WASHINGTON ASSOCIATION OF COLLEGIATE REGISTRARS & ADMISSIONS OFFICERS



August 1, 2024 University of Puget Sound



WaACRAO Executive Committee Members

President: Arturo Torres, Central Washington University

Vice President: Megan Banford, University of Washington, Seattle

Past President: Steve Downing, Bellevue College

Secretary: Kara Simon, DigiPen Institute of Technology

Treasurer: Karen Malella, Central Washington University

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On-Site Coordinator: Michael Pastore University of Puget Sound, Registrar

Hospitality Coordinator: Vacant

Vendor Coordinator: Rose Spodobalski-Brower, Central Washington

University

Sessions Coordinator: Vacant

Assessment Coordinator: Megan Banford, University of Washington Seattle

MISSION STATEMENT

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

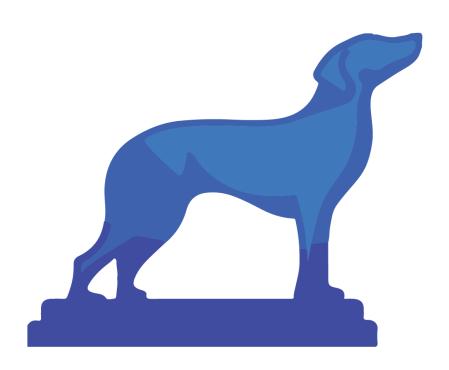
To foster a better understanding of the activities of member institutions and to develop a spirit of cooperation, collaboration, and unity in addressing issues of mutual concern.

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.)

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:



Coursedog

PREMIUM LEVEL PARTNERS:



PREMIUM LEVEL PARTNERS:



PREMIUM LEVEL PARTNERS:



PREMIUM LEVEL PARTNERS:



BUILDINGS

- Alcorn Arboretum (E-2)
- Anderson/Langdon Residence Hall (E-3)
- Athletics and Aquatics Center ● (B-2)
- Baker Stadium/Peyton Field/Shotwell Track ▲ (B-2)
- Baseball Diamond (A-2)
- Benefactor Plaza (D-3)
- Center for Student Support ▲ (C-4)
- Ceramics Building ● (E-4)
- Communications House ● (D-4) Commencement Walk (B-3-E-2)
- East Athletic Field (A-3)
- 12 Event Lawn (C-3)
- ಪ Facilities Services

 (A-3) Expeditionary (D-4)
- 5 Greek Houses ■ ▲ ● O(D-1)
- 16 Harned Hall/Oppenheimer Café ■ ● (D-1)
- Harrington Residence Hall (E-3)
- ᇙ Howarth Hall ▲ ● O (D-3)
- 3 Human Resources ■ ● (D-3)
- 20 Jones Circle (D-3)
- Jones Hall/Alumni and Parent
- 23 Karlen Quad (D-2) Relations/Norton Clapp Theatre **= • •** (D-3)

Kilworth Memorial Chapel ■ ● O (E-2)

- 24 Kittredge Hall and Art Gallery ▲ ● ○ (D-4)
- 26 25 Library, Collins Memorial ■ ● ○ (E-2) Langlow House (C-4)
- 27 Lower Baker Field (C-2)
- 29 28 McIntyre Hall ■ ● (E-3) Memorial Fieldhouse/Pamplin Sports
- Center **= • (**B-3)
- 8 Music Building/Schneebeck Concert Hall (D-2)
- Oppenheimer Hall ▲ (E-3)

President's House ▲● (E-2)

Print and Copy Services ▲ (D-4)

Regester Residence Hall (C-3)

Residential Experience ▲ ● (D-4)

- Trimble Residence Hall/Trimble Forum
- 53 University Club

 (C-4)
- 띴
- 墅
- 0 (R-3)
- Rotunda/Student Involvement and Wheelock Student Center/The Cellar/ Diversions Café/Logger Store/Rasmussen
- Wilson Welcome Center/Admission

8

- 57 Wyatt Hall ■ ● (C-2) ● O (F4)
- BUILDING KEY
- Wheelchair accessible entance(s) and all/most floors
- Wheelchair accessible entrance(s)

- and one floor
- 0



- Todd/Phihhs Residence Hall ● (D-3)
- University of Puget Sound Garden (E-4)
- Warner Gymnasium ▲● (C-2)
- Weyerhaeuser Hall/Mobility Park

46

Theme House Bow (C-3) Tennis Pavilion ■ (A-2)

Ihompson Hall ▲●○ (U-Z

ದಿ

Student Diversity Center A O (C-4)

Softball Field (B-3) Social Justice Center (C-4) Smith Residence Hall ▲ ● (E-3) 8 8 37 36 딿 32 ಜ

Seward Residence Hall (C-3)

Security Services ▲ (E-3)

Sculpture Building (E-4) Schiff Residence Hall ▲ O (E-3)

8

Todd Field (C-2)

Programs/University Chaplain ■ ● ○ (D-4)

PARKING-SECONDARY

PARKING KEY

PARKING-MAIN P (B-3) CFVL(C-4)

CFR&(E-4) F & (E-4)

CFRV&(B-2)

P9 **V**(D-3) P10 **CFR**(C-4)

(D-3)

8 Ρ7

- ಪ ಸ CFRV5(D-2)
- CFRV(E-4) FV (E-3)

- Wheelchair accessible restrooms Gender neutral restrooms

- F < 30 0 m C Visitor Wheelchair Hesident Clinic Patient Faculty/Staff Commuter Student
- accessible

P15 CR&(D-1) P14 CR (C-1) P13 F 医(D-2) P12 CFR(B-4) P11 CFR(C-4)

Conference Program At a Glance

7:15-8:15

Conference check-in: Wheelock Student Center Rasmussen Rotunda

8:15-9:00

Opening Remarks: Wheelock Student Center Rasmussen Rotunda: Arturo Torres, WaACRAO Board President Welcome: University of Puget Sound, Brad Tomhave, Registrar 2007-2017

Keynote: Dr.Tina DeNeen, AACRAO's Associate Executive Director for Education & Member Development

Raffle: Wheelock Student Center Rasmussen Rotunda

9:10 -- 10:00 SESSION ONE

9:00—9:10

Session Title	Presenter	Rooms
Writing in Plain Language: Why it Matters and How to Do It	Tina Miller, University of Washington, Seattle	Wheelock Student Center Rasmussen Rotunda

10:00 - 10:10 BREAK and RAFFLE

10:20 - 11:10 SESSION TWO

Session Title	Presenter	Rooms
Enrollment Services One-Stop- stories from UW Tacoma and UW Bothell	Pamela Lundquist, University of Washington Bothell and Andrea Coker- Anderson University of Washington, Tacoma	Trimble Forum (across the courtyard)
Stepping Out of Your Comfort Zone: Disrupting isms in the Workplace	Yubi Lojewski, Pierce College and Azaria Evans, Pierce College	Thomas Hall Tohoma room. (across the courtyard)
Schedule of Classes Roundtable	Eli Gandour-Rood , University of Puget Sound	Wheelock Student Center: Murray Boardroom

Conference Program At a Glance

11:20—11:50 Vendor Session

Session Title	Presenter	Rooms
Stories About Enrollment Success and How They Did It Using Social Media	Motimatic	Wheelock Student Center: Murray Boardroom
Ask A Parchie!	Parchment	Trimble Forum (across the courtyard)

11:50—1pm Lunch: Wheelock Student Center Rasmussen Rotunda

12:30 Tour check in Welcome Center (view campus map)

12:40—1:20 Campus Tour

1:30 - 2:00 Vendor Session

Session Title	Presenter	Rooms
Leveraging New Analytics in Academic Operations for Student Success	Coursedog	Thomas Hall Tohoma Room . (across the courtyard)
Empowering Enrollment: A Deep Dive into Parent and Family Engagement Strategies	CampusESP	Trimble Forum (across the courtyard)
Efficient Planning and Enrollment - Only Fully Integrated, Automated & Real-time Solution	HighPoint	Wheelock Student Center: Murray Boardroom:

Conference Program At a Glance

2:05 - 2:55 **SESSION THREE**

Session Title	Presenter	Rooms
Al and EDI: Unraveling the Journey, Unveiling Practical Applications through an EDI Lens	Christina Nakada-Alm and Christi Rose, Tacoma Community College	Trimble Forum (across the courtyard)
WICHE and AACRAO update on our No Holding Back participation	Arturo Torres, Central Washington University	Thomas Hall Tohoma room . (across the courtyard)
Supporting Running Start Students	Ben Johnson, University of Washington Bothell and Melanie Singson, University of Washington campus	Wheelock Student Center: Murray Boardroom

3:00—3:10 Break and Raffle: Wheelock Student Center Rasmussen Rotunda

3:15 - 4:10 **SESSION FOUR**

Session Title	Presenter	Rooms
Saddle Up at the WaACRAO Residency Rodeo!	Alison Bazeley, University of Washington and Helen Garrett, University of Washington , Registrar	Trimble Forum (across the courtyard)
What's New at the Independent Colleges of Washington	Sheila Steiner, Independent Colleges of Washington and Michael Pastore University of Puget Sound, Registrar	Thomas Hall Tohoma Room

4:15-4:30 CLOSING REMARKS: Wheelock Student Center Rasmussen Rotunda:

Arturo Torres, WaACRAO Board President & Megan Banford, WaACRAO Board Vice President/2025 Board President

Conference Program At a Glance

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.

Session Descriptions

SESSION ONE

Writing in Plain Language: Why it Matters and How to Do It:

Similar to Universal Design, clear and accessible language can have a positive impact on all students, while complicated academic writing can negatively affect student experience, success, and retention. Learn the what, why, and how of writing in plain language.

SESSION TWO

Enrollment Services One-Stop- stories from UW Tacoma and UW Bothell:

Do you currently have a one-stop enrollment services center or have you been thinking about creating one? Join us to share your own experiences as we discuss the benefits and challenges we identified while creating our one-stop models.

Stepping Out of Your Comfort Zone: Disrupting isms in the Workplace:

Have you ever witnessed workplace discrimination but didn't know how to address it? Join us for this interactive discussion as we explore various -isms in higher education and offer accessible tactics for disrupting systemic inequities.

Al and EDI: Unraveling the Journey, Unveiling Practical Applications through an EDI Lens

"Al and EDI: Unraveling the Journey, Unveiling Practical Applications through an EDI Lens." This immersive session delves into the intricate relationship between Artificial Intelligence (AI), specifically generative AI, and Equity, Diversity, and Inclusion (EDI), tailored for educators across middle, high school, and post-secondary education. The workshop explores how generative AI can simplify complex educational messages, including college readiness and financial aid guidance, using platforms like WASFA and FAFSA.

Participants will explore real-life examples of AI applications with EDI impacts. Through small group discussions, educators will brainstorm innovative ways to integrate generative AI into their educational practices to enhance equity and inclusion. These collaborative exchanges will foster creativity and inspire attendees to apply AI technologies effectively in diverse educational settings.

The session emphasizes accessibility, offering introductory-level concepts and utilizing free platforms like ChatGPT. Participants will gain practical strategies for leveraging generative Al ethically and effectively to create inclusive learning environments. They will also have the opportunity to share their own examples of Al integration and receive feedback from peers, facilitating collective learning and knowledge sharing.

By the workshop's conclusion, educators will leave empowered with actionable insights and tools to implement generative AI technologies in their teaching methodologies, ensuring equitable access and support for all students. This session promises to inspire educators to embrace generative AI as a tool for promoting diversity, equity, and inclusion in education, paving the way for a more accessible and inclusive educational landscape.

Session Descriptions

VENDOR SESSIONS

Motimatic—Stories About Enrollment Success and How They Did It Using Social Media:

Do you have unregistered current students, stop-outs or admitted-not-registered students going back two to three years that have been unresponsive to your marketing outreach? Fear not. There are ways to reach these groups and drive them to register for the upcoming term. This session will highlight some recent Washington success stories and how you can do it with no software integration necessary and within a week!

Parchment—Ask a Parchie!

Christopher Hart and Riley Bradach from the Customer Success team will visit with WaACRAO. They are hoping to chat with current members about their plans for 2025 and beyond. This session will not be a sales presentation, but instead a roundtable discussion amongst current members about the state of their Parchment tools and how things are going. We know from our 2024 survey that the overall feeling of our services are positive, but we are hearing a lot of emerging needs in the state and they are beyond worthy of discussion. You will know this session is for you if:

- you have a specific idea for improvement of a Parchment feature {enhancement request}
- you have a pain point that is not 100% addressed by your Parchment setup and are curious if others have alternative configurations and achieved better outcomes {process improvement}
- you have a new problem to solve that didn't exist when you implemented {new initiatives}
- everyone on your team is processing differently. What is the best way? {best practices}
- you have any questions for Parchment (continuing education)

Coursedog - Leveraging New Analytics in Academic Operations for Student Success Historically, academic operations such as scheduling, curriculum management, and catalog creation lived in silos that made data hard to access. However, new solutions now enable institutions to leverage the wealth of data in these functions. Learn how integrating your academic operations unlocks new data and analytics that support student retention and bolster institutional financial health.

WaACRAO 2024Session Descriptions

VENDOR SESSIONS

CampusESP— Empowering Enrollment: A Deep Dive into Parent and Family Engagement Strategies :

Parents and families are becoming increasingly more involved and important in the enrollment and ultimate success of students. In fact, 85% of prospective parents prefer receiving communication weekly from their student's institution and 40% want to be more involved in their current student's experience. Join Pacific Lutheran University (PLU) in learning how they are leveraging CampusESP Parent/Family Engagement Platform to increase enrollment, yield and overall student success. Over the last two years, PLU has increased their applicant and admit pool by over 17% each year and exceeded enrollment targets. The CampusESP Platform covers the full student lifecycle including the communication and engagement to prospective and current Families as well as the ability to streamline and modernize FERPA Management.

HighPoint—Efficient Planning and Enrollment - Only Fully Integrated, Automated & Real-time Solution: HighPoint will demonstrate how institutions have transitioned from disparate satellite systems to a fully integrated and automated planning solution with a personalized pathway to graduation that sits inside of PeopleSoft with HighPoint's products. Key features include generating an automated sequence of courses, demonstrating the ability to share and communicate plans between advisors and students, one-click registration for students, and pre-built analytics for enrollment management. This solution leverages your current Degree Audit setup and can be implemented in 3 months. It is 100% real-time, and student data stays in-house.

Session Descriptions

SESSION THREE

Schedule of Classes Roundtable

Come connect with colleagues to share strategies for classroom and academic scheduling best practices. When we work together as part of a community of practice, we can all learn and grow. Bring examples of what has been working well for you, stories of updates or efficiencies, and questions or requests for advice.

CWU, WICHE, and AACRAO, update on our No Hold Back participation

Its been one full year with some new enrollment strategies that where initiated with some findings in our study. We will go over what have been the results of these initiatives and what we plan moving forward.

Supporting Running Start Students

While Running Start is an incredible way for high school students to earn college credits while in high school, many Running Start students do not understand how those credits transfer towards degrees at other institutions or the other implications of entering those institutions with a high number of college credits. At UW Bothell, our admissions team is exploring ways to better support this students. In this session, we'll facilitate a roundtable discussion with 2-yr and 4-yr institutions to discuss best practices for advising and preparing Running Start students.

Session Descriptions

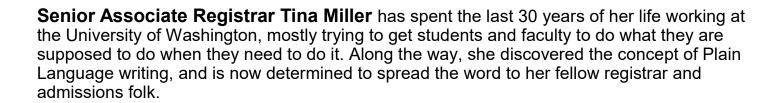
SESSION FOUR

Saddle Up at the WaACRAO Residency Rodeo!

Are you responsible for determining residency for tuition purposes on your campus or maybe just residency curious? Plan to attend the Residency Rodeo, which is a gathering of all Washington 2-year and 4-year public school residency and residency-curious folks to talk about current issues related to residency, to ask (and receive answers) on both simple and difficult questions, and just come together around this challenging and vital process we share to uphold Washington residency laws as we serve students wanting to achieve Washington State residency for tuition purposes. The Residency Rodeo meets every quarter, so we look forward to seeing you on Zoom for these, as well.

What's New at the Independent Colleges of Washington

Founded in 1953, the Independent Colleges of Washington (ICW) serves nine not-for-profit campuses across the state. ICW engages with the federal and state governments and agencies, as well as regional businesses and non-profit organizations, to support students enrolled at our member campuses. Our campuses collectively confer more that 8,000 bachelor's and graduate degrees each year. We strongly believe in the importance of options in higher education to ensure students have diversity of alternatives. Students need to be able to find their best fit – academically, developmentally, and socially – here at home. Nearly half of ICW students identify as a student of color. One-fifth are the first in their families to pursue a degree, and more than a quarter are over the age of 25. More than 40% of ICW students come from families living on low incomes, and 90% of our students receive financial aid directly from their college or university. In this interactive session, we'll explore who ICW students are, and focus on what ICW campuses are doing to support students from underserved backgrounds and those who transfer.



Pamela Lundquist is the Director of Enrollment Services at the University of Washington Bothell. She oversees the Office of the Registrar, Office of Financial Aid, International Student Services Office and the Husky Card Office. A one-stop desk provides student services and support for all of these areas.

Melanie Singson, M.Ed., Pronouns: she/her. Assistant Director of Admissions. I've worked for the University of Washington for 15+ years, with the majority of my time in Admissions at UW Bothell. Our work aims to be student-centered and to build processes that are clear and transparent for prospective students.

Andrea Coker-Anderson is the Registrar and Director of Financial Aid at the University of Washington Tacoma. The Registrar's team staffs the Enrollment Services Resource Center which is a central student service model in support of Admissions, Registrar, and Financial Aid.

Azaria Evans: In my current role as an Entry Service & Outreach Specialist I support prospective and current students with providing general information about our programs, admissions application process, and how to navigate enrollment. My background is in Social Work where I hold BA and MSW with a focus in policy & administration. I am trained as an intergroup dialogue facilitator which means I have skills in working with people across social identity groups with a focus on understanding power and privilege functions within society. I am committed to improving education access for our most marginalized students and creating equitable environments for staff and faculty to thrive within.

Christi Rose is the Director of Entry Services at Tacoma Community College, where she has been dedicated to guiding students through their educational journeys for over 4.5 years. Christi is proud to be the first in her family to graduate from college. As a passionate advocate for higher education, she leverages her personal experiences as a first generation college student to inspire others to achieve their goals.

Her commitment to service is reflected in her experience as a two-time AmeriCorps alum, where she honed her skills in community engagement and support. Christi's leadership and dedication continue to make a significant impact on the students and community at Tacoma Community College.



Dr. DeNeen has more than 25 years of experience in higher education and has maintained focus on reducing equity gaps and identifying and removing administrative barriers for college students. DeNeen holds a doctoral degree in Higher Education Administration from The University of Alabama, and focuses her research on the collegiate experiences of minoritized students. She also holds a master's degree in Public and Community Health, and a bachelor's degree in Public Administration, both earned at Austin Peay State University



Eli Gandour-Rood is the Associate Registrar for Operations & Curriculum at the University of Puget Sound, a relatively new role for him after 10 years in academic libraries. Newly responsible for the schedule of classes, he is eager to learn tips, tricks, and best practices.



Sheila Steiner has worked in Washington's independent higher education sector since 2008. In that time I have served as a faculty member, and worked in general education, assessment, and institutional effectiveness. I also serve on the Joint Transfer Council and Intercollege Relations Commission. I am the Principal Investigator for "Strengthening Transfer Pathways to the Liberal Arts", a multi-year grant funded by the Teagle Foundation and Arthur Vining Davis Foundations that builds capacity for students transferring from community colleges to independent four-year colleges and universities. My current position is Senior Director, Policy and Community Engagement for the Independent Colleges of Washington.



Ben Johnson, MAT, Pronouns: he/him, Associate Director of Admissions, I have been in this role since Sept 2022. Prior to that I worked in the community college system, most recently at South Seattle College in their apprenticeship programs.



Helen B. Garrett, Ed.D., became UW's inaugural University Registrar and Chief Officer of Enrollment Information Services in February 2016. She 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. Garrett has served as president of the Pacific Association of Collegiate Registrars 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 also treasurers her peer mentoring practice and was awarded the AACRAO Outstanding Mentor Award in 2024. She holds a B.A. in business administration and a M.A. in college and university administration from Michigan State University, and a doctorate in education from Oregon State University's Community College Leadership Program.



Alison Bazeley, Residency Team Manager and Residency Officer, has been with the University of Washington Residence Classification Office for seven years.



Christina Y. Nakada-Alm (she/her/hers) currently serves as the Executive Director for Student Advocacy and Cultural Support at Tacoma Community College. In this role, she provides leadership across essential departments, driving advancements in racial equity and fostering increased retention and student engagement through innovative strategies. With a strong focus on team building and diversity promotion, Christina is dedicated to enriching the overall student experience. Her academic background includes a Bachelors degree in Speech Communication from Oregon State University and a Masters in Learning Technologies from the University of North Texas, underscoring her commitment to creating an inclusive educational environment that supports students.



Arturo Torres is the current President of WaACRAO and the University Registrar at Central Washington University. Arturo provides over 18 years of insight and experience in higher education.



Yubi Lojewski: As an Academic Advisor at Pierce College at JBLM, I have the honor of supporting the academic and career goals of our active duty and military-affiliated students. Before my time at Pierce College, I earned my BA in Sociology and Ethnic Studies from Washington State University. I applied the theory and methods learned in the classroom into EDI-focused workshops and programming as a Social Justice Peer Educator. Not only am I passionate about making higher education a space where marginalized students and staff can flourish, I am dedicated to striving for



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 next August, as a presenter! 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.