from the seven Oregon University System institutions, plus staff from the Oregon State University – Cascades campus and from the chancellor's office meet quarterly to discuss issues common to the four-year public institutions, set admission policy, etc.

### **NAFSA – Association of International Educators**

Founded in 1948 NAFSA promotes the professional development of U.S. college and university officials responsible for assisting and advising foreign students who had come to study in the United States. NAFSA's website and the regional and national conferences are a great resource for those who work with international students and/or study abroad programs.

URL: <http://www.nafsa.org/>

### **Oregon Alliance of Independent Colleges and Universities**

Registrar administrators meet occasionally through the year to update activities of the Alliance and discuss registrar issues common to Oregon private colleges.

URL: <http://oaicu.org>

### **Oregon Student Success and Retention Conference**

Held annually in February, educators from campuses across Oregon come together to discuss common issues, successes, and challenges.

URL: <http://oregoncssa.org/wordpress/?p=439>

### **Oregon Public four-year Registrars**

University registrars from the seven public Oregon institutions, plus staff from the Oregon State University-Cascades campus and the chancellor's office meet quarterly to discuss issues common to the four-year public institutions.

### **Private Registrars of Washington**

Meeting bi-annually in October and March, staff from registrar offices at private institutions across Washington gather to share best practices and to learn about state legislative initiatives from partners at the Independent Colleges of Washington (ICW) organization. In addition to meetings, the alias, [prow@seattleu.edu](mailto:prow@seattleu.edu) is used to ask questions and share best practices.

### **Washington State Board for Community & Technical Colleges, Admissions and Registration Council**

Provides an arena for consideration of common issues by its members.

URL: <http://www.sbctc.edu/>

### **LISTSERVS**

AACRAO maintains a guide to a number of useful listservs, including those affiliated with AACRAO as well as others.

URL: <http://www.aacrao.org/about-aacrao/association-news/useful-listservs.aspx>

## PACRAO Board Members

**Heather A. Chermak**

President  
University Registrar  
University of Idaho

**Todd M. McCollum**

Past President  
Director of Enrollment Services  
Linfield College

**Ann Gillen**

President-Elect  
University Registrar  
University of the Pacific

**Marc Booker**

Vice President for Professional Development  
Senior Director, University Admissions and Evaluations  
University of Phoenix

**Mickey Reynolds**

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

**Jim Bouse**

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

**Jerri Weston**

Secretary  
Assistant Registrar  
Montana State University

**Paul E. Lampano**

Treasurer  
Deputy Registrar  
University of California-Irvine

**Ruth Garay**

Diversity Development Advocate  
Operations Analyst  
University of Nevada, Las Vegas

**Chris Sweet**

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

Also serving the association this year by presidential appointment:

**Soraira Urquiza**

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

**Ryan Burton**

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

And serving by Nominations & Elections Committee appointment:

**John Duarte**

Audit Committee Secretary  
Registrar  
Klamath Community College

## Thank you to our 2013 – 2014 Business Partners

**Platinum Partners**

National Student Clearinghouse  
SmartCatalog  
Leepfrog Technologies

**Gold Partner**

College Scheduler LLC

**Silver Partner**

Tribal Group

**Active Partner**

Digital Architecture  
Herff Jones

## AACRAO Representative

This year we welcome Paul Kyle to PACRAO. Paul is the Dean of Student Services and Success at Johnson County Community College in Overland Park, KS. Paul is also the 2015-16 President-Elect of AACRAO. Paul will bring greetings from AACRAO and his expertise on various topics.