WASHINGTON ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

2016 Annual Conference

August 4, 2016
University of Washington Tacoma

Tacoma, Washington

WaACRAO Executive Committee Members

President: David Sundine, University of Washington Seattle

Karen Bade – Bellingham Technical College

Andrea Coker-Anderson – University of Washington Tacoma

Tina Miller – University of Washington Seattle

Marianne Ramos Schulze – University of Washington Seattle

Kathy Rhodes – North Seattle Community College

Rose Spodobalski-Brower – Central Washington University

Leland A. Widner – University of Washington Bothell
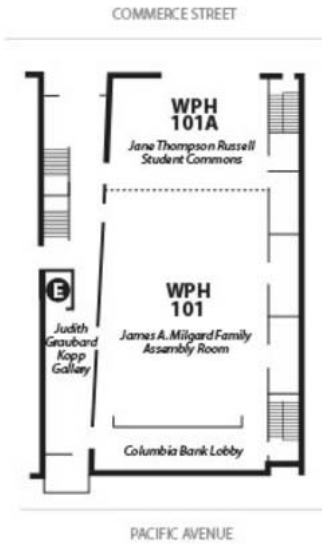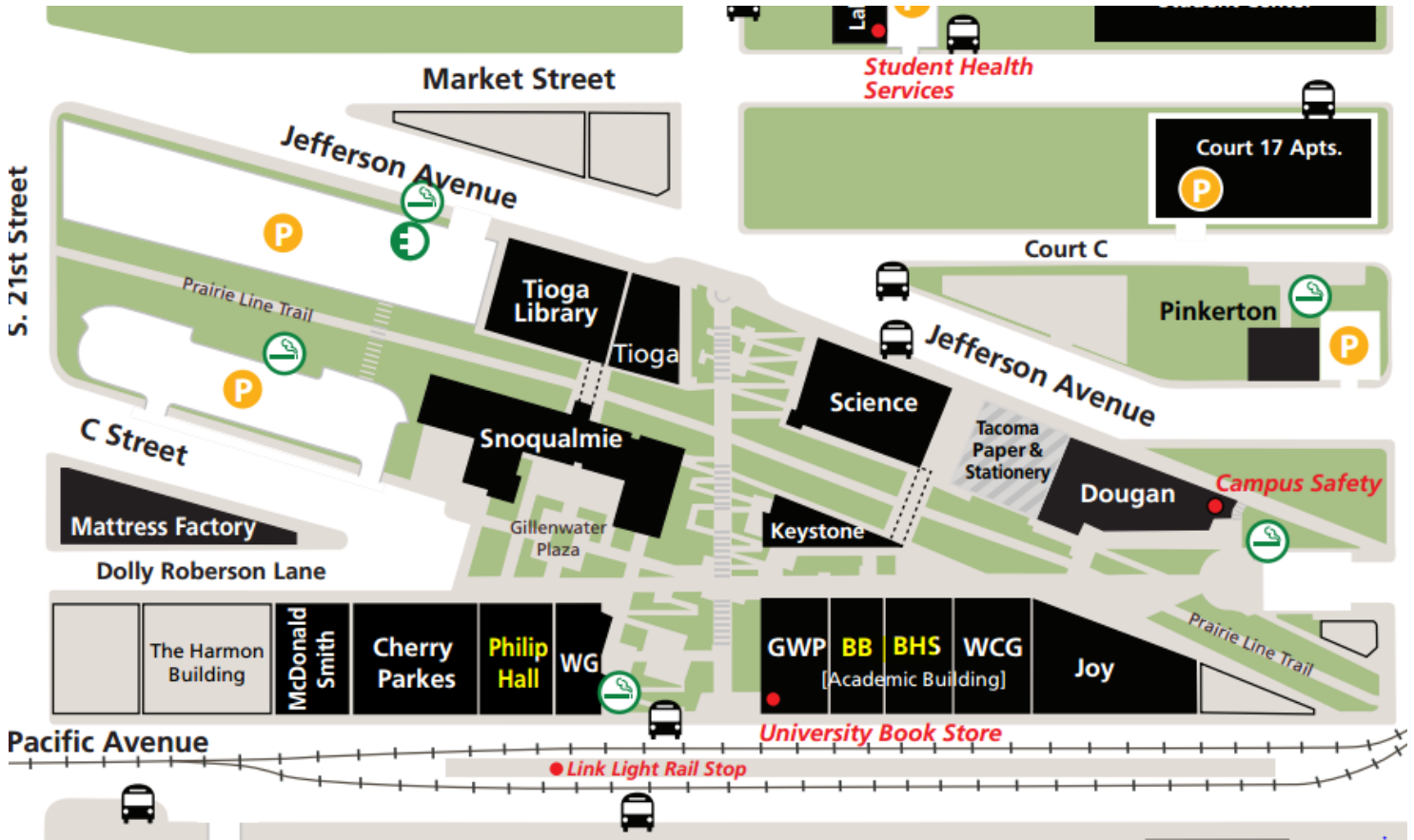

Mission Statement

To provide for the dissemination of information and the exchange of ideas

state-wide issues of mutual interest to member institutions.

To foster a better understanding of the activities of member institutions and to develop a spirit of cooperation, collaboration, and unity in addressing issues of mutual concern.
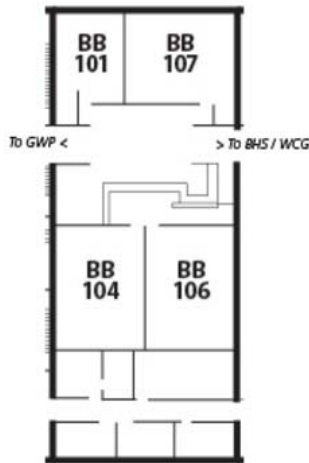
To promote the development of individual participants in areas that will

enhance their performance as student services professionals.

To enhance communication amongst existing established groups within the state of Washington (private schools, public schools, etc.)
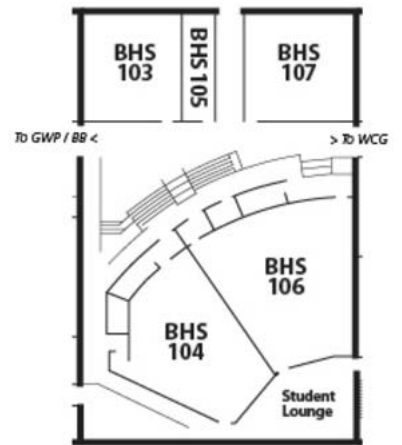
University of Washington Tacoma

Market Street

Jefferson Avenue

S. 21st Street

P

Prairie Line Trail

P

P

C Street

Tioga Library

Tioga

Snoqualmie

Mattress Factory

Gillenwater Plaza

Dolly Roberson Lane

The Harmon Building

McDonald Smith

Cherry Parkes

Philip Hall

WG

Pacific Avenue

Student Health Services

Court 17 Apts.
P

Court C

Pinkerton
P

Jefferson Avenue

Science

Tacoma Paper & Stationery

Dougan

Campus Safety

Keystone

Prairie Line Trail

GWP | **BB** | **BHS** | **WCG**
[Academic Building]
Joy

University Book Store

● *Link Light Rail Stop*

COMMERCE STREET

WPH 101A
Jane Thompson Russell Student Commons

E
Judith Graubard Kopp Gallary

WPH 101
James A. Milgard Family Assembly Room

Columbia Bank Lobby

PACIFIC AVENUE

WILLIAM W. PHILIP HALL
FIRST FLOOR

BB 101 | BB 107

To GWP <   > To BHS / WCG

BB 104 | BB 106

BB
FIRST FLOOR

BHS 103 | BHS 105 | BHS 107

To GWP / BB <   > To WCG

BHS 106

BHS 104

Student Lounge

BHS
FIRST FLOOR

AGENDA

8:00-8:45   **Check in, Colleague Connections (***Phillip Hall)*

8:45-9:20   **Welcome:** David Sundine, WaACRAO President

                AACRAO Guest Speaker: Monique Snowden, AACRAO VP for Access and Equity

9:30-10:45   **Breakout Session One**

Session Title	Presenter/Facilitator	Room
Residency 101	Justin Kjolseth, Attorney General Tania Swanger, Assistant Registrar, Washington State University	BHS 106
Creating a Safe Zone on Your Campus (part 1)	Karl Ritter, Registrar, Everett Community College	BHS 104
Running Start Roundtable	Chelsea Good	BB 104
FERPA 101: A Private Conversation	Helen Garrett, University Registrar & Chief Officer for Enrollment Information Services, UW Seattle	BB 106

10:45-11:00   **Break and Refreshments**

11:00-12:15   **Breakout Session Two**

Session Title	Presenter/Facilitator	Room
Residency Roundtable	Justin Kjolseth, Attorney General Tania Swanger, Assistant Registrar, Washington State University	BHS 106
Creating a Safe Zone on your Campus (part 2)	Karl Ritter, Registrar, Everett Community College	BHS 104
Working with Difficult and Disruptive people	Al Souma, Rehabilitation Counselor & Director Disability Support Services, Seattle Central College	BB 104
Leading a Multi-generational Staff or Working Well within a Multi-generational Workplace	Julia Pomerenk, Registrar, Washington State University	BB 106

12:15-1:15   **LUNCH: includes presentation by Platinum Partner**

                DIGIARC *(Phillip Hall)*

1:15-2:30   Breakout Session Three

Session Title	Presenter/Facilitator	Room
Adding Delight to Customer Service	Julia Pomerenk, Registrar, Washington State University	BHS 106
Prior Learning Assessment	Patrick Brown, Registrar, Renton Technical College	BHS 104
GI Bill 101	Laura Bach, Assistant Director, Washington Achievement Council	BB 104
Inward to Outward: Mindful reflection for improving student interactions	Mike Singletary, Registrar, Whatcom Community College	BB 106

2:30-2:45   Break and Refreshments

2:45-4:00   Breakout Session Four

Session Title	Presenter/Facilitator	Room
Where Does My Job End and My Life Begin?	Helen Garrett, University Registrar & Chief Officer for Enrollment Information Services, UW Seattle	BHS 106
PeopleSoft — Where Are We Now?	Betsy Abts, Dean of Entry and Enrollment Management/Registrar, Tacoma Community College Steve Bays, Associate Dean of Enrollment Services/Registrar, Spokane Falls Community College Roxanne Beloit, Director of Admissions & Registration, Spokane Community College	BHS 104
Self-Directed Placement	Patrick Brown, Registrar, Renton Technical College	BB 104
Building Community Across Campus	Kathy Rhodes, Dean of Enrollment Services/Registrar North Seattle College	BB 106

4:00-4:30 Raffle Event and Wrap Up *(Phillip Hall)*

SESSION INFORMATION

Breakout Session 1

Residency 101: *Justin Kjolseth, Attorney General; and Tania Swanger, Assistant Registrar, Washington State University*

Residency basics as it pertains to two and four year institutions. Review of the basics of residency as it pertains to the two and four year institutions. Review of resources and common practices.

Creating a Safe Zone on Your Campus: *Karl Ritter, Registrar, Everett Community College*

Our students identify in a variety of ways – and those terms evolve and change. Our campuses are more diverse, and our students and employees deserve a safe place to be who they are while they are learning and growing. This interactive training reviews language and explores identities as a way to better understand our students. There are active ways we can be advocates and allies to our LGBTQIA+ students (and yes, we will explain the components of that acronym!) Karl is the club advisor for EvCC's Triangle Alliance (LGBTQIA+ Student Club), and a member of EvCC's Safe Zone. Note that this is a 2-part session that will be continued during Breakout Session Two.

Running Start Roundtable: *Chelsea Good*

Best Practices discussed, as well as possible changes due to ctcLink.

FERPA 101: A Private Conversation: *Helen Garrett, University Registrar & Chief Officer for Enrollment Information Services, University of Washington*

As custodian of student records working at institutions of higher education receiving department of Education Title IV funds we are all responsible for understanding, explaining, and upholding the Family Educational Rights Act (FERPA) of 1974. This session will cover the FERPA basics to give those new to understanding FERPA a solid foundation, while providing the more seasoned attendees with a chance to brush up on the most important things to know about this privacy law.

Breakout Session 2

Residency Roundtable: *Justin Kjolseth, Attorney General; and Tania Swanger, Assistant Registrar, Washington State University*

More in-depth review of residency questions that have come across the list serve.

Creating a Safe Zone on your campus: *Karl Ritter, Registrar, Everett Community College*

Continued from Breakout Session One.

Working with Difficult and Disruptive people: *Al Souma, Rehabilitation Counselor/Director Disability Support Services, Seattle Central College*

We will identify disruptive behaviors seen on campus today from both the perspective of the student and the perspective of student support services and faculty who must respond to these behaviors. This talk will be highly interactive with the expectations that audience members will contribute lived experiences.

Leading a Multi-generational Staff or Working Well within a Multi-Generational Workplace: *Julia Pomerenk, Registrar, Washington State University*

Though we may feel that we work best with co-workers within our age range, our co-workers likely include individuals who are generations younger or generations older than we are. We are called to collaborate across generations and despite generational differences. During this session, we will learn more about the strengths and weaknesses of different generations. What skills and perspectives do they bring to the office? What skills and perspectives could be enhanced? What strategies will help us all work best together?

Breakout Session 3

Adding Delight to Customer Service: *Julia Pomerenk, Registrar, Washington State University*

How can we add delight to the service that we provide to our students, parents, faculty, and other colleagues? During this session, we will consider who we serve and what expectations they have. Seven skills will be presented as simple ways to make our customer service extraordinary. Tips for serving over the phone and via email will be included. We will conclude by discussing how to respond well in difficult situations.

Prior Learning Assessment: *Patrick Brown, Registrar, Renton Technical College*
Where have we been and where are we going. Best practices are shared.

GI Bill 101: *Laura Bach, Assistant Director, Washington Achievement Council*
A brief overview of the GI Bill and approval process.

Inward to Outward: Mindful reflection for improving student interactions: *Mike Singletary, Registrar, Whatcom Community College*
Description TBA

Where Does My Job End and My Life Begin? *Helen Garrett, University Registrar & Chief Officer for Enrollment Information Services, University of Washington*

While sessions on finding life balance seemed to have made the conference circuit over the last ten years and may seem like a pipe dream, the challenges we all face to find that equilibrium between giving our all to our jobs while letting go and focusing on the home front never go away. This session will highlight that you are not alone and will give you the gift of some practical steps to take to find that work and home life balance.

PeopleSoft – Where are we now? *Betsy Abts, Dean of Entry and Enrollment Management/Registrar, Tacoma Community College; Steve Bays, Associate Dean of Enrollment Services/Registrar, Spokane Falls Community College; Roxanne Beloit, Director of Admissions & Registration, Spokane Community College*

Hear from the "pilot" schools how things are going. Lessons learned. Things they wish they had known.

Self-Directed Placement: *Patrick Brown, Registrar, Renton Technical College*

What mechanism have you chosen to use for "Directed Self Placement". How have you engaged your faculty? How has this worked for you?

Building Community Across Campus: *Kathy Rhodes, Dean of Enrollment Services/Registrar, North Seattle College*

It has been said that in the next decade Americas will feel even more isolated. We spend 40 plus hours at work. How do we connect in a meaningful way with our co-workers? How do we build community bridges between student's services and instruction? I'll share strategies that have worked in bringing instruction, administration and student services staff together. Creating a rich feeling of community.

The History of WACCRAO/WACRAO/WaACRAO

In 1968, the first official meeting of the Washington State Community College Registrars and Admissions Officers (WACCRAO) met. It included representatives from all of Washington's community colleges.

By 1976, the term "Association" had been added to the group's official title.

In 1992, in response to the addition of the technical colleges to the state's community college system, the name was once again changed to the Washington Council of Registrars and Admissions Officers (WACRAO).

Perhaps as a result of the World Wide Web, and the increased ability to freely communicate, confusion developed over the WACRAO acronym. Constituents from across the nation incorrectly assumed the acronym belonged to Washington Association of Collegiate Registrars and Admissions Officers, a state subsidiary of AACRAO and PACRAO that most certainly included all higher education institutions within the state.

Examples of such state subsidiaries associated with PACRAO/AACRAO are: AzACRAO-Arizona; BCRA-British Columbia; CACCRAO-California; OrACRAO-Oregon; UACRA-Utah; WARUCC-Western Canada

Other admissions and registration groups that formed independently of WACRAO within Washington's higher education system include:
- ICORA: Comprised of all Washington public baccalaureate institutions
- PROW: Comprised of Washington private baccalaureate institutions

And still other related Washington statewide groups, both formal and informal, include:
- Credentials Evaluator group
- AWISA: Association of Washington International Student Affairs
- A yearly Residency workshop group

In fall of 2002, the topic of a need to change the WACRAO acronym was introduced under the leadership of that year's president. Discussion continued during both the winter and spring 2003 meetings. At the Spring 03 meeting, the group decided to officially vote on whether to pursue a new name and acronym. As a result, in the fall of 2003, the succeeding WACRAO president finalized the name change and bylaws amendment process.

In winter of 2004, WACRAO was officially changed to ARC, Admissions and Registration Council (ARC).

Over the next several academic years, ARC continued its discussions of partnering with its 4-year public and private constituents to create a true WACRAO organization. This possibility was presented to both constituents mentioned above and was consistently met with positive responses.

A grassroots steering committee was formed and came together on September 12, 2005 to discuss the possibility of a Washington ACRAO endeavor. Additional members were solicited to add balance and representation from each constituent group.

The suggestion for the WaACRAO acronym was to avoid confusion with Wisconsin's version, which already bears the WACRAO acronym.

This steering committee does not view WaACRAO as a policy/decision-making body, but rather as a means to share information, discuss common concerns and to collectively provide professional development opportunities that otherwise might not be available at individual institutions. It sees the following as common Washington statewide issues that would fit appropriately within a statewide association:

Transfer Articulation (currently a legislative high priority; Residency; FERPA; Systems (electronic transcripts, Clearinghouse, etc.); Professional Development

On May 3, 2006, the first official meeting of WaACRAO occurred at Big Bend Community College in Moses Lake, WA.

WaACRAO thanks our 2016 Conference Partners!

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Gold Level Partner

A Special Thanks To:

University of Washington Tacoma

for hosting the WaACRAO conference

WaACRAO Website

http://waacrao.org