



WASHINGTON ASSOCIATION OF COLLEGIATE REGISTRARS AND ADMISSIONS OFFICERS

August 2, 2018
Central Washington University
Ellensburg, Washington



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Mission Statement

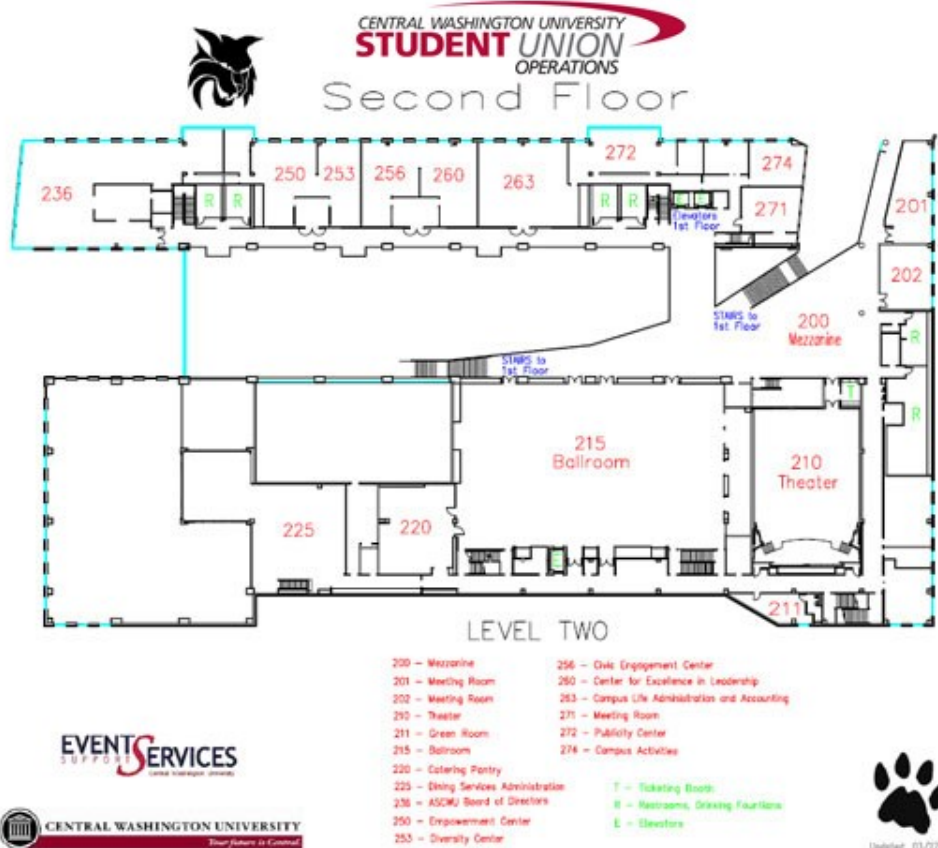
To provide for the dissemination of information and the exchange of ideas related to state-wide issues of mutual interest to member institutions.

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.)

WiFi – CWU Public, no password needed



AGENDA

8:00-8:30 **Check in and Colleague Connections –**

8:30-9:15 **Welcome:** Andrea Coker-Anderson
AACRAO Update: Tina Falkner
Kick Off and Raffle *Must be present to win:

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

Session Title	Presenter/Facilitator	Room Assignment
Reimagining the Role of the Registrar	Helen Garrett and Tina Miller, UW Seattle and Tina Falkner, AACRAO	SURC 215
College Access for Undocumented Students	Gail Wootan and Sarah Weiss, Washington Student Achievement Council	SURC 137 A/B
Transfer Student Panel/Roundtable Discussion	Tara Starr, Washington State University; Daniel Barkley UW Seattle; Breanna Rosencrance, Grand Canyon University; Melanie Querimit, UW Bothell	SURC 135
Say What? How to Help Colleagues Better Communicate with You	Chelsea Good, North Seattle College and Britny Covert, Bellingham Technical College	SURC 140

10:30-10:45 **Break and Refreshments**

10:45-11:45 **Breakout Session Two**

Session Title	Presenter/Facilitator	Room Assignment
Residency 101	Gail Wootan, Washington Student Achievement Council	SURC 215
Veteran Success: How to Bridge the Gap	Andrea Coker-Anderson and Jorge Martinez, UW Tacoma	SURC 137 A/B
Legislative Update from the Council of Presidents	Cody Eccles, Council of Presidents	SURC 135
Who Adds, Who Drops, Who Tells Your Story?	Karl Ritter, Everett Community College	SURC 140

12:00-12:30 Vendor Sessions

Vendor Session Title	Presenter/Facilitator	Room Assignment
Turn the Diploma from Headaches to Opportunity for You and Your Graduates	Christopher Hart, Higher Education Manager, Parchment	SURC 215
Catalog & Curriculum Management is a Snap - Save Time & Improve Student Engagement	Danny Yao, Account Executive, DigARC	SURC 137 A/B
Transcript Automation Done Right: Empowering Registrars in a Digital World	Mike Cipolla, Marketing Associate, Credentials Solutions	SURC 135
Streamlining the Student Experience	Matt Howeth, Director of Strategic Partnerships Civitas Learning	SURC 140

12:30-1:30 LUNCH with Raffle *Must be present to win**1:45-2:45 Breakout Session Three**

Session Title	Presenter/Facilitator	Room Assignment
FERPA Policy and Procedure Audit	Helen Garrett, UW Seattle	SURC 215
If You Post It, Will They Come?	Anthony Silecchia and Angela Anderson, Eastern Washington University	SURC 137 A/B
Credential Evaluator Roundtable	Rose Spodobalski-Brower, Central Washington University and Arne Reed, South Seattle College	SURC 135
Tour of Central Washington University	CWU Tour Guide	Outside SURC 214

2:45-3:00 Break, Refreshments and Wrap Up**3:00-4:00 Breakout Session Four**

Session Title	Presenter/Facilitator	Room Assignment
Playing Well in the Sandbox: Financial Aid and Registrar Working Together	Tina Falkner, AACRAO	SURC 215
Transforming Transfer Admissions - Adapting Advising Models to Meet Transfer Student Needs	Mia McCurdy and David VanDeusen, UW Bothell	SURC 137 A/B
Women as Leaders Roundtable	Tina Miller, UW Seattle	SURC 135
Mission: PeopleSoft – You Have No Choice but to Accept	Mandy Mineard, Robert Drake and Cielto Lane, State Board of Community and Technical Colleges	SURC 140

SESSION INFORMATION

Breakout Session 1

Reimagining the Role of the Registrar: Helen Garrett and Tina Miller, UW Seattle and Tina Falkner AACRAO

Long gone are the days of the registrar just being the custodian for paper and electronic student records. The new role of the registrar (and those working in a registrar's office) requires us to be part-time pseudo legal experts, data information scientists, media relations advisers, campus visionaries, and compliance officers. This session will provide an overview of the enhanced expectations and roles registrar professionals face today, and provide tips on what we in the profession should do to keep our skills and resumes primed to support upward mobility and to stay current with the demands of our jobs.

College Access for Undocumented Students: Gail Wootan and Sarah Weiss, Washington Student Achievement Council

Washington has a number of resources to help undocumented students meet their educational goals. In addition to sharing these resources, this session will:

- Define the types of undocumented students in Washington
- Go over how undocumented students can meet residency requirements for Washington in-state tuition and state aid
- Discuss the latest changes to state and federal programs
- People interested in knowing how undocumented students can access higher education in Washington should attend.

Transfer Student Panel/Roundtable Discussion: Tara Starr, Washington State University; Daniel Barkley UW Seattle; Breanna Rosencrance, Grand Canyon University; Melanie Querimit, UW Bothell

Hear from representatives from both public and private institutions and their experiences working with transfer students. This session will include time for open discussion from participants to ask questions and share their own best practices in recruitment, admissions, advising and through to new student orientation.

Say What? How to Help Colleagues Better Communicate with You: Chelsea Good, North Seattle College and Britny Covert, Bellingham Technical College

We invite you to participate in this interactive session focused on identifying your dominant communication style. We will explore analytical, functional, intuitive, and personal styles of communication and discuss effective ways to ask for what you need from colleagues to make sure you're being heard.

Breakout Session 2

Residency 101: Gail Wootan, Washington Student Achievement Council

This session is for new residency officers or anyone who wants a general overview of Washington residency laws for tuition and fee purposes. Topics covered will include primary ways students qualify for resident tuition, recent changes to residency law, and special populations, such as non-citizens and military-affiliated students.

Veteran Success: How to Bridge the Gap: Andrea Coker-Anderson and Jorge Martinez, UW Tacoma

UW Tacoma is ranked #6 in the nation among military friendly institutions of our size with 20% of its student population being active duty, veterans and military-connected. Given these demographics and our close proximity to Joint Base Lewis-McChord, our campus focuses on the 8 Keys to Success for Student Veterans, developed by federal agencies, as our guide. We use this as the foundation for creating and implementing our student veteran programming and support systems. This session will go through the 8 Keys with examples of how these efforts have led to ours and our veterans success.

Breakout Session 2 Continued

Legislative Update from the Council of Presidents: Cody Eccles, Council of Presidents

This session will provide an overview of the state legislative climate from a higher education perspective, including historical context, the 2018 legislative session, and looking toward the 2019 legislative session. Specific topics include free college and college affordability, dual credit for college preparatory programs (AP/IB/Cambridge), and state budget.

Who Adds, Who Drops, Who Tells Your Story?: Karl Ritter, Everett Community College

Does anyone wake up one day and say "I want to be a registrar when I grow up?" Probably not. However, we all find ourselves in this line of work for a reason. This session is about my personal story (with no experience in higher education, I started out as an Office Assistant 3, and now I'm the Associate Dean). It's also about how to think about your story, and where you want to go next. Whether you are just starting out in registrar-work, or if you are approaching a fork in your career, or if you are thinking about transitioning into other work, this session will explore ideas about how to make the job a career, and make your career into one heck of a story.

Vendor Sessions

Turn the Diploma from Headaches to Opportunity for You and Your Graduates: Christopher Hart, Higher Education Manager, Parchment

Parchment's new complete print and digital diploma service enhances the traditional diploma experience. Graduates benefit from immediate access to an online, verifiable & shareable diploma or certificate. Administrators benefit from real-time printing, delivery, tracking - and no more support calls! Survey data from 975 class of 2017 digital diploma recipients will illustrate expectation, need and use of this enhanced experience.

Catalog & Curriculum Management is a Snap -- Save Time & Improve Student Engagement: Danny Yao, Account Executive, DigARC

In this fast-paced session, learn how over 550 colleges and universities, use the Acalog Academic Catalog Management System to create, organize, and publish electronic catalogs for the web and mobile devices. See how they maintain consistency and accuracy across the catalog, web and SIS with a data-driven, relational system that provides greater ease of use, eliminates errors, and enables faster catalog production cycles. Then get a sneak peek at how Curriculog transforms a cumbersome and complex curriculum path into an intuitive, automated process, with the most flexible curriculum development and approval system on the market. Save your staff time, your institution money, and yourself aggravation — discover a better way!

Transcript Automation Done Right: Empowering Registrars in a Digital World: Mike Cipolla, Marketing Associate, Credentials Solutions

Description: Learn how Registrars of leading colleges and universities use business process automation to improve staff productivity and job satisfaction, avoid the tedium of transcript ordering and fulfillment, and make serving students, alumni and other constituents more efficient and secure. See how you can achieve better control of your office operations with Credentials Solutions.

Streamlining the Student Experience: Matt Howeth, Director of Strategic Partnerships Civitas Learning

When it comes to accessing critical information and campus resources, students often have to rely on a handful of impersonal, disconnected apps and a barrage of information and resources. And, if the information or technology isn't widely adopted by students, the journey can be even more fragmented. Join us for a discussion on how institutions today are delivering a unified, streamlined student experience -- from new student on-boarding to career exploration -- and removing simple barriers that can knock students off-course.

Breakout Session 3

FERPA Policy and Procedure Audit: Helen Garrett, UW Seattle

Is your campus in need of a FERPA tune-up? This session will provide those responsible for upholding FERPA (i.e., is all institutional school officials!) with a road map to perform a FERPA audit. Highlighted topics will include the annual FERPA notice, directory information, FERPA system access notices, information technology, human resources, special release forms, and performing the departmental FERPA audit. This session will provide FERPA basics for beginners and will serve as a refresher for attendees who serve at all levels as school officials.

If You Post It, Will They Come?: Anthony Silecchia and Angela Anderson, Eastern Washington University

As registrars, we manage a lot of important information regarding deadlines, schedule/registration changes, graduation requirements, etc. Rather than relying on students to find the information we post in the catalog or on the web, how can we be proactive to help students be aware of this important, time-sensitive information. Come prepared to share 1) what information you send to students, 2) how you reach out to students, and 3) any other thoughts or strategies you have for sharing important information.

Credential Evaluator Roundtable: Rose Spodobalski-Brower, Central Washington University and Arne Reed, South Seattle College

Join your colleagues from community and technical colleges as well as the baccalaureate institutions for a roundtable discussion on issues and challenges related to credential evaluation. Ask questions of your colleagues, share your own best practices, or just listen and learn.

Tour of Central Washington University: Student Tour Guide

This session is perfect for those who want to stretch their legs after lunch. Take a guided tour of the beautiful Central Washington University campus and see all that it has to offer. Meet your tour guide in front of SURC 214 (next to ballroom and theater).

Breakout Session 4

Playing Well in the Sandbox: Financial Aid and Registrar Working Together: Tina Falkner, AACRAO

Traditionally the financial aid and registrar's office haven't proactively worked together. Increasingly regulations require better collaboration across these distinct lines. This session will explore ways to improve collaboration, interpretation of financial aid regulations, clarify the sometimes mystifying language of financial aid, and the opportunity to brainstorm ways to work better together.

Transforming Transfer Admissions - Adapting Advising Models to Meet Transfer Student Needs: Mia McCurdy and David VanDeusen, UW Bothell Transfer Admissions Team

Learn about how UW Bothell's Transfer Admissions Team works collaboratively with faculty and program advisors to recruit transfer students based on major/program of interest.

Women as Leaders Roundtable: Tina Miller, UW Seattle

This is a repeat of a popular and timely session. This roundtable is a space for women (cis and trans) to share our experiences as leaders – whether in the workplace or elsewhere. Let's discuss and learn from each other about pathways we have taken, trails we have blazed, obstacles we have overcome, and strategies we have used to support ourselves and other women as leaders.

Mission: PeopleSoft – You Have No Choice but to Accept: Mandy Mineard, Robert Drake and Cielto Lane, State Board of Community and Technical Colleges

Campus solutions core support from the Washington State Board for Community and Technical colleges will present a brief history and overview of the ctclink project, a quick discussion about lessons learned, tips, tricks and an introduction to helpful resources that can be tapped into now.

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.

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Program Acknowledgments

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WaACRAO Website

<http://waacrao.org>

