PACRAO
Pacific Association of Collegiate Registrars and Admission Officers
73rd Annual Conference
November 7 – 10, 1999
Announcing the End of the Impersonal Admissions Application Form

You Spend Hundreds of Thousands of Dollars Recruiting Prospective Applicants. Why Turn Them Away With a Boring, Tediou, Impersonal Application Form?

ACT and CollegeNET introduce HumanForm — the end of the impersonal application form.

“Compelling” — Bill Karl, Assoc. Director of Admissions, The Ohio State University.
“Incredible Potential” — Marc Harding, Director of Admissions, Iowa State University.
“A Breakthrough” — Karen Torgersen, Director of Admissions, Virginia Tech.

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HumanForm is a web-based technology innovation supporting ACT and CollegeNET's industry leading C3 Admissions Application Service. HumanForm is a trademark of Universal Algorithms/CollegeNET (US Patent Pending).
Greetings from the Rose City!

The 1999 PACRAO Local Arrangements Committee has been hard at work preparing for your arrival. The Program Committee has lined up sessions that are sure to make this conference the premier professional development event and our vendor partners are committing their resources to help us make this an outstanding conference. The only thing missing is you!

Though there is no formal theme for the conference, there is an underlying one—the strategic use of technology in support of quality customer service. As I reflect on my own institution’s struggle to incorporate technology into the support of service delivery and the enhancement of the learning process, I remember that it took more than two hundred years from the introduction of the moveable type printing press in the mid-fifteenth century before the textbook was commonly used in education. The Internet, for all practical purposes, has been around for less than 10 years. With that perspective, I hope this conference provides some perspective and at least a couple of ideas to help you and your institutions move into the next millennium.

I have been blessed with a Program Committee that is the hardest working, most dedicated group of professionals with which I have had an opportunity to serve. Without a doubt, I am impressed by and proud of every individual who has volunteered time and expertise to this endeavor. I am also grateful to their institutions for allowing them the time necessary to make this conference happen. We impatiently await your arrival in Portland. See you soon.

G. Frost Johnson
Local Arrangements Chair
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Opening Reception and Dinner

Welcome to PACRAO ’99! Please come join in the festivities. Meet and greet your fellow colleagues and reacquaint yourself with old friends at the opening reception on Sunday evening, November 7th. Dinner will be served at the opening reception along with a no host bar. For your listening enjoyment, a string quartet composed of music students from Portland State University will perform. See you there!

Register on line: http://wwwreguci.edu/PACRAO/
Twisting the Night Away!!!

Monday Night, 7:00-10:00, Dinner, Dance & Show
Featuring Portland’s Famous Rock ‘n’ Roll Show

Put on your dancing shoes! You’re about to be introduced to one of the most entertaining, exciting and above all, fun-loving rock and roll show and dance bands performing today.

Johnny Limbo and the Lugnuts have become one of the most popular bands to perform the classic hits from the ‘50s and ‘60s. The Lugnuts’ fame has spread beyond the Pacific Northwest, dazzling audiences from Washington State to Washington D.C.

A Johnny Limbo and the Lugnuts show is a toe-tappin’ tour of the Golden Era of Rock and Roll as they play tribute to such legendary artists as Elvis Presley, Chuck Berry, Bill Haley, Buddy Holly, the Beatles, the Beach Boys and the Supremes. The nine member band includes a knockout horn section that really swings on tunes from Memphis to Motown, and a female vocalist, allowing the band to feature many of the talented ladies of rock. In addition to the great music, the show features colorful costuming and energetic choreography, which always brings rave reviews.

So look through your closets and dust off those saddle shoes and P.F. Flyers and get ready to rock. Even if you’re not a dancer, don’t miss this electrifying stage show!
Special Conference Events

Professional Issues and Member Recognition Luncheons
Join friends and colleagues for lunch on Monday and Tuesday respectively. Reservations required for each and cost is payable with conference registration fee. Professional issues luncheon is on Monday, November 8th from 12 to 2. Cost is $20.00. Member recognition luncheon is on Tuesday, November 9th from 12-1:45; cost is $20.00.

Resource Board
Collect a dozen poster sessions, throw in 40 roundtable discussions, and mix in a slew of notices and what comes out? The PACRAO Resource Board! Bring to the conference a resource you’re willing to share. Have a new streamlined form? A job opening? A new policy or implementation strategy? A newsletter from your state association? Bring copies for the Resource Board if you’re willing to share with others. We’ll collect business cards for you from people who want a copy of your resource. All you have to do is pick up the cards before you depart and mail out the materials when you get home. Next to the Hospitality Booth.

Diversity Development Committee Events

Sunday, November 7
4:00 to 5:00 pm
Diversity Development Connection I
Here’s a delightful opportunity for members—and especially new members—to meet and make social and professional connections before PACRAO 99 begins. Join the PACRAO Diversity Development Committee for a relaxed, informal reception and pre-Conference networking opportunity.

Monday, November 8
4:00 to 5:00 pm
Diversity Development Connection II
PACRAO’s Diversity Development Committee heads this workshop/presentation on successful professional development. A review of professional development programs and discuss in small group discussion.

Tuesday, November 9
7:15 to 8:15 am
Diversity Development Breakfast
Join your colleagues for a hearty breakfast and still another opportunity to network in an informal way! Besides reporting on activities of the past year, the Diversity Development Committee will share ideas and project a vision for the next year and beyond. Participants will have the opportunity to win some exciting door prizes! Cost: $15.00 payable with conference registration fee.

Note: At press time, the possibility existed that this session would be taped for subsequent production and distribution as a commercial training video. Registrants should understand that they may be asked to provide written acknowledgement of their participation in this video production and permit use of video-recorded segments for marketing and commercial purposes. For details, contact PACRAO Diversity Development Advocate Cliff Ramirez (cramirez@registrar.ucla.edu or 310-206-1170) or Dr. Lawrence Flores, Promotion Track, 209-222-6307.
Program Schedule

Saturday, November 6
2:00–5:00  Registration
2:00–5:00  Hospitality

Sunday, November 7
9:00–5:00  Registration
9:00–5:00  Hospitality
3:00–4:00  New Member Orientation
4:00–5:00  Diversity Connection I
5:00–5:30  Orientation for Program Participants
6:00–7:30  Opening Session
7:30–9:00  Opening RECEPTION + DINNER

Monday, November 8
(Day Trippers)
7:15–8:15  PACRAO Bylaws
8:00–5:00  Registration
8:00–5:00  Hospitality
8:00–5:00  Vendors
8:30–10:00  A Sessions
10:00–10:30  Break
10:30–12:00  B Sessions
12:00–2:00  Professional Issues Luncheon
2:00–3:30  C Sessions
3:30–4:00  Break
4:00–5:00  Diversity Connection II
4:00–5:30  User/Vendor Session
7:00–10:00  Dinner, Dance & Show, “Twisting the Night Away”

Tuesday, November 9
(Day Trippers)
7:15–8:15  Diversity Development Breakfast
8:00–3:00  Registration
8:00–3:00  Hospitality
8:00–3:00  Vendors
8:30–10:00  D Sessions
10:00–10:30  Break
10:30–12:00  E Sessions
12:00–1:45  Members Recognition Luncheon
2:00–3:00  F Sessions
3:00–3:30  Break
3:30–5:00  G Sessions
5:15–6:30  Rose Garden Chats
  Professional Schools
  Law Schools
  Community Colleges
  Graduate Schools
  Private Institutions
  Small Schools (5,000 & fewer students)
  Medium Schools (5,000–15,000 students)
  Large Schools (more than 15,000 students)
  WACRAO Business Meeting

Wednesday, November 10
8:30–10:00  H Sessions
10:30–12:00  Business Brunch
1:00–3:00  Executive Board Meeting
           LAC Meeting
           Program Committee Meeting

Please bring this program book with you to the conference.
Professional Issues Luncheon Speaker

Monday, November 8th, 12:00 - 2:00 pm
Speaker: Dr. Terrence Roberts

"Student Access to Education: Y2K and Beyond: Historical panorama as backdrop to current realities; issues of importance for the year 2000 and beyond."

Dr. Terrence (Terry) Roberts earned his undergraduate degree in sociology from California State University, Los Angeles, his master's degree in social work from the University of California, Los Angeles, and his Ph.D. in psychology from Southern Illinois University. He is a licensed clinical psychologist, licensed social worker, consultant, and educator. He is co-founder of the firm Morgan/Roberts Associates, providing consultation to management in a wide variety of areas, including human resource management, out-placement, career planning, workplace diversity and stress management. Terry currently serves as chair of the Master of Arts in Psychology program at Antioch University Southern California in Los Angeles. He teaches graduate psychology courses and, with the support of his faculty, has enhanced the graduate curriculum in the areas of multicultural awareness and ethnic diversity.

In January 1996, in remembrance of Martin Luther King, Terry was a guest on the Oprah Winfrey Show. He was joined by several of his high school classmates, known as the Little Rock Nine, who in 1957 were prevented by the National Guard from integrating Central High School in Little Rock, Arkansas, during the height of the civil rights movement.

Terry has been a guest speaker and seminar presenter to both the private and public sectors. His presentations deal with managing racial and ethnic diversity, employment transition, management skills, developing multicultural awareness, self growth, and developing and managing human relationships. He has published several articles and serves as a board member of several professional organizations. He has received various awards for his outstanding contributions in the area of human rights.

Day Trippers

For those local PACRAO members with financial restrictions or those who want to provide frontline staff with a wonderful staff development opportunity, consider attending the conference for one day. Day trippers can attend either one of the conference days; Monday, November 7th or Tuesday, November 8th. Please complete the registration form for one-day registrants.

Register on line: http://wwwreguci.edu/PACRAO/
Workshops and Sessions by Interest Track
November 7-10, 1999

Track One
Cultural Diversity & Student Access
A.3 Surviving the Past, Planning the Future: The Challenge of Access and Diversity in University of California Admissions
B.3 The Overlooked Community
C.3 A Post-Mortem Perspective: The Recruitment, Admission, and Retention of International Students
D.3 Beyond Diversity: Explore Bicultural Perspective Development
E.3 Effective Use of Self in Student Services
E.8 Orientation for International Students
F.3 Retention Strategies for Student-Athlete
G.3 Veterans and Their Entitlements

Track Two
Enrollment Management (Recruitment, Admissions & Financial Aid)
A.2 Technology in the Recruitment & Admissions Process
C.2 Enrollment Management: The Art of Improving Student Persistence
C.6 Campus Visits that "Seal the Deal" for Prospective Students
D.2 Re-Engineering Information and Admission Services at Oregon State
E.2 Raising the Bar
F.4 Involving Institutional Research in Recruitment and Student Retention
F.5 Enrollment Management in the New Millennium
G.4 Piloting the Titanic or How to Survive in Enrollment Management
H.2 Paradigm Shifts in Enrollment Management

Track Three
Legal & Ethical Issues
A.1 FERPA Training for Campus Personnel
B.1 Washington On-line Virtual Campus
C.1 Two to Four!
D.1 Key Ethical Values for College and University Administrators: How They'll Help You Do Your Job
D.5 Developing Web Applications (AKA Getting Tangled in the WEB)
E.1 DIPSCAM Revisited
F.1 General Counsel: Friend or Foe?
G.1 FERPA: The Basics
G.7 Do You Need a Bullet-Proof Vest?
H.1 FERPA: Update
H.3 FINN-essing QUANN-tum Ethics: Ethical Decision-Making in Academe
Workshops and Sessions by Interest Track

Track Four
New Professionals

D.6 Advice for New Admissions Officers
E.6 Resources for the Admissions and Registrar Personnel
F.7 Advice for New Registrars

Track Five
Professional Development & Leadership Training

A.4 Creating Effective Workplace Cultures
A.6 Becoming a Leader (Part I): The Leadership Factor
B.4 Professional Advancement: Let's Talk About Where You Are Going
B.6 Becoming a Leader (Part II): Humor Yourself - That Teamwork Factor
C.4 Little Things That Count
D.4 Why Did You Come? Why Did You Stay? Recruiting Professional Staff
E.4 Counseling Students in Academic Difficulty
F.2 IMS - Changing the World of Learning
H.4 Who Writes Those Placements Recommendations Anyway?

Track Six
Service & Quality

A.5 National Student Loan Clearinghouse Users Group
B.5 Quality Student Services: One Stop Shopping at California State University and the University of California
C.5 Student Services via the World-Wide WEB
E.5 Web Services Washington State
G.5 WEB Technology in Admissions
H.6 PEOPLE POWER: Tapping the Spirit of Quality, Performance and Service
H.7 General Services at ASU: An Update

Track Seven
Records & Registration

A.7 Arizona Course Applicability System: Support for Transfer Students
B.2 Scheduling: Politics, Strategies, and Stakeholders
B.7 Automating Your Diploma Processing Distribution - Justification and Benefits
C.7 Paperless Admissions — A No File Cabinet Approach
D.7 Why is CIPRIS Required by Law and Will it Impact Registrars and Admission Officers Student Records Systems?
E.7 Faculty Grade and Attendance Entry Via the Web
F.6 Tell us Your Records and Registration War Stories
G.2 Prerequisite Checking and Cancellation at the University of Washington
G.6 Registration on the Web
Workshops and Sessions

Sunday November 7

3:00 - 4:00 PM
New Member Orientation

4:00 - 5:00 PM
Diversity Connection

5:00 - 5:30 PM
Orientation for Program Participants

6:00 - 7:30 PM
Opening Session

7:30 - 9:00 PM
Reception and Dinner

Monday November 8

7:15 - 8:15 AM
PACRAO Bylaws

8:30 - 10:00 AM
A SESSIONS

A.1
FERPA Training for Campus Personnel

Seattle Pacific University created a FERPA training session for all new faculty, staff, and student workers. This session will include the SPU-produced video "FERPA Leak."


A.2
Technology in the Recruitment & Admissions Process

Panel will focus on the ways various forms of technology (web based, ACCESS, Powerpoint) are used to both attract and convert students.

Presenters: Marc Meredith, Director of Admissions, California Lutheran University.

A.3
Surviving the Past, Planning the Future: The Challenge of Access and Diversity in University of California Admissions

The late 1990's have brought interesting challenges to the University of California: sustaining the diversity of UC campuses in a new legal environment while simultaneously balancing the pressures of a burgeoning California high school and community college transfer population. How have we fared during these past two years? What's on the horizon as we face the dawn of the new century? Two UC Admissions Directors will give a frank assessment of the current realities pertaining to access for their campuses, and preview what can be expected in the coming years.

Presenters: Rae Lee Siporin, Director of Undergraduate Admissions, University of California at Los Angeles; Susan Wilbur, University of California at Irvine. Facilitator: Julia Pomerene, Pacific Lutheran University. Recorder: Rose Smith, California State University Polytechnic Pomona.

A.4
Creating Effective Workplace Cultures

Whether we recognize it or not, all of us have an influence on the cultures in which we live and work. We influence people every day through our personal integrity and by the example we set as professionals and managers. In this session, participants will have an opportunity to examine how their workplace cultures are affected by their leadership styles. Are we sending the right message about the kind of workplace we want to develop? And how can we initiate change to ensure the kinds of results we envision and set for ourselves and for our organizations?

Presenters: Clifford Ramirez, Assistant Registrar, University of California, Los Angeles; Facilitator: Clifford Ramirez, Assistant Registrar, University of California, Los Angeles. Recorder: Nirmala D. Sharma, Director of Enrollment Services/Registrar, Charles Drew University.

Register on line: http://wwwreguci.edu/PACRAO/
A.5
National Student Loan Clearinghouse Users Group

All current Clearinghouse users should be represented at this session to discuss important changes taking place at the Clearinghouse; use of the Clearinghouse website; review of common problems and solutions experienced by Clearinghouse participants; and information on the Clearinghouse optional services - TRA97 Reporting and Enrollment Search. Non-participants of the Clearinghouse are also invited to attend.

Presenters: Jim Bundy, Director of Business Development, National Student Loan Clearinghouse. Facilitator: Jeffrey M. Tanner, Associate Dean of Admissions and Records, Brigham Young University.

A.6
Becoming a Leader (Part I): The Leadership Factor

Designed for professionals aspiring to positions of leadership in admissions, records, and enrollment management, this session will provide a roadmap to the knowledge, skills, and attitudes requisite for advancement and success. It is modeled on the popular 1997 AACRAO publication, "Becoming a Leader in Enrollment Services," and presented by the authors.

Presenters: Roger M. Swanson, Vice President, Noel-Levit; Faith A. Weese, Registrar, Grand Canyon University. Recorder: Georgia McRae, Associate Director of Enrollment Services Operations, Seattle University.

A.7
Arizona Course Applicability System: Support for Transfer Students

The Arizona Course applicability system (CAS) is a web-based application designed to support students planning to transfer from the community colleges to the universities. Using CAS as a planning tool, a student can stay on track to complete their goals at the community college while preparing to transfer and complete a degree program at the university. The presentation will demonstrate the student-centric features and illustrate how Arizona students are using CAS today.


to be continued...

B.2
Scheduling: Politics, Strategies and Stakeholders

What happens when an irresistible force meets an immovable object. Impasse, explosion, a little mess converted into a lot of energy. When you've run out of rooms in prime time, when the standard teaching pattern has become two-hours, two-days a week, when instructors won't consider options, and there is no building with new classrooms magically materializing on campus by next Fall, what is a room scheduler to do? Will they build me a special bomb-shelter. A discussion of room scheduling politics, strategies, and stakeholders in the changing instructional environment.

Presenters: Kathleen Copenhaver, Assistant Registrar Publications and Scheduling, University of California, Los Angeles.

to be continued...
B.3

The Overlooked Community

In the education environment, no student group is more neglected and under-served than lesbian, gay, bisexual, and transgender (LGBT) students. Many LGBT students live in the shadows of local campus life, fearfully contributing to academic life - for a variety of reasons. Understandably, fear is one. But what are the needs of our LGBT students? And how can we really live up to our roles as educators in addressing those need? A panel of presenters will share their experiences, needs, and dreams, challenging us to live up to our often-expressed commitments to diversify and student development.

Presenters: Kate Fitzgerald, Manager, "Colleague" Database Implementation, Art Center College of Design. Facilitator: Michael Brubaker, Mt. St. Mary's College. Recorder: MaryAnn Marwitz, Antioch University, Santa Barbara.

B.4

Professional Advancement: Let's Talk About Where You Are Going

What are the opportunities and what are the obstacles to advancing in this profession? Bill Haid, AACRAO President, will lead a session on career advancement based on his chapter "Career Mobility" in the AACRAO book "Becoming a Leader in Enrollment Services." This will be an opportunity to get ideas about ways to prepare yourself for promotions and professional participation. Audience involvement will be encouraged.

Presenters: William Haid, Registrar and AACRAO President, University of Colorado at Boulder. Facilitator: Jolanta Kozyra, Associate Registrar, Gonzaga University. Recorder: Helen Barker Garrett, Associate Director of Admissions, University of Oregon.

B.5

Quality Student Services: One Stop Shopping at California State University and the University of California

Is there really such a thing as a one stop shop? How does it come together and what should it include besides a counter staff? This session will discuss the pyramid of service options for students and then look at how we are implementing these options at San Jose State University - through such things as incorporating advising, using the web and combining office staffs to extend service hours. We'll also discuss the pitfalls we've faced and give some ideas on how to overcome them.

Presenters: Marilyn Radisch, Director of Registration and Records, San Jose State University.

B.6

Becoming a Leader (Part II): Humor Yourself -- That Teamwork Factor

Laugh as you learn more about yourself. This highly entertaining session is filled with interaction and fun! You will determine your personality, style in a fun and humorous way and you will begin to understand this style, as well as the personality styles of your colleagues, family and friends. Humor yourself and learn how to appreciate and utilize diversity in people. Build positive self-esteem and confidence and increase cooperation and performance in the workplace.

Presenters: Roger M. Swanson, Vice President, Noel-Levitz; Faith A. Weese, Registrar, Grand Canyon University. Recorder: Georgia McRae, Associate Director of Enrollment Services Operations, Seattle University.

B.7

Automating Your Diploma Processing and Distribution - Justification and Benefits

You know that an automated diploma processing and distribution system is desperately needed at your institution, but how do you convince administration? The focus of this presentation will be on the justification for and the potential benefits of an automated diploma processing and distribution system using Diplomatic, the automated diploma system currently being used at the University of Arizona, as an example. We'll also discuss special considerations and decisions to be made before, during and after implementation.


12:00 - 2:00 PM

PROFESSIONAL ISSUES LUNCH

Student Access to Education: Y2K and Beyond

COST: $20.00

Historical panorama as backdrop to current realities; issues of importance
for the year 2000 and beyond.

Presenters: Terrence Roberts, Co-Chair, Masters in Psychology Program, Antioch University.

2:00 - 3:30 PM
C SESSIONS

C.1
Two to Four!

This year, Great Basin College (GBC) became the first community college in Nevada to offer selected bachelors degrees. GBC became the second, only to Utah Valley State College in the western United States and the sixth community college in the nation to offer four-year degree programs. We'll share with you the process -- community involvement, university support, accreditation, admission, financial aid, and articulation issues during this transition.

Presenters: Lynn Mahlberg, Dean of Enrollment Management, Great Basin College; Stan Aiazzi, Vice President for Student Services, Great Basin College. Facilitator: Kathy Lucchesi, Director of Admissions and Records, Truckee Meadows Community College. Recorder: Su-zan Harper, Dean of Student Services/Registrar, Western Nevada Community College.

C.3
A Post-Mortem Perspective: The Recruitment, Admission, and Retention of International Students

An overview of the recruitment activities, admission process, and retention issues at a community college level. A personal assessment of the efforts of a two year college to attract international students from 100 countries.

Presenter: Darryl-Keith Ogata, Director of International Programs, Santa Monica College. Facilitator: Dorothy Everett, W. Carey International University. Recorder: Judy Gorian, University of California at Los Angeles.

C.4
Little Things That Count

Your staff works hard to get the work done and those who benefit from their effort rarely offer any thanks. Nevertheless, you appreciate how your office works together and you want to acknowledge that. If you have a little time and a little money, you can express your appreciation and make the work environment more enjoyable.

C.5
Student Services via the World-Wide Web

Oregon State University was awarded "Best of the Best" in electronic student services by the American Productivity & Quality Center. A demonstration of this nationally awarded web service will include all OSU student online services with the exception of Web Registration - which will be demonstrated in the 'Registration by Web' presentation.

Presenters: Jim Day, Associate Director, Admission and Orientation, Oregon State University; Linda Edwards, Assistant Registrar, Oregon State University.

C.6
Campus Visits That "Seal the Deal" for Prospective Students

The college campus visit is perhaps the most important tool in attracting and persuading prospective students to enroll at your university. Campus visits play a key role in helping students find just the "right fit" and assist them as they make their final college selection. A well-trained staff can be your best asset or your biggest nightmare! This session will show you how to select and train student ambassadors, how to administer and execute a successful visit program, and how to reward volun-
teers. Everything from A-Z guide. Appearance to formatting Zippy tours that sell, will be discussed.

Presenters: Charlene Mann, Associate Director of Admissions, Northern Arizona University. Facilitator: Charlene Mann, Associate Director of Admissions, Northern Arizona University. Recorder: Cathy Knapp, Director of Admissions and Records, Cochise College.

C.7

Paperless Admissions - A No File Cabinet Approach

This session will describe how Arizona State University processes applications without creating individual student file folders. The discussion will include how information is provided across campus to advisors, and others that need admissions data.

Presenters: Michael Dickson, Associate Director of Admissions, Arizona State University. Facilitator: Mike Dickson, Associate Director of Admissions, Arizona State University. Recorder: Alice Sparrow, Director of Records, Embry Riddle Aeronautical University.

3:30 - 4:00 PM
BREAK

4:00 - 5:00 PM
DIVERSITY CONNECTION II: Professional Development for the next Millennium: Life-long Learning, Mentoring and Professional Support Systems, 3 Keys to Success

This workshop/presentation will focus on the 3 key elements of successful professional development and how each individual person must continue to review their relationship to these three activities. The presentation will provide each individual with a blueprint for making professional development decisions. We will review various professional development programs and will discuss and prepare in both a small group session and in writing how to develop the blueprint.

Presenters: William Ponder, Associate Vice President for Enrollment Services, Eastern Washington University. Facilitator: Rose Smith, Director of Admissions, California State Polytechnic University, Pomona. Recorder: Judy Gorian, Sr. Evaluator, Undergraduate Admissions, University of California, Los Angeles.

4:00 - 5:30 PM
USER/VENDOR SESSION

7:00 - 10:00 PM
Dinner, Dance, and Show, "Twisting the Night Away"

Tuesday November 9

7:15 - 8:15 PM
DIVERSITY BREAKFAST
COST: $15.00

8:30 - 10:00 AM
D SESSIONS

D.1

Key Ethical Values for College and University Administrators: How They'll Help You Do Your Job

As college and university administrators, we all want to do the right thing, but what is the right thing? We live in times of changing values and in places where there's great diversity of values. How can we do our jobs in a fair and respectful way? How are we supposed to stand up for what we believe in when we are likely to be criticized by those who don't agree? In this session I will talk about how key ethical values such as honesty, fairness, caring, and respect can be applied in our working lives to make them fruitful, successful, and productive.

Presenters: Diane Whiteley, Director of Records and Registration, Simon Fraser University. Facilitator: John Patterson, Registrar, Kwantlen University College. Recorder: David Woolley, Assistant Registrar - Admission, Kwantlen University College.

D.2

Re-Engineering Information & Admissions Services at Oregon State

Today's admission challenges require constant reevaluation and change. This session combines a senior level view of implementing change with front-line, how to information on process reengineering.

Presenter: Bob Bontrager, Director of Admissions and Orientation, Oregon State University; Michele Sandlin, Associate Director of Admissions, Oregon State University.
D.3

Beyond Diversity: Explore Bicultural Perspective Development

By now many have attended workshops on various aspects of diversity and intercultural communication. Yet there still may be questions about how to help your staff become more effective at working with students, faculty, and colleagues from various cultures such as those based on race, ethnicity, and socioeconomic class. Awareness, knowledge and skills are each important parts of the equation. A bicultural perspective, where one views circumstances through different cultural lenses, is a key approach to intercultural competence. This interactive workshop will consider multiple ways people regard cultural differences as a framework to help you develop staff who can use bicultural perspectives.

Presenters: Valerie White, Assistant Dean, Graduate School of Professional Studies, Lewis and Clark College. Facilitator: Clifford Ramirez, University of California at Los Angeles. Recorder: Anne Dellin, Antioch University, Los Angeles.

D.4

Why Did You Come? Why Did You Stay? Recruiting Professional Staff

Four colleagues will respond to these two recruiting and retention questions from their perspectives on both sides of the interview table. Why did we come to student services work? Why do we stay? What helps us continue to be committed to the profession and how can our commitment attract other professionals to join us?

The panelists will encourage audience members to suggest successful strategies of their own.

Presenters: Nancy Youlden, Director of Student Services, Washington State University, Vancouver; Patricia Dell, Assistant Director of the Office Registration and Records, Idaho State University; Lawrence Seno, Director of Admissions, Willamette University College of Law. Facilitator: Julia Pomereng, Registrar, Pacific Lutheran University. Recorder: Damon Blue, Registrar, California Lutheran.

D.6

Advice for New Admissions Officers

Intended for new admissions officers: A Director of Admissions and Recruitment share insights into how to manage and lead a staff: practical do's and don'ts to help you get things done through and with your staff.

Presenter: Mae Brown, University of California, San Diego. Facilitator: Betsy Ellsworth, Reed College. Recorder: Ben Bradley, Reed College.

D.5

Developing Web Applications (AKA Getting Tangled in the Web)

The lure of Web Technology to complement an existing Telephone Registration System for students will be "spun" in this very informative and user friendly (i.e. non-geeky) session. In the relatively short period of 18-24 months, the collaborative efforts of Records Services (Office of the Administrative Registrar) and Software Development (Computing and Systems Services) have "woven" WebView (On-line Access to Student Records) and WebReg (WebRegistration) to serve undergraduate and graduate students. The features of both sites will be highlighted (and perhaps live demo) along with some "do's" and "don'ts", for those institutions about to "weave a web."

Presenters: David Glen, Director of Records Services, University of Victoria; Merrill Hoen, Senior Programmer/Analyst for Software Development, University of Victoria. Facilitator: Ray Pillar, Admissions and Records Manager, University College of the Cariboo. Recorder: Kathie Westerfield, Director of Admissions, Records & Financial Aid, College of the Desert.

D.7

Why is CIPRIS Required by Law and How Will it Impact Registrars and Admissions Officers Student Records Systems?

In any given year there are nearly 700,000 foreign students and scholar/researcher exchange visitors at institutions of higher education throughout the U.S. Public Law 104-208 requires international scholars and researchers designated by the U.S. Information Agency (USIA) to electronically report on all its foreign students and scholars/researchers to the Government. Such reporting will be made through a Government Data system presently being developed known as "CIPRIS" (Coordinated Interagency Partnership Regulating International Students). What should your institution be doing to get ready to meet this rapidly approaching statutory requirement...

Presenter: Morrie Berez, Senior Immigration Officer, US Immigration and Naturalization Service (INS); Johnny Johnson, Director, International Student Programs, Monterey Peninsula College.
Facilitator: Johnny Johnson, Director, International Student Programs, Monterey Peninsula College. Recorder: Cynthia Menand, Marketing Specialist, Northern Arizona University.

10:00 - 10:30 AM
BREAK

10:30 AM - 12:00 PM
E SESSIONS

E.1
DIPSCAM Revisited
An update from our favorite (ex-) FBI agent. See case studies, examples and samples of what is available on the market for phony diplomas. Find out what is going on in the world of phony diplomas; what the federal government is doing to stop them and what you can do to stop them. Find out how the internet has played a factor in proliferating and busting diploma mills.

Presenters: Allen Ezell, Assistant Vice President for Investigative Audits, First Union Corporation; Facilitator: Robert Tufts, Registrar, Portland State University. Recorder: Joseph St. Hilaire, Registrar, Western Washington University.

E.2
Raising the Bar
Learn how to provide the collaboration and team work between the admissions and financial aid office.

Presenters: John Reed, Dean of Enrollment Services and Records, Linfield College. Facilitator: Damon Blue, Registrar, California Lutheran University. Recorder: Wayne VanEllis, Registrar, Chapman University.

E.3
Effective Use of Self in Student Services
Workshop. Participants will explore use of self in their interaction with student populations. Value of knowing self highlighted especially since self is basic in any human relationship.


E.4
Counseling Students in Academic Difficulty
Students choose to attend college. What happens when students who want to further their education get into academic difficulty? What issues contribute to academic difficulty? How can we help? Registrars and Admissions Officers need to understand how counselors help students to be in a better position to help retain those students. The panel will discuss how their institutions address academic progress issues, what options are available to students and some techniques for helping students to redirect their energies and become successful learners.

Presenter(s): Tim Cook, Counselor, Clark College; Dan Fortmiller, Information & Academic Support Center Director, Portland State University; Adrienne Wolf-Lockett, Assistant Dean of Student Services, Reed College; Facilitator: Tika Ester, Associate Dean of Enrollment Services, Bellevue Community College. Recorder: Marie Wutzke, Assistant Registrar for Institutional Data, Pacific Lutheran University.

E.5
Web Services
Washington State
Get introduced to the RONet: A web system developed in the Registrar's Office and that allows faculty to submit their final grades, get their class lists, student schedules and other information all directly from the web. Departments on campus also use the system to notify the Registrar's Office of administrative drops, adds, section changes, and pass-fail changes.

Presenters: Richard A. Backes, Interim Associate Registrar, Washington State University; Karl Ibsen, Technology Coordinator, Washington State University.

E.6
Resources for the Admissions and Registrar Professional
How to get the help you need when you need it. A discussion of various resources: on campus colleagues to guide you through campus political turmoil, professional association contacts to provide insight and information, and AACRAO professional publications, printed and electronic, that are invaluable for "new" professional training and "old" professional development.

Presenters: Betty Huff, California State University, Hayward; Paul J. Olsen, Willamette University. Facilitator: John Barber, Marylhurst University. Recorder: John Colgrove, Reed College.

E.7
Faculty Grade and Attendance Entry Via the Web
This session provides an overview of
E.8
Orientation for International Students

Orientation for new international students is one of many important tasks of the international student adviser. It begins with carefully prepared pre-arrival information sent well in advance of students’ departure to the United States, and continues as a major tenant upon student’s arrival, the results of which are felt throughout the whole academic experience. A well-organized orientation program will provide practical information to help international students cope with the immediate needs of settling into a new, though temporary home; familiarize student with the main features of their new cultural, educational, and social environments; and extend a warm and personal welcome to their new school. The program should include a systematic process for collecting specific immigration information required by government regulations and the establishment of individual student files, which will be stored and maintained by the international student office throughout the whole academic experience. A good orientation program will also include a reentry component which addresses issues associated with taking a leave from the academic experience and returning to the native culture.

Presenters: Mary Lee Carter, Director,

F.1
General Counsel: Friend or Foe?

This session will focus on the critical importance of a good working relationship between a General Counsel’s office and admissions/registrar representatives. Find out which issues are important to the General Counsel and what is expected of the admissions and records professionals at your institution.

Presenters: Mary Dugan, Assistant General Counsel, University and Community College System of Nevada; Facilitator: P. Suzette Askew, Assistant Director of Admissions and Records, University of Nevada, Reno. Recorder: Patricia Ring, Assistant Registrar, Seattle University.

F.2
IMS - Changing the World of Learning

The world of learning is changing rapidly as more institutions offer courses over the web. How will your campus be impacted by these changes, what are some of the issues that you will need to address, and how can you take advantage of these changes. Come learn how

Presenters: Mary Lee Carter, Director,

F.3
Retention Strategies for Student-Athlete

This session will focus on developing successful retention strategies for student-athletes. This discussion will include: setting expectations during the recruiting and admissions process, developing a comprehensive new student orientation program, and establishing campus-wide academic and career services for continuing students, as well as developing a "life skills" approach for all types of programming. Does your institution have a NCAA Life Skills Program? We will discuss the benefits and potential impact on retention and graduation rates.

Presenters: Pam Bradetich, Assistant Athletic Director of Academic and Career Services. Facilitator: Roberta Lindahl, University of Portland. Recorder: Brenda Simmons, Santa Monica College.

F.4
Involving Institutional Research in Recruitment and Student Retention

At many institutions, the office of Institutional Research (IR) frequently is regarded primarily as a repository of routine and easily generated data such as FTE enrollments, and cross-institutional studies of E&G budget
allocations. However, IR capabilities at most campuses permit a much more active role in serving the institution. This session examines two of the more visible areas in which IR can make important contributions to admission recruitment efforts, and student retention. In terms of admission-related activities, IR can play an important role in market research projects that include conducting surveys of prospective students' attitudes regarding the institution's perceived strengths and weaknesses, identifying specific student market segments for appropriately targeted media messages through the use of psychodemographic techniques, and developing financial aid models to optimize yield and increase student academic quality. Relevant to retention issues, IR can provide information in terms of ascertaining which categories of students are most likely to be retained, conducting focus group research into some of the individual-level factors associated with increased student retention, and providing reliable data on comparable institutions' retention performance for effective benchmarking. Information obtained from these kinds of efforts can be useful to college and university administrators in setting goals and establishing policies. Examples of the above IR activities will be presented and discussed, using examples from 4-year public and private colleges and universities.

Presenters: Ron Urban, Registrar and Director of Institutional Research, Whitman College.

F.5

Enrollment Management in the New Millennium

Enrollment management discussion on recruitment, advertising, orientation, advisement, registration, financial aid, and how each can be improved upon to influence growth. CCSN grew from 16,000 to 34,000 in four years. How was it done?

Presenters: Arlie Stops, Associate Vice President, Community College of Southern Nevada.

G.1

FERPA: The Basics

This session will help new professionals at all college and university levels become familiar with the Family Education Rights and Privacy Act (FERPA), as amended. Institutional legal responsibilities relating to the release of confidential student academic record information, students' right to inspect their educational records, and additional FERPA related topics will be covered. This session is a must for all new professionals!


F.6

Tell Us Your Records and Registration War Stories

Have you been saving up your best stories? Our favorite records and registration stories are often funny, sad, or infuriating, but they are always instructive. Here is a great opportunity for everyone to participate by sharing a story and listening to other's stories.

Presenters: Kevin McKisson, Assistant Registrar, Arizona State University. Facilitator: Kevin McKisson, Assistant Registrar, Arizona State University. Recorder: Ginny Johns, Associate Registrar, University of California, Santa Barbara.

F.7

Advice to New Registrars

Who can I turn to? Where do I find it? How can I solve it? This session will present ideas for implementing processes and strategies to effectively operate a registrar's office.

Presenters: Rosena M. St. Onge, Registrar, Loyola Marymount University.

3:00 - 3:30 PM
BREAK

3:30 - 5:00 PM
G SESSIONS

G.2

Prerequisite Checking and Cancellation at the University of Washington

In response to increasing demand for classes and the need for better use of our academic resources, the University of Washington developed a real-time system to limit registration only to students who have met prerequisites. The system automatically cancels registration in those courses if students have not met the prerequisites by the beginning of the appropriate quarter. This session shows how a prerequisite checking and cancellation system can help to ensure that only those students who have the required preparation can register in courses. This session will discuss some of the obstacles that such a system presents, how to avoid possible pitfalls, and how best to publicize the system to students, faculty and staff.

Presenters: Van Johnson, Associate Registrar, University of Washington;
Robert Jansson, Assistant Registrar, University of Washington; Mathew Winslow, Publications Coordinator, University of Washington. Facilitator: Anita Cotter, Associate Registrar, University of California, Los Angeles. Recorder: Frank Byrdwell, Assistant Registrar, University of Washington.

G.3
Veterans and Their Entitlements
What is new and what is right. This session will discuss the compliance issues and the Do's and Don'ts about veterans certification and benefits.


G.4
Piloting the Titanic or How to Survive in Enrollment Management
Your institution is aggressively involved in enrollment management, and you are wondering what is my role, and will I survive. Am I being asked to pilot the Titanic? This presentation will look at the history of enrollment management, its development, goals, and roles and responsibilities of staff in several offices. The presenter will address the issue of how to survive regardless of your role at your institution, whether you are in the Registrar’s Office, Admissions, Financial Aid, Student Affairs, etc.


G.5
WEB Technology in Admissions
This session will focus on meeting students' expectations as well as streamlining processes in areas of marketing, inquiries, applications, and program reservations. Plus, tracking web site "visit" and effectiveness.

Presenters: Michael A. Dickson, Senior Associate Director, Undergraduate Admissions, Arizona State University.

G.6
Registration on the Web
OSU implemented WEB Registration in 1998. Learn how they developed this new method, what it looks like, problems experienced along the way, and its overall success at a large public university with a diverse population.


G.7
Do You Need A Bullet-Proof Vest?
Do Bullet-proof vests have a place in admissions, and records? Do you consider your safety when a student overreacts to the "bad news"? Learn from the unique perspective of this former police officer, dean of students, and now an admissions officer.

Presenters: Robert Smith, Admissions Counselor, Ricks College.

5:15 - 6:30 PM
ROSE GARDEN CHATS

Professional, Law Schools, Community Colleges, Graduate Schools, Private, Large, Medium, Small Schools, WACRAO Business Meeting

Wednesday
November 10

8:30 - 10:00 AM
H SESSIONS

H.1
FERPA: Update
This session will help experienced professionals broaden their knowledge of the Family Educational Rights and Privacy Act (FERPA), as amended. The presenter will focus on issues related to the Act, case studies, changes, and the most recent updates to the legislation. Ample time will be provided for questions and answers during the session.

Presenters: LeRoy Rooker, Director of FERPA Compliance, U.S. Department of Education; Facilitator: John Snodgrass, Registrar, Pacific University; Recorder: Liz Baldizan, Registrar, Seattle Central Community College

H.2
Paradigm Shifts in Enrollment Management
Considers how technology developments and applications are changing and will continue to change enroll-
ment management processes. Examples of paradigm shifts in other areas will be considered as guides to dealing with enrollment management changes.

Presenters: Thomas Walters, Registrar, Azusa Pacific University.

### H.3

**FINN-essing QUANN-tum Ethics: Ethical Decision-Making in Academe**

Each of us in our professional lives has had to deal with a moral or ethical dilemma... a situation where the boundary between right and wrong may not seem so clear and where the correct response is not necessarily an easy one. A panel of your colleagues will present, and respond to, actual ethical "case studies" that have occurred in the offices of admissions, records, financial aid, and other branches of student services, and will explain how proper ethical decisions are made. A university attorney will explore the legal implications of each case. A moderator will stimulate maximum audience participation.

Presenters: David Birnbaum, University Counsel, University of California; Susanna Castillo-Robson, Registrar, University of California, Berkeley; Linda MacMichael, Director of Admissions, California State University, Chico; Nancy Youden, Director of Student Services, Washington State University, Vancouver. Facilitator: John Finney, Associate Dean and University Registrar, University of Puget Sound. Recorder: Charles Nelson, Director of International Admissions, Pacific Lutheran University.

### H.5


Some basics in the process of developing an office procedures manual for those who do not have one or those who wish to update theirs. Attendees will be shown and ask to participate in the process.

Presenters: Roger Johnson, Director of Admissions and Records, Mohave Community College; Larry Friedman, Registrar, Neumann College. Facilitator: Tina Wong, International Coordinator, University of Washington.

### H.6

**PEOPLE POWER: Tapping the Spirit of Quality Performance and Service**

Whether new to the profession or a seasoned veteran, we all constantly look for simple tools to fix complex problems and for ways to motivate employees and inspire superior performance. This "people-developing" and team-building approach can make the winning difference between a so-so team and one that is outstanding. Great teams do not just happen, they are built by leaders who know and understand the importance of developing their most appreciable asset: PEOPLE.

Presenters: Wayne Childs, Assistant Registrar, Brigham Young University, Faith Weese, Registrar, Grand Canyon University.

### H.7

**General Services at ASU: An update**

This session will present an update on General Services at Arizona State University, a collaborative program that pulls together the basic information & services from Undergraduate Admission, Student Financial Assistance, Student Business Services & the Registrar's Office. See how one university is providing student self-help technologies & cross-trains front-counter staff members to provide the answers to the most frequently asked questions from each others' offices in order to serve students more efficiently.

Presenter: Timothy Desch, Director of Admissions, Arizona State University. Facilitator: Angie Montano, Director of Registration and Records, South Mountain Community College. Recorder: Cherie R. Hatlem, Associate Registrar, Thunderbird, The American Graduate School of International Management.

10:30 AM - 12:00 PM
BUSINESS BRUNCH
MEETING
COST: $10.00

1:00 - 3:00 PM
EXECUTIVE BOARD
MEETING

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PACRAO '99 Committees

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Facts and Trivia about PORTLAND, OREGON

Portland is 30 miles North from the 45th parallel and is Oregon’s largest city!
Population: 495,000
Elevation: 173 feet above sea level
Miles to Ocean: 78
Miles to a Glacier: 65 to Mt. Hood
Average Rainfall for November: 5"

Average Temps for November: High 53° F and Low 40° F
For weather conditions: 1-503-236-7575
For road conditions: 1-503-222-6721
Portland WEB pages: www.pova.com or www.oregonlive.com
Airport: Portland International, 1-503-335-1234

Ground Transportation

Travel by auto:
North and South accessible via Interstate 5 and Interstate 205, from the East is Interstate 84, and from the West is Hwy 26.

Shuttle Service:
From the airport to the Hilton Hotel: downtown service is available on Greyline Shuttle Service. Greyline leaves the airport every half hour, departing for the airport on the quarter hour. Costs are: $12.00 per person one way, $22.00 per person round trip ticket. There are plenty of cabs, limos and town car services available at the airport on the lower level.

Metropolitan Airport Shuttle 1-800-817-1885
Pacific Towncar 1-503-234-2400
Prestige Limousine Towncar 1-503-282-5009
RazDash Airporter 1-503-246-9790
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Air Transportation

Conference discounts and Bargains
For your flying pleasure, PACRAO has arranged a group discount on Alaska Airlines—a 5% discount on published Alaska excursion fares (excluding WEB and other “V” fares) and a 10% discount off YAS fares booked in “Y” inventory. You may arrange these fares with your own travel agent, or by calling Alaska Airlines directly at 800-445-4435, and give them the fare designator, CMR3513. Travel between November 3 and November 13 is covered by this discount.

Alaska Airlines

We’re excited to see you, so please travel safely!
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Internet: http://www.hilton.com/reservations/reserv.html?hotel=PDXPHHH

If reserving via the internet, enter PAC under GROUP CODE.

Conference Roomrate: $115.00 per night, single or double occupancy.

The Hilton Hotel has 455 rooms, including 6 suites. Special accommodations are available for handicapped and non-smoking guests. Full A.D.A. compliance. Guest rooms include voice mail, computer data ports, and the On Command Video system (pay movies, high-speed internet access, and video checkout).

Located nine miles from the Portland International Airport, The Portland Hilton is at the center of the downtown, business, and entertainment district and in close proximity to the Performing Arts Center, Arlene Schnitzer Concert Hall, Oregon Historical Society, Portland Art Museum, Pioneer Place shopping mall, Nordstrom, Niketown and the Washington Park Zoo.
Portland PACRAO Tours

EcoTours of Oregon

EcoTours specializes in full-day and half-day tours of our region’s most incredible natural and cultural sights. They provide group tours for any number of guests, and guarantee tours with a minimum of only four guests at times convenient for you. Registration for tours can be made the day before, but we suggest early, advance registration for maximum satisfaction.

Northern Oregon Coast Tour
Journey along Oregon’s breathtaking coastline, stopping for viewing wildlife, pristine beaches and rocky cliff headlands. Learn about natural, Native American and regional history. Options include beach or ancient forest walks, shopping, wine tasting or cheese factory visits.

Portland City Tour
This tour will highlight Portland’s attractions, history, and unique aspects of life in the “City of Roses.” Visit Washington Park and its recreational complex, then head to the heights of Portland where the first stop will be the Japanese Gardens, acclaimed as one of the most authentic Japanese gardens outside Japan. After the Japanese Garden visit, you’ll have the opportunity to visit the International Rose Test Gardens, where over 400 varieties of hybrid roses are grown. Next is a visit to Pittock Mansion, with its terrific view above the city. You then circumnavigate the city by heading downtown, uptown through Chinatown and Old Towne.

Columbia River Gorge Waterfalls/Mt. Hood Loop
Visit many of Oregon’s famous scenic attractions in one day—Multnomah Falls, the Columbia River and Timberline Lodge on Mt. Hood. Tumbling waterfalls, incredible scenic overlooks, orchard-filled valleys, acrobatic windsurfers, majestic mountains, and the Oregon Trail await you on this tour which rises from sea level to over 6,000 feet in one scenic loop.

Columbia River Gorge Waterfalls Half Day Tour
Visit some of Oregon’s most incredible views including mountainous overlooks of the Columbia River, Washington State, Multnomah Falls, and the Bonneville Dam. Natural beauty is available within a half hour from downtown Portland. Stops include several waterfalls like Latourell, Wahkeena and Multnomah Falls for short walks, quiet reflection or photo opportunities of your choice.

Mount Saint Helens Tour
Learn about the “blast-zone,” mudflows, pyroclastic flows, the regeneration, and the largest avalanche recorded by man. The immense effects from the eruption of Mount Saint Helens to the surrounding Cascades must be seen to be appreciated. Many incredible photo stops including the new Johnston Ridge Observatory.

Winery Tour in the Oregon Countryside
Savor award-winning Pinot Noir, Pinot Gris, Chardonnay and Riesling while your designated driver guides you through the rolling hills of the picturesque Willamette Valley. Included are visits to at least four wineries, all tasting fees and step-by-step tour of the wine-making process. Gourmet lunch available.

Turn the page for a convenient order form, or call EcoTours of Oregon, 1-888-TOURS-33, outside of Oregon, or (503) 245-1428 in Oregon, or visit their website for full itineraries at: www.ecotours-of-oregon.com
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If you have any questions regarding other sightseeing activities during the conference, please feel free to call our office any time and we will be happy to inform you about other tours offered by EcoTours of Oregon.

A representative will be available at the PACRAO hospitality table to assist you with last minute registration or questions.
Sometimes, to get the information you need, someone has to untie your hands.

Cindy Hansen
Office Manager, Admissions, Jamestown College

With our old software, it seemed like our hands were tied behind our backs. If we wanted information, we were totally dependent on the MDS staff for everything. Things are different now, thanks to CMDS. Their software is a lot easier to use and more responsive to our needs, so we can get any kind of data we want, when we want it.

Dale Henn
Admissions Trainer, CMDS

We spent a lot of time getting to know the folks at Jamestown, learning about the way they like to work and how we could make things easier for them. Then, we adapted our software to their exact needs. That way, we can be sure they're not just getting software from us – they're getting a solution, too.

We also found ways to help Jamestown save money by being more organized. Using our software, they can send out applications in bulk, rather than one-by-one. Now, instead of paying $1.50 in postage for every packet, they're only paying 50 cents. That adds up. Pretty soon, the software just might pay for itself.

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2001 - Seattle, Washington
2002 - Minneapolis, Minnesota
2003 - Washington, D.C.

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2001 - San Mateo/San Francisco, CA (Nov. 4-7)
2002 - Victoria, BC (Nov. 3-6)
2003 - Coeur d' Alene, ID (Nov. 2-5)

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73rd Annual Conference November 7-10, 1999, Portland, Oregon  
Return to address below by October 6, 1999. Use one form per participant. PLEASE TYPE OR PRINT.
Payment must accompany registration.

Name: ___________________________ Preferred badge name: ___________________________

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Guest’s full name: ___________________________ Preferred badge name: ___________________________

Check all that apply:
☐ First PACRAO conference  ☐ Past President  ☐ Two-year Institution  ☐ Public Institution
☐ Non-Member  ☐ Honorary Member  ☐ Four-year Institution  ☐ Private Institution

Please provide the following statistical information:
☐ African American/Non-Hispanic  ☐ Asian/Pacific Islander  ☐ White/Non-Hispanic  ☐ Male
☐ American Indian/Alaskan  ☐ Hispanic  ☐ Other  ☐ Female

Please list the sessions, by number, you plan to attend:
Monday  A _____  B _____  C _____
Tuesday  D _____  E _____  F _____  G _____
Wednesday  H _____

<table>
<thead>
<tr>
<th>Events</th>
<th>*V or K</th>
<th>Cost</th>
<th># of Persons</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Reception Dinner</td>
<td>______</td>
<td>______</td>
<td>=</td>
<td>=</td>
</tr>
<tr>
<td>Guest</td>
<td></td>
<td>$30.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Professional Issues Luncheon</td>
<td></td>
<td>$20.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Guest</td>
<td></td>
<td>$20.00</td>
<td>x</td>
<td>$</td>
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<tr>
<td>Diversity Breakfast</td>
<td></td>
<td>$15.00</td>
<td>x</td>
<td>$</td>
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<tr>
<td>Guest</td>
<td></td>
<td>$15.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Member Recognition Luncheon</td>
<td></td>
<td>$20.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Guest</td>
<td></td>
<td>$20.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Twisting the Night Away</td>
<td>______</td>
<td>______</td>
<td>=</td>
<td>=</td>
</tr>
<tr>
<td>Guest</td>
<td></td>
<td>$50.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Business Brunch</td>
<td></td>
<td>$10.00</td>
<td>x</td>
<td>$</td>
</tr>
<tr>
<td>Guest</td>
<td></td>
<td>$10.00</td>
<td>x</td>
<td>$</td>
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</tbody>
</table>

Subtotal 1 $

* V = Vegetarian  K = Kosher

Registration Fees

<table>
<thead>
<tr>
<th>Member</th>
<th>$170 ($195 after 10/6/99)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Member</td>
<td>$195 ($220 after 10/6/99)</td>
</tr>
<tr>
<td>One day registrants</td>
<td>$65 ($70 after 10/6/99)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specify Day</th>
<th>___________________________</th>
</tr>
</thead>
</table>

Total Amount Due (Subtotals 1,2) $  

YOU CAN ALSO REGISTER ON THE WEB AT http://www.reg.uci.edu/PACRAO/CONFERENCE/1999

MAIL THIS FORM WITH PAYMENT TO:

Pam Muir
PACRAO Registration
Portland Community College
P.O. Box 19210
Portland, OR 97280

If paying by credit card, fax this form to Pam Muir at (503) 977-4988
PACRAO Federal Tax ID Number: 91-618728

FORMS OF PAYMENT

☐ Check (payable to PACRAO '99)  ☐ Visa  ☐ Mastercard  

[card number]  [expires]  [signature]

No refunds will be issued after October 22, 1999
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