



# PACRAONews

March, 2005

## AACRAO 2005

- New York, New York, March 28—31
- There is no formal PACRAO reception in NY, but do meet up with your colleagues and plan a night out on the town, or join many of us at the International Reception on Wednesday evening

[www.aacrao.org](http://www.aacrao.org)

## PACRAO 2005

- The 2005 Annual Conference will be held at Hyatt Hotel in Sacramento California Nov 6—9. Information will be posted to the Website as it is available

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## Message from the President

### PACRAO Newsletter, Spring 2005

### President's Message to the Membership

We trust by now you have all had an opportunity to explore our new PACRAO web site and are pleased with what you've found there. Continue to visit! New things will be made live as time

goes on.

Also, keep your eyes peeled for PACRAO newsletters like this one! PACRAO Secretary Tandy Elisala has joined David Johnston in Newsletter production as we continue to work to improve communications with you. Please do contact either one (see contact information on back page) if you have articles or items you wish

included in these newsletters.

Plans continue for the best annual meeting of PACRAO ever this coming November in Sacramento. Be sure to check the web often for updates.

Happy spring to all of you!

Dannette Sulivan

## New Website Launched

On March 19, 2005 the PACRAO organization launched a new Web Site.

The new site supports many of the features available in the previous version, along with many enhancements. The long awaited self service module is now in place and functional, as well as a calendar and opportunities to facilitate sponsors and partners.

Those working on the implementation are still learning how to use the site as well, but are very enthusiastic and encouraged with the growth and progress made in relation to the

previous version. Tina Toma, VP Membership, is very pleased with the ability of members to update their own information and to search the membership directory. She asks for patience while we all learn to use the new service and get all the member data current. David Johnston, VP Information Technology is confident that the new technology being used enables the Website to have less downtime, and better supports things like the posting of the PACRAO Writers Group articles and Newsletters. He also appreciates the additional of a searchable membership database. David says "This new edition of PACRAO.org is the best thing to happen to

PACRAO since Canadians were allowed to join".

Information on the Annual Conference will be posted as it is available and at this time, we anticipate that conference registration will take place directly through the new Website as well.

The PACRAO Executive Board is pleased to present the members with the new PACRAO.org. If you have any feedback or comments, please send them to David at [david.johnston@ucalgary.ca](mailto:david.johnston@ucalgary.ca)

## Compliance Corner

### Solomon Amendment Still the Law of the Land\*

The U.S. Court of Appeals for the Third Circuit has issued a stay of its decision that had accepted—by a divided panel—the argument of a coalition of law schools that the Solomon Amendment is unconstitutional.

The result is that the Solomon Amendment is still the law of the land, including in the three states and one territory in its jurisdiction – New Jersey, Pennsylvania, Delaware, and the Virgin Islands.

The stay was issued on January 20, 2005, and the Acting Solicitor General of the United States now

seeks Supreme Court review of the case.

In the case of F.A.I.R. [Forum for Academic and Institutional Rights, a coalition of law schools] v. Rumsfeld, Docket No. 03-4433, the Third Circuit has thus stayed its issuance of a preliminary injunction. If that preliminary injunction had actually been issued, it would have signaled the Third Circuit's acceptance of the law schools' argument that their First Amendment rights were being violated when they wished to limit or forbid on campus recruiting by the military, because the military's "don't ask, don't tell" policy ostensibly contravenes law school policies

against discrimination based on sexual orientation. The government, on the other hand, argued that the ability of the JAG [Judge Advocate General] Corps to attract highly qualified attorneys to military service would be seriously impaired, if JAG recruiters were to be denied equal access to law school campuses and students.

Now that the Third Circuit has stayed its hand, the situation that prevails is the status quo, i.e. the Solomon Amendment is still in effect. Commentators expect that the Supreme Court will accept and rule on the case.

*\* Data gathered from the American Association of Collegiate Registrars*

### FERPA – The Latest Developments

#### “Personally Identifiable Information vs. Easily Traceable Information”\*\*

34 CFR § 99.3, "Personally identifiable information." (Emphasis added.) Thus, FERPA-protected information may not be released in any form that would make the student's identity easily traceable (unless there is a specific exception to the written consent requirement).

Occasionally, a student's identity may be "easily traceable," even

after removal or redaction of nominally identifying information from student-level records. This may be the case, for example, with a highly publicized disciplinary action, or one that involved a well-known student, where the student could be easily identified in the community even after the record has been "scrubbed" of identifying data. In these circumstances, FERPA does not allow disclosure of the education record in any form with-

out consent because the irreducible presence of "personal characteristics" or "other information" make the student's identity "easily traceable."

A student's identity may also be "easily traceable" in the release of aggregated or statistical information derived from education records.

*\*\* Data gathered from the Dept of Education, FPCO (www.ed.gov)*

## Diversity As Self

Tina Petersen, Registrar, William Jessup University; PACRAO Diversity

Lately I have been overwhelmed by passive diversity and the inadvertent widening chasm of our multicultural society. While we have one of the most racially diverse government cabinets in history, funding for educationally diverse programs is continually being cut. When asked about per-

ceptions of societal changes and "how far we have come," there is an overwhelming response from minority students and professionals that the gap is increasing. Why is this? I have to wonder what is really happening with all the curriculum reform and social justice movements. A college stu-

dent recently told me, "I know about all of this stuff (diversity and cultural sensitivity). We have had it crammed down our throat since elementary school. Special heritage months, political correctness . . . I am one of the most open people and am sick of being told I am a racist. This is just a

waste of my time.” My heart was saddened by this. How could we really have taught cultural sensitivity if the outcome was feeling as though it was “crammed down” his throat and he truly believed he knew it all? The other common passive device is the concept of treating everyone the same. One multicultural educator, Paul Gorski, calls this “the illusion of ‘color-blindness.’” You can easily insert any category or ism before blindness; it all perpetuates the illusion of appreciating diversity. In [A Narrative on Whiteness and Multicultural Education](#), by Gorski, he writes:

“I used to buy into the same theory of color-blindness that many educators . continue to lean on today. “I don’t see colors, I just see students.” I learned that this was a tool I used to deny the importance of race. I also learned that it was not true. I do see race, and I see it through the lenses and from the place of luxury I have as a white person. I was only color blind to the extent that I denied the significance of my own whiteness – what it means to me as well as what it means to my students and workshop participants. Just as I had ignored my whiteness as a key ingredient in my identity and being, taking a color blind approach would mean ignoring a piece of the identity of a student, family member, friend or colleague. Such an approach is neither possible nor desirable.” The beauty of diversity is that we don’t know it all and we are not the same. There are so many rich contributions to our society brought by someone very different than me. Although I enjoy my mother’s German kale and pork chops, it doesn’t compare to the taste of Southern collards and ham. Sorry Mom. The joy of our daily

learning and growing should be enhanced by diversity. When we learn the origins of events, songs, foods, sayings and more, then we can see that thing for its beauty and influence. Culture defines us and a continual pattern of growth can bridge enormous gaps.

I realize, however, that I cannot expect the external change without looking within. Before anyone can begin to truly grasp the complexity of a pluralistic society, we must wrestle with our own identity development. Self-awareness is the key to making a societal change. In the movie “A Time to Kill,” Matthew McConaughey plays a lawyer for Samuel L. Jackson who shot a man that brutally raped his daughter. In a truly open moment when the two of them are discussing the case, McConaughey remarks on his friendship with Jackson. Jackson says, (I am paraphrasing) “We’re not friends. You don’t come over for dinner. Our children don’t play together...” and, in the context of a racial separation, he goes on to challenge what McConaughey so casually said. McConaughey returns home and does some true soul searching. He reflects on the conversation and develops his closing statement on what he learned about his biases. How many times do we truly reflect on the deeper issues—the ones that shaped us when we were not looking? I am blessed to have friends who ask me to look. Friends who loved me enough to ask the tough questions, wait for the ugly answers, and then support me in my growth. It wasn’t until I started to dig internally that I truly became passionate about pluralism and wanted to share this passion with others. Gorski went on to write, “I have become refocused on

internalizing the essentiality of awareness I advocate in my teaching. My students, sensing my dedication and struggle for self-growth, have responded in kind. The more vulnerable I am willing to make myself, the more vulnerable my students are willing to make themselves. The result is growth for all. Still, the most important result of the study for me was not the list of lessons learned or self-recommendations. Instead, it was the realization of how much I still have to learn about my whiteness and other strands of my identity, and how they affect my teaching. Neither I nor the world around me is ever static, and the constant flux is a reminder to me that I must continue to assign energy to self-examination if I am to be the most effective educator and person I can be.”

We are all in the wonderful field of education. Let’s work on being the most effective educators and persons we can be. Start asking the tough questions of yourself. Find friends, true friends, who challenge your thinking and love you through the ugliness. Do something to grow internally and share externally. Get passionate about the richness and importance of diversity.

*Some useful links to begin this journey:*

<http://seamonkey.ed.asu.edu/~mcisaac/emc598ge/Unpacking.html>

<http://www.mhhe.com/socscience/education/multi>

<http://www.edchange.org/multicultural>

<http://www.aahe.org/diversityresources.htm>

## PACRAO Writers Group

At the November 2002 conference, colleagues gathered from across the region who were interested in sharing their expertise through writing, and as a result **The Writers Team** was born. Each month via the PACRAO News or monthly e-mails, abstracts of the new articles will be distributed to you, while you may access the

full article on PACRAO's website. If you searching for a resource, come to PACRAO's web and scroll through the section. Currently 19 articles are posted covering the spectrum:

- \* Admissions -- marketing, recruiting, International admissions
- \* Registrar -- registration/records

management

- \* Compliance -- FERPA, Right to Know, SEVIS
- \* Enrollment Management / Enrollment Services
- \* Professional Development
- \* Staff Development

## PACRAO Writers Group: New Articles

### Dual Enrollment: Access, Flexibility, Challenges, and Growth by Tom Watts

Abstract: Dual enrollment programs offer students an opportunity to apply for admission at a four-year university and a community college partner at the same time, and upon acceptance to enroll at classes at both institutions. The program is a flexible and innovative approach that reduces barriers to students and promotes institution collaboration. The goal is to provide

students with opportunities to tailor their academic program; to attain that goal, institutions focus on elements that help address students' concerns and at the same time keep the programs administratively manageable. The article provides an overview of dual programs as they have been implemented by Oregon State University and community college partners, with discussion

of the definition of dual enrollment and distinguishing characteristics, elements of the program, and issues related to enrollment services and academic units.

**About the Author:** Tom Watts is the Special Programs Manager in the Registrar's Office of Oregon State University.

## **Financial Literacy and Retention by Ruth L. Adams**

**Abstract:** After attending Carole Ann Simpson's (USA Funds) presentation at PACRAO's 2004 Tucson conference, the author continued her research to further explore the connection between student retention rates and financial literacy. This article provides background on financial literacy and pos-

sible approaches to improving your student's understanding of its core concepts.

**About the Author:** Ruth L. Adams has been University Registrar at Seattle Pacific University since 1995.

## **Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict. A book review by Angela Runnals and Gaylea Wong**

**Background:** Dr. Peter Frost is the Edgar F. Kaiser Chair in Organizational Behaviour and a Professor in the Organizational Behaviour and Human Resources division at the Sauder School of Business, University of British Columbia. His research interests are compassion, leadership and emotional pain in organizations, or-

ganizational culture and the politics of change. This book, published in 2003, has become a top seller among business books and the concept seems to be validated by its reception. People "get it."

**About the Authors:** Angela Runnals is Assistant Registrar and Director of Communications for Enrolment Services at the University of British Columbia. Gaylea Wong is Associate Registrar and Director for Records and Registration at the University of British Columbia.

## **The Writers Group Wants to hear from you!**

The Writers Team would appreciate your ideas on future articles and/or if you would like to contribute to PACRAO's professional development initiative by becoming one of our 2005 authors.

You are encouraged to contact Janet Ward, The Writers Team chair; jward@spu.edu or 206-281-2701.

## The Art of Communicating in the Workplace

By  
Daphne Johnson

All communication is filtered through our personality, our background, our upbringing, our culture, and our current state of being. The purpose of communication is to get your message across to others. By successfully getting your message across, you convey your thoughts and ideas effectively. To be an effective communicator and to get your point across without misunderstanding and confusion, your goal should be to lessen the frequency of barriers, and to practice the process of clear, concise, accurate, well-planned communications.

As in all facets of life, effective communication in business is a key ingredient of success. Good communication can help you relate to your employees, integrate them as members of a cohesive team and help you effectively define job responsibilities. In short, it can help you build a productive work environment, where good employees are more likely to stay long term. Communicating with skill and finesse is a skill that does not come naturally to most of us.

Some suggestions for focusing on better employer and employee communication: Regularly tell your employees how well they are doing. Without your feedback, employees are alone on the job, and unsure about their performance. This is especially important for new employees who are just learning their job. A simple "nice job" or a "well done" goes a long way to make someone's day, and improve his or her attitude about work. Ask top-performing employees to help train new employees, and make sure that you also thank them for their help and cooperation. Address mistakes immediately, and with sensitivity. Most employees sense when something is not going right and are relieved when their supervisor gives them an opportunity to talk about it. Discuss options to correct the problem, and let employees choose which option works best for them so they will feel ownership in doing a better job. You will be amazed at how a positive tone of voice can improve communication.

Surprisingly, nonverbal communication, hand gestures, facial expressions, and tone comprise as much as 60 percent of overall information content in person-to-person communication. Two sentences with exactly the same words can have entirely different meanings depending on voice tone. Work with employees on large or difficult tasks. This is also an opportunity for you to give employees ongoing feedback as they work through an assignment. Do not be afraid to emphasize a point. Sometimes an employee needs an extra nudge to get your message. However, be sure to keep it private. Let employees know their work is important and that you have confidence in them. Encourage them to ask for help, especially when they have a new assignment that is unfamiliar.

By paying attention to how we speak, how we look, how our voices sound, we can improve our chances of attaining shared understanding. In addition, consciously paying attention to our reactions to other's communication will give us more information than we are getting by only attending to the words. One of the biggest problems in communication relates to listening. How many people have gotten lost because of only half-listening to a set of directions? Listening is NOT the same as hearing. While it is true that you must hear in order to listen, it isn't always true that if you hear you are in fact listening. One of the problems related to listening is that our brains are much faster than our mouths. The words we hear must catch our attention quickly, or most times, we will "drift" off to think of something else. The key to improved listening is using the "extra" time available in the hearing process. While listening do not assume; as you listen to someone, examine what he or she are saying, question your understanding of what is being said, and involve yourself in the conversation.

The ability to communicate effectively has implications for every part of life. Better communication can also improve family relationships, enhance business relationships, and improve overall quality of life.

Take a moment and think of how many disputes, arguments and disagreements were all rooted in poor communication.

**Remember these tips:**

1. Communication is everywhere and always occurring, whether we are doing it consciously, with purpose, or not. It does not matter if you are renting, begging, manipulating, power-tripping, or giving someone the "silent treatment". Saying nothing says everything.
2. All communication is creative- Each conscious and unconscious act of communication creates a result.
3. Human beings are endowed with the power of choice- We have a choice about how we communicate.
4. It follows, then that if we don't like the results we experience in life, **we can choose to communicate differently**. We can't change life. All we can change is our communication about life, and when we do; life has to change to keep up!
5. Nothing is personal- It's not about you. Not the long bank line. Nor the snarling response you get from an unhappy customer. Not even your colleague's evil temperament. It's just not personal--- it's a mechanical progression of result, result, result.
6. When you're not getting what you think you want from somebody, listening is the first thing to do, not the last. Can you imagine it? But the paradox is delightful! The more I listen the more the relationship between you and me grows, and the more likely you are to help me get my needs met.
7. When all else fails, tell the truth. Truth is the only thing that is Personal. There is no Truth "out there". It resides in our souls, in our experience, in our own perceptions. Telling the truth can bring people closer together, and can sometimes be the turn of the handle that opens the door.

Fortunately, great communicators are made and not born. Polished communication techniques are essential if you want to work more effectively with others, create better relationships with key people and build on your leadership potential. By incorporating the following characteristics in your life, you will boost your professional image, personal relationships and have a career success!

**Characteristics of a Top Communicator**

- Convince others to see your point
- Communicate in a clear and assertive manner with everyone you meet
- Use valuable people skills to build strong relationships and professional networks
- Gain respect from your ideas that result in action
- Get collaboration from co-workers, business associates and customers
- Increase your power and polished self-image and professional persona
- Build a career that results in success
- Turn conflict and criticism into positive learning experiences
- Build confidence, loyalty and trust for yourself and others

**PACIFIC ASSOCIATION OF  
COLLEGIATE REGISTRARS AND  
ADMISSIONS OFFICERS**

PACRAO Newsletter  
C/O David Johnston  
Office of the Registrar  
2500 University Drive  
Calgary, AB T2N 1N4 Canada

Phone: 403.220.5510  
Fax: 403.289.1253  
Email: dbjohnst@ucalgary.ca

**PACRAO**  
*Serving Members since 1923*

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[www.PACRAO.org](http://www.PACRAO.org)

**2005 PACRAO Annual MEETING**

PACRAO Conference 2005  
**"The Gold Standard for Professional Development"**  
**SACRAMENTO CALIFORNIA!**  
November 6 - 9, 2005

Conference updates and information will be in the Association newsletters, and will be posted on the Website as it is available. Program and registration details will be available by June 1, 2005. In the meantime please send your "golden ideas" for session topics to Julia Pomerenk, Program Committee Chair, at pomerenk@wsu.edu or 509.335.2522

## **PACRAO Executive Board**

**PRESIDENT**

Dannette M. Sullivan  
Assistant Provost for Enrollment  
Services  
Seattle University  
Phone: 206-296-5852  
Fax: 206-296-2433  
dmsulliv@seattleu.edu

**PAST PRESIDENT**

Bob Bontrager  
Associate Provost for Enrollment  
Management  
Oregon State University  
Phone: 541-737-4088  
Fax: 541-737-8082  
bob.bontrager@oregonstate.edu

**PRESIDENT-ELECT**

G. Frost Johnson  
Director of Enrollment Services  
Portland Community College  
Phone: 503-614-7800  
Fax: 503-645-0894  
fjohnson@pcc.edu

**VICE PRES. FOR  
MEMBERSHIP**

Tina Toma  
Assistant Registrar  
University California Irvine  
Phone: 949-824-7908  
Fax: 949-824-7896  
ljtoma@uci.edu

**VICE PRES. FOR PROF.  
DEVELOPMENT**

Nirmala (Mala) Sharma  
Dean of Admissions & Financial Aid  
Phone: 949-480-4010  
Fax: 949-480-4151  
nisharma@soka.edu

**VICE PRES. PUBLICATIONS &  
INFORMATION TECHNOLOGY**

David Johnston  
Registrar  
University of Calgary  
Phone: 403-220-5510  
Fax: 403-289-1253  
dbjohnst@ucalgary.ca

**SECRETARY**

Tandy R. Elisa  
Registrar / Associate VP  
University of Phoenix  
Phone: 480-377-3301  
Fax: 480-643-1521  
tandy.elisala@phoenix.edu

**TREASURER**

Janet V. Danley  
Associate Director of Admissions  
Washington State University  
Phone: 509-335-4531  
Fax: 509-335-1208  
danleyj@wsu.edu

**DIVERSITY DEVELOPMENT  
ADVOCATE**

Tina Peterson  
Registrar  
William Jessup University  
Phone: 916-577-2245  
tpetersen@jessup.edu