



# PACRAO NEWS

Pacific Association of Collegiate Registrars and Admission Officers

Spring 2020

## Our new landscape

About four weeks ago, I sent our membership a note of hope for our future and about the dramatic changes that had occurred in a short time both on this continent and around the world. Nothing has let up in that arena. We continue to face challenges everyday in our work, with our families and friends, and within society. Whether you are 'over' the remote work thing, tired from trying to homeschool and work at the same time, or just feeling antsy about being stuck at home - you are not alone.

Personally, I need to remember this. It's been challenging. I feel that my work responsibilities have actually increased, yet trying to do it all while my kids need attention, too, has not been easy. There are times when I feel that I'm failing at everything and yet, I have it easy; I have a home, a job, and a lot of support. This weekend I took time to re-center and reflect on what's important. My biggest takeaway is that I am doing my best and that will be good enough... because it *has* to be good enough. I will strive to improve, but also give myself the grace of not mastering everything during this time.

The reason I say all of this is because we all need to remember this and take care of ourselves and each other. It reflects who we are as humans and what is important in our culture and organizations. PACRAO has always been a culture of care. Like a family, we help each other and chip in where and when we are needed. PACRAO is at a crossroads right now; determining what is best for the organization means that we need to understand what our membership needs most during this turbulent time.

We are in the midst of collecting annual meeting session proposals from membership, but the submission rate has been quite low. Frankly, no one is surprised. Registrars are trying to rework 'meeting times' from on-campus to remote, and admissions leaders are trying to redo admissions criteria for high school students who may or may not even earn grades this spring. Very few people are focused on an annual meeting that seems far away, and perhaps in limbo given that most states are restricting travel, institutions are facing dramatic budget cuts, and no one can predict what fall 2020 will be like.

I cannot tell you what PACRAO 2020 (Seattle) will look like... yet. I wish I could. The executive board has discussed this topic several times and we have more to discuss before coming to the membership with considerations about how we might move forward. The situation is complex and includes numerous factors such as membership attendance, participation, contracts, travel policies, and much more. In the interim, we hope that members will consider submitting a session proposal for whatever form of an annual meeting can happen (in person, virtually, remotely, whatever it may look like) so that we can continue to share our expertise with each other.

Trust that as we move forward, we will reach out to you, the membership, to help be a guide and a partner in these uncharted waters ahead.

Rebecca Mathern, PhD

Associate Provost and University Registrar—Oregon State University



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## Nominations and Elections



## Brought to you by your Past President, Chris Sweet

Hello PACRAO Members!

What a crazy time in our lives, for sure. In an attempt to get back to “normal,” it is time for PACRAO elections and to vote for the next Nominations & Elections committee (N&E). In PACRAO’s governmental structure, the N&E serves the critical role of creating the slate of nominees for the PACRAO Executive Board and Audit Committee. In selecting the N&E, you as a PACRAO member are selecting the representative body who will speak on your behalf in the Board of Directors and Audit Committee selection process. Therefore, it is vital that you exercise your right to VOTE!

If you haven’t already, you will soon be receiving an email with a link to vote. In the meantime, you can review the candidates via this newsletter and be ready to cast your vote!

From the list of nominees on the following pages, you will be selecting six candidates. The top six vote getters will serve as the 2020-2021 PACRAO Nominations and Elections Committee. The next two vote getters will serve as alternates should an elected member not be able to serve. The top vote getter in this year’s election will serve on the 2020-2021 N&E and will continue on to the 2021-2022 N&E as that committee’s Vice Chair.

I hope you will vote. You do not need to have in-depth knowledge of our candidates in order to vote. You only need to consider the bios the candidates have submitted and vote for the six people who you think will most ably serve on the N&E. Again, this body plays an important role in the governance of PACRAO as they represent YOU!

The candidates for this year’s Nominations and Elections Committee are listed below with bios on the following pages.

Helena Babiski, Coconino Community College  
Annette Casas, Chapman University  
Crystal Ego, Stanford University  
Ashley Koepke, University of Providence  
Gordon (Ian) Wischmeier, Northern Arizona University  
Jill Rodgers-Lash, University of the Pacific  
Tchad Sanger, University of California, Santa Cruz  
Alisha Higley, Southern Oregon University  
Jason Trosine, Washington State University  
Biljana Jovanovska, Washington State University (previously University of Idaho)

## Nominations and Elections



### **Helena Babiski, Coconino Community College**

I am the Assistant Registrar and Curriculum Coordinator at Coconino Community College. While I have been with the institution for about a year and a half, I am not new to higher education. I was previously with AZTransfer and the Arizona Board of Regents for 7 years and prior to that with the UofA College of Medicine in Phoenix. I became interested in PACRAO immediately when my Registrar introduced me to becoming involved. Upon learning of the opportunity of the Leadership Development Institute program I knew I wanted to apply. The experience has been amazing for me, growing both personally and professionally. I found PACRAO to be one of the most welcoming organizations I've been involved with and would love to continue that involvement in a way that would allow me to give back and give that same commitment to others.



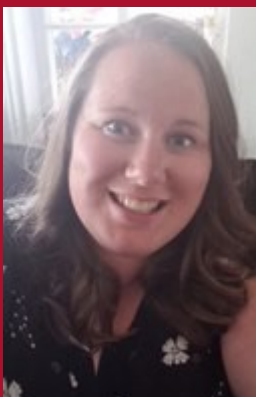
### **Annette Casas, Chapman University**

I am currently the Associate Registrar-Scheduling & Registration at Chapman University. I love working with staff and students as well as learning new ways to make the overall process and experience better for the campus community. I am currently in the Leadership Development Institute Cohort this year with PACRAO and am enjoying learning about leadership and connecting with other PACRAO members. I am interested in this position because I want to get involved in PACRAO and help myself grow as an individual and as a registrar.



### **Crystal Ego, Stanford University**

Hello, my name is Crystal. I work at Stanford University in the Registrar's Office for the Courses and Scheduling team. I never thought I would be working in higher education but I'm loving being involved with improving the curriculum for the University. I hope to be elected because I want to be more involved with PACRAO and its efforts to ensure a diverse group of candidates. I truly believe that if I was placed in the position I would bring fresh ideas to PACRAO and the Nominations and Elections committee.



### **Ashley Koepke, University of Providence**

I serve the University of Providence as the Associate Registrar. I am currently in my 8th year in this position. My current role focuses on the functional and technical aspects of technology as it pertains to the registrar's office and student success. As a young professional in this unique career, finding connections with other professionals who understand my role and speak the same language has been invaluable and inspiring. Through PACRAO I have made friends, gained role models, and opened a world of resources. I am just stepping out of my comfort zone to give back to this great organization.

## Nominations and Elections



### **Gordon (Ian) Wischmeier, Northern Arizona University**

I have worked in higher education for about 14 years. I started working in academic advising as an academic advisor and then ultimately a Coordinator supervising people and processes. I then worked as a Coordinator for online programs. After about 8 years of working in academic advising I became an Associate Registrar. I have been a Sr Associate Registrar for about 1 year now. Working in this field has been a true calling. I would like to give back to the field, but on a regional level. I feel a kinship to all institutions of higher education, but more particularly schools in the western united states. I also enjoy mountain biking, telemark skiing, and time with my family.



### **Jill Rodgers-Lash, University of the Pacific**

2019 was my first PACRAO and I really enjoyed meeting a bunch of new folks, presenting and learning about the organization's workings. Being a PACRAO Pal and attending the Leadership Development Institute session where I had the opportunity to see a glimpse of the strong connections formed, were just a couple of the wonderful experiences that reinforced my desire to become more involved in the hard work it takes to make PACRAO, PACRAO. I have been in the registrar's office for five years and in higher education for about 13 and I love this community. Joining the Nominations and Elections Committee would allow me to give back and encourage others to reach for their stretch goals, ultimately helping folks in the field while assisting in keeping the organization strong.



### **Tchad Sanger, University of California, Santa Cruz**

Tchad Sanger has served as the University of California, Santa Cruz's University Registrar since 2014. Tchad received his Bachelor of Arts in Psychology from the University of California, Santa Cruz, and began his professional career on campus in 1993 as Public Information Adviser in the Office of the Registrar. His twenty-six year career at UCSC has included advising, management, systems implementation, and leadership. Tchad's first PACRAO conference was in 2009 in Newport Beach, CA. He has always valued the professional development opportunities and community that PACRAO offers. In addition to his work in Advising and the Registrar's Office, he also served as the Chair for the UC Lesbian, Gay, Bisexual, Transgender, Intersex Association and Co-Chair for the UC Santa Cruz Gay, Lesbian, Bisexual, Transgender, Community Concerns Committee, where he advocated for same-sex domestic partner benefits, and inclusion and safety for transgender and intersex communities. Tchad is known for working tirelessly on behalf of students, faculty, staff and alumni and looks forward to deepening his involvement with PACRAO.



## Nominations and Elections



### **Alisha Higley, Southern Oregon University**

I am the Associate Registrar and Associate Director of Enrollment Services. I started at Southern Oregon University in 2015 as an Enrollment Services Associate working as a front line staff member assisting students with questions regarding registration, financial aid, and student accounts. It was in the position I found my love for higher education. I felt I found my purpose and knew in my gut and heart higher ed was where I needed to build my career. In 2017 I became the Customer Service Manager of Enrollment Operations. Here is where I made several changes to our front line operations; especially during the first week of term. I also revamped the job duties for our student workers allowing them to do more, have more responsibilities to start building their resumes. In July of 2019 I moved into my current role which is allowing me to grow personally and professionally. I first attended PACRAO in 2017 and have been hooked since! I love the professional development that comes out of this conference. I participated in PACRAO's first ever Leadership Development Institute. Being a part of LDI was an amazing experience which helped give me the some much needed confidence in accepting my current role as well as presenting a full session on my own during last years conference. I have gained so much from this conference that I want to give that back in return to the organization. I would be honored serve as a member of the N&E Committee.



### **Jason Trosine, Washington State University**

I have served as the campus registrar at Washington State University Spokane since 2017. I recently completed the first cohort for the Leadership Development Institute with the Pacific Association of Collegiate Registrars and Admissions Officers (PACRAO). When I am not in my office assisting students, faculty and staff, I spend time playing ice hockey, teaching and even studying as a student at Gonzaga University. I am currently working on completing my PhD in Leadership Studies at Gonzaga University. My first PACRAO experience was in 2018 at the Spokane conference. I was able to attend the conference after only being in the Registrar seat for about 3 days. The first thing that I noticed was how friendly everyone was. The conference was a wonderful opportunity for me to expand the limited knowledge that I had of the role of the Registrar. It did not take long to get to know a few of the members attending the conference. I intentionally went around to a few tables at the lunch or dinner events so that I could introduce myself and meet new people. The reason that I would like to be a part of the Nominations and Elections committee is this provides me another opportunity to first, meet new people, and second, to recognize those who work so hard to make this event great. I really enjoy getting to meet new people and think that I would be a perfect fit for this committee.



### **Biljana Jovanovska, Washington State University (previously University of Idaho)**

Hello Everyone! I'm looking forward to this professional opportunity because I love providing service as part of higher education. I'm very passionate about helping students, faculty and staff. Currently I'm ending my position as the Assistant Registrar at the University of Idaho and starting my new adventure as the Registrar (or Regi-star) at Washington State University-Vancouver. I have been part of higher ed for the past 10 years and has been a tremendous experience. I have learned that we never stop learning and reaching new heights. Being part of PACRAO has changed my life in so many ways, but one of the most important ways has been by being mentored and provided guidance from other professionals in the field. It looks like it is time to take those reigns and learn new things as well as expose my self to new challenges that will help me grow in leadership and provide service on a regional level. I believe that being elected will enable me to learn, grow and serve with everything I have learned so far and build some amazing relationships.

## VP, Professional Development Update



## Brought to you by Soraira Urquiza, American Film Institute

By now I think it is safe to say that our offices may look a little different than we are used to. I personally have a dog at my feet, a husband who is doing work around the house, and a fresh loaf of bread baking in the oven. Not quite the environment I am accustomed to as I process IPEDS. But this is my new normal. Meeting after meeting in my home office via Microsoft Teams and Zoom. But somehow, I am managing. Our current global situation is not ideal and requires some getting used to- so I want to share with you some tips that helped me adjust to this new normal and be as productive as could be expected.

1. Designate a workspace. This will help get you in the right mind set.
2. Keep clearly defined working hours (if you can). Just as you designate and separate your physical workspace, you should be clear about when you're working and when you're not. You'll get your best work done and be most ready to transition back to the office if you stick with your regular hours.
3. Build transitions into (and out of) work. This also helps with mindset preparation. I never realized how much my commute to and from work assisted with this one.
4. Communicate. Do what you can; discuss when you can't. Both with family and work colleagues.
5. Don't forget to socialize! Zoom happy hour anyone?
6. Get some physical activity or meditation in. This will help alleviate stress. I personally never did yoga until the quarantine. Now I find beginner yoga videos on YouTube & follow along.
7. Get dressed. This helps with the transition from "work you" to "home you."
8. Embrace the webcam. Conference calls are tough — there are time delays, not knowing who's talking because you can't see the person, people getting interrupted on accident. Webcams can solve a number of these issues: the sense of isolation and that confusion.
9. Manage expectations. Sometimes things may not be able to get finished. That's ok. Again, communication is key!
10. Be kind to yourself. Remember we are in truly unprecedented times. This is a **GLOBAL** issue, meaning you are not alone. Every school in the world is dealing with this- not just you. This is a pandemic, not a productivity contest.

All of these are various tips from folks who work from home regularly. Some of them may be applicable, some may not. I personally really enjoy working in my sweatpants and hoodie instead of a blazer with trousers (I am dreading having to wear jeans again!). However, the most important one is number 10- be kind to yourself. I cannot stress that enough. The entire world has stopped. We are only one person. It's ok to step back and give yourself a hug, get in a good cry, or do anything that brings you joy. This is not easy time. But remember you have colleagues who can help you, who are willing to listen, and willing to cheer you up.

Lastly, this is not permanent. We will see each other again, we will learn together, we will hug each other again, we will dance together, and we will laugh together again. Stay safe.



### Sources

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## Diversity Development Committee – Book Club Voting Opportunity

The Diversity Development Committee has been meeting regularly to plan for the upcoming PACRAO Annual Meeting, however that may look. Our goal for this event is to bring a variety of sessions and activities that focus on current trends in equity, diversity, and inclusion.

This year, we will continue to offer a Diversity Development Book Club session that will allow our membership to gather together and share their thoughts, takeaways, and growth experiences related to reading the book as a community. The committee has identified four possible book opportunities for this year and we would like your help in deciding on the book that we will feature this year. The book choices and links for descriptions (courtesy of Amazon) are:

[Inclusion: Diversity, The New Workplace & The Will To Change by Jennifer Brown](#)

[Why Are All the Black Kids Sitting Together in the Cafeteria?: And Other Conversations About Race by Beverly Daniel Tatum](#)

[WOLFPACK: How to Come Together, Unleash Our Power, and Change the Game by Abby Wambach](#)

[Subtle Acts of Exclusion: How to Understand, Identify, and Stop Microaggressions by Tiffany Jana & Michael Baran](#)

Once the book has been selected by our PACRAO membership, we will send out a notification to solicit interest in participation. The Diversity Development Committee will be sponsoring this discussion and purchasing the book for a limited number of participants to be mailed out in advance of the discussion, along with some book conversation starters that we will use.

Please take the opportunity to complete the survey at the following link and express your interest in rating the books in order of your top two preferences by May 15, 2020: [Book Club Survey](#)

You can also get to know your Diversity Development Committee by visiting the [PACRAO Diversity Committee page](#).

We look forward to further engagement with the PACRAO community in the future.

## From the Archives



## Women's History Month and PACRAO

**By Sue Eveland, PACRAO Archivist**

In celebration of Women's History Month (that was March 2020), we look back at some important women in our association's history. One important female from PACRAO's history was Ms. Clara Kilbourn. She served as the Registrar at Mills College in Oakland, California in the early 1920's. She acted as the Temporary Organizer for a group of registrars on Nov 5-6, 1926, when 25 registrars from up and down the west coast met for just the second time in history to discuss forming an organization. The meeting was held on the campuses of Cal Berkeley and Mills College to determine our association's destiny. At that meeting, the Pacific Coast Association of Collegiate Registrars (PCACR now PACRAO) formally adopted the constitution of our national organization and we became our own legitimate organization (with one small change – the annual dues were only \$2 instead of \$5).

Ms. Kilbourn earned her bachelor's degree from Washburn College in Kansas in 1913 and was a grad student at UC Berkeley in 1926. She served as Assistant to the Registrar at Mills in 1926. As the Temporary Organizer of PCACR, she is listed as PACRAO's first female president, though technically neither she nor O.L. Elliot, who gathered the very first group in 1923, were actually ever "the President." Ms. Kilbourn continued to be involved in PACACR and paid her \$2 dues to PCACR in 1927; that year she was listed on the roster as the Registrar at Mills College.

PCACR would not elect its first female President until eleven years later, in 1937, when Florence N. Brady served as president; that year the conference was held in Walla Walla, Washington. Ms. Brady was born in Muncie, Indiana on September 20, 1899 and moved to California in her youth. She graduated from Occidental College in Los Angeles in 1919; during her senior year, she served as graduate manager at Occidental, then served as Assistant Registrar from 1927 to 1930, then finally, as the Registrar at Occidental from 1930 until 1966.

In 1957-58, she served on the AACRAO board as Secretary; then in 1964, she served as the President of AACRAO. She was also active in the American Association of University Women, the Los Angeles Girls Council, and Gamma Kappa Theta Sorority. You can find her name sprinkled throughout AACRAO and PACRAO archives as a frequent conference attendee, or a board member, or a compiler of PACRAO data, or a contributor to various publications. She published an Article in AACRAO's C&U in Winter 1982 entitled "Women Leaders in AACRAO." [https://www.aacrao.org/docs/default-source/c-u-.pdfs/57-2---winter-1982.pdf?sfvrsn=643277b2\\_2](https://www.aacrao.org/docs/default-source/c-u-.pdfs/57-2---winter-1982.pdf?sfvrsn=643277b2_2)





## From the Archives



## Women's History Month and PACRAO

After her retirement, Ms. Brady served for two years as administrative assistant to the dean of faculty, then she fully retired in 1968. Ms. Brady never married and never moved away from the LA area. She died on October 19, 1986 and is buried in Forest Lawn Memorial Park/Glendale, alongside her mother, Anna and her brother, Arthur. There is an endowed scholarship at Occidental under her name and the Weingart Center on the Occidental campus includes a lounge dedicated to the memory of Florence Norma Brady. She continues to make an annual appearance at Occidental Alumni Meetings, in the form of a life-sized cutout!

Photo credits: Soraira Urquiza, VP for Professional Development



# Your Executive Board

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