

WASHINGTON ASSOCIATION OF COLLEGIATE REGISTRARS & ADMISSIONS OFFICERS



**August 5, 2021
Virtual Conference**

WaACRAO Executive Committee Members

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MISSION STATEMENT

To provide for the dissemination of information and the exchange of ideas related to statewide 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.)

BIG THANKS TO OUR 2021 CONFERENCE PARTNERS!

The WaACRAO leadership is dedicated to continually developing the relationships we have with our partners. Our partners play a vital role in supporting our association so we can provide professional development training and information for the WaACRAO members at the annual state conference.

PREMIUM LEVEL PARTNERS:



To our sponsors: We kindly invite you to participate in our next annual WaACRAO conference. Save the date — August 4, 2022! We hope you will join us!

BIG THANKS TO OUR 2021 CONFERENCE PARTNERS!

PREMIUM LEVEL PARTNERS:

A graphic consisting of numerous small yellow dots arranged in a circular pattern, resembling a sunburst or a starburst.

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WaACRAO 2021

Conference Program At a Glance

8:30 - 9:15 **OPEN REMARKS:** *Karen Khuu, WaACRAO Board President*
KEYNOTE: *Tiffany Robinson, AACRAO Board President*

9:15 - 9:30 **BREAK**

9:30 - 10:15 **SESSION ONE**

Session Title	Presenter
FERPA: Tales from the Road	Helen Garrett, University of Washington Seattle
Quit Being So Sensitive: Talking About Race is Not All About Race	Christina Santos and Gabriel Chavez Garcia, Eastern Washington University
Everywhere I Turn, Something is Changing: A Tale of How COVID Required Major Changes to Our Admissions Office	Tiffani Robertson, Governors State University/ AACRAO

10:15 - 10:30 **BREAK**

10:30 - 11:00 **VENDOR SESSION**

Session Title	Presenter
How to Transform the Transfer Process with Next-Gen Degree Management	Reid Kisling & Wasi Bin, Stellic
Elevate Impact	Dani O'Rourke, Kualii
Using Transferology to Support Transfer, Dual Enrollment, and Retention Strategies	Shelly Jackson, CollegeSource
Credentialing at its best. The easiest, quickest, most advanced solutions for both paper and electronic credentials in the industry!	Elizabeth Kunde, Paradigm
How a Single Credential Management Platform Can Make a Difference	Kristy Bonanno, Sarah Rappa, & Melanie Nottingham, Parchment & Anne White, Pierce College

11:00 - 11:15 **BREAK**

WaACRAO 2021

Conference Program At a Glance

11:15 - 12:00 **SESSION TWO**

Session Title	Presenter
PACRAO LDI: Building More Leaders and More Belonging	Julia Pomerenk, University of Oregon
No Degree Application? No problem! Data Driven Degree Conferral	Rebecca Mathern & Kristin Benson, Oregon State University
New Residency Laws for 2021	Gail Wootan, Washington Student Achievement Council
Teamwork and Tech – Living Through the Pandemic	Victoria Hill & Andrea Coker-Anderson, University of Washington Tacoma

12:00 - 1:00 **LUNCH BREAK / NETWORKING**

1:00 - 1:15 **BREAK**

1:15 - 2:00 **SESSION THREE**

Session Title	Presenter
The Tech-Age of Higher Ed: Communicating with the Campus Community	Alex Mikkeltorg & Amanda Stilwell, Eastern Washington University
Room Scheduling during the COVID-19 Pandemic	Ana Marie Alameda, University of Washington Tacoma
Working Through a Pandemic	Kristen Labrecque, Shoreline Community College
Admissions: How will fall look like?!	Jana Jaraysi, Eastern Washington University

2:00 - 2:15 **BREAK**

WaACRAO 2021

Conference Program At a Glance

2:15 - 3:30 **SESSION FOUR**

Session Title	Presenter
Residency: Post Update Q&A	Gail Wootan, Washington Student Achievement Council & Justin Kjolseth, Washington State Office of the Attorney General
Roundtable: Identity Issues	Helen Garrett, University of Washington Seattle
Roundtable: ctcLink Tips & Tricks	Amber Brock, Tacoma Community College
Roundtable: Changing Landscape in Higher Education Policy – For Independent Colleges of Washington member campuses	Shea Hamilton, Independent Colleges of Washington and Michael Pastore, University of Puget Sound

3:30 - 3:45

BREAK

3:45 - 4:00

CLOSING REMARKS: *Karen Khuu, WaACRAO Board President & Amanda Breslin, WaACRAO Board Vice President/2022 Board President*

4:00 - 5:00

POST CONFERENCE NETWORKING / SOCIAL HOUR

COMPLETE YOUR SESSION ASSESSMENTS!

We'd love to hear your feedback on sessions so we can continue to improve each year. Please be sure to complete our assessment after each session. It should take no more than 2-5 minutes to complete! Assessment link will be emailed and available on our website to registered attendees.

Your submissions will also count toward raffle prizes! You must attend the session(s) and complete the assessment(s) to be entered in for the raffle. Each session attended is a chance to win for that session's raffle drawing. (That's FIVE chances to win!) There will be two winners drawn for each session (1-4) and four winners drawn for the vendor session. One prize per winner. Winners will be announced post-conference by email and on our website.

WaACRAO 2021

Session Descriptions

SESSION ONE

FERPA: Tales from the Road | *Helen Garrett, University of Washington Seattle*

>> What's new with FERPA; especially as we have navigated online course delivery and the pandemic? This session will highlight the most applicable aspects of FERPA for your work and provide you with what you most need to know as we go into the fall.

Quit Being So Sensitive: Talking About Race is Not All About Race | *Christina Santos & Gabriel Chavez Garcia, Eastern Washington University*

>> Hurting someone's feelings is not what race issues and oppression is about. We are all human and we are going to hurt people, it's the process of learning about it that gives us ample opportunity to act on it differently the next time. Conversations about race often times can get awkward, and are distinctly different when affinity groups come together. While BIPOC individuals encounter race every day, white people often can ignore it and may grow up blind or oblivious to the political, social, biological, and economic impact it has on everyone. Race is about allowing relationships to grow organically, thinking critically about education and its outcomes across race, and various ethnic cultures. It's about having an honest conversation with oneself about your experiences with race and how they shape your perspectives. It's also about reflection on your own perspective and others observed reactions with people of different backgrounds and about having experiences with race, listening to people's stories about racism. Finally, it's about praxis, which means to learn about race, take into action what you learn, and reflect on your experiences. Because every experience is a learned one, the more we talk about race the more we understand what race is really about. In this session we want to instill Unity and Solidarity across differences by acknowledging that differences are the most valuable social concern. We all should feel safe to express our unique contributions.

Everywhere I Turn, Something is Changing: A Tale of How COVID Required Major Changes to Our Admissions Office | *Tiffani Robertson, Governors State University/AACRAO*

>> The COVID-19 pandemic required institutions across the world to make extreme changes in a short amount of time to keep afloat. Institutions in the U.S. had already begun to project a decline in enrollment prior to the pandemic. I would like to share how the Office of Admissions at Governors State University in University Park, IL adjusted to the needs of our prospective students from new staff to a new CRM.

VENDOR SESSION

How to Transform the Transfer Process with Next-Gen Degree Management | *Reid Kisling & Wasi Bin, Stellic*

>> Many institutions struggle with an inefficient transfer process. Most systems require maintenance for course equivalencies, few offer an effective workflow for the faculty review process and let's not even talk about ingesting paper transcripts unless you already have an imaging system. All of these are issues administratively, but even more important is the student's experience. How long does it take for a student to receive accurate transfer information once they submit their transcripts? Better yet, can your current system allow prospective students to input their own information and review it against their desired program requirements so they can make wise decisions about when to apply to your institution and to what program? In this presentation, learn about a new tool that helps institutions streamline their transfer articulation process, improves transfer student experience and shortens their time to completion.

WaACRAO 2021

Session Descriptions

VENDOR SESSION

Elevate Impact | *Dani O'Rourke, Kualu*

>> Join us to learn more about Kualu Student: Curriculum & Catalog Management and how institutions are elevating impact with Kualu Build.

Using Transferology to Support Transfer, Dual Enrollment, and Retention Strategies | *Shelly Jackson, CollegeSource*

>> Institutions can utilize Transferology to showcase how courses transfer, including Standardized Exams (AP, IB, CLEP, etc.) and Military Credit. Schools can also display their programs and pathway agreements – all within a single website that is easy for students to use. Transferology aids prospective high and college school students, parents, advisors, and current students explore how courses transfer back to their home institution, boosting retention and reducing the staff workload. The staff-facing Transferology Lab helps institutions grow their equivalencies intelligently with robust reports based on student searches. The Lab also includes several integration points to TES, making it simple to route courses for evaluation. Watch this short demo of Transferology and Transferology Lab, and contact us to learn how this could work for your institution.

Credentialing at its best. The easiest, quickest, most advanced solutions for both paper and electronic credentials in the industry! | *Elizabeth Kunde, Paradigm*

>> In this fast-paced, constantly evolving, global job market, your graduates need to prove their achievements quicker than ever before. From the immediacy of a desired social post to Graduate School Applications, or the necessities of online job hunting, the expectations have changed. The need to be there first and in a differentiated manner is paramount to their success.

How a Single Credential Management Platform Can Make a Difference | *Kristy Bonanno, Sarah Rappa, & Melanie Nottingham, Parchment & Anne White, Pierce College*

>> What efficiencies could you create in the Registrar's office if there was one platform to manage all credentials including transcripts, diplomas, certificates, and badges? A comprehensive credential system is becoming essential to creating a simple, consistent learner experience across digital and print requests, all while freeing up time for more strategic projects. Hear how Pierce College has saved time and money moving to a comprehensive platform and how they are better serving their students with a modern credential experience.

SESSION TWO

PACRAO LDI: Building More Leaders and More Belonging | *Julia Pomerenk, University of Oregon, Jason Trosine, Washington State University Spokane, James Miller, Seattle University, Taya Winter, Western Washington University, Kristen Labrecque, Shoreline Community College, Colton Lindelof, Washington State University Vancouver*

>> Come hear from colleagues who are building more leaders and more belonging through the PACRAO LDI (Leadership Development Institute). Learn about this opportunity to increase the diversity, inclusion, and belonging awareness and the leadership skills across our profession. See yourself making contributions to this program in roles as a cohort member, a faculty member, and/or a colleague who encourages the involvement of others. This free, cohort-based, professional development opportunity will enter its fourth year this fall, and applications are welcome from any interested PACRAO member. From the co-presenters, you'll learn more about the expectations and impact of the program--and the lessons that they have learned about leadership, diversity, inclusion and belonging.

WaACRAO 2021

Session Descriptions

SESSION TWO

No Degree Application? No problem! Data Driven Degree Conferral | *Rebecca Mathern & Kristin Benson, Oregon State University*

>> In this session, we will describe the transformational experience of our shift from a student-driven degree application process to a student-centered degree awarding process. Oregon State University now awards undergraduate degrees when a student completes their requirements instead of when the student applies for the degree. We will cover four areas of the organizational change process we experienced including policy, cultural, operational, and technical and also speak to our lessons learned.

New Residency Laws for 2021 | *Gail Wootan, Washington Student Achievement Council*

>> 2021 saw two major changes in residency law. It is now easier for all Washingtonians, especially undocumented and other immigrant students, to meet residency requirements for tuition and state aid. It is also easier for veterans and their dependents to get resident tuition. This session is the first of two. Both sessions are designed for residency officers (and others) who want to learn more about these new laws and how to implement them. The first session will focus on the laws' details, and the second will be a Q&A session with Washington's residency experts.

Teamwork and Tech – Living Through the Pandemic | *Victoria Hill & Andrea Coker-Anderson, University of Washington Tacoma*

>> Want to know how UW Tacoma kept students enrolled in a pandemic? Through collaboration and excellent customer service, we maintained stable enrollment and helped students stay on track during these difficult times.

Attend a dynamic presentation to hear how Registration and Financial Aid at UW Tacoma have coordinated their efforts during the Covid-19 pandemic to continue offering amazing uninterrupted service to our students. Topics that will be shared include customer service framework, technology/tools implemented, policy updates, emergency student needs. Learn how UW Tacoma's approach to supporting students demonstrates how the Offices of Financial Aid and Registrar worked together to overcome the limitations of these challenging times.

SESSION THREE

The Tech-Age of Higher Ed: Communicating with the Campus Community | *Alex Mikkelborg & Amanda Stilwell, Eastern Washington University*

>> Do you feel like your office is answering the same questions every day? COVID-19 has changed how we communicate with our students and campus communities. Over the last 18 months, Eastern Washington University has leveraged technology and implemented processes to troubleshoot communicating in a remote environment. As many institutions are experiencing reduced university staff, restructuring of departments, and returning to campus, we need to efficiently communicate with our campus communities now more than ever. Join us as we give you an inside look into how we identified our communication problems, found creative solutions, and overcame a roadblock or two. We'll even give you an inside look at what we have planned for the future.

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Session Descriptions

SESSION THREE

Room Scheduling during the COVID-19 Pandemic | *Ana Marie Alameda, University of Washington Tacoma*

>> During the pandemic, a group of employees at the University of Washington Tacoma saw a unique opportunity to provide students with access to safe, quiet study spaces. My story will describe how this small team, comprised of staff from Facilities, the Chancellor's Office and the Registrar's Office, collaborated and swiftly put the idea into action.

Working Through a Pandemic | *Kristen Labrecque, Shoreline Community College*

>> Let's gather and share topics about remote work, particularly in student services settings. What lessons did you learn (about yourself and about work!) and what processes improved out of necessity? What will you carry with you into post-pandemic work? This session will be a time to share experiences and ideas as we think about how to build the "new normal."

Admissions: How will fall look like?! | *Jana Jaraysi, Eastern Washington University*

>> There are still many unknowns for the upcoming fall recruitment season. How will high school and community college visits look like? Will there be any policies around recruitment travel, fairs, and events? Let's connect to share thoughts, strategies, best practices, and possibilities.

SESSION FOUR

Residency: Post Update Q&A | *Gail Wootan, Washington Student Achievement Council & Justin Kjolseth, Washington State Office of the Attorney General*

>> This session is a follow up to the morning's session about 2021's new residency laws. Residency officers and others are invited to come to this interactive session with their questions about these laws for WA's residency experts.

Roundtable: Identity Issues | *Helen Garrett, University of Washington Seattle*

>> Let's get together to talk about the various identity systems and processes we have or are going to implement on our campuses such as preferred names, pronouns, and gender markers

Roundtable: ctcLink Tips & Tricks | *Amber Brock, Tacoma Community College*

>> This session will be a chance for ctcLink colleges to get together to discuss tips & tricks of using ctcLink. Participants are encouraged to bring their tips to share with others.

Roundtable: Changing Landscape in Higher Education Policy – For Independent Colleges of Washington member campuses | *Shea Hamilton, Independent Colleges of Washington and 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.

WaACRAO 2021

Meet Your Presenters

Helen Garrett | Helen became UW's inaugural University Registrar and Chief Officer of Enrollment Information Services in February 2016. Helen has an extensive background in Admissions, Registration, Student Affairs, and Enrollment Management Systems from Lane Community College (OR), University of Oregon, Whittier College, University of Southern California, and Michigan State University. Helen has served as president of the Pacific Association of Collegiate Registrar and Admissions Officers, and has held additional leadership positions in state, regional, and national professional organizations. She is a national trainer on FERPA and presents at conferences on issues related to professional development. Helen holds a BA in Business Administration and MA in College and University Administration from Michigan State University, and a doctorate in Education from Oregon State University's Community College Leadership Program.

Christina Santos | Christina Santos was born and raised in Washington State. She is a Regional Admissions Advisor, entering her fourth year with Eastern Washington University. As a first-generation Filipino American, she was inspired to work in higher education while attending the UW Tacoma, where she obtained a degree in Communications in 2011. As a daughter of immigrants from Pampanga, Philippines she was first to graduate from a four-year university in the U.S. After starting her career at the WA Student Achievement for the GET program, Christina realized her desire to connect more closely with students. She led as a mentor and advisor for several Asian and Pacific Islander club organizations and served as a partner to TRiO and the College Success Foundation working for several other WA state institutions. Christina continues to work in higher education with passion, seeking to encourage youth to attend college and pursue their highest goals in personal and academic achievement.

Gabriel Chavez Garcia | Gabriel Chavez Garcia is the Assistant Director of Recruited, Transfer at Eastern Washington University. He is an alumnus of EWU and holds a degree in Sociology, Spanish and a minor in Chicano/a/o Studies. His family originally come from the we coastal high lands of Michoacán, Mexico. The 3rd of 4 children and the first to attend college. Growing up he had a passion for sports and joined track and field at EWU where he fell in love with providing opportunities for underserved and disenfranchised students. He's worked in various support educational advocacy programs, starting his career at the high school level, then community college, and now supporting admissions at EWU.

Tiffani Robertson | Tiffani Robertson started her career in education as a student worker at DeVry University. After graduating with her Bachelor degree in Networking and Communications Management, she obtained her first full time position at DeVry as a Transfer Credit Coordinator. Within her five years there, she was promoted to Senior Transfer Credit Coordinator and then Team Lead and also earned her Master of Business Administration with a concentration in Marketing. Tiffani then went on to be the Coordinator of Articulation and Degree Audit at NEIU, where she built the institutions first major degree audits, articulation agreements, and transfer guides. She began her journey with Governors State University in the role of Admissions and Records Supervisor in 2013. Tiffani is now the Associate Director of Admissions. In addition to her full time position at GSU, she is also an Adjunct Faculty member and a doctoral student at Illinois State University. Tiffani is a doctoral candidate in the Educational Administration Foundations – Higher Education PhD program. She is currently working on her research proposal with hopes to begin her study in the fall. Tiffani has been a member of her state's ACRAO, IACRAO, for several years and has served as the chair-elect for her district, Equal Educational Opportunities Officer, and Communications Manager. For AACRAO, she served as the Chair for the Nominations and Elections Committee and is also a member of the Black Caucus, Member Engagement and Outreach Committee, and the Women's Caucus where she serves as the Professional Activities Manager. Previously, Tiffani has been a member, Vice-Chair, and Chair of the Admissions Policies and Practices Committee. Currently, she serves as the Vice President At-Large for AACRAO. Tiffani has presented at six IACRAO Annual Conferences and five AACRAO Annual Meetings.

WaACRAO 2021

Meet Your Presenters

Julia Pomerenk | Julia Pomerenk serves as the Dean for the Faculty of the LDI and is delighted to help build this remarkable discovery and development program. Over the past 30 years, PACRAO has provided Julia with many opportunities to learn and contribute, including roles as PACRAO pal, presenter, and president. Making connections and contributions through PACRAO remains the best part of her professional journey. Presentation topics most often focus on leadership, positive change, and gratitude. Julia is also active in OrACRAO and AACRAO. Julia is helping to plan for the 2022 AACRAO Annual Meeting in Portland, Oregon. She has chaired the AACRAO Awards Committee and the AACRAO Nominations and Elections Committee. Julia has enjoyed a long career in student services, starting in admissions and spending the last 30 years working in the records and registration and greater enrollment management area. Prior to her role at University of Oregon, Julia worked as University Registrar at Washington State University and at Pacific Lutheran University. Julia can be contacted at jpom@uoregon.edu.

Jason Trosine | Jason Trosine is the Director of Enrollment and Financial Aid Services at Washington State University in Spokane. He has been in this position since 2017. Jason completed the very first cohort for the Leadership Development Institute (2019) with the Pacific Association of Collegiate Registrars and Admissions Officers (PACRAO). When he is not in his office assisting students, faculty and staff, he spends time playing ice hockey, teaching and even studying as a student at Gonzaga University. Jason is currently working on completing his PhD in Leadership Studies at Gonzaga University. You can reach Jason at Jason.trosine@wsu.edu.

James Miller | James Miller is the Associate Vice President & Dean of Admissions at Seattle University. He has been in college admissions for 16 years, having worked at Oregon State University, University of San Francisco, University of Puget Sound, University of Washington Bothell, and now Seattle University. James is a Past-President of PACRAO, and is the President-Elect and a NACAC Delegate for PNACAC. He is also the creator of the PACRAO LDI program. James attended Oregon State University, earning Bachelor's Degrees in Economics and Psychology.

Taya Winter | Taya Winter is currently serving as the Interim Registrar for Operations at Western Washington University. Her 25 year career in higher education and extensive background in information technology allow her to bring a creative and technical approach to developing solutions which promote student success. She has a passion for creating inclusive systems which support students, faculty and staff from diverse backgrounds and social identities. Taya served as a Technical Review Member of the PACRAO Editorial Board from 2010-2017 and was a member of the 2020 PACRAO Leadership Development Institute.

Kristin Labrecque | Kristen Labrecque has served in admissions, registration, and advising roles in a career that spans more than two decades. She became a PACRAO member in 2004 and served on Local Arrangements, Professional Development, and Writers Team committees. After serving on the PACRAO Board from 2018-2020, Kristen joined the Leadership Development Institute as a faculty member this past year where she enjoys learning alongside fellow LDI faculty and cohort members.

Colton Lindelof | Colton Lindelof started his career in admissions as a campus tour guide in 2007. His passion for increasing college access as well as working with international students has led him to hold a wide range of responsibilities in enrollment management. From how to partner with local school districts on financial aid initiatives to developing strategies on culturally competent recruitment models, Colton is eager to engage in the PACRAO and WaACRAO missions and share what he has learned with his fellow admissions officers and registrars. You can reach Colton at colton.lindelof@wsu.edu.

WaACRAO 2021

Meet Your Presenters

Gail Wootan | Gail Wootan is the Associate Director of Consumer Protection at the Washington Student Achievement Council (WSAC) where she supports Washington's higher education consumers with a focus on residency policy. Her background is in graduate admissions, orientation, and first-year experience programming at public institutions in California, Oregon, and Washington. Before joining WSAC in 2016, she was the Assistant Director of the Graduate Program on the Environment at The Evergreen State College. She earned her Master of Education at Oregon State University in College Student Services Administration and her bachelor's degree at Pacific University in Mathematics and Literature.

Andrea Coker-Anderson | Andrea Coker-Anderson serves as the Registrar at the University of Washington Tacoma. A 30+ year higher education professional, Andrea has extensive knowledge in all aspects of Registrar-related functions, particularly on small campuses oriented to student access. Andrea has a particular focus serving military-connected students and their success in higher education.

Prior to the position at UW Tacoma, Andrea was at The Evergreen State College for 24 years, holding the position of Registrar for 15 years. She was involved as a Board member for the Washington Association of Collegiate Registrars and Admissions Officers and held the position of President in 2018. Andrea holds a Bachelor of Arts in English from the University of Washington, a Bachelors of Arts with a focus on Multi-cultural Education from The Evergreen State College and a Master of Public Administration with a focus on Organizational Development and Leadership also from Evergreen.

Victoria Hill | Victoria's career in financial aid started at Tacoma Community College as a work study student in 2006 and has continued to the present as the Director of UW Tacoma Financial Aid. Victoria has a bachelor's from The Evergreen State College, and a Master's of Arts in Interdisciplinary Sciences from UW Tacoma. Working in Financial aid for the past fifteen years, she has realized her calling in helping students achieve their education, and looks for innovative ways to increase student access and leverage resources to help foster student success.

Alex Mikkeltorg | Alex Mikkeltorg is a Student Record Specialist with Eastern Washington University, where she has spent the last seven years establishing valuable, adapted communications with students, faculty, staff, and other university stakeholders. She has dedicated her nearly decade-long career in higher education to student success and operational excellence. In February 2021, Alex earned her Masters of Science in Management and Leadership from Western Governors University. She aims to apply that knowledge to existing university processes and to foster inclusive, dynamic leadership at all levels.

Amanda Stilwell | Amanda Stilwell started her career in higher education a little over four years ago at Eastern Washington University. As an alumna, her dedication to student success starts with empowering the EWU community through improving accessibility of institutional knowledge while strengthening students' executive functioning skills. Her recent promotion to the Assistant Registrar position has allowed her to utilize her BA in Public Relations by assessing the efficacy of current systems for relevance/redundancy, UX, and ADA compliance.

Ana Marie Alameda | Ana Marie serves as the Technology and Systems Specialist for the Office of the Registrar at the University of Washington Tacoma. She oversees academic scheduling, coordinate the production of the General Catalog, maintain the departmental website and serve as the campus point-of-contact for 25Live, the campus' scheduling and event application. Ana Marie is also a proud mom of two young boys and a houseplant enthusiast.

WaACRAO 2021

Meet Your Presenters

Justin Kjolseth | Justin attended undergraduate at Pacific Lutheran University and graduated from Vermont Law School in 2013. Since the summer of 2014, Justin has been the Assistant Attorney General responsible for advising the Washington Student Achievement Council (WSAC) on issues relating to residency for purposes of in-state tuition. They work with residency officials at WSAC to ensure that residency officers are kept up-to-date and adequately informed about the requirements of state residency law.

Amber Brock | Amber Brock has served as the Registrar at Tacoma Community College since 2019. She previously worked at the University of Puget Sound in the Office of the Registrar. She holds a Masters in Library and Information Science from the University of Washington Seattle. She has been an active board member of WaACRAO since 2019.

Dani O'Rourke | Dani O'Rourke serves as a Regional Director for the West. Dani consults with institutions to find the right solution for their existing and future needs. Dani offers valuable insight from her 10+ years of experience in the ed-tech market, engaging in customer partnerships across the US and Canada focusing on course materials, academic resources & the curriculum and catalog market. Remote: Los Angeles, California.

Tiffany Robinson | Tiffany Robinson has served as University Registrar at three separate institutions and has 21 years of experience within the Registrar's office. She is an active "CRAO" member and has served at the state level (IACRAO and KACRAO (Kentucky)), regional (SACRAO) and national levels. She currently serves as the President on the AACRAO Board of Directors. Her work with AACRAO Board of Directors as the VP for Access and Equity lead to the addition of the Diversity statement on the AACRAO Strategic Plan.

In Fall 2018, Mrs. Robinson hosted a reception that introduced the LEAD Initiative at the Strategic Enrollment Management Conference. During her Presidential year, she has challenged the membership to Step out of their comfort zone and expand the prism of their lived experiences. Have you taken the Challenge?

INTERESTED IN BEING A PRESENTER?

WaACRAO strives to promote best practices, provide legislative updates, information exchange about innovative trends in technology and many more! We are always looking for presenters to share their knowledge/insight with the WaACRAO members. This is an amazing opportunity to not only share your knowledge with your fellow colleagues but add this experience to your list of accomplishments!

We kindly invite you to participate in our next annual WaACRAO conference as a presenter! Save the date — August 4, 2022! We hope you will join us!

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 2003 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.