



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

**August 4, 2022**

**Pierce College**

**Puyallup, Washington**



## **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.*

## **WaACRAO Executive Committee Members**

***President:*** Amanda Breslin, Pacific Lutheran University

***Vice President:*** Steve Downing, Bellevue College

***Past President:*** Karen Khuu, Green River College

***Secretary:*** Denise Lynch, University of Washington Seattle

***Treasurer (2-year term preferred):*** Vacant

***Registration Coordinator:*** Barry Polin, University of Washington Bothell

***Communications Coordinator:*** Amber Brock, Tacoma Community College

***Web Coordinator:*** Kristin Urban, Seattle University

***Vendor Coordinator(s):*** Karen Khuu, Green River College

***Onsite Coordinator:*** Andrea Vonderscheer, Pierce College at JBLM

***Hospitality Coordinator:*** Amanda Breslin, Pacific Lutheran University

***Conference Program Coordinator:*** Kristin Urban, Seattle University

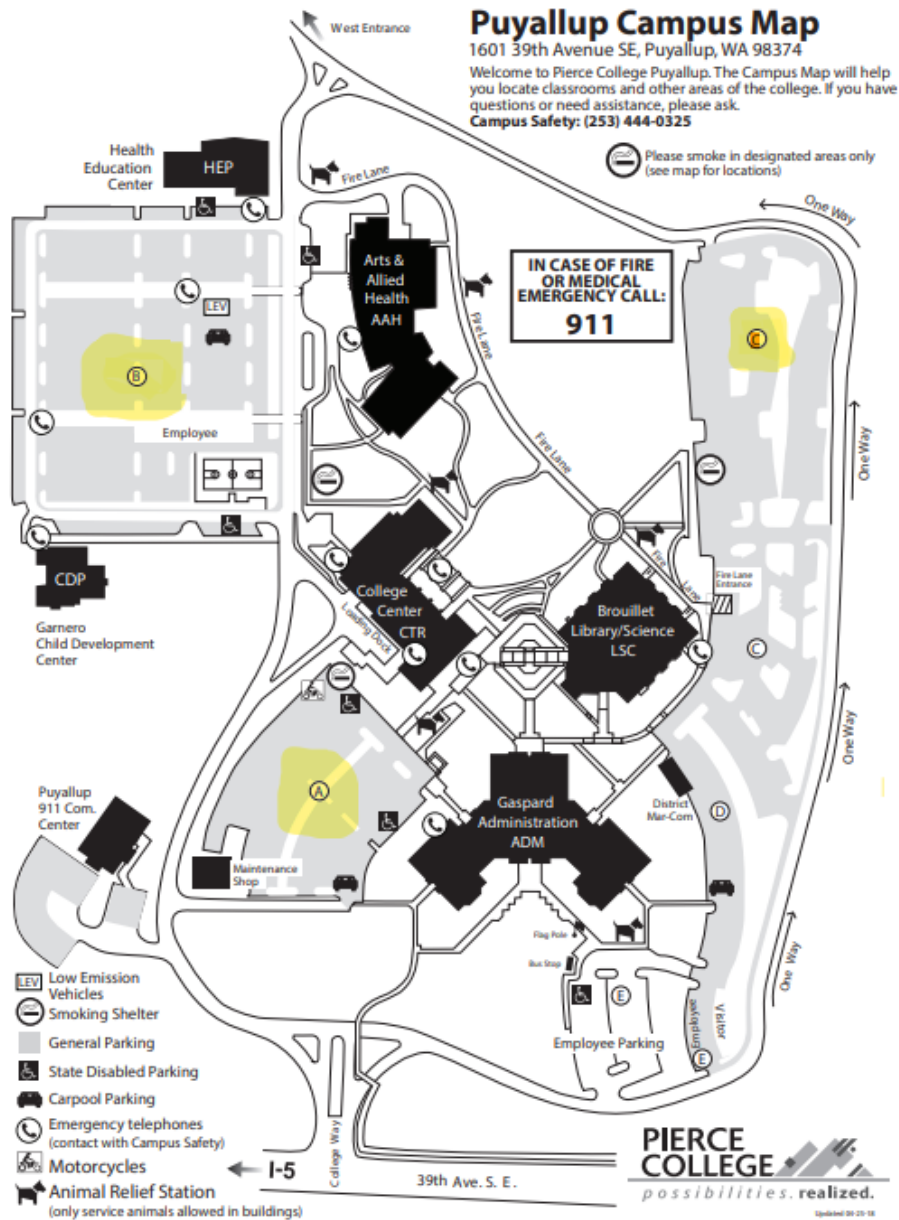
***Sessions Coordinator(s):*** Carla Hager, Pierce College Puyallup

***Assessment Coordinator(s):*** Megan Banford, University of Washington Seattle

# Pierce College Parking

For room maps, please go to pages 12 - 16 of program

Parking available in highlighted lots: A, B, C



# Conference Agenda

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

**8:15-9:00** Opening remarks-Amanda Breslin

**Keynote – AAH Theatre Keynote Speaker: Julia Pomerenk**

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

Session Title	Presenter/Facilitator	Room Assignment
What Reality TV can say about Our Workplace: Race, Gender, and Inequality	Garick Sherburn	Arts and Allied Health Building Room 130
Enrollment Management Roundtable	Melissa Carolus and Jason Trosine	College Center 250
Veterans Education Benefits for Veterans and Dependents	Cynthia Depoe	College Center Building 104

**10:15-10:30** Break and Refreshments with Exhibitors  
AAH Theatre Lobby

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

Session Title	Presenter/Facilitator	Room Assignment
Leadership Development Institute	Marc Booker, Andrea Vonderscheer, in-person facilitator	Arts and Allied Health Bldg 130
FERPA Doesn't Need to Freak You Out	Helen B. Garrett	College Center Building 102
Residency and ctcLink	Tanjagay Martin and Serena Murray	Arts and Allied Health Bldg 233
Mastering the Art of Change in the Admissions Office	Tiffani Robertson, Steve Downing, in person facilitator	College Center Building 104

**11:30-11:45 Break**  
AA Theatre Lobby

## 11:45-12:15 Vendor Session



Vendor Session Title	Presenter/Facilitator	Room Assignment
InRoads Analytics - Strengthening Data Analysis Skills in Admissions	Rina Campbell	College Center Bldg 102
Paradigm Inc - Diplomas, Done Right: A Comprehensive Credentialing Solution	Elizabeth Kunde	College Center Bldg 104
Parchment Diploma Services - Elevating the Student Experience	Laurel Roenbrook	College Center 250
CourseDog	Zach Drollinger and Anthony Papp	Arts and Allied Health Bldg 130
Stellic - Reimagining Degree Audit & Planning to Transform the Student & Staff Experience	Kevin McKeever	College Center 252
HighPoint Technology Solutions	George Amalor, CEO	Arts and Allied Health Bldg 233

**12:15 - 1:15 LUNCH**  
College Center Cafeteria

### **1:30 - 2:30 Breakout Session Three**

Session Title	Presenter/Facilitator	Room Assignment
Make Meetings More Meaningful and Memorable: Applying Priya Parker's Art of Gathering	Julia Pomerenk	College Center Bldg 102
Transfer Topics	Marc Booker	College Center Bldg 104

**2:45 - 3:15 Break with Refreshments**  
AAH Theatre

**3:15 - 3:30 Wrap Up** – Amanda Breslin, President – AAH Theatre  
Closing Remarks – Steve Downing, Vice President/2023 President

### **3:30 - 4:30 Breakout Session Four**

Session Title	Presenter/Facilitator	Room Assignment
Private Registrars of Washington (PROW) Roundtable	Micheal Pastore and Shea Hamilton	College Center Bldg 104
Military Student Information Roundtable	Andrea Vonderscheer	College Center Bldg 252

## SESSION INFORMATION

### ***Breakout Session 1***

#### **What Reality TV can say about Our Workplace: Race, Gender, and Inequality**

Admit it. We've all had our late-night reality show binge-fest from Survivor, to the Kardashians, to Cake Wars and everything in between. Simply put, we like reality TV. We could never see ourselves living those crazy lives, could we? Well, you might be surprised! In this fun and honest education session, we will look deep into the "unreal" world of reality TV and see how it reflects our workplace more than we realize. Be ready to confront our biases, talk about the inequity in how we look at gender and race in the workplace, and hopefully walk away with a mission to make our office culture better.

#### **Enrollment Management Roundtable**

1. Introductions: Melissa and Jason background
2. Define Enrollment management and how higher education institutions plan.
2. Presentation:
  - Strategies and Tactics
  - Departments working together
  - Recruitment
  - Retention
  - Graduation
3. Questions/Discussion

#### **Leadership Development Institute**

### ***Breakout Session 2***

#### **Veterans Education Benefits for Veterans and Dependents**

This session will include information about the different VA Education programs for Veterans and Dependents. (Chapter 31- Veterans Readiness, Ch 33 - Post 9/11 VA Education, Ch 1606 and Ch 30 - Montgomery GI Bill and Ch 35 - VA Education benefits for dependents). I will go over how to apply for the benefits and how they differ. I will also go over the Washington State Tuition Waiver for dependents and talk about scholarships and grants that may be helpful to the student.

#### **FERPA Doesn't Need to Freak You Out**

Whether you are new to upholding and adhering to the Family Educational Rights and Privacy Act (FERPA) or you are a seasoned FERPA king or queen, come to hear an overview of FERPA basics while hearing of particularly challenging FERPA scenarios and how they were resolved

## **Mastering the Art of Change in the Admissions Office**

We all know that the world of higher education is ever changing. Are you in the admissions office or work closely with that office and have recently gone through a change at your institution as far as a process, job duties, technology, reporting structures, etc. that you would like to share with others? Do you need help adjusting to change at your campus? Do you feel as though you've been through so much change that you can provide advice to others? If you answered yes to any of these questions and are in the admissions office or work closely with that office, this session is for you! We will discuss in roundtable format the ups and downs of change at our institutions and how to make it through as admissions professionals.

## **Residency and ctcLink**

This session is about coding residency determinations and how to correct an ISIR mismatch in Enrollment Services. Our discussion will also cover the requirements for the Residency Affidavit and updating citizenship information.

## ***Vendor Session***

## ***Breakout Session 3***

### **Make Meetings More Meaningful and Memorable: Applying Priya Parker's Art of Gathering**

Let's make meetings more meaningful and memorable. Let's learn from Priya Parker's book, *The Art of Gathering: How We Meet and Why It Matters*. Let's learn from each other. We can transform our time together, so that we feel that we've invested in invigorating time, rather than spent time that's been wasted. Picture yourself and your colleagues grinning, as you step into meeting rooms (or click into Zoom rooms). Imagine coming away from meetings with more energy.

## **Transfer Topics**

## ***Breakout Session 4***

### **Private Registrars of Washington (PROW) Roundtable**

A check-in for the registrars of our private colleges in Washington.

### **Military Student Information Roundtable**



## Meet our Presenters

### ***Andrea Vonderscheer, presenting **Military Student Information Roundtable*****

Andrea Vonderscheer currently serves as the Interim Dean of Student Success for Pierce College at Joint Base Lewis-McChord. She has been providing support to students for 18 years, with a focus on military-connected populations. Andrea is a technology wizard and has been the lead for managing the military portals for Pierce College District and providing subject matter expertise with tuition assistance. Her leadership has contributed to Pierce College District being recognized for various national awards, including the 2022 CCME Institution of the Year.

### ***Cynthia DePoe, presenting **Veterans Education Benefits for Veterans and Dependents*****

Cynthia DePoe works at Pierce College Puyallup as the Program Specialist for Veterans Services. She previously worked as the Testing Center Coordinator and has been employed at Pierce College since 2014. Cynthia was born and raised in Washington State and is a member of the Confederated Tribes of Siletz Indians of Oregon. She received her Associates degree in Instructional Systems Technology from the Community College of the Air Force and her Bachelor's degree from Southern Illinois University (SIU) in Workforce Education and Development. She retired from the Washington Air National Guard as a Chief Master Sergeant after 31 years of service. While in the Air National Guard she was the Superintendent of Force Development where she managed Western Washington's training program. Currently, Cynthia is involved with the Institutional Effectiveness committee and has been involved with initiatives to bring more Native students to college. Some of her hobbies include, jogging, biking, hiking, reading, and spending time with her family.

### ***Garick Sherburn M.Ed. (He/Him) , presenting **What Reality TV can say about Our Workplace: Race, Gender, and Inequality*****

Hello all! My name is Garick, nice to meet you all! I am currently serving as the Assistant Director of Admissions at the University of Washington, Bothell. Previously I worked in Disability Resources at Highline College and in Graduate Admissions at Seattle University. I am originally from Spokane, WA where I was Gonzaga Educated (Go Zags!) and I got my first job working at a movie theater throughout my high school and college days. And yes, that's a whole lotta popcorn! In my free time I love playing video games and watching anime. Talk to me about Fall Guys, Demon Slayer, and Jujutsu Kaisen anytime. Have fun at the conference and thank you for all the work you do for students and families in our field!

### ***Helen B Garrett, presenting **FERPA Doesn't Need to Freak You Out*****

Helen B 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.

***Jason Trosine, co-presenting Enrollment Management Roundtable***

Jason Trosine is the Director of Enrollment and Financial Aid Services at Washington State University, Spokane. He started this position in 2017 as the Spokane campus Registrar. Since then, his responsibilities expanded to Financial Aid. The experience that he has gained with enrollment as the Registrar, and now Financial Aid has given him the experience needed to fully understand enrollment management. 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.

***Julia Pomerenk, presenting Make Meetings More Meaningful and Memorable: Applying Priya Parker's Art of Gathering***

Julia has enjoyed 33 years working in Registrar's Offices, mostly in Washington. She moved south five years ago to work as the University Registrar and AVP for Student Services and Enrollment Management at the University of Oregon. Julia serves as the Dean of the PACRAO Leadership Development Institute and as the AACRAO Vice President for Records and Academic Services.

Over 36 years in higher education, she's spent many hours in meetings. She is committed to making meetings more meaningful and memorable. Learning as she leads, Julia applies the wisdom from Priya Parker's The Art of Gathering to make meetings better.

***Mark Booker presenting Leadership Development Institute and Transfer Topics***

With nearly two decades of experience working with online and distance education students at the post-secondary level in admissions, registrar, and academic administration roles Marc Booker brings a unique perspective on the trends in higher education from a non-traditional student lens. As Vice Provost for Strategy at the University of Phoenix, Marc oversees critical path academic initiatives to improve the student experience such as learning platform implementations, curricular enhancements, and developing empathetic solutions to drive improved student outcomes through data.

***Melissa Carolus, co-presenting Enrollment Management Roundtable***

Melissa Carolus is the Financial Aid Manager at Washington State University, Spokane. She has been in higher education for over 7 years. Throughout her career, she has worked in many different departments, from admissions, to enrollment, to financial aid,

to IT services. Through these positions, she has gained the knowledge and experience to understand how important strategic enrollment management is within higher education.

***Michael Pastore, co-presenting Private Registrars of Washington (PROW) Roundtable***

Michael is the University Registrar for the University of Puget Sound. He previously served as WaACRAO President and Chair of the Private Registrars of Washington.

***Serena Murray, co-presenting Residency and ctcLink***

Hello! My name is Serena Murray, and I am currently the Admissions Program Specialist II at Lower Columbia College. I have worked in this role for the past four years, but have 10 years experience in higher education. I helped with go-live here at LCC, and I have been processing residency for the past four years.

***Shea Hamilton, co-presenting Private Registrars of Washington (PROW) Roundtable***

Shea earned her doctorate and master's degrees from The Ohio State University and completed her undergraduate studies at DePaul University. She brings over 15 years of experience in educational advocacy and research as well as extensive experience in higher education. She has presented at numerous conferences around the US and has published in a variety of outlets including peer-reviewed journals as well as practitioner-oriented media.

Shea represents Washington's private, not-for-profit colleges and universities on a number of boards and organizations, including the Washington Council for High School-College Relations, the Intercollege Relations Commission, the Joint Transfer Council, and Aim Higher Washington.

***Tanjugay Martin, co-presenting Residency and ctcLink***

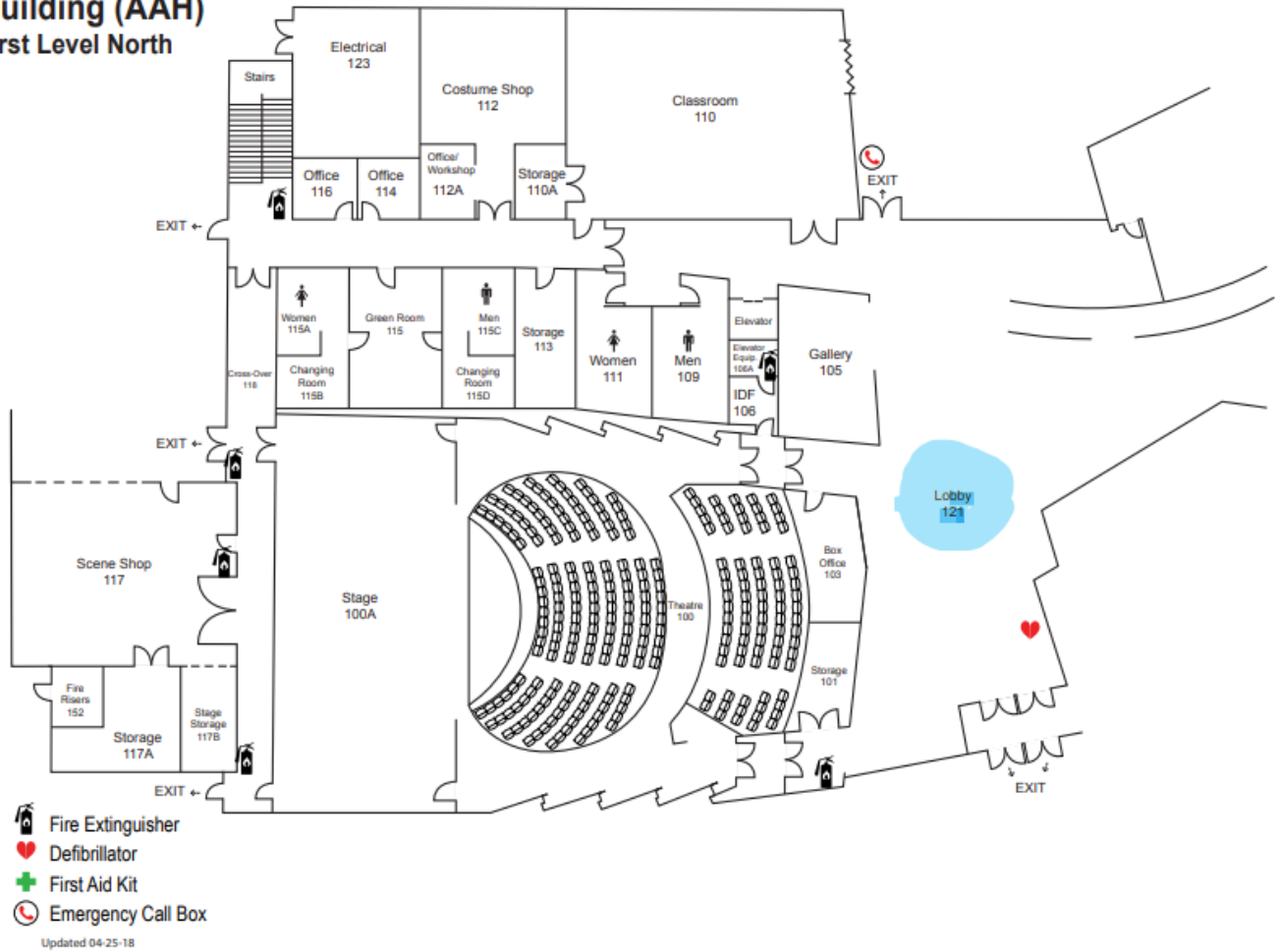
Hello! I joined the SBCTC team in July 2019 as a training team member. I started at Tacoma Community College, Gig Harbor Campus, in 2015, where I experienced ctcLink go-live. I transferred to TCC Main Campus in Enrollment Services a year later as Admissions Lead. It was a great opportunity for me to learn about residency coding in ctcLink at TCC.

***Tiffany Robinson, presenting Mastering the Art of Change in the Admissions Office***

Tiffani Robertson has 17 years' experience in higher education, has worked full-time for three universities, and taught at two. Tiffani is now an Associate Director for Enrollment Management, focusing on transfer technology and enrollment data. She is also a doctoral candidate in the Educational Administration Foundations – Higher Education PhD program at Illinois State University. Tiffani has been an active member of IllinoisACRAO and AACRAO for several years and currently serves as the VP at Large for AACRAO. She is looking forward to presenting at this year's WaACRAO conference virtually for the second year in a row.

## Session Maps

### Arts and Allied Health Building (AAH) First Level North



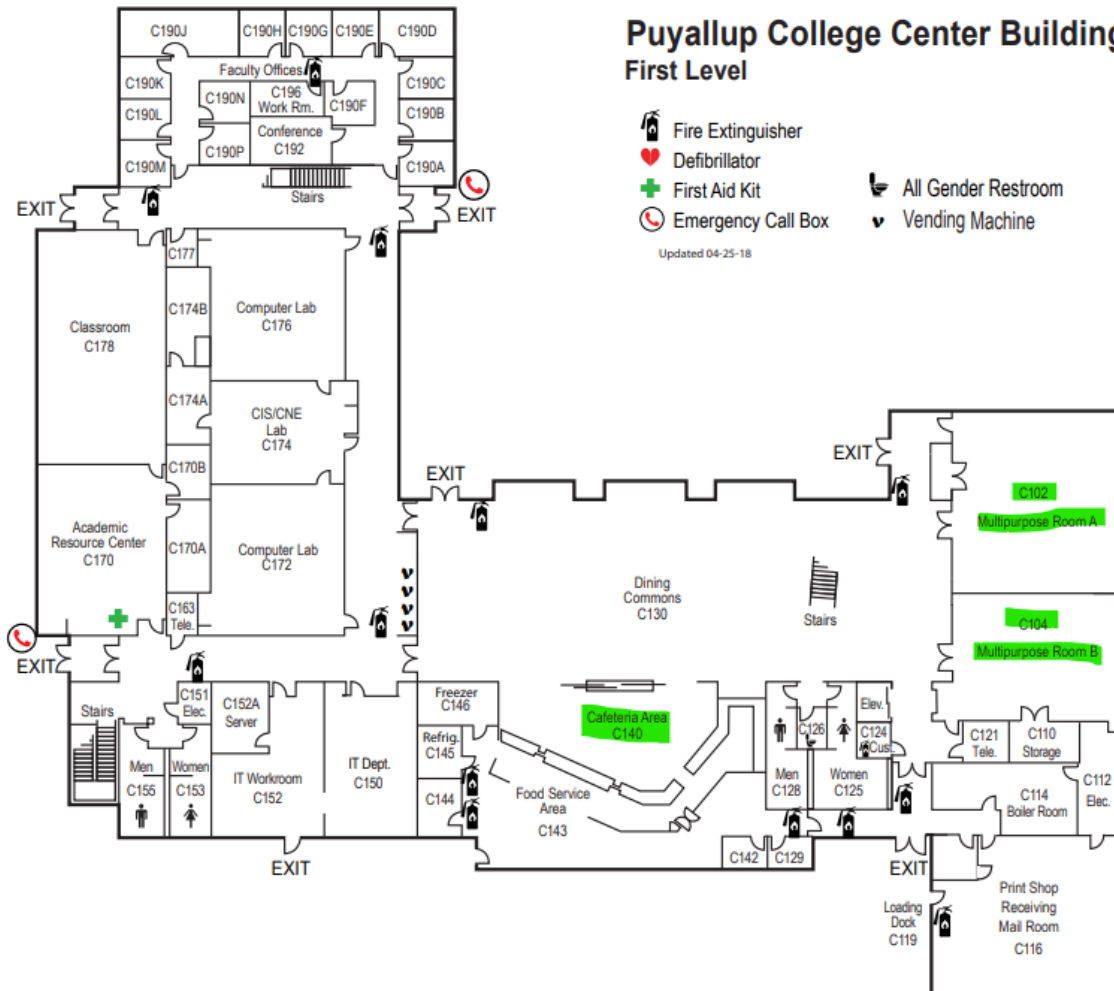
**Arts and Allied Health  
Building (AAH)  
First Level South**



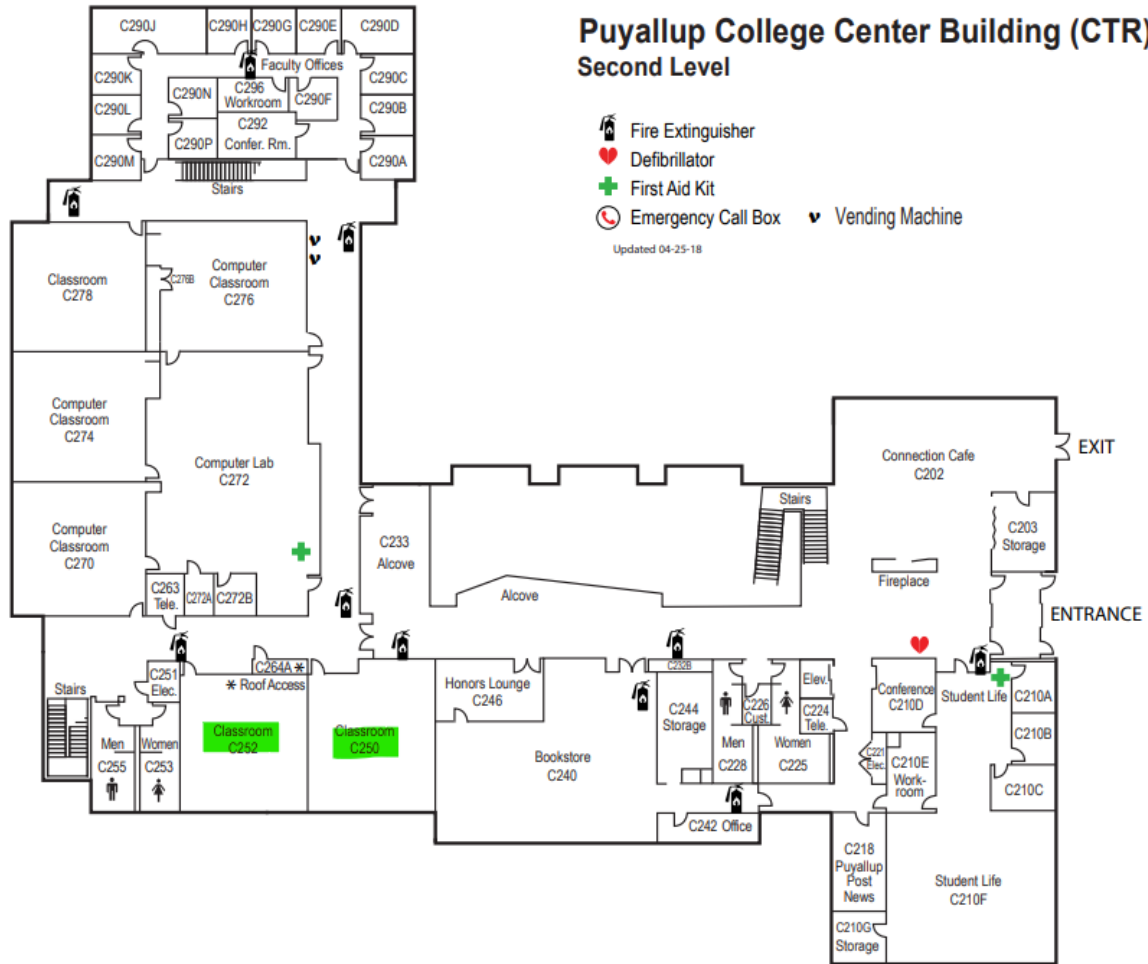
# Arts and Allied Health Building (AAH) Second Level South







## Puyallup College Center Building (CTR) Second Level



## **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.

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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<https://www.waacrao.org>