

JUNE 1995

PACRAO

NEWS

A Message From The President

It is commencement season in the land of PACRAO which harvests students by the thousands. It arrives each May with lilacs and mortarboards and departs in June with lilies and diplomas. As we stretch out into the summer months, I hope you will have time for rest and renewal.

All PACRAOans should be proud of the tremendously successful AACRAO Conference in Indianapolis. PACRAO was well represented with one of the largest contingencies in recent history. Dannette Sullivan, Registrar at Seattle University, planned a spectacular reception that was quoted to be the best regional party of the conference. Thank you so much Dannette for a great job!

Many PACRAO members participated in program sessions, committee work, and other AACRAO activities. Congratulations to all PACRAOans who contributed to the success of the conference.

Of special note, Christine Kerlin, Past PACRAO President, accepted the AACRAO award for best regional association activity for our PACRAO Summer Success Seminars.

Now as we turn our attention to next year, Faith Weese, Registrar at Grand Canyon University and Program Chair, and her "dream team" program committee have crafted a marvelous program for the Newport Beach Conference. J. Michael Thompson and Elaine Wheeler, Conference Co-Chairs, have been busy putting the finishing touches on plans for a professionally productive and fun conference in California. Mark your calendars now to attend.

Here is another Lesson From the Geese as told by Toni Worsham:

When a goose gets sick or is wounded and falls out of formation, two geese fall out of formation also and follow it down to help and protect it. They stay with the goose until it is either able to fly again or it is dead, and then they launch out on their own.

— *Melanie Moore Bell*
PACRAO President

Learning Communities and Redesign Teams

In the year 2025 how will higher education be delivered and what will be its focus? What is our niche in society? Recently, I heard a speaker discuss his vision that the rapidly changing societal demands and technological explosions will evolve into "learning communities" which focus on understanding how individuals learn and then building programs which enable learners to reach their potential, rather than a teaching model which primarily stresses mode of delivery. Learning is about receiving, understanding and applying what's learned (outcomes based education).

The phrase which ignited my imagination is "learning communities," which includes all constituencies in a higher education institution — students, faculty, staff and administrators. All of us are learners. What an exciting concept, particularly when looking at the potential this could have in energizing individuals and teams for finding creative solutions for new, mission-focused opportunities within the community. In a learning community, all would be expected to fully participate in and contribute to the community.

What would it take to create and then maintain an energized learning community? Aside from leadership being fully committed to this direction, the next step involves selecting others to join the community. With enrollment services staff in mind, several characteristics sprang to mind.

- *Teachable*: a willingness to learn and be taught by others; accepting of new ideas and change
- *A Communicator*: open; honest; sharing of ideas, improvements and problems to insure the team is informed
- *Creative*: has a questioning spirit which sees the operation through "new eyes" and wonders — why? Seeks new opportunities; challenges current assumptions and seeks alternative solutions
- *Self-less*: as a team member, the limelight as well as the problems are shared; gives credit to others — to the team as well as to individuals
- *Genuine*: honesty, credibility and consistency of attitude and performance are critical; the outcome of being genuine is trust — a primary environmental factor for high performance teams

- *Supportive*: willing to assist others for the greater good of the organization; accepts help from others as well as offers help
- *Valued*: feeling valued as well as valuing the unique contributions made by other members of the team
- *Competent*: being self-aware of their unique gifts and talents, and how these may benefit and strengthen the team and learning community (e.g., budget management, interpersonal skills, technology, proactive planning, etc.)

In the future, staff will no longer commit significant amounts of time on "transactions" or tasks (e.g., receipting money), because most of the transactions can be done electronically. Instead, people will be needed to provide the "human touch" at strategic points in our operations and to form teams to redesign complete processes. With life-long learning at its core; learning communities will be prepared to take advantage of new opportunities and to make significant and radical changes quickly.

In a learning community, the primary focus is on people, they are the keys to the future — a future which may flourish, flounder or fail. From them will come the ingenious new insights into redesigning operations or chasing new "mission fit" opportunities. Our people and teams will need to become effective in this new learning environment, where change is a constant and cross-functional redesign teams spring up to meet new challenges.

Learning — not just for students, not just for those going back for retraining and expanding their breadth of knowledge. Imagine living 40 hours a week in a work environment committed to enhancing the learning of all — from front-line staff to middle manager. What an exciting place to be.

— *Janet Ward*
University Registrar

1995-96 PACRAO NOMINEES

SLATE of OFFICERS

The Nominations and Elections Committee is pleased to offer the following nominees for PACRAO offices in 1995-96. Elections will occur at PACRAO's fall meeting.



1. W. Ronald Heath, President Elect

Ron Heath is the Registrar and Secretary of the Senate at Simon Fraser University in Burnaby, British Columbia. He migrated to SFU to this position in 1984 after 19 years at the University of Guelph, Ontario, where he had been responsible for scheduling, scholarships and financial assistance, admissions and records/registration.

Ron has been a member of PACRAO since 1984, serving as Secretary 1992-93; he was elected to serve on the Nominations and Elections Committee during 1992-93. He has also held the office of Member-at-Large, Secretary/Treasurer, Vice President, and President of ARUCC (Association of Registrars of the Universities and Colleges of Canada) and President of OURA (Ontario University Registrars Association). He is a recipient of The Commemorative Medal for the 125th Anniversary of the Confederation of Canada and the British Columbia Registrars Association Certificate of Professional Achievement.

Ron has also been a presenter on various topics at regional and national meetings in Canada and the United States and was co-author of a study on records retention for ARUCC in 1983-84. He has organized regional and international conferences including the AACRAO SPEEDE Workshop in Vancouver in 1993.



2. Sandra Springfield, Four-Year Vice President

Sandra Springfield is Assistant Director of Admissions at the University of California, San Diego. Her career in higher education spans twenty-five years of service in the Undergraduate Admissions Office. She has held several positions within admissions over the years. Within the University of California system, she has served for many years on the systemwide Admissions Systems Workgroup and Application Packet Subcommittees. She has been a member of PACRAO since 1989 and has been a session recorder and presenter.

Sandra has served AACRAO as a recorder, presenter, and session moderator. Currently she is a member of the Student Equity and Access Committee where she has served for the past three years.



3. Tana L. Hasart, Vice President, Two-Year Institutions

Tana L. Hasart is Registrar at Clark College in Vancouver, Washington. She is completing her twelfth year with the Washington Community and Technical College system, having begun as an admissions office assistant at Pierce College in Tacoma. She has served in other positions including

Coordinator of Student Retention and Enrollment Services, Director of Continuing Education, and Director of Admissions/Registration/Student Aid. Tana has been a presenter at the last three PACRAO Conferences, a member of WACCRAO (Washington Community College Group) for seven years, and has served on the Executive Board of the Washington Chapter of AAWCC (Women in Community Colleges) for six years. She also serves on the state MIS committee and chairs the state Running Start Coordinators' Group. Tana has taught ESL and Special Education students in the K-12 system, and courses in the disciplines of education and office technology in the community colleges.

Having recently completed the requirements for a doctorate in Educational Leadership through Seattle University, Tana's degree will be awarded in June 1995. Her dissertation work, a study of collaborative policy formation processes, included a coordinated project with the Office of Superintendent of Public Instruction and Ethnic Commissions in Washington State. She was a member of the Steilacoom Historical School District Board of Directors for six years and supports community projects through the League of Women Voters, YWCA, and Campfire.



4. Larry Shipley, Treasurer

Larry Shipley is the Director of Admissions and Records at Umpqua Community College in Roseburg, Oregon, a position he has held for fourteen years. Larry has been involved in higher education in many capacities, ranging from Educational Services Officer for the US Army in Europe, Continuing Education Coordinator at a state university in Oregon, and in his current position.

Larry is active in OrACRAO, and just completed a term as President in 1994-95. He is newly active in PACRAO, having presented a poster session at the 1993 Conference in Reno. At the 1994 Spokane Conference he served as the facilitator for the Community College Fireside Chat, and also served as session chair. Larry has been a member of PACRAO since 1984.



5. Elizabeth Po, Secretary

Elizabeth Po is the Registrar at Artic Sivunmun Ilisagvik College in Barrow, Alaska. The Alaska North Slope is unique in climate and population, as well as being the home of the Inupiaq Eskimo people. Elizabeth has direct experience in working with macro-culture student populations of five to seven hundred people.

Elizabeth has served as Steering Committee member of the Ilisagvik campus grand opening, October 1994, and organizing the college convocations Spring 1990 and Spring 1993. Since 1988, she has been the UACN SIS and VAX System Coordinator at the training site in Barrow. She was awarded the Quyanapqak Award of Recognition from the Administration, Faculty and Students of Artic Sivunmun Ilisagvik College. Elizabeth has been a member of PACRAO since 1990.

JANET WARD MOVES TO PRESIDENT-ELECT

Janet Ward, University Registrar at Seattle Pacific University, who currently is Vice President for Four-Year Institutions, has been moved to President-Elect as a result of the resignation of Susan Clouse Dolbert. Congratulations, Janet.

The PACRAO Constitution requires that the Four-Year Vice President succeeds to the Presidency in case of vacancy.

Susan has accepted the position of Executive Director and President of Arizona State University's Alumni Association. She writes, "My experience with PACRAO has been an important and very rewarding part of my professional life and I know I will miss my association with each and every PACRAOan." Congratulations, Susan.

READY, SET, BEACH!!! THE FUTURE'S SO BRIGHT, YOU GOTTA WEAR SHADES

Believe it or not, now is the time to mark your calendars for a terrific, action-packed, fun-filled PACRAO! Yes, that's right, PACRAO '95 in Newport Beach, November 5-8 will be the best conference ever. The program "Dream Team," under the gentle direction of Faith Weese, has turned out lots of new sessions, some hot topics, and a few golden oldies. The keynote speakers include Mr. Lloyd G. (Buzz) Waterhaese from IBM, Ms. Glenna Salsbury of Salsbury Enterprises, and our very own Dr. C. James (Jim) Quann.

Plan to bring the family this year. The Newport Beach Marriott and Tennis Club is situated directly across the street from Fashion Island, one of Southern California's best outdoor malls

which is filled with nearly 200 specialty shops, over 40 great restaurants for casual to elegant dining, and seven art galleries. The other local attractions are too numerous to mention here, so be sure to be on the lookout for your program when it comes this summer.

Finally, you can find out all about the program and advance registration information through the PACRAO Home Page on the World Wide Web. The address is:
<http://www.reg.uci.edu/PACRAO>

— Elaine Wheeler
LAC Co-Chair

NOMINATIONS AND ELECTION COMMITTEE BALLOTS — PACRAO 1995-96

Help select the 1995-96 Nominations and Election Committee by voting for five individuals. Ballots with votes for more than five will be disqualified. Place your ballot in one of your college's envelopes and PRINT YOUR NAME ON THE BACK FLAP OF THE ENVELOPE. It is important that you do this so we can verify the eligibility of the individual casting the ballot. Detach and return your ballot by September 1 to Roger Anderson, PACRAO Nominations and Elections Committee, 38387 Wisteria Way, Davis, CA 95616.

Tandy Elisala. University of Phoenix. University Registrar/Director of Student Records. AACRAO member since 1993. PACRAO member since 1991. Session Presenter, 1994; Session Recorder, 1993.

Margaret A. Kirkland. University of Alaska, Anchorage. Degree Certification Supervisor. AACRAO: Member of Caucus for Black Concerns; PACRAO: Awarded 1994 Regional Meeting Grant. Presenter Alaska Statewide Student Affairs Conference.

Anthony Greenidge. Medicine Creek Tribal College. Director of Student Development. Washington State Commission on Minority Affairs. PACRAO since 1994.

La Vern Lazzereschi. University of California, Berkeley. Associate Registrar. PACRAO: Session Presenter in 1990, 1994; Session Chair 1992, 1993. AACRAO: Presenter 1992-1994

Walter Harris. California Polytechnic State University. Associate Director of Admission. PACRAO member since 1990; African American Caucus Member.

Rick Smith. Simon Fraser University, Director, Liaison and Awards. PACRAO: Program Committee 1994; Member since 1986. WARUCC: Member; Chair, B.C.S.S.C.L.P.

Roger L. Johnson. Mohave Community College, Director, Admissions and Records. PACRAO member since 1985. Session Presenter and Recorder several times each, and Session Chair. AzACRAO: vice President and President.

Stephen L. Smith. University of Washington, Tacoma; Director of Admissions, Student Services and Community Relations. PACRAO: Session Recorder and Participant.

Felicia Jones. Cleveland Chiropractic College, Registrar. PACRAO member since 1993.

Joanne Tokunaga. Sierra Nevada College, Registrar. PACRAO member since 1993.

Marilyn Kennedy. Mt. Hood Community College, Director of Admissions and Records/Registrar. PACRAO member since 1974. Session Chair, Local Arrangements Committee, Presenter, Participant, various committees. AACRAO: Presenter and Participant. OrACRAO: President, Session Chair, Presenter and Participant.

(detach here)

PACRAO – 1995 SUMMER SUCCESS SEMINARS

Phoenix, Arizona — July 11

PACRAO is joining AzACRAO in co-sponsoring a Summer Success Seminar in Phoenix. This workshop will be launched by Glenna Salsbury, internationally-recognized speaker and consultant on topics of quality, excellence and personal renewal. She will be presenting "Finding Your Purpose in the Midst of Change." In the afternoon, AACRAO's own Roger Swanson will present the much-acclaimed "Being an All-Star Player on a Five-Star Team." Sandwiched in between will be a number of other exciting sessions.

Registration is \$25 and includes lunch and refreshments. Join us in air-conditioned splendor at the Fountain Suites Hotel in Phoenix.

Contact: Faith Weese, 602-589-2850 or Loyd Bell, 602-621-3238

Spokane, Washington — July 27

Spokane, the site of our most successful annual conference ever, beckons us back for a workshop that will appeal to front-line staff and managers alike. The slate of possible session topics includes: Team Building, Customer Delight and Educational Reform Issues.

Registration is \$20, and includes lunch and refreshments. Join us on the scenic Spokane Community College Campus.

Contact: Shari Rasmussen, 509-328-4220, Ext. 3197

RETIRED PACRAOAN PASSES AWAY

On May 4, Mary Takagi, former Associate Registrar at the University of Southern California passed away. She served USC for over 20 years where she worked quietly to promote and improve USC. Her colleagues and friends will miss her.

OTHER WORKSHOPS:

"Adapting to Change in Admissions and Records — Strategies for Leadership and Success"
July 13-14, 1995 — Reno, Nevada

Overwhelmed by changing technology, structures, demographics, budgets, expectations, legislation, and regulations (to name just a few)? This workshop will help you turn these difficult challenges into opportunities for leadership and success.

Featured topics include: Complying with ADA, Achieving Diversity, Stress Management, Performance-Based Education, Moving Up in A&R, SPEEDE/ExPRESS, and more. Whether you're in management, communications, operations, computers or support, don't miss this opportunity to receive useful information — including solutions that work — and network with other A&R professionals in the same boat!

Cost: \$45-\$55; Hotel: Reno Hilton, \$76/night, single or double. Contact: Gloria Rutberg, (202) 293-9161.

HONORING OUR COLLEAGUES AT NEWPORT BEACH:

At our annual conference, the Executive Board wants to honor our members who are leaving the profession. Do you know someone who is retiring in 1995? If you do please contact our President, Melanie Moore Bell at Gonzaga University. Please include this person's name, institution, title, and brief history of their significant accomplishments and contributions to the profession.

PACRAO EXECUTIVE BOARD 1995

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