



**WASHINGTON ASSOCIATION
OF
COLLEGIATE
REGISTRARS AND ADMISSIONS OFFICERS**

August 1, 2019
The Evergreen State College
Olympia, 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.

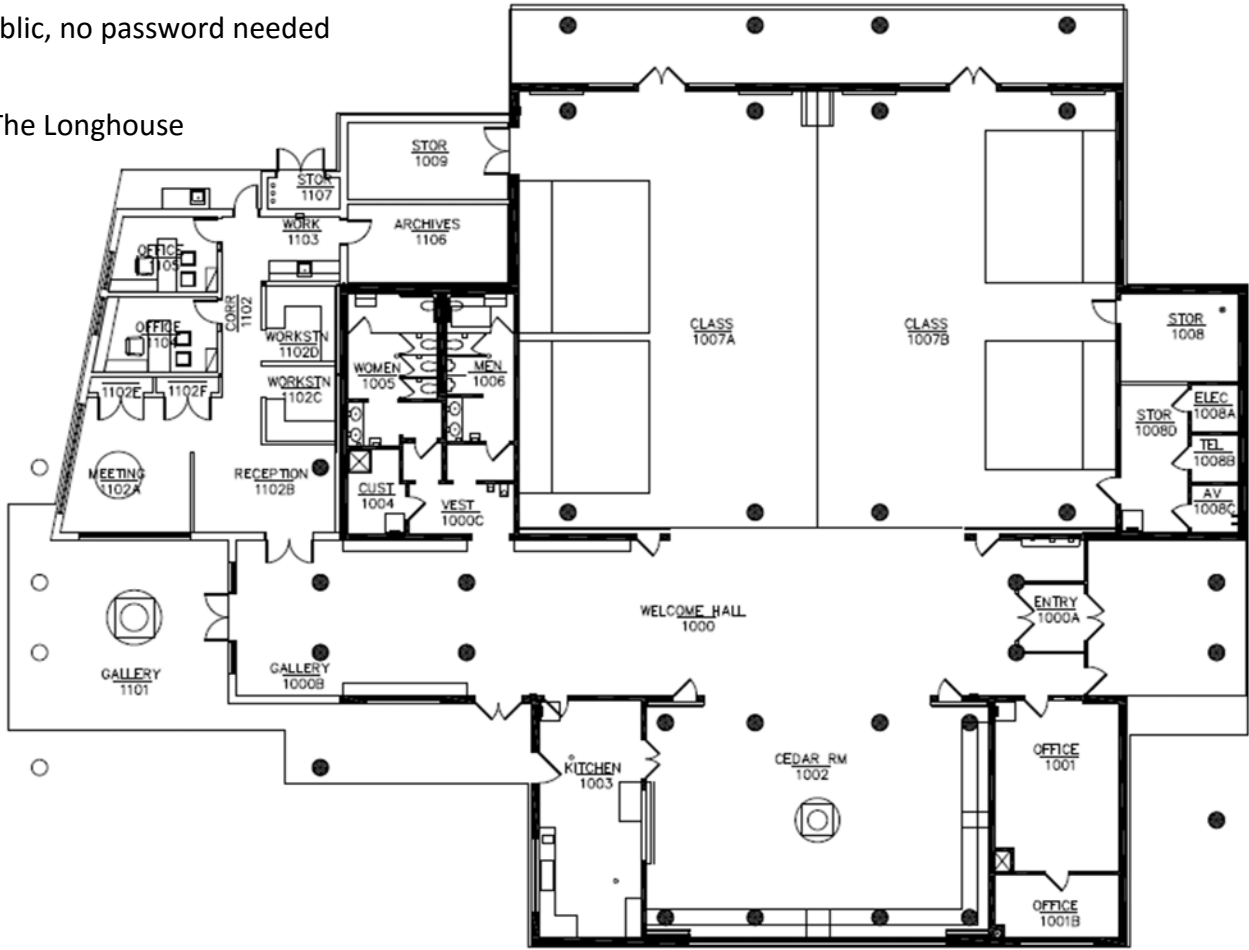
To promote the development of individual participants in areas that will enhance their performance as student services professionals.

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

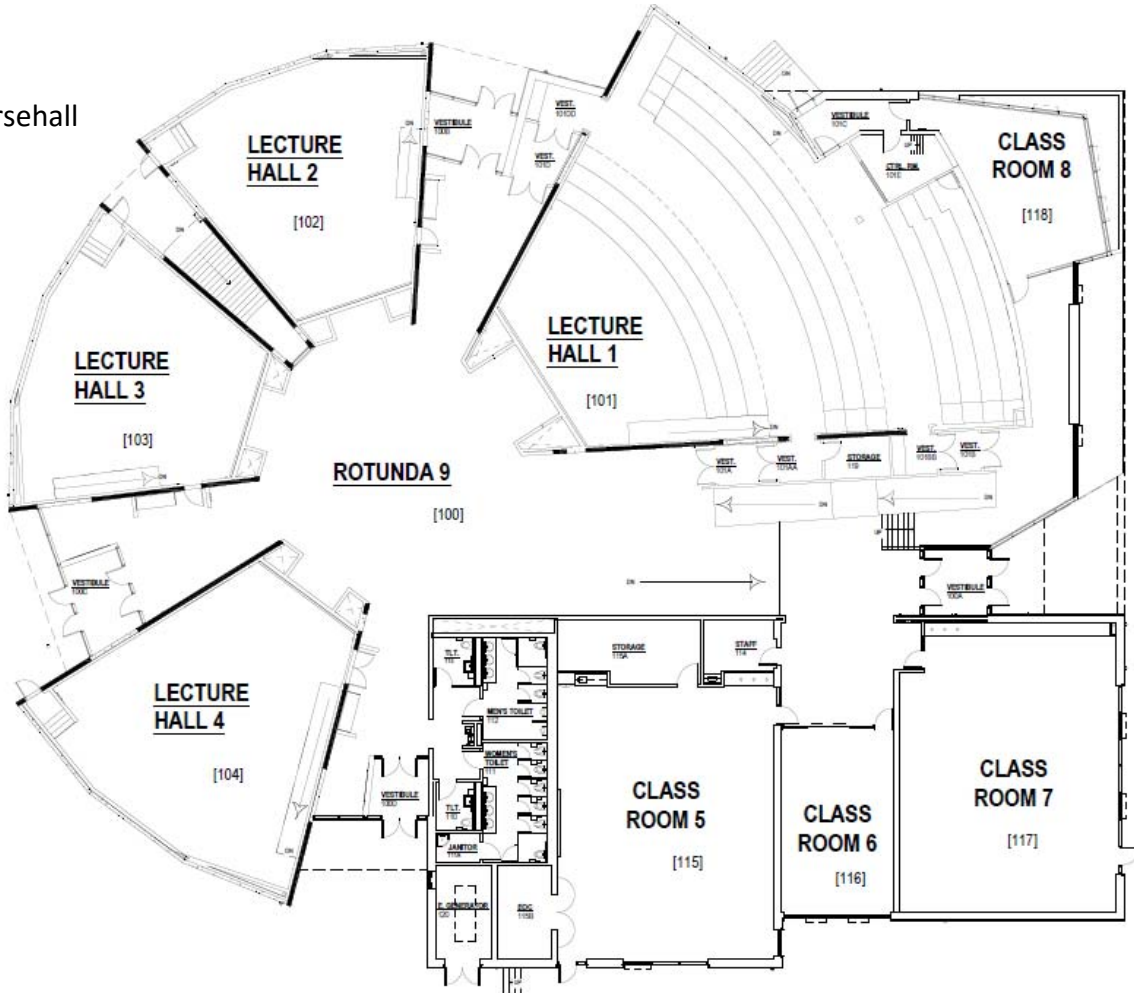
The Evergreen State College

WiFi – Public, no password needed

The Longhouse



Pursehall



AGENDA

7:30-8:15 **Check in and Colleague Connections (*Longhouse*)**

8:15-9:00 **Opening Remarks:** Mike Pastore
Keynote Speaker: Jack Miner
Kick Off and Raffle *Must be present to win:

9:15-10:15 **Breakout Session One**

Session Title	Presenter/Facilitator	Room Assignment
More Than a Driver's License: How to answer residency questions when you aren't a residency officer	Gail Wootan, WSAC & Karen Khuu, University of Washington-Seattle	Longhouse
WaACRAO Legislative Update	Cody Eccles, Director of Government Relations and Business Affairs, Council of Presidents	Purce Hall, Lecture 1
After Millennials - Connecting with GenX Parents & GenZ Students	Jeff Kallay, Render Experiences	Purce Hall, Classroom 6
Financial Aid Basics for Registrars and Admission Officers	Bryan Gould, University of Puget Sound	Purce Hall, Classroom 5

10:15-10:30 **Break and Refreshments**

10:30-11:30 **Breakout Session Two**

Session Title	Presenter/Facilitator	Room Assignment
Veterans on Campus: What you need to know	Randy Kelley, The Evergreen State College	Longhouse
Building non-hierarchical professional support through peer mentorship: the meetings will continue until morale improves	Ben Tucker, University of Puget Sound	Purce Hall, Classroom 6
PACRAO's Leadership Development Institute	James Miller, Seattle University	Purce Hall, Lecture 1
For Independent Colleges of Washington Member Campuses, the Changing Landscape in Higher Education Policy	Terri Standish-Kuon, Independent Colleges of Washington, Kevin Berg, Pacific Lutheran University, and Michael Pastore, University of Puget Sound	Purce Hall, Classroom 8
Best Practices for Recruiting and Supporting Underrepresented High School Students	Esmey Farias, Colton Lindelof, Julie Mercado, and Tara Starr, Washington State University	Purce Hall, Classroom 5

11:30-11:45 **Break and Refreshments**

11:45-12:15 Vendor Session

Vendor Session Title	Presenter/Facilitator	Room Assignment
Credentialing at its best – enjoy the easiest, quickest, most advanced solutions for both paper and electronic credentials in the industry!	Elizabeth Kunde, Paradigm	Purce Hall, Classroom 6
Innovate the Registrar's Office: How Parchment Award can streamline your diploma services.	Holly Luky & Chris Hart, Parchment	Purce Hall, Lecture 1
End-to-End Transcript Automation, Customization and Premier Service – Why Credentials Solutions is the Industry Leader	Margaret Freeman, Credential Solutions	Purce Hall, Classroom 8
Build Better Campus Visits	Jeff Kallay, Render Experiences	Purce Hall, Classroom 5

12:15-1:15 LUNCH with Raffle *Must be present to win**1:15-1:30 Group Photo****1:45-2:45 Breakout Session Three**

Session Title	Presenter/Facilitator	Room Assignment
Tour of Evergreen State College	Evergreen Tour Guide	Longhouse
Birds of a Feather Roundtable	Amber Brock, Tacoma Community College & Andrea Coker-Anderson, University of Washington -Tacoma	Longhouse
Self-care for Registration and Admission staff	Beth Schurmans, Student Wellness Services, The Evergreen State College	Purce Hall, Classroom 5

2:45-3:15 Break/Wrap Up/Raffle Event *Must be present to win**3:00-4:00 Breakout Session Four**

Session Title	Presenter/Facilitator	Room Assignment
FERPA Time: Hot Topics, Accidental Breaches, and Other Delicate Scenarios	Helen Garrett, University of Washington-Seattle	Longhouse
Sharing Info with Students: The Communication Conundrum	Chris Melton, Shoreline Community College	Purce Hall, Classroom 5
A Deep Dive into Dual Credit State Policy from a Public Baccalaureate Perspective	Dr. Julie Garver, Director of Policy and Academic Affairs, Council of Presidents	Purce Hall, Classroom 8
Latin@ Center for Higher Education (L@ CHE): Retention Program for Self-Identified Hispanic/ Latinx Students	Cesar Rangel, Bellevue College	Purce Hall, Classroom 6

SESSION INFORMATION

Breakout Session 1

More than a driver's license: How to answer residency questions when you aren't a residency officer:

Gail Wootan, WSAC & Karen Khuu, University of Washington-Seattle

This roundtable is for non-residency professionals who get a lot of questions about residency and want to be sure they are giving correct advice. The hosts will share some best practices and then open it up to the group to ask questions and share their own institutional processes. Frontline staff who work in admissions, registration, financial aid, and veteran services are encouraged to attend.

WaACRAO Legislative Update:

Cody Eccles, Director of Government Relations & Business Affairs, Council of Presidents

Come learn what is happening in Olympia and where the state is going relative to higher education funding and policy. The presentation will focus on the current funding context for public, higher education in Washington and present on key legislation passed in the 2019 session that will impact higher education at the state level today and in the future.

After Millennials - Connecting with GenX Parents & GenZ Students:

Jeff Kallay, Render Experiences

After two decades of recruiting and enrolling Millennials (and their Baby Boomer parents) After Millennials raises the importance of learning about and understanding the seismic generational shift happening on college campuses as post-9/11 Homeland/GenZ and their GenerationX parents are now the target audience. It provides historic background on American generations and key insights into understanding and connecting with this new student/parent cohort, with special attention to your campus visit.

Financial Aid Basics for Registrars and Admission Officers:

Bryan Gould, University of Puget Sound

A colleague encouraged me to consider this session to better familiarize the Registrar and Admission Officer community on basic rules and regulations for administering federal, state, and institutional financial aid, as well as outlining eligibility requirements and varying award sources/types.

Breakout Session 2

Veterans on Campus: What you need to know:

Randy Kelley, The Evergreen State College

This presentation is to familiarize the audience with the concerns that veterans bring with them when they first enroll into college and the types of support mechanisms that need to be in place to support not only veterans, but dependents and active duty also. We will briefly touch on issues that veterans experience in the classroom and in dealing with the college structure due to experiences they may have had in their military service such as TBI and PTSD. We will have a panel of veterans to talk about their personal experiences on entering college.

Breakout Session 2 Continued

Building non-hierarchical professional support through peer mentorship: the meetings will continue until morale improves:

Ben Tucker, University of Puget Sound

Engaging with colleagues through a non-hierarchical peer mentoring relationship is an opportunity for people at all stages of their careers to support each other with empathetic listening, supportive accountability, and thoughtful critique. Peer mentorship provides opportunities to collaborate and share insights about both personal and organizational challenges outside of formal hierarchical relationships. This practice provides space to creatively brainstorm new solutions to workplace challenges while allowing for open reflection and personal and professional growth. Attendees are invited to share their experiences of peer-mentorship and learn from the ideas of others. While the presenters' draw from their own experience in librarianship, the information is transferrable across professions.

PACRAO's Leadership Development Institute:

James Miller, Seattle University

PACRAO has initiated a Leadership Development Institute (LDI) as a year-long development opportunity for emerging leaders in the professional arenas that PACRAO serves. PACRAO wants to play a key role in shaping its membership through thought leadership, professional development, and streams of development that encourage a broader spectrum of professionals to grow in the profession. This session covers the experience and progress of the LDI in its first year.

For Independent Colleges of Washington member campuses, the Changing Landscape in Higher Education Policy:

Terri Standish-Kuon, Independent Colleges of Washington, Kevin Berg, Pacific Lutheran University
Michael Pastore, University of Puget Sound

A round table discussion on the changing landscape in higher education policy concerns as it pertains to private, not-for-profit institutions in Washington state.

Best Practices for Recruiting and Supporting Underrepresented High School Students

Colton Lindelof, Esmy Farias, Julie Mercado, and Tara Starr WSU Vancouver

The demographics are changing in Southwest Washington and our traditional practices are not appropriately serving our students. If we rely on college fairs and email campaigns, we would be neglecting a huge swath of our population. Instead, WSU Vancouver has implemented a hands-on approach for the recruitment and support of underrepresented students by building relationships, removing barriers, and working to gain the trust of our local students. This session will explore the culturally competent recruitment methods used by WSU Vancouver in Southwest Washington. Learn about the barriers we face, the methods we have implemented, the lessons learned and the results we have achieved.

Breakout Session 3

Tour of Evergreen State College

Evergreen Tour Guide

This session is perfect for those who want to stretch their legs after lunch. Take a guided tour of the beautiful Evergreen State College campus and see all that it has to offer. Meet your tour guide in front of the Longhouse.

Birds of a Feather Roundtable

Amber Brock, Tacoma Community College & Andrea Coker-Anderson, University of Washington-Tacoma

Come join colleagues from your peer institutions in this roundtable session to discuss hot topics, campus concerns, and best practices in higher education. Topics discussed will be determined by participants at the beginning of the session.

Self-care for Registration and Admission Staff

Beth Schurmans, Student Assistance Coordinator, Student Wellness Services, The Evergreen State College

Do you struggle with work-life balance? Need ideas on how to avoid burnout? Come to this session for some strategies on self-care to deal with these challenges which come with our work in Admissions and

Vendor Session

Credentialing at its best – enjoy the easiest, quickest, most advanced solutions for both paper and electronic credentials in the industry!

Elizabeth Kunde, Paradigm, Inc

Graduates need their diplomas faster than ever before, for job applications, Grad school acceptance, certifications, social media postings and more, both internationally and domestically. Paradigm offers the fastest and most advanced solution for both paper and electronic diploma, certificate and badging services. Come and participate in this informative session as we discuss all of our service features, including the CeDiploma, CeCertificate[®], CeBadge[™] and the ScholarRecord[™] (CLR). Additional services such as direct mailing of credentials directly to your students, affordable presentation products for your ceremonies and quick turnaround times will make life easier for you and your staff, all while giving your students exceptional results!

Innovate the Registrar's Office: How Parchment Award can streamline your diploma services.:

Holly Luky and Chris Hart, Parchment

Evergreen recently implemented Parchment Awards. Hear more about our journey through implementation.

End-to-End Transcript Automation, Customization and Premier Service – Why Credentials Solutions is the Industry Leader:

Margaret Freeman, Credentials Solutions

Not all transcript automation is created equal. Find out why Credentials Solutions is the premier provider of end-to-end transcript automation, streamlining the complex transcript process from ordering to delivery. With cutting-edge technology and renowned customer service, our innovative solutions are customized to meet the needs of your institution. Learn how transcript automation from Credentials Solutions can save your school time and money while benefiting your staff, students, and alumni.

Vendor Session Continued

Build Better Campus Visits:

Jeff Kallay, Render Experiences

Since 2006, Render Experiences has helped over 250 colleges and universities create campus visit experiences that strategically align with key enrollment targets. We'll introduce you to Render, talk about the state of the campus visit while showcasing recent client successes and direct you to our campus visit resources available to help your institution build better campus visits.

Breakout Session 4

FERPA Time: Hot Topics, Accidental Breaches, and Other Delicate Scenarios

Helen Garrett, University of Washington-Seattle

All of us who have access to student data are responsible for being compliant with the Department of Education's Family Educational Rights and Privacy Act (FERPA). Quite often it can be scary and intimidating when we do not know what we can release to whom and why. This session will highlight the hot topics and delicate scenarios that can occur with FERPA, while providing training and refreshing on the FERPA laws for both the novice and experts among the WaACRAO membership.

Sharing Info with Students: The Communication Conundrum:

Chris Melton, Shoreline Community College

Over the last two years Shoreline Community College has developed a communication plan for new and continuing students. Using a combination of methods, we communicate information related to important quarterly dates, financial aid deadlines, graduation, financial literacy, and more, tracking open rates and click-throughs. Whether you're considering developing a communication plan or already have one in place, this is your opportunity to learn how to get started, what communications and methods are effective, and those that didn't get the hoped for response.

A Deep Dive into Dual Credit State Policy from a Public Baccalaureate Perspective:

Dr. Julie Garver, Director of Policy and Academic Affairs, Council of Presidents

Dual credit chatter is at an all-time high in the news, at the dinner table, bills, and in policy discussions across sectors and state agencies. The presentation will focus on the most recent history and happenings around dual credit, where we are, the impact and questions for further consideration. ACA

Latin@ Center for Higher Education (L@ CHE): Retention Program for Self-Identified Hispanic/Latinx Students:

Cesar Rangel, Bellevue College

In 2012, the Latin@ Center for Higher Education (L@ CHE) was created and developed at Highline College. Its mission was to increase the enrollment, retention, and completion number of for-credit self-identified Hispanic/Latinx students. In this workshop, participants will learn how to create essential programming (i.e., Latin@ Summit, Speaker Series, Latino Club) strategies, college-level Latinx Experience curriculum, and analyze program quantitative and qualitative data.

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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