



PACRAONews

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PACRAO 2002
Victoria, BC
November 3-6

President's Message

Seeds of Change

PACRAO Newsletter Article,
President's column

Sunny Burns
Vice President for Learning and Student
Success
Pierce College Fort Steilacoom

I realize in our large region that some of you may not have even noticed Springtime creeping up on us, because your weather is already so wonderful. There's that old adage from my little slice of paradise in Washington state that we know when summer is approaching because the rain is warmer!

I'd like to continue the "seasons" theme, skipping Winter, that is! Springtime is the time of awakening, planting, growing, and a time of increased energy. Time to shake off the winter resting time and begin anew. How can we use this time of year?? What's interesting for me is that in our academic cycle, this is our time to finish things: graduation ceremonies, favorite work study students leaving, closing down the term and year data, saying goodbye to many faculty until Fall, and generally gearing down a bit for the summer season (that is, except for the financial aid folks, who crank up their work schedule!). So how can the Springtime theme fit? I propose that Spring term is a good time to sit down with your staff and list all your year's accomplishments—butcher paper is good—make the letters big and important! List everything—even the little improvements in processes which have resulted in positive service for our students and faculty. From that list, ask them to identify which ones are finished, so you can celebrate that event. Plan how you will celebrate the "finished" list and actually do it!! Then ask "Which of these positive moves do we want to grow?" What little seed of success could be viewed as a mini-pilot for expanding upon? Don't forget to use your

networking system of PACRAO to tap some of your colleagues and find out how others have implemented that idea—we are all in a continuous improvement cycle!



Then use some fresh paper and list ideas you would like to plant to grow over the Summer, harvesting them next Fall. A good prompt is to ask "If you had unlimited time, what is near the bottom of your to-do list that you really want to get done, but can't seem to carve out the time?" Another is "What ONE improvement would make your job easier?" (you can get a little silly on this one) If you have a long list, use "dot voting" (give each person four colored dots to stick next to their favorite ideas—all four on one idea, if they want!) to identify the items to focus upon. Usually in a list of fifteen or so items, a pretty clear pattern of three or four items will emerge. For each of chosen items, identify the challenge in outcomes terms, list strategies to achieve the outcome, create a timeline, and write a clear method of assessment of the outcome. For example, an outcome might be: Northwest Community College admission office will increase student access by offering WEB admissions to prospective students by the end of Spring Quarter 2003. Strategies to achieve this could be: Research platforms available (Summer 2002), Choose system (Fall 2002), Design Page (Fall 2002), Pilot Test (Winter 2003), Implement full project (Spring 2003). How

FERPA Training Made Simple

As the Assistant Registrar for Training & Communication Services at UCLA, PACRAO President-Elect Clifford A. Ramirez developed a 4-hour FERPA training workshop he called "Managing the Privacy of Student Records." Regularly presented at UCLA, the critically acclaimed workshop has been brought to PACRAO twice by the Diversity Development Committee—in July 2000 and in October 2001.

The success of "Managing the Privacy of Student Records" has been capped this year by the release of two books from LRP Publications. Both books have been authored by Cliff and are based upon his workshop.

Cliff wrote "Managing the Privacy of Student Records: A Textbook of FERPA Basics" from the participant materials he developed for the workshop. The "Textbook" serves as the in-class participant workbook, but can also function as an independent study aid for staff members unable to attend a FERPA training session.

"Managing the Privacy of Student Records: The Leader's Guide" is the teaching manual for Cliff's workshop. Hoping to contribute to the efforts of colleagues charged with FERPA training responsibilities, Cliff developed this facilitator's manual, filling it with scripts, training pointers, facilitator notes, handouts, and even overheads. "The Leader's Guide" is the workshop in an all-inclusive package, allowing trainers to deliver "Managing the Privacy of Student Records" at their own campuses, utilizing the "Textbook" as a participant workbook.

Both of the publications are available from LRP Publications at (800) 341-7874 or through the Online Catalog at the LRP Publications website (lrp.com). You might even consider urging your campus bookstores to stock the "Textbook" for the convenience of your campus staff.

PACRAO Professional Development Committee

On behalf of the professional development committee of PACRAO, I am delighted to tell you about two exciting summer workshops for our membership -

Workshop 1

The IPI Factor - Ease and Effectiveness in Workplace Communication

What is IPI?

The degree to which employees are effective and satisfied in the workplace depends on their task and transactional abilities. How they perform their tasks - deliver services or products - depends on their knowledge, training and experience. How effective they are in transactional dealings - relating to and communicating with others - depends largely on their interpersonal intelligence, the "IPI factor".

What will the workshop cover?

This interactive workshop focuses on building awareness and skills that will increase the IPI factor for participants and enable them to approach interpersonal and communication difficulties in the workplace with new tools, confidence and effectiveness.

What will participants leave with?

An increased level of IPI and with simple, effective skills and strategies that will be immediately applicable to

interpersonal and communication challenges in the workplace.

Facilitator - Marjorie Anderson, Ph.D.

Dr Anderson is Director of Communication Programs in the Faculty of Management at the University of Manitoba. She has a Ph.D. in English Literature and has taught Writing, Communication and English Literature both in the English department and the Faculty of Business. She has conducted faculty workshops on communication skills, coached MBA teams for international competitions and co-edited with Carol Shields the national best-selling book, *Dropped Threads*. Marjorie has been awarded the Faculty's Achievement Award for excellence in teaching.

Logistics

Friday, July 12th at UC Davis, Sacramento, California

9:00 AM - Noon

Building Location - TBA'd

Cost - \$15.00 per attendee

To register

Contact Jean Elko at <jean.elko@ubc.ca> or phone Jean at 604-822-4390.

Attendance will be limited so register early!

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PACRAO Professional Development and Travel Grants

As one means of returning assets to the membership, PACRAO makes funds available to support professional development activities. PACRAO Travel and Professional Development Grants provide opportunities which benefit individual members and the entire association.

For additional information, contact:

Gaylea Wong
Associate Registrar
Enrolment Services
The University of British Columbia
2016 - 1874 East Mall
Vancouver, B.C., Canada V6T 1Z1
Phone: (604) 822-3920
Fax: (604) 822-5945
E-mail: gaylea.wong@ubc.ca

Professional Development Grants

Professional Development grants are awarded to members who pursue research, specialized training, website development, publications, or other activities which enhance a member institution or PACRAO. Applicants are asked to submit:

- The application form (below).
- A written proposal which includes a description of the project, project objectives, itemized expenses, an outline of tasks, and a timeline for completion.
- A letter of support from the applicant's supervisor/manager.

Grants are generally \$500, but may be as high as \$1,000. Grant funds are issued at the completion of the project.

Travel Grants

Travel grants are awarded to assist active members to attend the PACRAO annual conference. Special consideration is given to applicants who are first-time attendees, persons of color, or members of institutions whose funds are especially limited. Applicants are asked to submit:

- The application form (below).
- A written proposal describing the reasons for applying for a travel grant, estimated costs, and the amount of costs the applicant's institution is able to fund.
- A letter of support from the applicant's supervisor/manager.

Travel grants provide up to \$500 of support. Grant funds are issued at the completion of travel with appropriate documentation of expenses.

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PACRAO Grant Application

Deadline - August 15, 2002

Type of grant sought:

- Professional Development Grant
- Travel Grant (Victoria, B.C., Canada, November 3 - 6, 2002)

Applicant Information:

Name _____

Title _____

Institution _____

Address _____

Phone _____

Fax _____

E-mail _____

Ethnicity _____

Please attach your written proposal and a letter of support from your supervisor/manager.

Send application materials to: Gaylea Wong
PACRAO Grant Application
The University of British Columbia
2016 - 1874 East Mall
Vancouver, B.C., Canada V6T 1Z1

2002-2003 PACRAO Executive Board Nominees

Nominee for President Elect

Bob Bontrager, Ed.D.

Bob Bontrager is Assistant Provost for Enrollment Management at Oregon State University, having started at Oregon State in 1994 as Director of Admission and Orientation. He was appointed to the new position of Assistant Provost in 2001. He is a member of the President's Cabinet, and is a faculty member in Oregon State's graduate program in College Student Services Administration.

Prior to joining Oregon State in 1994, Bob spent 6 years as Vice President for Enrollment Management at Eastern Mennonite University in Virginia and was Assistant Registrar at Arizona State University from 1983-88. He com-



pleted his Master of Counseling degree and Ed.D. in Educational Leadership & Policy Studies at Arizona State.

Bob has been an active participant in both AACRAO at the national, regional, and state levels since 1983. In addition to many professional presentations at the annual conference, recent involvements in AACRAO have included: Enrollment Management Committee, 2000-2003; AACRAO 2000 Task Force, 1996-1998; Financial Aid Committee, 1993-1996; Bob also has presented frequently at PACRAO conferences and has

served the association in these capacities: Vice President for 4-Year Institutions, 1999-2000; Program Committee, 1998. Bob was President of Oregon ACRAO in 1999-2000.

Nominee for Vice President for Professional Development

Faith A. Weese

Faith Weese has over 20 years of professional experience in the academic and student services arena. Prior to her present position as Registrar and Director of Academic Records at Grand Canyon University since 1989, she served in a diversity of positions within Admissions and Financial Aid. She holds a B.A. in communications, an M.Ed. in leadership and is currently pursuing her Ed.D. in Educational Leadership. Additionally, she teaches communications in the College of Business and Professional Studies at Grand Canyon University.

Faith provides leadership and expertise on the state and national level as well as for her university. Experienced and knowledgeable, she is a skilled workshop leader who combines humor with a wealth of in-depth practical knowledge and presents workshops for state, regional and



national meetings and other university campuses across the nation on leadership, communication and building teamwork. Nationally, she has served as AACRAO Vice-President for Registration and Records (American Association for Collegiate Registrars and Admissions Officers) and AzACRAO President (Arizona Association of Collegiate Registrars and Admissions Officers). Currently she is President NAACO (North American Association of Commencement Officers) and also leads the Federal Compliance Committee for AACRAO.

Recently she co-edited, authored and published the book, *BECOMING A LEADER IN ENROLLMENT SERVICES: A Development Guide for the Higher Education Professional* (released April 1997), and more recently, co-edited, authored the New *Revised FERPA 2001 Guide Book* (released April 2001) which is used on all university campuses.

Nominee for Secretary

Helen Barker Garrett

Director of Enrollment Services
Lane Community College

Helen's claim to fame is that she is probably one of the few people around who wanted to grow up to become a registrar! Prior to realizing her dream when she became



Director of Enrollment Services/Registrar at Lane Community College in July 2000, Helen worked in admissions at the University of Oregon, Whittier College, University of Southern California, and Michigan State University. She is currently Vice President for OrACRAO, has served on the program committee for PACRAO, and has delivered many spellbinding presentations at OrACRAO, PACRAO, and AACRAO.

Executive Board Nominees continued

Nominee for Vice President for Membership

Fred Dear

Fred started his career at USC in 1966 where he has held numerous positions in the office of Academic Records and Registrar. His active involvement in regional and state associations goes back to 1974. Fred has served PACRAO on the N & E committee (1991), Reno Program Committee (1993), as Secretary (1994-95), as Vice President for 4-year institutions (1998-99), and on the LAC for Long Beach (1988), Palm Springs (1998), La Jolla (2000), and Burlingame (2001).



National activities include being a contributing author for the 1993 AACRAO publication, "TouchTone Telephone Voice Response Registration - A Guide for Successful Implementations, serving on the Reno LAC (1996), the Member Services Committee (1997-2001), and currently serves on the Registration and Academic Support Committee.

Seeds of Change continued

can we measure the success? Assessment is merely checking to see if you achieved what you set out to do, so one method to assess the website, is to ask, "Does the Website work?" Tracking comments and complaints through an email contact can give feedback. A qualitative assessment might be to track how many students use the website versus using other methods (mail, drop-in) of admissions processes. Using existing baseline data, and tracking use over time can determine if this project was a success. After a period of assessment, then you and your staff can look at the data to determine whether the initial project needs some refinement or scrap the whole thing!!

What I've just described is continuous improvement; this is what our accrediting bodies are looking for throughout our institutions!

What a garden of fruitful projects we can grow with a little planning, nurturing, and attention! I will be excited to hear about your successes in November—Please bring them with you to share with your colleagues!

Remember: Put PACRAO—Victoria 2002 —November 4-7, 2002 on your calendars now!!

Professional Development Opportunities continued

Workshop 2

Powershop - Making a Difference

Ever wish you could change your present circumstance or what you believe may be your future? Join us for a self-empowerment workshop that will give you the opportunity to challenge your paradigms about your world, define your personal power, and learn to welcome opportunities for change and growth. This workshop is presented in collaboration with the PACRAO Diversity Development Committee.

Facilitator

Our very own Cliff Ramirez, President Elect for PACRAO and Assistant Registrar at the University of California, Los Angeles

Logistics

Monday, July 15th at Chapman University, Orange County, California
9:00 AM - Noon
Building Location - TBA'd

Cost - \$15.00 per attendee

To register

Contact Jean Elko at <jean.elko@ubc.ca>
or phone Jean at 604-822-4390.
Attendance will be limited so register early!

PACRAO 2002



Make sure that you plan and budget for the PACRAO 2002 conference in Victoria, British Columbia, November 3-6. Please visit the conference website at: <http://web.uvic.ca/reco/pacrao2002/>

PACRAONews
Portland Community College
c/o Frost Johnson
PO Box 19000
Portland, Oregon 97280-0990

PACRAO EXECUTIVE BOARD

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President

Sara "Sunny" Burns
Vice-President for Learning and Student Services
Pierce College
9401 Farwest Drive, SW
Lakewood, WA 98498-1999
Phone: (253) 964-6584 Fax: (253) 964-6764
Email: sburns@pierce.ctc.edu

Past President

John M. Finney
Associate Dean and University Registrar
University of Puget Sound
1500 North Warner
Tacoma, WA 98416
Phone: (253) 879-3207 Fax: (253) 879-3108
Email: finney@ups.edu

President Elect

Cliff Ramirez
Assistant Registrar
University of California - Los Angeles
405 Hilgard Ave 1105 Murphy
Los Angeles, CA 90095-1429
Phone: (310) 206-1170 FAX: (310) 825-6235
Email: cramirez@registrar.ucla.edu

Vice President for Membership

Chris W. Butzen
Law School Registrar
Loyola Marymount University
919 S. Albany St.
Los Angeles, CA 90015
Phone: (213) 736-1017 Fax: (213) 381-2485
Email: chris.butzen@lmsu.edu

Vice President for Professional Development

Gaylea Wong
Associate Registrar
University of British Columbia
2016-1874 Main Mall
Vancouver, BC CN V6T 1Z1
Phone: (604) 822-3920 Fax: (604) 822-5945
Email: gaylea.wong@ubc.ca

Vice President for Publications and Information Technology

G. Frost Johnson
Director of Enrollment Services
Portland Community College
PO Box 19000
Portland, OR 97280-0990
Phone: (503) 614-7800 Fax: (503) 645-0894
Email: fjohnson@pcc.edu

Secretary

Bob Jansson
Assistant Registrar
University of Washington, Washington
Box 355835
Seattle, WA 98195
Phone: (206) 543-4865 Fax: (206) 685-3660
Email: rjansson@u.washington.edu

Treasurer

Tina Toma
Assistant Registrar
University of California - Irvine
215 Administration Bldg
Irvine, CA 92697-4975
Phone: (949) 824-7908 Fax: (949) 824-7896
Email: ljtoma@uci.edu

Diversity Development Advocate

Anne Delfin-Schnirch
Associate Registrar
Chapman University
One University Drive
Orange, CA 92866
Phone: (714) 352-6033 Fax: (714) 352-6009
Email: schnirch@chapman.edu

2002 PACRAO MEETING CHAIRS

Conference Chair

David Glen
Associate Administrative Registrar
Undergraduate Admissions and Records
University of Victoria
PO Box 3025
Victoria, BC CN V8W 3P2
Phone: (250) 721-8131 Fax: (250) 721-6225
Email: srsar60@uvvm.uvic.ca

Program Chair

Ray Pillar
Admissions and Records Manager
University College of the Cariboo
Box 3010
Kamloops, BC CN V2C 5N3
Phone: (250) 828-5250 Fax: (250) 371-5513
Email: rpillar@cariboo.bc.ca

