Student record verifications are redundant, time-consuming and exhausting.

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Since 1993, over 2,700 colleges and universities, representing 91% of the nation’s enrollment, have entrusted their student loan verifications to the Clearinghouse. And now, you can extend that trust to include degree and other types of enrollment verifications.

By reporting your degree data to the Clearinghouse, employers, health insurers, background search firms, and others can confirm your institution’s enrollment and degrees instantaneously from www.studentclearinghouse.org, providing faster, 24/7 service for students and alumni. And, you can avoid the extensive work involved with responding to thousands of individual verification requests.

At the Clearinghouse our days are filled with processing student record verifications so yours don’t have to be. Join the more than 700 institutions that have expanded their Clearinghouse relationships to include verification of degrees and enrollment to commercial entities. Contact us today.

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A higher degree of verification service
Welcome to Victoria!

I am very pleased to welcome you to the 2002 PACRAO conference in beautiful Victoria, British Columbia, Canada! The PACRAO conference hasn't been in this wonderful city since 1984! Your Local Arrangements Committee and the Program Committee have put in some long and creative hours to present this conference to you, the PACRAOMembership. The program has been carefully crafted to include a wide variety of interest areas- including sessions geared for international education, diversity, admissions, distance education, work teams and technology. As a bonus, we have added a professional development workshop on Sunday morning, titled “International Spoken Here”. Our gala event on Tuesday night will give us a chance to gather, visit, dance and have some fun while enjoying the golden oldies with the Waybacks. The writers group begun by Janet Ward is an exciting professional opportunity, which we hope will lead our members to hone their writing and publishing skills. Last but not least, this wonderful setting will amaze you with the natural beauty of the island and sound. I know you will appreciate the wonderful architecture of the buildings and the close proximity of a variety of shops and restaurants. I am grateful to have had the opportunity to fulfill the role of president this year and to work with the committee members who have done the fine work necessary to put on a high quality PACRAO Conference.

Sunny Burns
PACRAO President, 2001-2002

TABLE OF contents

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| Highlights & Activities | 3 | Exhibitor Descriptions | 20 |
| Keynote Speakers | 4 | PACRAO Committees | 24 |
| Sessions by Interest | 6 | Fairmont Empress Hotel & Conference Centre Map | 25 |
| Session Descriptions | 8 | Notes | 27 |
Saturday, November 2nd
1:00 pm - 5:00 pm  Conference Registration Pick-up @ Victoria Conference Centre

Sunday, November 3rd
7:30 am - 8:10 am  Golf Tournament tee times (optional)
9:00 am  PACRAO Fun Run (optional)
9:00 am - 12:00 pm  Professional Development Workshop
1:00 pm - 5:00 pm  Conference Registration Pick-up @ Victoria Conference Centre
2:30 pm - 3:30 pm  New Member Orientation/Diversity Connection 1
3:30 pm - 4:15 pm  Program Participants Orientation
5:00 pm - 6:30 pm  Opening Session: Keynote Speaker, Kim Ratz
6:30 pm - 8:00 pm  Reception

Monday, November 4th
7:00 am - 8:00 am  Diversity Development Breakfast
7:30 am - 9:00 am  Conference Registration Pick-up @ Victoria Conference Centre
8:30 am - 10:00 am  A Sessions
10:00 am - 10:50 am  Nutrition Break
10:50 am - 12:00 pm  B Sessions
12:00 pm - 1:00 pm  Professional Issues Luncheon
1:00 pm - 1:45 pm  Professional Issues Plenary Session: Dr. William Day
2:00 pm - 3:00 pm  C Sessions
3:00 pm - 4:30 pm  Nutrition Break
3:30 pm - 5:00 pm  D Sessions
5:00 pm  Micro-brewery Pub Tour with dinner (optional)
5:15 pm - 6:15 pm  Fireside Chats (optional)

Canadian Issues: Richard Schick, Assistant Registrar - Information Technology and Office Management at University of Saskatchewan. RESP forms and the initiative to have a common treatment across Canada and other Canadian Issues.

Community Colleges: Robin Young, Director of Admissions and Registration at Shoreline Community College, Washington, and Chris Melton, Program Manager, Shoreline Community College, Washington

Law Schools: Mary Morgan, Registrar, Seattle University Law School, Washington

Professional Schools: Chris Masterson, Registrar, Bastyr University, Washington

Private Schools: Brad Tomhave, Associate Registrar, University of Puget Sound, Washington

PACRAO Writing Team Meeting
Victoria on Your Terms

6:00 pm

Tuesday, November 5th
7:30 am - 9:00 am  Conference Registration Pick-up @ Victoria Conference Centre
8:00 am - 9:00 am  Diversity Development Plenary Session: Dr. Wes Habley
9:15 am - 10:15 am  E Sessions
10:15 am - 10:30 am  Nutrition Break
10:30 am - 12:00 pm  F Sessions
12:00 pm - 1:30 pm  Member Recognition Lunch
1:30 pm - 3:00 pm  G Sessions
3:00 pm - 3:30 pm  Nutrition Break
3:30 pm - 5:00 pm  H Sessions
6:30 pm - 1:00 am  Reception, Dinner & Entertainment

Wednesday, November 6th
8:30 am - 10:00 am  I Sessions
10:30 am - 12:00 pm  Business Brunch
1:00 pm  Executive Board Meeting
Local Arrangements Committee 2003 Meeting
Program Committee 2003 Meeting
Nominations and Elections Committee Meeting
Welcome to Victoria!
It is an enormous pleasure and honour to welcome you all to Victoria, whether it is your return to Victoria for the veterans or for us more recent Pacroids our first conference here. I fully believe that we have pulled together an excellent selection of sessions for you this year. We have made a special effort to have sessions that “Look Through the Other End of the Telescope... Different Perspectives” to meet our thematic goals. We have offered sessions on International Education and Admissions issues, as these areas have been a little light in the past few years. The ongoing discussions around Strategic Enrollment Management concern us all one way or another and so we have attempted to give these issues some specific focus as well. I think we have accomplished something for everyone and I believe this conference will be a truly memorable outing for the Pacific Association of Collegiate Registrars and Admissions Officers.

Ray Pillar
Program Committee Chair

On behalf of the Local Arrangements Committee I am delighted to WELCOME BACK PACRAO to Victoria. A short 18 years ago we enjoyed the Empress Hotel and those quaint meeting rooms! Fast forward to November 2002, wow... the world class Victoria Conference Centre plus the splendid Fairmont Empress and Spa. You are steps away from the Inner Harbour/Causeway area and from Government Street where you will find many fine shops, outstanding restaurants and other attractions. Victoria ranks as one of the top destinations in the world. I hope that you will be professionally energized by the excellent speakers, presenters, topical sessions and issues. Also take a moment or two to step back and enjoy the unique experience that is Victoria, Vancouver Island and to reflect on the past, present and future.

David Glen
Chair, Local Arrangements Committee

Join us for Dinner, Drinks & The Waybacks! -
Tuesday @ 6:30 pm
One of Canada’s best show bands celebrates music from the 50’s to the 90’s. With costumes, choreography and characterizations, these five entertainers take a rockin’ retrospective romp through the history of popular music over the last half century.

Take a retrospective romp through your wardrobe and join us as Tina, Janis, Ringo or Mick! Pull out those bell-bottoms and go-go dresses and get ready to get down! Prizes for best costumes from the past!

Professional Development Workshop
Sunday, 9:00 am - noon (for registered participants only)

“International Spoken Here”
Does your service reflect the students that you are serving? Are your institutional values showing? What do second language students have to say about your service?

Communicating with second language students and international students can present challenges for admissions and records staff, whether it be in person or on the phone. In this three-hour workshop we will explore ways to more effectively communicate.

The workshop will focus on cultural sensitivity and a range of communication tools useful in serving a multicultural population.

Iris Thomson-Glen, an international educator at Camosun College and the University of British Columbia for the past fourteen years combines counselling international students with teaching and training both faculty and staff. She developed the curriculum and taught a credit course for international students and non-native speakers about cultural differences, communication skills, post-secondary systems, and career/life skills. Iris is responsible for organizing orientation programs for new students, an international student handbook, and other support offerings for international students. She has presented at NAFSA, PACRAO (Vancouver) and various regional conferences.

Highlights and Activities
Fun Run - Sunday @ 9:00 am
Join our local talent Sue Butler for a PACRAO fun run. Meet in the lobby of the Fairmont Empress Hotel for a running tour of the Dallas Road waterfront, Beacon Hill Park and James Bay. All abilities welcome - routes from 5 km to 12 km. All participants will be eligible for a nifty draw prize!
Opening Session  Sunday, 5:00 pm - 6:30 pm
Kim Ratz - Speaker, Trainer, Singer-Songwriter and Author too!
Kim Ratz helps people find ways to increase the harmony in their life, including their personal and professional relationships. His music emphasizes key points, engages the audience and energizes the message. The result - you have fun learning about ways to get even better at enjoying, and succeeding in, the things that are important to you!

His programs give you opportunities to explore the choices you are making - what you do and how you do it - to achieve your life roles and goals, as a person, a professional, and a parent. His program will leave you feeling good about yourself and your opportunities ahead.

He draws from his more than two decades as an education administrator working with community education and lifelong learning programs. Kim started his own training and consulting business in '94.

Professional Issues Plenary Session
Monday, 1:00pm - 1:45 pm
William L. (Bill) Day is currently Adjunct Professor of Higher Education, Centre for Policy Studies, Faculty of Education, University of British Columbia, serves as Citizenship Court Judge for British Columbia and the Yukon, Citizenship and Immigration Canada, and does accreditation studies for the Private Post-Secondary Education Commission of BC. His career in adult education has been centered in British Columbia, with intermittent work in India and the Philippines under Colombo Plan and CIDA auspices.

He studied at the University of British Columbia (M. Ed. Psychology) and the University of California at Berkeley and Los Angeles (Kellogg Fellowships).

Bill received the Order of Canada in 1998 for his work in community, adult and international education, and the development and promotion of the community college concept in Canada.

His presentation will be derived from the paper he co-authored with Hans Schuetze at UBC:

Diversity Development Plenary Session
Tuesday, 8:00 am - 9:00 am
Wesley R. Habley directs ACT's Office for the Enhancement of Educational Practices. Prior to joining ACT, Inc. in 1985, he served first as an academic advisor and later as director of the Academic Advisement Center at Illinois State University. He holds a BS degree in music education and a M.Ed. degree in student personnel administration from the University of Illinois-Urbana/Champaign, and an Ed.D. in higher education administration from Illinois State University.

Habley is the co-editor of Academic Advising: a comprehensive handbook and is the lead researcher and editor or author on three ACT National Surveys of Academic Advising. Additional material has appeared in the NACADA Journal, the NASPA Journal, the Journal of College Student Personnel, the Jossey-Bass New Directions in Higher Education Series, and monographs published by NACADA and the First-Year Experience Program at the University of South Carolina. Habley has delivered more that two hundred presentations at professional meetings and has served as a consultant or workshop leader at more than 125 colleges in the US, Canada, and the Middle East.

The Fairmont Empress
is pleased to offer delegates a
20% discount
in their restaurants - Bengal Lounge, Kiplings and the Empress Dining Room.

Simply identify yourselves by showing your PACRAO 2002 Conference nametag.
Is your educational verification process manual, somewhat automated, or way cool?

When it comes to processing enrollment and degree verifications, you only have three choices. Do it the old fashioned way. Warehouse your student records offsite. Or, choose real-time verifications with EdVerify.

We deliver the nation’s only real-time, 100% accurate enrollment and degree verification process—and it’s available now. There’s no downloading of your student records from your institution so your data never leaves campus.

Our system automatically requests the individual student record at your location in read-only format and we access only directory information. We’re FERPA compliant and highly secure. And, we reduce your workload.

So the next time you’re faced with hundreds of requests for educational verifications, why not choose the best. Choose EdVerify.

EdVerify®
Why not the best?

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- Secure  - FERPA Compliant  - Real-Time Accurate
CULTURAL DIVERSITY
A - 4  Faces of Diversity
A - 6  Recruiting and Recognizing International Baccalaureate Students
B - 4  Building Cultural Bridges
C - 4  Multicultural Adoption Advisory Program: A new Black Student Union in the 21st Century
I - 4  Building a Diverse Community

SERVICE QUALITY
A - 2  Making a Difference in Your Service: Quality Models You Can Use
B - 5  Cornerstones for Enrollment Management Success: Staying Focused and Building Collaborations
B - 6  50 Ways to Leave Your Classes
B - 8  Information Delivery: Inspired by Collaboration, Informed by Faculty and Student Perspective
C - 1  Testing Flexibility and Commitment: Making TechBC into SFU Surrey
C - 2  How to Utilize Marketing Tools to create better communication with your Inhouse Clients
C - 6  The Student Without a Face
D - 5  Commencement Planning Made Easy
E - 4  One-Stop Shops: Challenges and Opportunities
E - 6  Providing Access to Education for US Military Personnel: The Servicemembers Opportunity College (SOC) Model
G - 4  How to best serve students with Disabilities: Addressing Barriers
G - 3  Taking back your calendar
G - 7  "Toto, I have a feeling we are not in Kansas anymore" - Still Dealing with Change in Students Services
H - 5  Beyond Dual Admissions
H - 6  UBC Enrollment Services: Building and Delivering a Client Care Training Program
I - 7  How Can I Serve You When I Can't See You?

TECHNOLOGY
A - 3  Web Registration System With A Difference!
A - 5  Implementing Online Grades: How to Get an A+
B - 3  Persistence + Collaboration = E-grading at Pepperdine
D - 3  Report from the AACRAO VP for Technology
F - 3  CESS Providing Big School Computing Services for Small Schools
G - 6  Wiz, Bang, and Wacky But They Work: Top College Admissions and Records Web Sites
I - 5  Tracking Students Made Easy and Secure

LEADERSHIP/ PROFESSIONAL DEVELOPMENT
B - 2  Care and Feeding of the Media
C - 3  Me, Myself and...Hey Where'd Everybody Go?
C - 5  Developing a Successful Student Staff Team
D - 2  Writing for the Profession: Sharing Your Expertise
D - 4  Power Slide: What Side(s) Are You On?
D - 6  Building Successful Partnerships!
E - 5  Where do you go from here?
E - 7  Department Mission Statement: Getting Everyone Involved
F - 2  Changing Role of the Registrar
F - 4  A Spiritual Dimension of Educational Leadership
F - 5  "What I wish they'd told me when I started": Advice for New Registrars
F - 6  Corporate Recruiting
G - 2  Balancing work and Family - A 7 Habits Perspective
H - 2  Leadership FUN-damentals
H - 4  Ethical Decision-Making in an Unethical World
I - 2  Interpersonal Boundary Setting in the Workplace: One Step on the Road to Sanity!
I - 3  How to produce CRAP — design literacy and publication strategy
LEGAL ISSUES
A - 7 Developing a FERPA website
B - 7 Effective FERPA Presentations to Alternative Audiences
E - 2 Veterans and their Entitlements
E - 3 Facilitating your FERPA training strategies with "Managing the Privacy of Student Records"
F - 7 FERPA-Lite: Training Tools to Effectively communicate FERPA Polices

ADMISSION ISSUES - NUTS & BOLTS
D - 7 Enrollment Reporting: No simple matter
F - 1 Essentials of Spotting Fraudulent Documents
G - 5 Leveling the Playing Field: The Work of BC's Task Force on Standards and Processes
H - 3 To Fax or Not to Fax
I - 6 "How Many Credits Should I Give It?"

INTERNATIONAL ISSUES
A - 1 International Admissions and Beyond Part One
B - 1 International Admissions and Beyond – Part Two
D - 1 The Ins and Outs of Foreign Grading Systems
E - 1 Immigration Regulations & Tracking International Students: A Post September 11th Perspective
G - 1 Country Profile RUSSIA
H - 1 Chinese Academic Credentials: What They Are and How the Real Ones and Fakes Ones Compare
I - 1 "Getting on Top of SEVIS: New Data Collection and Transmission Requirements for International Students."

EXHIBITOR EDUCATIONAL SESSIONS
A - 8 Exhibitor Educational Session
F - 8 Exhibitor Educational Session

Conference Evaluation

We want to hear from you. We will email all participants after the conference requesting your feedback - forms to be completed online or by PDF
A - 1  **International Admissions and Beyond Part One**  
Professionals with 0-3 years of experience in international admissions will find this session helpful as the following topics are covered: recruitment basics, inquiry and application processing, using appropriate admission criteria, TOEFL and financial documentation, the I-20 (for US admission), credential evaluation basics. The AACRAO GUIDE to International Admissions will serve as a resource. Also welcome are those who supervise international admissions and want to know more about it.  
*Presenters: Mary Buxton, Marilee Hong, Diane Hurley  Facilitator: Sheila Jarrell*

A - 2  **Making a Difference in Your Service: Quality Models You Can Use**  
Representatives from different types of campuses and programs will describe how they are reaching for — and achieving — quality service. In an age where consumer expectations are high and resources limited, discover ways that you can implement service quality strategies.  
*Presenters: Janet Danley, Todd James, Richard Backes, Faith Weese  Facilitator: Brenda Walton*

A - 3  **Web Registration System With A Difference!**  
The University of Southern California recently released a web-based registration system that eliminates a student’s need to search for available class sections. Students need only tell the web system which courses they want and the system automatically arranges up to 16 possible schedules for them.  
*Presenters: Fred Dear, Kenneth Servis  Facilitator: Tina Toma*

A - 4  **Faces of Diversity**  
The increasing diversity among students demands greater flexibility, communication, and responsiveness from teachers and administrators to ensure that programs are accessible to all. In this session, a video entitled "Faces of Diversity" will be shown, in which twelve students from diverse backgrounds are interviewed. Their unforgettable stories may generate anger, compassion, and sadness, but they also serve to inspire the viewer to see “difference” in a positive light. The video is designed to generate reflection and open discussion about issues such as disability, sexuality and culture.  
*Presenter: Heather Kuttai  Facilitator: Julia Pomerek*

A - 5  **Implementing Online Grades: How to Get an A+**  
Learn how the University of Oregon’s Registrar’s Office tackled the challenge of implementing an online grade entry system, including building the work team, defining the project, gaining faculty and department staff buy-in and support, organizing and delivering training, providing help, resources, and more. This session focuses on the process of changing a major campus process (bubble sheets to web input), not the technical aspects of the system itself.  
*Presenters: Sue Eveland, Herb Chereck  Facilitator: Helen Garrett*

A - 6  **Recruiting and Recognizing International Baccalaureate Students**  
The International Baccalaureate (IB) program provides an integrated, internationally-standardized curriculum to a growing number of students in secondary schools around the world. Colleges can expect a steady increase in applicants with IB credentials. This session provides information about the current curriculum and assessment practices, and outline strategies that colleges and universities can employ to attract IB students.  
*Presenter: Bob Poole  Facilitator: Ron Heath*

A - 7  **Developing a FERPA Website**  
Developing a FERPA website for your campus. The website not only serves as a resource of information for parents, faculty, students and staff, but can also include a mandatory tutorial for anyone who has/wishes access to student records. Access is granted only upon the condition that the FERPA tutorial has been successfully completed.  
*Presenter: Robert Morley  Facilitator: Gaylea Wong*

A - 8  **Exhibitor Educational Session**  
Exhibitors will give you brief presentations from an educational perspective, not from a commercial perspective. The purpose of this session is to help the membership focus their time in the exhibit area.  
- SCT - Solutions that unify teaching, learning, and administrative experiences for all education communities.  
- EdVerify - Delivery options for enrollment and degree verification.  
- Hershey - High volume, high value, document automation solutions.  
- Ad Astra - demonstrating Astra Schedule, a completely integrated, multi-user room scheduling system with Windows and Web clients.  
*Facilitator: Ron Stevens*
### Monday B Sessions 10:30 am - 12:00 pm

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<tr>
<th>B-1</th>
<th>International Admissions and Beyond - Part Two</th>
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<td></td>
<td>This is Part Two of an earlier session, with a continuing discussion of documents needed for international admission and credential evaluation. Topics will include fundamental principles for evaluating credentials, transferring academic credit, 4 basic educational systems (credit-based, hour-based, outcome-based, and mark-based), document inconsistencies, translations &amp; transliteration, and resources.</td>
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<td>Presenters: Mary Baxter, Marilee Hong, Diane Hurley  Facilitator: Virginia Johns</td>
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<th>B-2</th>
<th>Care and Feeding of the Media</th>
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<td>Reporter got your tongue? For anyone who has to deal with the news media, this session will provide some insights into what constitutes news and why; what makes reporters tick; and what motivates them to behave the way they do. Learn the dos and don’ts of media interviews, including how to respond to trick questions with your own trick answers.</td>
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<td>Presenter: Don Whiteley  Facilitator: Diane Whiteley</td>
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<th>B-3</th>
<th>Persistence + Collaboration = E grading at Pepperdine</th>
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<td>An overview of the implementation of e-grading covering a span of two academic years. An experience-based presentation on how to make technology work best in improving student service in the Registrar's area.</td>
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<td>Presenter: Emelita Dacanay, Kelly Copeland  Facilitator: Tina Petersen</td>
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<th>B-4</th>
<th>Building Cultural Bridges</th>
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<td>This session will focus on Native-American students and staff, especially the Aboriginal population. The presenter will highlight the Aboriginal Employment Development at the University of Saskatchewan and the positive impact on student recruitment and retention. Additional discussion will include the background on the Aboriginal Partnership Agreement signed between the University of Saskatchewan and Intergovernmental &amp; Aboriginal Affairs, strategies undertaken by the university and linkages to the Aboriginal community. Also, there will be a video presentation entitled 'You do the Math'.</td>
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<td>Presenter: Candace Wosacse-Lafferty  Facilitator: Jacque Fraser</td>
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<tr>
<th>B-5</th>
<th>Cornerstones for Enrollment Management Success: Staying Focused and Building Collaborations</th>
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<td>Are you being bombarded by new ideas and finding it challenging to &quot;stay the course&quot; on strategic institutional initiatives? Come listen to the stories and advice from a professional with 20+ years in the field that uses strategic planning and collaborations to achieve goals.</td>
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<td>Presenter: Janet Ward  Facilitator: Brenda Simmons</td>
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<th>B-6</th>
<th>50 Ways to Leave Your Classes</th>
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<td>We will help you to explore the various processes a student may use to leave an educational institution. We will compare the similarities and differences between public and private institutions and probe reasons for the development of the practices. The intended outcomes for participants is to examine policies and procedures related to dropping classes, withdrawing from classes and those students who simply vanish, to gather ideas for possible changes to the participant's institutional policies and procedures, and to re-sensitize the participant to the impact from the student perspective.</td>
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<td>Presenters: Sunny Burns, Julia Pomereneck, Tracy Schwindt</td>
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<th>B-7</th>
<th>Effective FERPA Presentations to Alternative Audiences</th>
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<td>How often have you provided first hand FERPA information to Students? Parents? To your satellite campuses or site school officials? Emphasis on FERPA training traditionally is targeted towards faculty and staff on the institution's main campus. However alternative audiences, in particular students, parents/partners, and satellite campus/site staff are equally important, at times more challenging, and certainly often neglected when it comes to FERPA outreach. This session, led by familiar &quot;seasoned&quot; FERPA veterans, will provide ways in presenting to those audiences effective and critical FERPA information.</td>
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<td>Presenters: Helen Garrett, John Snodgrass  Facilitator: Angelita Montano</td>
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B - 8  Information Delivery: Inspired by Collaboration, Informed by Faculty and Student Perspective
Presented with the challenge of improving the delivery of information to the college community, Reed College evaluated its options for moving to online access to student information. Three years later, faculty, staff and students are using the Gateway to Student Information. Learn how the project was developed, the constituencies were consulted, and a collaboration with Occidental College helped a small school achieve large-scale success.
Presenter: Nora McLaughlin

Monday  C Sessions  2:00 pm - 3:00 pm

C - 1  Testing Flexibility and Commitment: Making TechBC into SFU Surrey
In February, 2002, the Ministry of Advanced Education announced that the Technical University of British Columbia would close and responsibility for its programs and its almost 400 students would be assumed by Simon Fraser University. Then the work began! This presentation discusses what worked (and what didn't quite) in this unique and sudden merger of two very different institutions.
Presenters: K. Bell, Diane Whiteley  Facilitator: Fiona Finlay

C - 2  How to Utilize Marketing Tools to create better communication with your Inhouse Clients
How often do you hear from faculty and students that they were not informed about a Registrar's Office deadline or policy? Do you know if you are communicating effectively to your in-house clients? Effective communication involves the collecting of information on your client’s communication preferences by identifying your client, identifying what stimulates them and identifying what grabs their attention. All these issues will be examined. A model will be presented on how the information was collected, analyzed and implemented in an enrollment services setting.
Presenter: Brian Park-Sanders  Facilitator: Lorraine Shaof

C - 3  Me, Myself and... Hey Where'd Everybody Go?
Your Interpersonal Image, what is it? Who decides? Does it hinder or help your career and your ability to work with others? Whether in a leadership or front line position, your interpersonal image plays a big role in how much support you get.
Presenter: Greg Link  Facilitator: Karen Kaeni

C - 4  Multicultural Adoption Advisory Program: A new Black Student Union in the 21st Century
During Spring 2000, Linfield College’s Black Student Union (40% white) were challenged to evaluate their image and realize they could do more than host a talent show every fall semester and cook and sell ribs in the spring. Therefore, beginning Fall 2000, nine (9) BSU members became mentors for several Multiracial youths who had been adopted by white parents. This session will profile the successes and challenges of the program with an emphasis on program development, purposes, raising funds, and two year results.
Presenters: Barry Tucker, LaToya Spafford  Facilitator: Maureen Muller

C - 5  Developing a Successful Student Staff Team
Successful student staffing requires energy and perseverance but the results can be fabulous. Come listen to suggestions on hiring, training, evaluations, incentives, etc. This session will help revive your passion to develop your student staff. Other successful student staff stories are welcomed.
Presenters: Stephanie Mills, Kristen Gilster  Facilitator: Virginia Johns

C - 6  The Student Without a Face
So your institution has decided to offer Distance Education? What implications does that have for you as Admissions and/or Registrars Officers? Who are these students and what do they want from you? What are the national trends? What are some of the biggest pitfalls from both the institution's AND the student's point of view? The presenter straddles both sides of the DCE fence, as an Asst. Registrar and as DCE student. She'll share her story (and her fellow students') and provide concrete tips on how to best serve this growing population.
Presenters: Valerie Ackroyd  Facilitator: Marla Edge
Monday | D Sessions | 3:30 pm - 5:00 pm
---|---|---
D - 1 | The Ins and Outs of Foreign Grading Systems |  
Is a “D” a passing grade? Is 70% the same as a “C” at your institution? This session will enable you to learn how to interpret different marks from different educational systems, so that you can assure that your admission standards are met, and that you are transferring a course with a passing grade.  
Presenter: James Frey | Facilitator: Brenda Walton

D - 2 | Writing for the Profession: Sharing Your Expertise |  
Many professionals in PACRAO/AACRAO could support their colleagues by sharing their wisdom and experience. Why don’t more of us contribute to the literature? The current editor of College and University will discuss the need for articles, and how to write for the journal. Bring any ideas or samples you might want to discuss.  
Presenter: Betty Huffer | Facilitator: Virginia Johns

D - 3 | Report from the AACRAO VP for Technology |  
Overview of emerging technology and associated issues, including such things as single sign-on, authentication, SSN, alternative identifiers, global/universal directories, replicated data/databases, XML and other related items.  
Presenter: Robert Morley | Facilitator: Steven Bamhart

D - 4 | Power Slide: What Side(s) Are You On? |  
Through this interactive session, we will come together to discover and discuss our combined diversity. We will be up on our feet and moving from one side of the room to the other, in response to progressively powerful questions covering topics that can divide us. Yet after each question, we’ll regroup. At the end we will talk about our responses to the exercise and suggest how we can carry our appreciation away from the room and into our personal and professional lives and the life of PACRAO.  
Presenters: Julia Pomereneh, Angela Bigby | Facilitator: Anne Defin-Schnirch

D - 5 | Commencement Planning Made Easy |  
Do you stress out trying to remember all the details of the commencement event? Do you wish you had an assistant that handled the details for you? A Commencement Handbook can be that assistant. Come see how Fresno Pacific University took the stress out of commencement planning. (Copies of a Commencement Handbook are provided)  
Presenter: Stephanie Mills, Anne Rosenfeld | Facilitator: David Van Ness

D - 6 | Building Successful Partnerships! |  
OSU has developed a number of educational partnerships with other colleges and universities in recent years. The panel will outline how to start the process, set up conversations between institutions, obtain buy-in from administrators and faculty, establish joint mission statements, develop initial attainable goals, write an Memorandum of Understanding, establish a timeline, etc. when working with a partner who has different policies, procedures, fees, classes, staffing, or computer system. This session will be given from an academic perspective as well as enrollment, registrar, and admissions.  
Presenters: Bob Bontrager, Michelle Sandlin | Facilitator: Barbara Balz

D - 7 | Enrollment Reporting: No simple matter |  
Problems and solutions in enrollment reporting at institutions with nontraditional populations and enrollment patterns.  
Presenter: Dave Richert | Facilitator: Charlene Mann
<table>
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<tr>
<th>Tuesday</th>
<th>E Sessions</th>
<th>9:15 am – 10:15 am</th>
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**E - 1 Immigrant Regulations & Tracking International Students: A Post September 11th Perspective**  
A review of the regulations of the U.S. Immigration & Naturalization Service (INS) relating to students and examination of the tracking needed to assist students in maintaining correct status. The presenter will also share information about the new SEVIS system to track international students and scholars.  
Presenter: Enoc Flores  
Facilitator: Angela Bigby

**E - 2 Veterans and their Entitlements**  
This session will outline Veteran Administration (VA) educational issues old and new that are affecting veteran’s educational opportunities in higher education. What’s new in legislation will also be addressed by our presenter, the President of the National Association of Veteran’s Program Administration.  
Presenter: David Guzman  
Facilitator: Judy Gorin

**E - 3 Facilitating your FERPA training strategies with “Managing the Privacy of Student Records”**  
Developing your own FERPA training program can certainly be a daunting task, especially if you do not have the time and the resources to put together a quality program that is comprehensive, interactive, and interesting. When Cliff Ramirez designed and developed ‘Managing the Privacy of Student Records’ for UCLA, he did so with the intention of eventually sharing his product with his colleagues. Utilizing modern adult education theory and a simple, step-by-step approach, ‘Managing the Privacy of Student Records’ quickly involves participants in the FERPA material with the goal of not only informing, but, more importantly, of developing confident, decision-making abilities. In this session, Cliff shares his successful training philosophy and demonstrates how you can utilize ‘Managing the Privacy of Student Records’ (available through LRP Publications, http://www.lrp.com) to offer polished, professional workshops on your own campus.  
Presenter: Clifford Ramirez  
Facilitator: Tina Petersen

**E - 4 One-Stop Shops: Challenges and Opportunities**  
Whether our organizations are large or small, we probably share a desire for less student run-around, cross-functional staff, and a vision for student-centered services. In this session our presenters outline a “work-in-progress” at a community college for one-stop enrollment services and a large-scale process at a university. Discussion will be centered on challenges & opportunities for the participants.  
Presenters: Tika Esler, Skip Records  
Facilitator: Fred Rosmanitz

**E - 5 Where do you go from here?**  
Join two seasoned colleagues, who have each worked at a multitude of colleges and universities in the areas of admissions and registration, as they share their career journeys with you. We invite you to join in the conversation and to add your story to the mix as we talk about important issues such as mentoring and networking.  
Presenters: Helen Garrett, Glenda Tepper  
Facilitator: Herb Chereck

**E - 6 Providing Access to Education for US Military Personnel: The Servicemembers Opportunity College (SOC) Model**  
SOC and the SOC Network Systems for Army, Navy and Marine Corps personnel provide for reasonable transfer of credit policies, reduced academic residency requirements, and blending of credits based on military training and workplace learning into traditional degree programs in systematic ways. This model will be presented and discussed.  
Presenter: Clinton Anderson  
Facilitator: Suzanne Browner

**E - 7 Department Mission Statement: Getting Everyone Involved**  
Wondering how to get your staff focused and working together? Participants will be presented with ideas and examples of techniques used during Oregon State University Registrar’s Office journey in developing an office mission statement and guiding principals. Benefits from the process will be shared. Bring your ideas and questions for a lively group discussion.  
Presenters: Heather Chermack, Mary Rhodes, Barbara Balz  
Facilitator: Maureen Muller
F - 1  Essentials of Spotting Fraudulent Documents
Following an overview of international documents, this session will offer a hands-on activity for sharpening your
skills in spotting fraudulent documents. As the variety of documents that cross our desks grows, this information will
prove valuable in protecting the integrity of your admission and evaluation processes.
Presenter: Barbara Glave  Facilitator: Winslow Hurst

F - 2  Changing Role of the Registrar
Should today’s registrar be an administrator with an academic background or a techie with a computer
background? This session will address the conflict between those roles.
Presenters: Charles Records, Joseph St. Hilaire  Facilitator: Fred Rosmanitz

F - 3  CEISS Providing Big School Computing Services for Small Schools
B.C.’s Centre for Education Information provides Student Records, Finance and Human Resources computing
resources for a consortium of small colleges in B.C. who could not afford a full blown system on their own. Members
of the support team will describe what they do and the successes they have achieved, some of them unintended.
They will also visit some of their greatest challenges, some still unmet. This session will be of special interest to small
schools with big school needs and small school budgets.
Presenters: Andrew Macaulay, Ian Mackinnon, Doris Silva  Facilitator: Alan McMillan

F - 4  A Spiritual Dimension of Educational Leadership
Educational and organizational reformers call for renewed moral and spiritual dimensions in schools and business. A
language of meaning, offering the context for wholeness from which leadership may serve, furthers this cause. In
reflection upon their own spirituality, participants will explore preunderstandings, converse about a spiritual
dimension of life, and consider their role in the spiritual quest of college students.
Presenter: Kay Llovia  Facilitator: Tina Petersen

F - 5  ”What I wish they’d told me when I started”: Advice for New Registrars
Advice and “war stories” from veteran registrars.
Presenters: Norm Rempel, Wayne Chute, Melissa Choroszy  Facilitator: Virginia Johns

F - 6  Corporate Recruiting
Join Coleman in a discussion on recruiting in the corporate sector. The presentation will include company research,
developing contacts and partnerships, and the continuation of developing good relations.
Presenter: Coleman Joyce

F - 7  FERPA-Lite: Training Tools to Effectively communicate FERPA Policies
Infuse some humor into your FERPA presentations. Led by three notoriously light-hearted FERPA veterans, this
session will provide some tips on getting your FERPA message across especially to non-enrollment management
audiences on your campus.
Presenters: Faith Weese, John Snodgrass, Helen Garrett  Facilitator: Karen Kaeni

F - 8  Exhibitor Educational Session
Exhibitors will give you brief presentations from an educational perspective, not from a commercial perspective. The
purpose of this session is to help the membership focus their time in the exhibit area.
• Campus Direct – Academic Transcript Ordering and Grade Reporting.
• World Education Services – Specializing in foreign credential evaluation.
• Credentials Inc. – DegreeChk®, EnrollChk® and TranscriptsPlus®.
• SunGard Bi-Tech – Financial, personnel and administrative software designed specifically for higher education.
Facilitator: Ron Stevens
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<tr>
<th>Tuesday</th>
<th>G - Sessions</th>
<th>1:30 pm - 3:00 pm</th>
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<tbody>
<tr>
<td>G - 1</td>
<td><strong>Country Profile RUSSIA</strong></td>
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<td>The evolution of educational systems in Russia presents many challenges when reviewing Russian transcripts. This session will identify the old and emerging systems, provide samples that aid in understanding and evaluating Russian credentials, and focus on the placement of students in North American colleges and universities.</td>
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<td><strong>Presenter:</strong> James Frey</td>
<td><strong>Facilitator:</strong> Janet Danley</td>
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<td>G - 2</td>
<td><strong>Balancing work and Family - A 7 Habits Perspective</strong></td>
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<td>'Balancing Work and Family' is really not a balancing act at all, but a conscious effort at keeping first things first in your life. Knowing what matters most is only the first step. Keeping the main thing the main thing is the real challenge. In this session, the tension between work and personal life is examined from the perspective of Stephen Covey's 'The 7 Habits of Highly Effective People'—that is, taking into account character, proactive leadership, and integrity. Is this tension, in fact, authentic? Or are we talking about a conflict that is manufactured by our inability to really take control of our lives, our inattention to personal priorities, and a haphazard quest for inner peace? First presented at PACRAO 2000 (La Jolla).</td>
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<td><strong>Presenter:</strong> Clifford Ramirez</td>
<td><strong>Facilitator:</strong> Brenda Simmons</td>
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<td>G - 3</td>
<td><strong>Taking back your calendar</strong></td>
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<td>The sessions starts with a case study of how the UCC calendar moved from a publication department document to a registrar’s document as it originally was intended. The second part of the sessions gives participants an opportunity to brainstorm and consult on their own calendar challenges and issues.</td>
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<td><strong>Presenters:</strong> Troy Welch, Ray Pillar</td>
<td><strong>Facilitator:</strong> Ray Pillar</td>
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<td>G - 4</td>
<td><strong>How to best serve students with Disabilities: Addressing Barriers</strong></td>
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<td>Students with disabilities often face a variety of barriers to education resulting from a lack of knowledge of programs and services available to assist them. At the same time, attitudinal barriers and perceptions of the students themselves, as well as faculty, staff, peers and the community at large may create a lack of coordinated efforts to ensure student success in the area of education. This workshop will offer an opportunity to explore ideas and methods to reduce some of these barriers.</td>
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<td><strong>Presenter:</strong> Betty Newsom</td>
<td><strong>Facilitator:</strong> Brian Park-Sanders</td>
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<td>G - 5</td>
<td><strong>Levelling the Playing Field: The Work of BC's Task Force on Standards and Processes</strong></td>
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<td>The Task Force on Standards and Processes, a standing committee of the BC Council on Admissions and Transfer, examines institutional practices from a system perspective and makes recommendations for consistent and fair processes across the system. The session will include a presentation, outlining examples of how administrative practices can create unintended inequities and barriers to transfer. Attendees will then be asked to participate in a discussion on applying the principles and processes used by the Task Force in their own jurisdiction.</td>
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<td><strong>Presenters:</strong> Greg Link</td>
<td><strong>Facilitator:</strong> Brian Park-Sanders</td>
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<td>G - 6</td>
<td><strong>Wiz, Bang, and Wacky, But They Work: Top College Admissions and Records Web Sites</strong></td>
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<td>Have you ever tried to find something on someone else’s website? Were you baffled in the process? Better yet, are you baffled by your own college’s web? Join this entertaining and interactive session as participants review the best of the best in college websites, review research from this area and learn the tools to effectively restructure their own site.</td>
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<td><strong>Presenter:</strong> Alicia Moore</td>
<td><strong>Facilitator:</strong> Michele Sandlin</td>
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<td>G - 7</td>
<td><strong>“Toto, I have a feeling we are not in Kansas anymore” – Still Dealing with Change in Students Services</strong></td>
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<td>It is one year later from when this presentation was first presented at PACRAO. Where are we now? The learning organization concept, where leaders reward risk taking, support creative thinking, have clear institutional vision and maximize resources, was first introduced to my managers and coordinators. I secured buy-in from this group. Now it was time to venture out and speak with the staff. The concept, we found, for the most part was not embraced or in some instances not even welcomed. We had a few keen individuals but out of 40 plus staff we were getting nowhere fast. Why? I came to realize that as my institution evolved my office had moved significantly away from a learning organization concept towards a performance-based organization. In this session I will reflect on what has happened over the past year in our quest for becoming a learning organization with the added knowledge that we are currently a performance-based organization. No one said getting back home to Kansas was going to be easy…</td>
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<td><strong>Presenter:</strong> Jody Gordon</td>
<td><strong>Facilitator:</strong> Sophie Dunbar</td>
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Tuesday | H Sessions | 3:30 pm - 5:00 pm
---|---|---
H - 1 Chinese Academic Credentials: What They Are and How the Real Ones and Fakes Ones Compare
Chinese credentials that are altered or forged are hard to detect, particularly for those who do not read Chinese. Not only are official documents issued in Chinese script, but the degree and the recipient's name are always written in by hand, making it difficult to detect discrepancies. This presentation provides an overview of the Chinese educational system and its benchmark credentials and highlights the methods in which Chinese academic records are often altered or forged.
Presenters: I-Hsing Lin, Emily Tse  Facilitator: Jeanne Gentillon

H - 2 Leadership FUN-damentals
While your work and your life are serious business, it doesn't mean you have to BE serious all the time! In fact, studies show that a fun exciting workplace not only fosters creativity, it also reduces stress and absenteeism. This light and enlightening interactive session will provide a goldmine of practical ideas on how to bring humor and creativity to your office and will look at the use of humor to effectively communicate with students, faculty and staff.
Presenter: Faith Weese  Facilitator: Judy Gorian

H - 3 To FAX or Not to FAX
Guidelines for developing an official FAX policy and building partnerships with other institutions.
Presenters: Juli Mead, Angela Drage  Facilitator: Sheila Jarrell

H - 4 Ethical Decision-Making in an Unethical World
Enron? WorldCom? Could it happen in higher education? Yes, without a doubt, it could. When leaders and their advisors are concerned only with the bottom line and unconcerned about ethics and integrity, the scene is set for abuse and scandal. Registrars, admissions advisors, record keepers, frontline staff: you all make many decisions every day. Learn how you can avoid a multitude of problems by becoming an ethical decision-maker.
In this session you will learn about the principles of ethical decision-making and the reasoning behind those principles. You will have the opportunity to apply those decision-making principles to real-life situations that occur daily in the world of student services.
Presenter: Diane Whiteley  Facilitator: Judy Gordon

H - 5 Beyond Dual Admissions
How does a start-up/growing Community College with limited financial, space and human resources provide viable classes to their potential students and, at the same time, not adversely impact the enrollment of an existing four year school? Challenged by these issues, KCC and OIT have utilized a "win-win-win" designed partnership that benefits all of the constituents. Come steal ideas in your quest for providing access in the future with dwindling resources.
Presenters: Marla Edge, Greg Brown  Facilitator: Barbara Balz

H - 6 UBC Enrollment Services: Building and Delivering a Client Care Training Program
One outcome of UBC Enrollment Services' Business Process Review (BPR) "The Edge of the Future" was to build a strong tangible commitment to client care by ensuring that managers support and sustain a client care philosophy. To accomplish this we developed and will be delivering a Client Care Training Program (CCTP) to everyone who works in Enrollment Services. A team of four staff planned a modularized training program which covers all aspects of providing outstanding client care. These modules are categorized into "people" issues such as Respectful Service and Winning Over the Difficult Client, "operational" issues such as Telephone and Email Courtesy, and "legal" issues such as FOI/POIP and Human Rights. The training program's motto is "Above and Beyond" and we hope that it will add to the knowledge and experience of those who provide client care.
Presenter: Sue Eldridge, Maggie Hartley  Facilitator: Virginia Johns
I - 1 "Getting on Top of SEVIS: New Data Collection and Transmission Requirements for International Students."
After a number of years in development, the SEVIS (formerly CIPRIS) program is being implemented by US immigration. The purpose is to develop a record for every admitted international student and track their enrollment. Small and large schools must make decisions about how to implement this system: through a Web interface, or through purchased software? Don't leave this question solely to your international office! Find out how SEVIS works, and how it might affect your work.
Presenter: Jessica Campese Facilitator: Karen Kaeni

I - 2 Interpersonal Boundary Setting in the Workplace: One Step on the Road to Sanity! Limited to 30 people.
Do you consider yourself a "People Person"? Have you ever been involved in long one-sided conversations with clients/colleagues/supervisors/supervisees that have left you feeling "beaten up, used, or abused"? This session will focus on a set of interpersonal and empathy skills that can be used to successfully create boundaries in your interactions with difficult people. Come prepared to participate and role play!
Presenters: Richard MacLeod, June Lau

I - 3 How to produce CRAP -- design literacy and publication strategy
The session begins with a quick look at some basic design principles, publication concepts and jargon. Whether working with in-house publications folk, contractors or winging and on your own, with an understanding of basic concepts and terminology you'll be better positioned to get the documents and the quality you want. Plenty of time will be allotted for questions and consultation, so bringing your documents, problems and questions.
Presenter: Troy Welch Facilitator: Ray Pillar

I - 4 Building a Diverse Community
Building an environment that welcomes diversity requires the active participation of everyone in the organization. In this endeavor, we all have talents and skills that we can offer regardless of whether we are in a formal "leadership" position. This workshop will provide a model for developing the commitment, knowledge and skills required to effectively create a multicultural community.
Presenter: Karen Roth Facilitator: Sharon - Gay Smith

I - 5 Tracking Students Made Easy and Secure
Discover how to track prospective, current and former students using the data provided through the 50+ million student database of the National Student Clearinghouse. Learn how to strengthen recruitment and retention strategies not only in admission and registrar offices but also in the academic enterprise, and how to track students through degree completion at other collegiate institutions.
Presenters: Melanie Bell, Jeff Tanner

I - 6 "How Many Credits Should I Give It?"
Units, Hours, Terms, Years..... The value of courses are expressed many different ways on foreign transcripts. This session will describe various systems, and provide examples and strategies for evaluating the appropriate amount of credit earned for the purposes of admission and transfer to a North American college or university.
Presenter: James Frey Facilitator: Robert Pankey

I - 7 How Can I Serve You When I Can't See You?
The increase in distance education has created special challenges for those responsible for providing support services to learners. This session will discuss some of the differences and similarities in serving those who are not physically present on campus, including those taking courses over the Internet and those enrolled in programs at remote locations. High tech and more traditional solutions will be presented, along with some of the continuing challenges that are proving more difficult to address. There will also be an opportunity for participants to share some of their own "best practices".
Presenter: Ann Nightingale Facilitator: Brenda Walton
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The College Board, Western Region .................................. Booth # 25
The El Group ..................................................... Booth # 34
World Education Services ............................................... Booth # 32

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National Student Clearinghouse  Booth # 23
P.O. Box 19345 Spokane WA 99219-9345
www.studentclearinghouse.com
The National Student Clearinghouse, a non-profit
association founded by the higher education
community, maintains a comprehensive electronic
registry of post-secondary student records, including
enrollment, degree and loan data. Our mission is to
assist in the enhancement of services to alumni,
students and external verification requestors by
streamlining the student record verification process.

PeopleSoft  Booth # 21
2010 Main Street, Suite 450 Irvine CA 92666
www.peoplesoft.com
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cycle. Tailored to meet the needs of the higher
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please visit us at booth #21. For more information, call
us at or visit our web site at www.peoplesoft.com

Perceptive Vision, Inc.  Booth # 29
7734 Hedge Lane Terrace Shawnee KS 66227
www.imagernow.com
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Royal Roads University  Booth # 20
2005 Sooke Road Victoria BC V9B 5Y2
www.royalroads.ca
Royal Roads University provides applied, professional
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through a combination of short residencies and
internet-based distance delivery. Programs of special
relevance for PACRAO delegates include the Master of
Arts in Leadership and Training, Master of Business
Administration and graduate diploma in Knowledge
Management.
SCRIP-SAFE Security Products  Booth # 31
113 Commerce Blvd. Loveland OH 45140-7727
www.scrip-safe.com
Founded in 1989, SCRIP-SAFE Security Products, Inc. manufactures and sells special document security papers and software to over 1800 corporations, colleges and universities. Educational products include security transcript paper; diplomas on demand, software allowing in-house printing of diplomas; and on-line petitions, software to simplify typical procedures of the Registrar's office.

SCT, Inc.  Booth # 24
4 Country View Road Malvern PA 19335
www.sct.com
SCT's e-Education vision is to offer the solutions that unify teaching, learning, and administrative experiences for all education communities. Today, SCT serves approximately eight million learners from more than 1,300 institutions worldwide. As the education landscape changes, SCT continues to meet the challenges and needs of the tech-savvy 21st century learner and the 21st century learning institution.

Sierra Solutions, a Division of  Booth # 27
1561 E. Orange Thorpe Ave., Suite 205, Fullerton CA 92831-5207
www.sierrasols.com
Sierra has been in the document management business since 1982 both as a value added reseller and a hardware/software integrator and database manager. Serving both the public and private sector, Sierra's customer list includes names such as UC Berkeley, Cal State Monterey, University of New Mexico, Lawrence Livermore National Laboratory, University of Southern California along with many state and country agencies.

SunGard Bi-Tech  Booth # 35
890 Fortress St. Chico CA 95973
www.sungardbi-tech.com
SunGard Bi-Tech offers comprehensive financial, personnel and administrative software designed specifically for higher education. Financial system advantages include a flexible chart of accounts that will take on the character of your organization, ensuring a comfortable fit for internal and external reporting needs. Student administration software allows web access to administrative data and complete portal capabilities for students, faculty, staff, alumni, and more. Academic advising and degree audit interacts with any student information system and can be licensed and installed completely stand-alone.

The College Board, Western  Booth # 25
2099 Gateway Place, Suite 480, San Jose CA 95110-1017
www.collegeboard.com
To prepare, inspire and connect students to college and opportunity with a commitment to excellence and equity.

The EI Group  Booth # 34
105-4475 Viewmont Ave Victoria BC V8Z 6L8
www.theigroup.com
The EI Group is the premier provider of career and academic information in North America. EI provides this information through a number of services including: student websites (SchoolsintheUSA.com, SchoolsinCanada.com, GradSource.com and DistanceStudies.com) providing in-depth information, student inquiries and electronic applications reference guides on academic programs providing in-depth information on undergraduate and graduate degree programs two national student magazines, Grad Source and Campus Starter, and their companion websites.

World Education Services  Booth # 32
P.O. Box 267879 San Francisco CA 94126-6879
www.wes.org
World Education Services is a not-for-profit organization specializing in foreign credential evaluation. Established in 1974, WES is the foremost credential evaluation agency in North America. WES's offices in New York, Chicago, Miami, San Francisco, Washington D.C., and Toronto provide quality service to approximately 45,000 clients annually.
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2003  Coeur d'Alene, Idaho November 2-5
2005  Tucson, Arizona November 7-10
2006  Sacramento, California November 6-9
2007  Waikiki, Hawaii
2008  Salt Lake City, Utah

Future ACCRAO Conference Locations
2002  Minneapolis, Minnesota April 2-6
2003  Washington, District of Columbia April 6-8
2004  Las Vegas, Nevada April 19-21
2005  New York, New York March 28-30
2006  San Diego, California April 17-20