

# SPRING 2022

# PACRAO NEWS



Pacific Association of Collegiate Registrars and Admission Officers



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Hello PACRAO!

I know we are all a bit exhausted from hearing the phrase “unprecedented times.” However, as an organization and my presidency, I can honestly say we are genuinely experiencing unprecedented events. As we know, the COVID pandemic has turned higher ed and staffing upside down. We at PACRAO were no exception. Sadly, three of our Board Members had to step away from the Board due to changes in their employment. Laura McKenzie (VP for Membership), Laura Remillard (VP for Professional Development), and Dani Ambrose (VP for Publications and Information Technology), we thank you for your hard work, time, and dedication to our organization. We will miss you.

In accordance with PACRAO [bylaws](#), the Executive Board appointed three eligible members to fill the vacancies. Gaby Asamsama- Acuna and Alex Underwood were elected and set to start their terms at the end of the November meeting, agreed to begin their terms early as VP for Membership and VP for Professional Development, respectively. Paul Lampano was appointed to complete the remainder of the VPPIT term. You will learn more about them in this newsletter.

I can genuinely say that having to sub in and fill three Board positions was not in the presidential brochure! 😊 I am so thankful to our current Board and membership for stepping in and helping. An extra special shout out to the Past PACRAO Presidents who provided me guidance and advice during this turbulent time. Now we can all move forward and focus on the exciting conference ahead.



PS. AACRAO happened! In person! It was so good to connect with many of you. You can read more about our AACRAO time together in this newsletter.

Be kind and take care!  
Soraira Urquiza, EdD  
PACRAO President & Registrar- AFI Conservatory



# Nominations & Elections

**Have you voted yet?** As part of PACRAO's governance structure, the Nominations and Elections (N&E) Committee serves the critical role of creating the slate of nominees for the PACRAO Executive Board and Audit Committee. As membership, your role is to elect the N&E committee members who will represent you. It's critical for all members to vote to continue supporting and building the best leadership teams for PACRAO.

An email to vote was sent early April. Voting is open until Wednesday, May 11th. A reminder will be sent out as we get closer to the end of the voting window. You can access voting through the Member Menu. Select the green Engagement Icon and click on Elections. Make sure to cast your vote!!!



The list of nominees will be on the ballot and from this list, you will select six candidates. The top six candidates will serve as the 2022-2023 PACRAO Nominations and Elections Committee. The top candidate in this year's election will serve on the 2022- 2023 N&E and will continue to the 2023-2024 N&E as that committee's Co-Chair. Visit <https://pacrao.org/nande-cand-2022.php> to learn more about each candidate.

Please VOTE, your voice matters.

Happy Voting!  
Jana and Erin

**Jana Jaraysi**  
Past President and Nominations and Elections Chair  
Director of Admissions, Eastern Washington University

**Erin Jensen**  
Co-Chair, Nominations and Elections  
Campus Director of Admissions, Washington State University Vancouver



# New Executive Board Members!



**Gaby Asamsama-Acuna**  
VP for Membership

I am the Registrar at Ventura College where I oversee the Admissions & Records Office and the Welcome Center. I have been working in higher education for over 15 years and attended my first ever PACRAO in 2014 in Portland, Oregon. I have served PACRAO in several capacities including the Local Arrangements Committee, PACRAO facilitator, and Professional Development Committee. I bring a strong background in leadership, problem solving, teamwork, mentoring, successful staff recruitment, understanding of processes, budget administration, academic program development to propel enrollment and retention while enhancing student achievement and learning experiences. As an academic leader, I am excited to serve and help assist with getting more members as a Vice President for Membership.

Paul Lampano is the Deputy Registrar at the University of California, Irvine and oversees the overall operations of the University Registrar's Office. Additionally, Paul has been working in higher education for over 20 years as an academic counselor and in a registrar's office.

Since joining PACRAO in 2006, he has been on the Local Arrangement Committee, Nominations and Elections Committee, the Treasurer, and most recently a faculty member for the Leadership Development Institute.

As an advocate for professional development and a PACRAOian, Paul sees the high value, guidance and support that PACRAO can offer to admissions and registrar officers. PACRAO provides us all a support group and network outside of our own institution to discuss and solve the changing landscape of higher education



**Paul Lampano**  
VP for Publications and  
Information Technology



**Alex Underwood**  
VP for Professional  
Development

Alex Underwood is the University Registrar at The University of Arizona, since May 2019. Prior to joining Arizona, Alex served as the Executive Director of Academic Systems and Student Records for City Colleges of Chicago, the largest community college district in Illinois serving over eighty thousand students a year. Alex's previous roles at City Colleges included District Director of Academic Systems and Registrar of Malcolm X College. He has over 15 years' experience in developing and implementing policies and procedures for academic operations, student records, curriculum management, and enrollment planning. Alex is someone who values the role that technology plays in the development of processes that maximize efficiencies for both students and the wider academic community. He has also served in several roles, including Registrar, at Kendall College in Chicago. He began his professional career as an Academic Advisor and believes this has rooted his life's work in the student experience.

## AACRAO Reflections

The 107th Annual AACRAO meeting took place April 3-6 in Portland, Oregon. For many of us it was the first time we had seen some of our east coast colleagues in over 2 years! Needless to say it was very emotional and exciting. It was a wonderful reminder of how rewarding in-person conferences are. Below are some reflections from some of our PACRAO members who were in attendance.

It was great to see many of our PACRAO Colleagues at the 107th AACRAO Annual Meeting, held April 3-6, 2022 in Portland. We attended awesome sessions, received important federal updates and ended with an inspiring Closing Speaker event with LeVar Burton. One of my takeaways from his remarks was a reminder to allow room for “space and grace” for ourselves. As we’re all in full-swing for spring quarter/semester that’s a real challenge. Being in-person with colleagues was a reminder about how wonderful and rewarding our professional connections are in adding value to the work we do each day. As we continue planning for our PACRAO Annual meeting, I am reinvigorated in reflecting on this past week and looking forward to time together at PACRAO 2023!

- Mel Frey, President-Elect



The AACRAO Annual Meeting provided attendees a long awaited opportunity to share best practices once again in person! AACRAO SPEEDE Committee hosted several sessions and a roundtable aimed at helping people get started with, or improve upon, electronic transcript exchange on their campuses. I was impressed at how engaged the attendees were and their motivation to improve processes for their institutions and students. I am thankful that we are able to get back to in person interactions with our friends and colleagues. These opportunities provide invaluable moments to reconnect, learn and share.

-Monterey Sims, Business Partner Liaison

# AACRAO Reflections

AACRAO conference in person was much needed. It was great to see colleagues again to connect and catch up about professional life and personal life. Every session I attended was filled with information I can take back to my team and colleagues. Also, it was a great reminder the changes taking place in higher education and shift in our craft is experienced by many. The keynote speakers were empowering, especially LeVar Burton. What we do is important. The impact we have on students and the behind the scenes magic is important. Thank you AACRAO! Can't wait for PACRAO 2023!  
-Jana Jaraysi, Director of Admissions, Eastern Washington University, Past President

AACRAO this year was fabulous! I was happy to be back in person and was fortunate to be one of the presenters of Registrar 201 alongside PACRAO all-stars - lead faculty Dr. Helen Garrett from University of Washington and Dr. Rebecca Mathern from Oregon State University [and two fabulous non-PACRAO faculty members]. It was a great pre-conference workshop and really showcased the knowledge of our region! I enjoyed introducing some of my new(ish) team members to their first AACRAO experience and connecting with more PACRAO colleagues. I had a lot of fun in Portland and look forward to PACRAO taking over the city in 2023!

-Alex Underwood, University Registrar, The University of Arizona; VP Professional Development, PACRAO



Comforting and confused are two words to describe AACRAO in Portland. Confused in that I couldn't believe we were in-person for the conference. Wave, dap, hand shake, or hug was always on my mind as I saw the many comforting faces that I have seen in past conferences. It was great to connect with many of the PACRAO colleagues that I've missed seeing. The Leadership Development Institute (LDI) faculty of Julia Pomerenk, Marc Booker, Kristen Labrecque, and I presented a mini version of the LDI to other state and regional leaders. You can read more about it in this month's newsletter. LaVar Burton also provided great insight to his commitment to education and his journey which hit home for me.

-Paul Lampano, Deputy Registrar, University of California, Irvine, VP for Publications & Information Technology



# LDI Update

## PACRAO LDI: Planting Seeds for Authenticity and Genuine Diversity

Earlier this month, when our colleagues from across the country gathered (in person!) in Portland for the AACRAO annual meeting, a mini version of the LDI experience was offered for state and regional association leaders. Kristen Labrecque and Paul Lampano led the group to explore authenticity and genuine diversity. Marc Booker and I provided context for the LDI and responded to questions about how other state and regional associations could support leadership development and greater diversity, equity, inclusion, and belonging.

At the end of the half-day, pre-conference workshop, Kristen Labrecque declared the participants as the graduates of LDI 4.1 and our newest LDI alums. I'm excited to see how our AACRAO colleagues will take the seeds of our LDI idea and cultivate new growth across the country.

The seeds of the LDI bloom for PACRAO. Many of the candidates for the Nominations and Elections Committee grew through the LDI during the past four years. LDI alums serve on the PACRAO board and as committee members and chairs. LDI alums have stepped into teaching roles with subsequent LDI cohorts.

I encourage you to see yourself and your colleagues growing with future LDI cohorts. Applications for the LDI's fifth cohort will open this summer. Consider applying yourself. Nudge and support others to apply for the 2022-2023 cohort. The next cohort will begin their LDI experience this coming fall.

Questions? Reach out to any of us who help lead the LDI. You can also learn more here: <https://www.pacrao.org/ldi.php>.

- Julia Pomerenk (Dean), University of Oregon, Oregon, [jpom@uoregon.edu](mailto:jpom@uoregon.edu)
- Marc Booker, University of Phoenix, Arizona, [marc.booker@phoenix.edu](mailto:marc.booker@phoenix.edu)
- Kristen Labrecque, University of Washington, Bothell, Washington, [klbrcq@uw.edu](mailto:klbrcq@uw.edu)
- Paul Lampano, University of California, Irvine, California, [plampano@uci.edu](mailto:plampano@uci.edu)



# Upcoming Webinar

Join PACRAO and the AACRAO Asian American and Pacific Islander Caucus for the webinar #StopAsianHate, Learn Asian American History

Tuesday May 17 at noon PST

[Register here](#)

Panelists:

Chris Huang | Associate Vice Chancellor and Registrar, Purdue University Fort Wayne

Jessica Gonzalez | Records Evaluator, Purdue University Global

Linda Lieu | Assistant Registrar of Student Records and Graduation, University of Pittsburgh

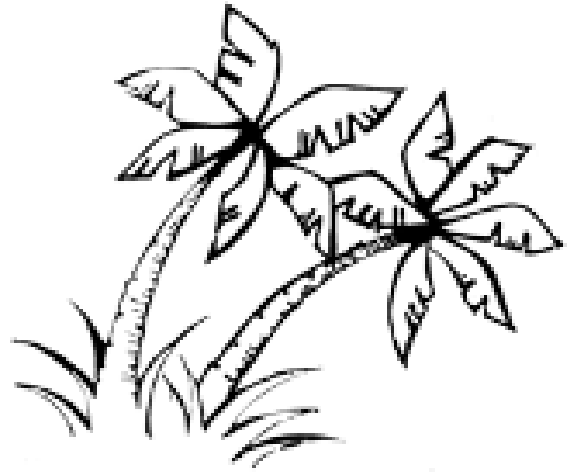
Brought to you by VP of Professional Development, Alex Underwood



## PACRAO 2006 – A Professional Paradise

I was recently asked by a California colleague if I had ever been to Hawaii. “Well, yes, several times,” I said. “Once even for a PACRAO conference...” He interrupted me with an incredulous, “PACRAO was in HAWAII?!!!?” Yes indeed.

The year was 2006. The meeting was held from November 5-8, at the Waikiki Beach Marriott Resort & Spa. Interestingly, the conference was originally scheduled to be held at a different property, but during the summer prior to the conference, PACRAO was informed that the contracted hotel would be undergoing a renovation that fall and would be unavailable to us! Michele Sandlin, Director of Admissions at Oregon State University at the time, was the Chair of the Local Arrangements Committee that year. She made a speedy trip to Hawaii to locate an alternate location, the Waikiki Beach Marriott Resort & Spa, and soon we had a new contract!



The conference was certainly memorable. There were nearly 300 attendees. We had a really great diversity speaker from the University of Hawaii, Dr. Doris Ching. I remember that she donated her speaking fee to scholarships at UH! The closing plenary was a very funny Marilyn Grey. She had us all chuckling with her wry humor! The infamous Leroy Rooker was on hand to update us on the latest FERPA news.

One thing I remember about the facility is that two of the session breakout rooms were actually on the roof of the convention center part of the property (and not connected to each other!). You had to walk across the roof to get to these rooms. They both had a lot of windows with views to the beach and ocean – a bit distracting, to say the least! Judging from the pictures online currently, the property has undergone some renovation and updating!

“Our Gala night that year was a trip off-site to Paradise Cove, where we all enjoyed a traditional Hawaiian feast and luau, complete with traditional hula dancers and fire dancers!! am pretty sure a few PACRAOnians joined the dancers on stage for part of the act! It was certainly a time to remember! Paradise Cove still offers the same feast and luau to this day!

PACRAO was held two other times in Hawaii. Both conferences were held in Honolulu, one in 1968 and again in 1981 at the Princess Kaiulani Hotel.

Sue Eveland,  
PACRAO Archivist



# LAC & Program Committee Memos

**PACRAO Annual Meeting 2022 • San Diego, CA • November 6-9**

Want to get involved with PACRAO but aren't sure where to start? Dip your toes in and meet our amazing board and members helping with our upcoming conference in San Diego. Members are needed on the **Local Arrangements Committee (LAC)**!

Areas of responsibilities for the LAC are:

Logistics: Check-in, supplies & registration

Gala: Entertainment, menu & décor

Food+: Meals, breaks & hospitality

Most of the work would occur during the conference itself, which is scheduled to be held at the Town & Country resort in Mission Valley, November 6-9, 2022. We would hold monthly zoom meetings where tasks may be assigned such as securing a DJ or florist that would perform independently between the meetings.

Looking for something even lower key and less commitment? Consider volunteering to work the reception/information desk. Get to know member and network while helping your fellow members the same time win/win.

Contact Ken Keziah at [kkeziah@ucsd.edu](mailto:kkeziah@ucsd.edu) for more details

## Have a session in mind?

### 2022 Call for Session Proposals!

On behalf of the 2022 Program Committee, we thank you in advance for your interest and participation.

## DETAILS COMING SOON!

Please contact Kylie Borges at [kborges@stanford.edu](mailto:kborges@stanford.edu) for more info!



# Announcements

## DDC Book Club Session Coming to the Annual Conference

The Diversity Development Committee (DDC) will be hosting a book club session at the annual conference in San Diego. We would like to give our members an opportunity to recommend a book that will lead to an interactive and engaging conversation during this live session. To submit your book recommendation to the DDC, [please complete this form by May 15, 2022: Diversity Book Club Recommendations](#)

We look forward to seeing you at the conference in November



## Calling all PACRAO Business Partners!!!

I hope you will save the date for PACRAO 2022 November 6-9 at the beautiful Town and Country in San Diego!

Sponsorship opportunities will be announced next month!

*Stay tuned!*

Monterey Sims, PACRAO Business Partner Liaison

Monterey.Sims@phoenix.edu

# Your Executive Board



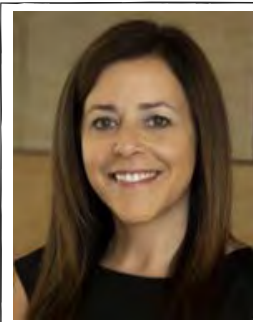
Soraira Urquiza  
President



Jana Jaraysi  
Past President



Mel Frey  
President-Elect



Audra McQuarie  
VP for Diversity  
Development



Gaby Asamsama-Acuna  
VP for Membership



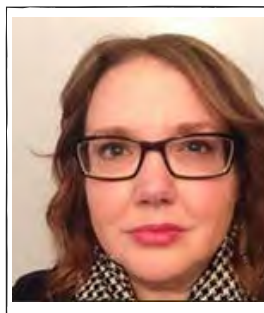
Alex Underwood  
VP for Professional  
Development



Paul Lampano  
VP for Publications &  
Information Technology



Joshua Reinhold  
Secretary



Tina Miller  
Treasurer



Karen Khuu  
Treasurer-Elect



Monterey Sims  
Business Partner  
Liaison



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