Revolutionary Strategies for Change in Higher Education

AACRAO’s Annual Meeting boasts four informative days of sessions, roundtables, and special events, along with pre-meeting workshops.

The Annual Meeting will help you to:

- Learn how to manage change to achieve your professional and institutional goals.
- Develop insights and ideas that will position you and your institution at the forefront of the profession.
- Learn about best practices, new techniques and cutting-edge technology.
- Stay abreast of policy matters affecting higher education.

Sessions and workshops will cover:

- Admissions, Recruiting and Marketing
- Enrollment Management
- International Education
- Succession Planning
- Compliance/Government Relations
- Admissions Management/Financial Aid
- Records and Registration
- Information Technology/Systems
- Research, Policy and Practices
- Student Services
- Community College Issues
- Graduate/Professional Schools

www.aacrao.org/boston/
Sunday, November 5
8:00 am – 6:00 pm
Registration
Pre-Conference Workshops
New Member Orientation & Welcome
Orientation for Presenters & Facilitators
Opening Plenary Session
Opening Reception
Featuring the King Kamehameha High School Hula Team

Monday, November 6
7:15 am – 5:00 pm
9:00 am – 10:00 am
10:00 am – 10:30 am
10:30 am – noon
Noon – 1:15 pm
1:15 pm – 2:15 pm
2:30 pm – 3:30 pm
3:30 pm – 4:00 pm
4:00 pm – 5:00 pm
5:00 pm – 6:30 pm
6:30 pm
7:00 pm – 9:00 pm

Tuesday, November 7
7:15 am – 3:00 pm
7:30 am – 8:30 am
7:30 am – noon
7:30 am – 3:00 pm
8:30 – 10:00 am
10:00 am – 10:30 am
10:30 am – 11:30 am
11:30 am – 1:00 pm
1:15 pm – 2:15 pm
3:30 pm
4:30 pm – 9:30 pm

Wednesday, November 8
7:45 am – 11:30 am
8:00 am – 9:00 am
9:00 am – 11:15 am
Noon – 2:00 pm
Noon – 2:00 pm
Noon – 2:00 pm
Noon – 5:00 pm

Hospitality
Continental Breakfast
Registration
Exhibit Hall Open
F Sessions
Break & Time with Exhibitors
A Sessions
Lunch on your own today
C Sessions
D Sessions
B Sessions
E Sessions
G Sessions
Buses to Luau

Second Floor Foyer
Kaimuki, Honolulu
Kona Moku Ballroom & Lanai
Threshold Foyer
Third Floor Foyer
Kona Moku Ballroom & Lanai
See schedule for locations
See schedule for locations
See schedule for locations
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Leahi Ballroom
Meet in Group Tour Lobby
Paradise Cove

Thursday, November 9
9:00 am – 5:00 pm
Reduction in Program Schedule

Friday, November 10
9:00 am – 5:00 pm
Closing Plenary Session
2006 Program Committee Meeting
Nominations & Elections Committee Meeting
2006 Local Arrangements Committee Meeting
Executive Board Meeting

Execuive Board Meeting

Third Floor Foyer
Threshold Foyer
Kona Moku Ballroom
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Kona Moku Ballroom & Lanai
Leahi Ballroom
Meet in Group Tour Lobby
Paradise Cove

Saturday, November 11
9:00 am – 5:00 pm
Free Day

Sunday, November 12
9:00 am – 5:00 pm
Free Day

Monday, November 13
9:00 am – 5:00 pm
Free Day

Tuesday, November 14
9:00 am – 5:00 pm
Free Day

Wednesday, November 15
9:00 am – 5:00 pm
Free Day
Executive Board

Chris W. Buxton, President
Registrar, Loyola Law School

Dannette Sullivan, Past President
Interim Assoc. Vice Chancellor &
Director of Student Affairs
University of Washington-Bothell

Nirmala D. Sharma, President-Elect
Dean of Admissions/Financial Aid
Soka University of America

Tina Toma, Vice President for Membership
Associate Registrar
University of California-Irvine

Nirmala D Sharma
VP for Professional Development
Dean of Admission/Financial Aid
Soka University of America

Andrew Speed
VP for Publications & Information Technology
Computer Systems Technologist
Malaspina University-College

Tandy R Elisala-West, Secretary
Associate Vice President
Compliance and Service Technology/Registrar
University of Phoenix

Bruce Clemetsen, Treasurer
Associate Dean-Enrollment Management
Linn-Benton Community College

Tina Petersen
Diversity Development Advocate
Registrar, William Jessup University

Program Committee

Janet Danley, Program Committee Chair
Director, Clarkson Center
Walla Walla Community College

Judy Cavin-Brown, Registrar
Five Branches Institute

Sue Eveland, Associate Registrar
University of Oregon

Reid Kisting, Registrar
George Fox University

Chris Masterson, Registrar
Bastyr University

Kelly Nashiro-Yoshida, Registrar
Hawaii Pacific University

Terri Ota, Registrar
University of Hawaii - West, Oahu

Julia Pomerene, Registrar
Washington State University

Tim Stickel, Registrar
University of Alaska - Fairbanks

Karen Tolman, Administrative Assistant
Idaho State University

Ron Urban, Registrar
Whitman College

Local Arrangements Committee

Michele Sandlin, Chair
Director of Admissions, Oregon State University

Sue Eveland, Evaluations
Associate Registrar, University of Oregon

Kathleen Kielly, Exhibitors/Publicity
Registrar, University of North British Columbia

Stuart Lau, Hospitality & Tours
Registrar, University of Hawaii-Manoa

Alicia Moore, Publications
Director of Admissions/Registrar
Central Oregon Community College

Andrea Rosa-Bisson, Meals & Special Events
Assistant to Director, Oregon State University

Danyelle Solomon, Physical Arrangements
Student Service Supervisor Hawaii Campus
University of Phoenix, Hawaii Campus

Renay Udooise, Registration
Associate Registrar, San Francisco State University
DORIS M. CHING, Ed.D.
Emeritus Vice President for Student Affairs and
Associate Professor of Education
University of Hawaii
Opening Session and Diversity Luncheon Keynote Speaker

An advocate of advancement of all students in
equality, equal rights and diversity, Dr. Ching
implemented various programs at the University
of Hawaii, including the prestigious Regents and
Presidential Scholarship Programs; Children's
Center; Center for Adults Returning to Education;
Women's Center; Kuaana Native Hawaiian Student
Services; Health Career Opportunities Program;
Commission on Diversity; Commission on
Disabilities; Pre-Freshman Enrichment Program;
and other programs.

In her continuing commitment to assure equal
rights and benefits for Asian/Pacific Islanders,
Doris serves as volunteer consultant and faculty for
Leadership Education for Asian/Pacific Islanders
(LEAP), a national program based in California.

She also continues to mentor numerous men and
women professionals in higher education of diverse
backgrounds and ethnicities in Hawaii and across
the nation. She received the EdD degree in educational administration from Arizona State University
and the BEd and MEd in secondary education from the University of Hawaii.

Hawaii's Diversity: A New Theory of Inter-Racial Coalition
Hawaii has long been known as a diverse multicultural community where interracial relations are high-
er, and ethnic tensions are lower, than in other parts of the United States. During the annual Diversity
Luncheon, Dr. Ching will provide a historical perspective of Hawaii's diversity and an overview of the
current diverse ethnic composition of the state. She will also brief us on the University of Hawaii's
equity and diversity programs to address multicultural issues. Additionally, Dr. Ching will share a new,
only recently told, "story" of an interracial coalition of community leaders who came together in 1939
in anticipation of the war between Japan and the United States, and the theory that the coalition's ac-
tions influenced the higher multicultural relations and lower interracial tensions in the state. She will
discuss the theory's implications on future diversity efforts of the nation's colleges and universities.
MARILYN GREY
Closing Plenary Speaker

Marilyn was born in Portland, Oregon in a year somewhat prior to the current one. Despite behavior and appearance to the contrary, she was raised as a human being. She graduated from Central Washington University with a bachelor's degree in English and a master's degree in School Psychology.

Marilyn went on to teach high school for one remarkably unsuccessful year. Next she became a school psychologist. She first worked with school children and later with adults in a Wellness and Employee Assistance Program. During this time she began teaching at the university level. Additionally Marilyn began speaking for any group who had not carefully read their agenda and believed her to be part of the event. Gradually she was able to insert her own name in the program and has spoken before more than a million people across the United States, Canada and Australia.

Whether speaking on Laughter, Change or Stress Management she is her own best audience, always finding herself entertaining. Others are reported to join her in that reaction but remember the report is hers.

Marilyn has written a book, gone hot air ballooning, plays golf and bridge, and practices nonsense of all kinds. She is an astonishing success in her own eyes and is having a world of fun being alive on this planet.

Ms. Grey will be speaking to the PACRAO membership during the closing session and is sure to send us on our way back to our homes and institutions from our "Professional Paradise" with laughter, good cheer, and a new perspective on life.
LEROY ROOKER
Director, Family Policy Compliance Office
U.S. Department of Education
Guest Presenter

LeRoy Rooker directs the U.S. Department of Education’s Family Policy Compliance Office. In that capacity, he administers laws and policies designed to help protect the rights of America’s 58 million students.

Among his major responsibilities is the administration of the Family Educational Rights and Privacy Act (FERPA), a comprehensive federal law that provides privacy protections for student education records. Sometimes referred to as the Buckley Amendment, FERPA affords parents and students the right to obtain access to education records, as well as the right to exercise some control over the disclosure of information from those records.

Mr. Rooker has served in his current capacity since February 1988. Before that, he was special assistant to the Department’s deputy secretary for management.

Paradise Cove Luau

Welcome to Paradise Cove, one of Hawaii’s premier luau experiences! Serving Hawaii’s malihini (guests) and kamaaina (locals) for more than 20 years, Paradise Cove is one of the largest and most respected luau shows in Hawaii. Located at the beautiful Ko Olina Resort on the leeward coast of Oahu, Paradise Cove features brilliant sunset views from their 12 oceanfront acres.

PACRAOans will enjoy a feast and luau designed to provide an authentic Hawaiian food, song and dance experience. This is a "don't miss" event (luau price included as part of the full registration package; members should meet in the hotel’s Group Tour Lobby no later than 3:30 pm).
Advise for Young Registrars
Honolulu Room
Wayne Chute, Dean
Academic Records & Institutional Research
Biola University
Technical Tips to Triumph in the Trade:
Handouts, discussion, helpful hints and technical
tips learned from 37 years as a registrar that help
to make registrars more effective in their job.

The Aloha Spirit: How Leaders Renew
Community Day by Day
Kaimuki Room
Becky Bitter, Senior Assistant Registrar
Washington State University, Pullman
Julia Pomerenk, Registrar
Washington State University
Renewing our workplace community takes
leadership, intentionality, and a cultivation of
the Aloha spirit. Leaders cultivate the Aloha
spirit by engaging staff in frequent professional
development activities that keep them growing
as professionals and as members of the office
‘ohana (family). We’ll discuss how building in
these habitual practices keeps morale high and
community strong.

Sunday
9:00 am - noon
A.1
Getting the Data Back
Salon 3
Presenter: Nancy Krogh, Registrar
University of Idaho
Facilitator: Janet Jobs
Registrar/Academic Services
Atkinson Graduate School, Willamette University
This session will discuss the many ways
IPEDS data are published for the public, and
the tools that the National Center for
Educational Statistics has developed and are
available that allow registrars to analyze the data
submitted through IPEDS. This session will
cover what is published on College Opportunities
On-Line (COOL) and to CEO’s with NPEC
data comparisons.

A.2
PACRAO’S Greatest Hits
Salon 1
Presenters: Christine Kerlin
Associate Dean of Enrollment Services
Everett Community College;
John Snodgrass, Registrar
Chapman University
Facilitator: Ryan Gill, Assistant Registrar
Lewis-Clark State College
Humor takes many forms. Join us in a creative
devour to develop songs (parodies) that
reflect the joys and traumas of our professional
workdays. You can take these songs back to your
office and use them as staff meeting icebreakers,
general morale boosters, or college professional
development opportunities.

A.3
Developing a Parent Orientation
Milo II
Presenter: Aimee Metcalf
Assistant Director of Admissions & Records
Central Oregon Community College
Facilitator: Aracely Salazar, Associate Registrar
Bastyr University
You know how to introduce students to your
campus, but what about their parents? In this
age of “helicopter parents” a strong orientation
program can establish positive ground rules
for future interactions. This interactive session
will give you the tools needed to create a parent
orientation program on your campus - even on a
shoestring budget!

A.4
How We Do It All! Student Services at an
Outreach Center
Milo I
Presenters: Ali Crane
Director of Student Services
Idaho State University, Boise Center;
Rocky Owens
Associate Director, Student Services
Lewis-Clark State College
Facilitator: Michael Hall
Assistant Registrar, Bastyr University
This session will describe two Idaho outreach
centers and how they deliver services to
students. Emphasis on the following areas will
be discussed from an outreach center campus
perspective: student services, student life, and
intra-institutional communication. Best practices
will be discussed and participation from the
audience will be encouraged as we explore how
outreach centers provide services to students.
A.5
Have a Nice Holiday, and Don’t Come Back
Salon 2
Presenters: Brad Tomhave, Associate Registrar
University of Puget Sound;
Judy Cavin Brown, Registrar
Five Branches Institute
Virjean Edwards, Assistant Registrar
University of Washington
Facilitator: Jean Lang, Campus Registrar
Washington State University-Vancouver

When dismissing a student for poor academic performance, it is relatively easy to do so at the end of the academic year. Generally, the student has moved out of the residence hall, the terms of the room and board contract have been concluded, the student will not return to campus for several months, and the student may not have made binding return travel arrangements. Dismissal at the end of the academic year allows plenty of time to inform the student of the dismissal action, for the student to respond, and for the student and the student’s family to adjust to the decision. On the other hand, dismissing a student at the end of the fall term confounds everything because there is so little time to inform the student and then address the student’s (and perhaps the family’s) reaction. Plus, dismissing a student during the holiday season appears to have a merciless quality that can compound the difficulty of the situation. Join in the discussion as panelists explain their respective processes for dismissing a student at the end of the fall term and how the inherent difficulties are addressed.

A.6
eSCRIP-SAFE: Secure and Trusted Transcript Exchange Service
Oahu
Presenters: S. Mark Strickland, J. James Wagner
Scrip Safe
SCRIP-SAFE Security Products Inc., will demonstrate their newest product, eSCRIP-SAFE, a transcript exchange service that enables secure, reliable, inexpensive and instantaneous delivery of PDF formatted transcripts between secondary and post-secondary schools.
B.1 What are Blogs and Why Would I Want One on My Admission Website?
Milo III
Presenters: Blake Vawter
Associate Director of Admissions
Marketing & Communications
Oregon State University;
Daniel Crouch, Web Services Manager
Enrollment Management
Oregon State University
Facilitator: Lisa Martin
Enrollment Coordinator
Washington State University-Spokane
This session discusses the application of blogs on university websites, specifically ones authored by an admissions office. We'll briefly examine the evolution of the internet, what blogs are, who uses them, why they're a runaway success, and how easily you can get one started yourself. Session is aimed at non-technical users interested in a new and exciting method to reach different audiences on the web. There will be live examples of blog software and usage in this session.

B.2 Hiring for Higher Education Institutions: Alumni, the Secret Weapon
Salon 1
Presenter: Brianne Davis
Student Records Evaluator
California Lutheran University
Facilitator: Lorraine Purmort, Associate Registrar
California Lutheran University
Alumni can really connect with students and share a love for the institution, knowledge of staff and faculty, and their experience of being a student themselves. Come to this session to find out all the bonuses of having these secret weapons in your office.

B.3 Classroom Scheduling: Facing "Volcanic" Enrollment Demands
Salon 2
Presenters: Cindy Bacoor, Associate Director Admissions, Registration & Records
Portland State University;
Niko Lande
Assistant Dean & Articulation Officer
Portland State University
Facilitator: Becky Birter
Senior Assistant Registrar
Washington State University-Pullman
According to legend, early Hawaiians honored the volcano goddess, Pele, by making offerings to placate her destructive forces. Like Pele, the campus enrollment "goddess" places demands upon classroom scheduling mortals. Portland State University, a large urban institution, enjoys steep enrollment increases without corresponding increases in space. To avert destructive forces of classroom space demands, we devised our own campus "offerings." These include clear policies, procedures and expectations, well-supported by administration, and increased use of technology. Join us. Learn about our "offerings" and share how you please your own campus Pele.

B.4 What Can Online Advising Do For You?
Oahu
Presenter: Kristen Labrecque
Undergraduate Academic Counselor
Seattle Pacific University
Facilitator: Bobbie Nelson
Records & Registration Manager
Everett Community College
As universities strive to meet the demand for online courses, isn't it about time orientation programs follow suit? By implementing online learning tools, we can ease students' transition to university life. Online orientation programs can make new students' first advising session more meaningful, and the online format can help universities reach students all over the world.

Monday
10:30 am - noon
B.5
The Way I See It: The View through Cultural Eyes
Milo I
_Presenter:_ Judy Cavin Brown, Registrar
_Facilitator:_ Tracy Terrell, Registrar
Five Branches Institute
Central Washington University
This session takes a look at the natural tendency to view all situations from the point of view of one's own cultural background. Some of the problems associated with this tendency will be discussed. This is universal among all people and all cultures. Awareness is the beginning of the solution.

B.6
Student Financial Aid and Scholarships: Impact on Access
Milo II
_Presenter:_ Katherine Peterson
Assistant Provost for Enrollment Management
Oregon State University
_Facilitator:_ Janet Danley, Director
Clarkston Center
Walla Walla Community College
Students make enrollment decisions based on a variety of factors, one of which is financial assistance. As demographics of student populations shift, is the financial aid office prepared to respond? How do we know what is working, and what policy issues need to be reviewed to truly provide access to higher education?

B.7
The Paradise of Clearinghouse Services
Salon 3
_Presenter:_ Frost Johnson, Regional Director
National Student Clearinghouse
Following a brief overview of Clearinghouse Services, we will have an in-depth discussion of the importance of DegreeVerify and StudentTrackers services as they relate to your institutions' ability to report program effectiveness. We will also talk about how the expedited service provided by DegreeVerify helps your alums speed through background checks and credential verifications. As always, the needs and questions of those present will also guide the conversation.
C.1
Getting Your Students Online Instead of In Line
Oahu
Presenter: Aubrey Conover
Director of Enrollment Services
Pima County Community College,
Community Campus;
Wendy Kilgore, Director of Enrollment Services
Pima County Community College,
Community Campus
Facilitator: Wendy Peterson,
Director of Admissions
Washington State University-Pullman
Pima Community College has looked to online self-service tools to provide both our students and staff with the information they need in a timely and efficient manner. This presentation will outline many of the online processes and tools we have developed for our community, the methods used for user buy-in, and the impact on expenses and processing timelines.

C.2
Using Work-study and Part-time Help
Milo II
Presenter: Betsy Abts
Director of Admissions & Registration
North Seattle Community College
Facilitator: Lisa Devine, Assistant Registrar
Washington State University-Pullman
How we can maximize the benefits of employing work-study and part-time employees in our offices.

C.3
Electronic Web Grading: Making It Mandatory is the Only Way to Go!
Milo I
Presenter: Cathy Lindstrom-Jacobson
Associate Registrar
University of California, Los Angeles
Kathleen Copenhaver, Associate Registrar
University of California, Los Angeles
Facilitator: Brian Venner,
Enrollment & Degrees Supervisor
University of California, Los Angeles
You've got an online Gradebook that has low use. The percentage of missing and late grades is high. Faculty are not meeting deadlines. You've been given nine months to implement mandatory grading. Mission Impossible? Never! Develop a new simplified application...Gradebook Express. UCLA presents a journey to success.

C.4
Your Best Life Now with Purpose and Balance
Salon 1
Presenter: Evelyn Gaskin
Director of Student Records & Graduation
University of Phoenix
Facilitator: Sheryl Grunden, Associate Registrar
Central Washington University
The purpose of this session is to motivate participants to re-evaluate what is truly important and valuable in life, discover their strengths/talents, and to take time to reflect, re-focus, and re-assess their lives, so that they will have clear vision, purpose, and balance in their personal and work lives. Principles to facilitate this session will be borrowed from Stephen Covey's 8th Habit: From Effectiveness to Greatness, from Marcus Buckingham's New Discover Your Strengths..., Joel Osteen's Your Best Life Now and others.
C.5
The Pleasure and Pain of Change and Transition
Salon 2
Presenters: Jean Lang, Campus Registrar
Washington State University-Vancouver;
Lisa Martin, Enrollment Coordinator
Washington State University-Spokane
Facilitator: Judy Cavin Brown, Registrar
Five Branches Institute
Change happens! It can generate great tension and angst but also result in tremendous rewards. Join us in exploring the relationship between change and transition as described in William Bridges' model. The presenters will give examples, lead discussion, and provide ideas, tools, and strategies for successful navigation.

C.6
Retention
Milo III
Presenter: Jolanta Kozyra, Assistant Academic VP,
Registrar, Director of Institutional Research
Gonzaga University
Facilitator: Bruce Clemetsen, Associate Dean,
Enrollment Management
Linn-Benton Community College
What is retention and why do we care? What does the research tell us about why students choose a school, why they stay, and how has Gonzaga responded? What will Gonzaga's next steps be in regard to retention?

C.7
Balancing Self-Service & Personalized Service Initiatives
Salon 3
Presenter: Kevin Boon
Manager of Sales & Marketing Initiatives
IntelliResponse
As colleges face unprecedented challenges to recruit and retain students, many are combining new self-service alternatives that substantially improve the student experience. In this demonstration you will see how schools like Hawaii Pacific University, University of North Carolina-Greensboro, and Cincinnati State College have significantly improved their level of service and the overall communication process with students. This technology increases process efficiencies, frees up staff time, and lowers the average costs associated with recruiting and providing service to students.
D1 Community College Roadmaps for Strategic Enrollment Management
Milo III
*Presenter:* Christine Kerlin
Associate Dean of Enrollment Services
Everett Community College
*Facilitator:* Janet Danley, Director
Clarkston Center
Walla Walla Community College
Using “roadmap” and “journey” metaphors, this session will focus on basic concepts of SEM as they apply to the community college. Emphasis will be placed on congruence with the college’s strategic plan, with identifying key issues, with building a comprehensive approach, and using “evidence” to make decisions and assess progress.

D2 Polishing the Petition Process
Salon 1
*Presenters:* Diane Douglas, Registrar
Lewis-Clark State College;
Ryan Gill, Associate Registrar
Lewis-Clark State College
*Facilitator:* Rocky Owens,
Associate Director of Student Services
Lewis-Clark State College
This session will review the prior petition process at Lewis-Clark State College, the problems that resulted and the request to change from this non-student centered way of business. We will share the changed petition process, how it has benefited the students and the institution and how it has become a much more fair process for all. We will share who holds membership on our Petition Committee as well as the assessment outcomes over the last four academic years and provide all participants with a copy of our petition form.

D3 Preparing Your Campus for Pre-Requisite Checking
Milo II
*Presenter:* Heather Chermak, Assistant Registrar
Oregon State University;
Mary Rhodes, Associate Registrar
Oregon State University
*Facilitator:* Chris Masterson, Registrar
Bastyr University
Explore the strategies utilized at Oregon State University to conduct a successful pre-requisite checking implementation and how these strategies can be used on your campus. Hear how Oregon State University utilized text departments, a staggered implementation schedule, training, reporting, and feedback to structure and code pre-requisites into the catalog and schedule modules of the student information system. Oregon State University is a SunGard Banner institution.

D4 Transitioning between Public and Private Institutions
Milo I
*Presenter:* Patricia Ring, Registrar
Nevada State College, Las Vegas
*Facilitator:* Julia Pomerenk, Registrar
Washington State University-Pullman
In this session, the presenter will share stories and give advice for successful transitions between different types of institutions. Come learn valuable perspectives that can help in any transition and share some of your own stories.

D5 Deploying an Automated Records System: From the Frying Pan into the Fire
Salon 2
*Presenter:* Jan Hood, Registrar
Blue Mountain Community College
*Facilitator:* Sue Eveland, Associate Registrar
University of Oregon
Come and see how one college went from the "we should upgrade our ancient system" stage to the "be careful what you ask for because you might just get it" stage in less than a year. Hear what went well and more importantly, what staff would do differently if they had it to do over.

Monday
2:30 pm - 3:30 pm
D.6
Hubba Hubba! Look What’s Been Built in
British Columbia
Oahu
Presenter: Greg Link
Manager of Enrollment for BC Campus
BC Campus
Facilitator: Andrew Speed
Computer Systems Technologist
Malaspina University-College
This session will describe how the BC post-
secondary system has responded to the rapid
growth of online learning throughout its 26
provincial institutions. The BC campus hub
provides students with more choice and easier
access to courses. The hub translates data
between student record systems, enabling schools
to exchange application, transcript and course
information in real time, opening up new
opportunities for enrollment managers.

D.7
DARS: Advancing Student Services for
Degree Completion
Salon 3
Presenter: Jason Elwood, Director, DARS
Miami University-DARS has undertaken two
efforts for institutions to provide students with
the tools to meet their academic objectives.
The Course Applicability System (CAS) was
developed to assist students planning to transfer.
Institutions participating in the CAS network,
currently over 125, publish information for
prospective students and counselors. The
network provides access for any student to view
degree and course equivalency information
via the internet. Through a partnership with
California State University - Northridge and
Interface Management Services (Claremont,
CA), Miami University is developing the next
generation of student planning. The Degree
Completion Project will result in software that
will allow institutions to guide students through
degree completion planning, allow students to
map their academic career and verify progress
towards completion. Cal State Northridge will
be implementing the system during the 06-07
academic year.

Institutional Forums & Meetings
4:00 – 5:00 pm

Writers Team
Facilitator: Janet Danley
Milo II

Four-year Public/Admissions
Facilitator: Dannette Sullivan
Milo 1

Four-year Public/Registration and Records
Facilitator: Tim Stickel
Oahu

Private Institutions
Facilitator: Tandy Elisala-Wiest
Salon 1

Small Community Colleges
Facilitator: Christine Kerlin
Salon 2

Large Community Colleges
Facilitator: Bruce Clemetsen
Salon 2

Canadian Institutions
Facilitator: Kathleen Kiely
Salon 3

Professional/Graduate Institutions
Facilitator: Chris Masterson
Salon 3

Diversity Development Committee
Facilitator: Tina Petersen
Milo III

Monday
D Sessions
2:30 pm - 3:30 pm
Institutional Forums
4:00 - 5:00 pm
E.1 How to be an Effective Associate or Assistant Registrar/Director
Salon 1
Presenter: Marianne Schnaubelt
Associate Registrar
University of California, Irvine
Facilitator: Tim Stickel, Registrar
University of Alaska, Fairbanks
Discussion of the qualities that make a good Associate/Assistant Registrar and how to develop these qualities and put them into practice. This session will include strategies for being an effective Associate/Assistant Registrar, and using what you have learned to assess career goals and further career advancement. The focus will be the Registrar role but this is applicable to Admissions too.

E.2 Creating Readiness for Change
Milo II
Presenter: Reid Kisting, Registrar
George Fox University
Facilitator: Kristen Labrecque
Undergraduate Academic Counselor
Seattle Pacific University
We know that change is important and we must lead others through treacherous waters to make a lasting impact on students and our institutions. However, many people both resist and outright defy change. This session will address how to motivate people to accept and embrace change to fulfill their mission as well as the mission of our organizations.

E.3 Curriculum Proposal System
Milo I
Presenter: Mary Rhodes, Associate Registrar
Oregon State University
Facilitator: Heather Chermak, Assistant Registrar
Oregon State University
The Web-based Curriculum Proposal System uses workflow to move proposals through the complex process of proposing and approving curriculum changes. Developed at Oregon State University, the system reduces processing delays and achieves efficiency. Search features enable users to search for specific proposals or to search for categories of pending or completed proposals.

E.4 Games that People Play
Oahu
Presenter: Tina Petersen, Registrar
William Jessup University
Facilitator: Ann Perkins, Associate Registrar
University of the Pacific
The most effective tools in diversity development and education are experiential exercises. Sample a collection of games and exercises in this session.

E.5 Internal Customer Service
Salon 2
Presenter: Anne Delfin-Schnirch
Associate Registrar
Chapman University
Facilitator: Karen Tolman
Administrative Assistant
Idaho State University
Come learn tools to help you and your staff discover how well they are practicing excellent customer service and what they can do to improve their service behavior.

E.6 CSI FERPA: Case Studies
Milo III
Presenter: John Snodgrass, Registrar
Chapman University
Facilitator: Jean Lang, Campus Registrar
Washington State University-Vancouver
So how do you determine whether or not a FERPA violation has taken place? This session will provide attendees the opportunity to look at typical and atypical case studies and determine based upon the evidence and FERPA definitions, whether or not a violation may have occurred. Participants are encouraged to bring their own cases to “submit to the microscope”. Note: if you are squeamish, attending this session is not a problem.

Tuesday
8:30 am - 10:00 am
E.7
Millennials: Who are They and How Do We Recruit Them?
Salon 3
Presenter: Roger M. Swanson
Vice President for Educational Services
Noel-Levitz

"Know your customer" has long been a marketing mantra, but never has this been more challenging for admissions and outreach staff than now. The Millennials are unlike previous "generations" in unique and constantly changing and challenging ways. Learn about the characteristics of this amazing group of prospective students based on recent survey research and what you need to do to recruit them to your institution.
F1
Where Does this Job End and I Begin?
Oahu
Presenter: Helen Garrett
Director of Enrollment Services/Registrar
Lane Community College
Facilitator: Terri Ota, Registrar
University of Hawaii, West Oahu
Many of us struggle with the never-ending challenge of feeling guilty when we spend too much time at work and then feeling guilty at home when we aren’t doing more at work. Let’s talk about setting boundaries and finding a way to achieve a better balance between where you earn your living and where you live your life.

F2
Here They Come! Electronic Transcripts
Salon 1
Presenter: Renee Monte
Associate Registrar, Systems
San Francisco State University
Facilitator: Aracelly Salazar, Associate Registrar
Bastyr University
San Francisco State University has been receiving transcripts electronically since 2000. This session will focus on the advantages and challenges of exchanging transcripts electronically. Advantages include improved student service, lower costs, and increased accuracy. Challenges include communicating with potential partners and making this a real priority for your partners as well as your own campus.

F3
Web-Based Student Release and Parental Access to Student Records
Milo III
Presenter: Robert Morley, Associate Registrar
University of Southern California
Facilitator: Steve Barnhart, SIS Director
University of Southern California
This session will detail the design and rollout of “OASIS for Guests” as well as discuss the level of success the facility has achieved, including usage statistics as well as some challenges that still exist.

F4
Working Toward the Tipping Point: Making the World Better One Small Change at a Time
Salon 2
Presenters: Tracy Terrell, Registrar
Central Washington University;
Julia Pomerenke, Registrar
Washington State University-Pullman
Facilitator: Sheryl Grundie, Associate Registrar
Central Washington University
In this interactive session, the presenters will talk about small changes that can make big differences in our professional and personal lives. We will provide information about how people can learn to respond to change and learn to initiate change positively. We will provide ample opportunity for you to share stories about how minor changes have made major differences for you, for your co-workers, and for others in your lives.

F5
Home Sweet Home: Attracting and Admitting the Home-Schooled Student
Milo II
Presenter: Travis Blackwelder
Associate Director of Admissions
Brigham Young University
Facilitator: Ryan Gill, Assistant Registrar
Lewis-Clark State College
The home-schooled population is an ever-increasing segment of students seeking access to higher education. An estimated 2 million students were home-schooled last year. With this swell in numbers comes added attention to particular issues: How do colleges increase and focus outreach to home-schooled students? What admission criteria should be used when evaluating applications? What are financial aid implications? In addition to these practical points, this session will also focus on common misperceptions regarding the home-schooled student, as well as compare home-schooled student performance to that of mainstream students.

Tuesday
10:30 am - 11:30 am
F6
Meeting Helicopter Parents Half-Way
Milo I
Presenters: Wendy Peterson
Director of Admissions
Washington State University-Pullman;
Becky Bitter, Senior Assistant Registrar
Washington State University-Pullman
Facilitator: Janet Danley, Director
Clarkston Center
Walla Walla Community College
When you hear the sound of those chopper
blades descending in your direction, do you run
toward the helicopter parents — or do you run
away? We will offer strategies for meeting these
involved parents half-way, noting parents’
desires and students’ responsibilities. We
will discuss how clear communication and
appropriate information about processes can
make us all happy.

F7
CampusDocs: Using Document Imaging and
Workflow to Streamline Admissions
Salon 3
Presenter: Kevin Awaya, Director of Sales
Campus Docs
Once limited to the larger and more resource-rich
colleges and universities, document imaging
and workflow technologies continue to evolve
making these time- and cost-saving technologies
even more capable and accessible. We will take a
look at the evolution of imaging and document
management architectures and technologies to
help streamline the admissions process.
6.1 Forecasting Enrollment to Achieve Institutional Goals
Milo III

Presenter: Janet Ward
Associate Vice President for Information & Data Management
Seattle Pacific University

Facilitator: Bruce Clemensen
Associate Dean, Enrollment Management
Linn-Benton Community College

The presenter will review methods and tools for forecasting enrollment for the purposes of achieving institutional enrollment goals. Goals would include achieving and sustaining enrollment size (new and continuing students), new student headcount goals, mix, student profile, along with institutional outcomes such as net revenue goals, first year persistence and graduation rates. Various tools will be presented which participants may adapt to better fulfill enrollment forecasting and tracking needs at their institutions.

6.2 Branch Campuses, Satellites, Remote Stations, Learning Centers and Others: A Discussion of the “Other” Campus Locations
Milo II

Presenters: Rocky Owens
Associate Director of Student Services
Lewis-Clark State College;
Ali Crane, Director of Student Services
Idaho State University

Facilitator: Karen Tolman
Administrative Assistant
Idaho State University

This panel will take a look at the challenges, thrills and chills of working at a branch, satellite, or remote station campus.

6.3 The Invisible and Visible Registrar
Salon 2

Presenter: Ruth Adams, University Registrar
Seattle Pacific University

Facilitator: Kenda Gatlin, Associate Registrar
Seattle Pacific University

When should a registrar be invisible and when should she be visible? How can you decide, on your campus with your boss and colleagues, when to be “seen” and when to be “unseen”?

6.4 Leadership As An Adventure: The Shackleton Experience
Oahu

Presenter: Debbie Crouch
Associate Director for Academic Counseling
Seattle Pacific University

Facilitator: Diane J. Douglas, Registrar
Lewis-Clark State College

In 1916 Sir Ernest Shackleton brought his entire crew of 27 home alive after two years stranded in Antarctica. Come learn from the leadership, crisis management and team building strategies of a man who has been called “the greatest leader that ever came on God’s earth, bar none.”

6.5 Student Success Through Engagement
Milo I

Presenters: Trevor Edelblute, Registrar
Art Institute of Portland;
Kristin Benson, Transfer Credit Coordinator
Art Institute of Portland

Facilitator: Herb Chereck, University Registrar
University of Oregon

This session explores the efforts of a proprietary college to increase student persistence through the creation of a culturally inclusive learning cohort community and a peer mentoring program. Both initiatives strive to increase the social and academic engagement of students on campus through collaboration between student services (Admissions and Student Affairs offices) and academic affairs (Registrar and Faculty Development). We will discuss the theoretical frameworks from which the cohort and mentoring initiatives were conceived, the initial assessment efforts undertaken, and the futures of these initiatives.

6.6 FERPA Updates
Salon 1

Presenter: LeRoy Rooker
Director, Family Compliance
U.S. Department of Education

Facilitator: Nirmala Sharma
Dean of Admissions/Financial Aid
Soka University of America

Updates from Mr. FERPA himself, Mr. LeRoy Rooker. LeRoy will again bring us FERPA news from our nation’s capital.

Tuesday
1:15 pm - 2:15 pm
6.7
Avow Systems: The Move Is On—
Secure Electronic Transcripts, and a Whole Lot More
Salon 3
Presenter: Ron Hyman, Practice Director
Avow Systems, Inc.
Learn how institutions are making the move from paper to electronic documents. Avow Systems, Inc. is the industry leader in providing end-to-end solutions for electronic educational document processing. Leveraging Adobe's certified PDF technology, Avow's Authentic Document Delivery Services (+ADDS™) offers cost effective alternatives to paper. +ADDS provides a secure, integrated and streamlined solution for any official electronic document. See the latest in secure electronic transcripts among other key business initiatives.
H.1
Degree Audit 2: Ways to Take Your Degree Audit Application to the Next Level
Kou
Presenter: W. Matthew Bemis
Associate Registrar
University of Southern California
Edwenna Werner
Assistant Dean and Articulation Officer
University of Southern California
Facilitator: Kristen Labrecque
Undergraduate Academic Counselor
Seattle Pacific University

Presenters will discuss innovations in student services that were enabled through their existing degree audit application. Topics will include degree audit for graduate programs, the creation of transfer articulation agreements, Web-based transfer course pre-approval utilities, degree audit integration with a course management system, transcript maintenance applications, NCAA eligibility certifications, automated degree conferral processing, and more—all made possible through the power of degree audit.

H.2
Oh the Places You'll Go: Dr. Seuss's Advice for the New Registrar
Salon 2
Presenter: Tim Sticket, University Registrar
University of Alaska - Fairbanks
Facilitator: Ann Perkins, Associate Registrar
University of the Pacific

"Oh the places you'll go! There is fun to be done! There are points to be scored! There are games to be won!" As new Registrars, you will undoubtedly encounter the Wickersham Brothers, Sneetches, and turtles like Yertle on your campus. And the antics of Thing 1 and Thing 2 can easily sour your desire to continue. As overwhelmed as you may feel in being the new kid on the block, some simple lessons from Dr. Seuss can prove that your role as a new Registrar can be fun and rewarding.

H.3
I-BEST: A Best Practices Program to Retain ESL Students
Oahu
Presenter: Janet Danley, Director
Clarkson Center
Walla Walla Community College
Facilitator: Helen Garrett
Director of Enrollment Services/Registrar
Lane Community College

The I-BEST program, a grant-funded initiative that incorporates in-classroom tutoring assistance as well as subject content specific instruction, has saved ESL students who may have otherwise been lost before accomplishing their educational goals. The presenter will also discuss successful programs at other colleges and universities.

H.4
Comparison of Web-Based and In-Class Course Evaluation Methods
Salon 3
Presenter: Ron Urban, Registrar
Whitman College
Facilitator: Sue Eveland, Associate Registrar
University of Oregon

This session examines response differences between Web and hardcopy course evaluation methods using an identical evaluation form. Mean differences for each of the 12 questions will be presented, along with a preliminary analysis of written comments included in each method. A discussion of the advantages and disadvantages of Web vs. hardcopy evaluation methods will occur as well.

H.5
FERPA Regulations
Salon 1
Presenter: LeRoy Rooker, Director
Family Policy Compliance Office
U.S. Department of Education
Facilitator: Nirmala Sharma
Dean of Admissions/Financial Aid
Soka University of America

For those who need a refresher course or a first-time introduction, LeRoy Rooker, the master of FERPA, will review FERPA regulations.

Wednesday
8:00 am - 9:00 am
ACT (www.aact.org)
ACT, Inc. is an independent, not-for-profit organization that provides more than 100 assessment, research, information and program management services in the broad areas of education and workforce development. Though designed to meet a wide array of needs, all ACT programs and services have one guiding purpose: helping people achieve education and workplace success.

American Association of Collegiate Registrars and Admissions Officers (www.aacrao.org)
AACRAO is a nonprofit, voluntary, professional association of more than 9,000 higher education admissions and registration professionals representing 2,300 institutions in more than 35 countries. The mission of AACRAO is to provide professional development, guidelines and voluntary standards to be used by higher education officials regarding best practices in records management, admissions, enrollment management, administrative information technology and student services. It also provides a forum for discussions regarding policy initiation and development, interpretation and implementation at the institutional level in a global educational community.

Avow Systems, Inc. (www.avowsystems.com)
Avow Systems is the industry leader in providing end-to-end solutions for electronic educational document processing. Leveraging Adobe’s certified PDF technology, Avow’s Authentic Document Delivery Services (+ADDS™) offers cost-effective alternatives to paper. +ADDS™ provides a secure, integrated and streamlined solution for any official electronic documents, i.e. digital transcripts.

brightroom (www.brightroom.com)
brightroom offers graduation photography services to numerous schools nationwide.
Your school receives a portion of all sales and complimentary photos from your ceremony.
Stop by our booth to find out how your event can have free photography and become a great fundraising opportunity for your school.

CampusDocs (www.campusdocs.com)
CampusDocs, an affordable, secure, web-based document management solution, built on EMC’s Documentum, is designed specifically to meet the issues and challenges faced by educational institutions. With CampusDocs, numerous departments, offices, personnel, and students can share, submit, process and archive content seamlessly, without having to purchase expensive software licenses.

College Directory Network (www.collegedirectorynetwork.com)
With more than 4,600 schools in 24 states, College Directory Network (CDN) allows prospective students to identify, research and request free information from the largest database of post-secondary educational opportunities on the Internet. CDN generates tens of thousands of click-thru to school websites and thousands of prospective student information requests each month for schools across the country. Visit www.collegedirectorynetwork.com to review your school’s profile and learn more about CDN.

Credentials, Inc. (www.degreechk.com)
DegreeChk.com® from Credentials delivers a suite of Internet-accessible products (DegreeChk.com®, EnrollChk®, TranscriptsPlus®, and ParkingPlus®) that streamlines the verification of degrees, past attendance, enrollment status, transcript ordering and parking permits. Fees generated from these secure, audit-trailed, FERPA-compliant transactions are shared with schools based on a customized agency relationship. Stop by our booth to learn about some of the new products we have recently launched.

Data Impact (www.dataimpact.com)
Data Impact is one of the country’s premier providers of technology and services for converting legacy and contemporary paper and microfilm documents to digital, computer-readable format. The conversion results in dramatically improved access, prevents deterioration or destruction, reduces storage requirements (and expenses) by 99%, and makes retrieval far more economical and less time consuming. Data Impact serves schools, colleges, and universities across the country processing student, personnel, and accounting records.
DataTel (www.datatel.com)
DataTel is the leading provider of fully integrated enterprise resource planning and e-marketing solutions for higher education. DataTel has more than 725 clients throughout North America. For more than 25 years, DataTel has exclusively focused on helping colleges and universities operate more efficiently so they may better serve their constituents.

Digital Architecture (www.digarc.com)
Digital Architecture is a higher education solutions provider. The catalog ACMS is the only academic catalog management system that produces an efficient and searchable online e-Catalog. It also provides a better way to manage course content. Our clients save time, money and keep their academic catalog on the leading edge of technology.

Herff-Jones, Inc. (www.herffjones.com)
Since 1920, Herff Jones has been a proud manufacturer of quality graduation products such as caps and gowns, diplomas, class rings, announcements, and diplomas frames. Contact us for all of your graduation needs.

Jostens, Inc. (www.jostens.com)
Jostens' goal is to help our campus partners enhance the unique educational experience their institution delivers by providing programs that recognize student achievement and build connections that link students to their university for life. We offer a wide variety of graduation and recognition products. Please stop by our booth and visit with your local Jostens representative.

Miami University - DARS
(www.dars.muohio.edu)
Miami University's Degree Audit Reporting System (DARS) and Course Applicability System (CAS) software are designed to fit the changing world of vendor provided client/server student systems and the Web. These tools allow fast, flexible and comprehensive decisions for either advisor or student.

The National Student Clearinghouse (www.studentclearinghouse.org)
The National Student Clearinghouse, a non-profit organization, is the nation's largest source of college degree and enrollment information. It maintains an online registry where post-secondary institutions can report enrollment and degree information to organizations and individuals requiring timely, accurate verification. More than 2,800 institutions, enrolling 91% of U.S. college students, participate.

Noel-Levitz (www.noellevitz.com)
A trusted partner to higher education, Noel-Levitz helps campuses reach and exceed their goals for enrollment and student success. Since 1973, more than 1,800 institutions have invited Noel-Levitz to collaborate with them. We offer customized services for marketing/recruitment and retention, including strategic planning, research, enrollment technologies, communications support, assessment tools, and professional development.

Paradigm, Inc. (www.paradigm-oorp.com)
Paradigm is the market leader in diploma printing and mailing. We are chosen above all others for our unparalleled service, quality, competitive pricing, and 10-day turnaround times. With no transfer costs, or special software, why trust anyone else? Ask about our high-quality miniature diplomas and diploma covers too.

SCRP-SAFE® Security Products, Inc. (www.scrp-safe.com)
SCRP-SAFE® is the leading manufacturer of secured academic records as well as a producer of quality diplomas and the popular desktop system, Diplomas on Demand®. In 2006, SCRP-SAFE® introduced eSCRP-SAFE®, a secured electronic transcript delivery system.

SunGard Higher Education (www.sungardhe.com)
SunGard Higher Education provides software, services, strategic consulting, and technology management services to help institutions build, unify, and manage their digital campuses. Bringing together people, processes, and technology, the company helps more than 1,600 customers strengthen institutional performance through improved constituent services, increased accountability, and better educational experiences.
Talisma Corporation (www.talisma.com)
Talisma is the leading provider of multi-channel CRM solutions for higher education that enable recruiting, retention and advancement organizations to build truly exceptional constituent relationships. Talisma's Multi-channel CRM for Higher Education is highly configurable by user role and rapidly deployable, enabling Talisma customers to increase their team's effectiveness while simultaneously reducing costs.

World Education Services (WES) (www.wes.org)
World Education Services (WES), established in 1974, is a not-for-profit organization specializing in international credential evaluation. WES's offices in New York, Chicago, Miami, Washington, D.C. and San Francisco provide quality service to more than 2,000 academic institutions and nearly 50,000 individuals annually. WES also offers training and publications for international admissions professionals.
Future PACRAO Meetings

February 28-March 3, 2007
Hynes Convention Center
Boston, MA

March 24-27, 2008
Orlando World Center Marriott
Orlando, FL

March 1-4, 2009
Hilton Chicago
Chicago, IL

April 22-25, 2010
Hilton New Orleans Riverside
New Orleans, LA

April 17-20, 2011
Reno Hilton
Reno, NV

Future PACRAO Conference Locations

November 4-7, 2007
Sheraton City Center
Salt Lake City, Utah

November 1-4, 2008
Marriott Hotel and Spa
Newport Beach, California

November 2-5, 2009
Portland Hilton
Portland, Oregon

November 7-10, 2010
Hyatt Regency
Calgary, Alberta, Canada

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