



The Journal

NATIONAL NETWORK OF LAW SCHOOL OFFICERS
Volume XXI No. 4 SPRING 2007

IN THIS ISSUE

3

Experienced Hands

4

Meet the New Officers
and Board Members

5

Student Information
System Survey

Executive Director's Report



The spring semester is zipping by and finals will be here before we know it. This winter has been a doosie for New Mexico so "spring" has a nice ring to it. I know you believe the Land of Enchantment is always mild and warm but Mother Nature taught us a lesson not always to believe

what we think. I rang in the New Year by spending three days in the Dallas airport trying to get back to Albuquerque. A nor'easter blew in and dumped a record amount of snow (20" + in the city) canceling flights across much of the southwest. And this was on top of 8-10" we received just before I left for the holidays. Since then we have had several smaller snow falls of our usual two inches that melts off in a few hours. I hate it when all we get out of a storm is moisture...no two hour delay or a snow day. Of course all of this wetness means a bumper crop of weeds when spring does arrive.

In the fall edition of *The Journal* I talked with you about burnout and the need for all of us to make time for ourselves and family; to go on vacation; or to take time off during the work week to give ourselves some "quiet time" to revitalize the body. I would like to continue this discussion with you and share information about the work+life movement (sounds like an oxymoron). When we spend a majority of our lives in the work place we do have the right to request (demand) that the work policies and environment be a better place for all employees.

Unions: Love'em or Hate'em

When the Protestant work ethic swung into full force during the Industrial Revolution, there were no worker's rights. The majority of the work force was blue collar, and the robber barons were into making as much money as they could with total disregard for employees. Workers were paid low wages for long hours of labor; there were no health or retirement benefits; and vacation or time off was not in a worker's vocabulary. This created fertile ground for the development of the labor union. The unions fought hard for worker's rights, and often, at the end of bloody battles between employees and employers, the workers won the right to better working conditions, benefits, and a quality of life. Some of you may feel that nothing much has changed over the past 100 years, but the unions set a precedent for worker's rights. I term the unions as the beginning of the "work+life" movement.

A Workplace that Works¹

After just a couple of hours of investigation, my research assistant (the UNM Law Library research staff) walked into the office with her arms full of pages after pages of documents shouting, "Stop me, stop me, I can research for days." I was interested in the history of the work+life movement and to know just where it did begin but I was not able to find specifics other than it first made its appearance in the 1970s and on the corporate stage. It became a hot item in 2000 and is now a hot potato globally. Many thought this new idea of "employees requesting that employers be concerned with and helping them to balance their work with their personal life" was just a fad and would soon disappear. Quite the opposite has happened.

There are multiple studies from both the private and public sectors dealing with employee dissatisfaction with the inflexibility of the work place and seeming disregard for the worker's personal life. The early studies of course dealt with women as the female population increasingly entered the work force. Of primary concern were child care issues and single parenting. These issues continue to be a main focus today but they are no longer gender specific. Recent studies all indicate that a majority of men agree with women that life outside of work is just as important, or more so, than their work. More men are sharing in child care responsibilities and care for the elderly although this task still predominantly falls to the women. Nor is the unrest job specific. Employees are dissatisfied in law offices, the medical and health care areas, universities, corporations, industry, and government.

Current demographics of the U. S. work force²:

Employed Women in the U.S. fall into the following age groups:

25-54	72%	65-68	23%
55-64	55%	75+	4%

*65+ of total female population employed = 11%

Employed Men in the U.S. fall into the following age groups:

25-54	87%	65-69	32%
55-64	67%	75+	9%

*65+ of total male population employed = 19%

Numbers tell a story. By looking at the numbers above the demographic trends causing employers to reexamine the interrelationship between work and family are the

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growing number of women, single parents, and two career families in the workforce and the aging of the American population³. Eighty-five percent of U.S. workers have immediate, day-to-day family responsibilities; 46 percent of workers are parents with children under the age of 18 who live with them at least half time; nearly one of four Americans (45 million) provides or arranges care for a family member or friend; and an increasing number of baby boomers reach retirement age in record numbers at the same time that more and more Americans are faced with the challenge of caring for older parents⁴.

The studies reviewed (20+) all concluded that:

1. Men and women in the workforce are questioning policies and attitudes that preclude or limit their ability to combine work and family successfully.
2. Work+life programs are key predictors of job productivity, job satisfaction, commitment to employers and retention.
3. Workers are willing to leave their present employment for a job with a company that practices work+life incentives, and that these conditions are more important than advancement or salary increase.
4. Employers who have embraced the work+life concept have benefited from such a relationship as illustrated by decreased absenteeism and tardiness, greater work output, improved workforce morale, and loyalty to the company. The company and worker are both winners.

Summary of major work+life incentives

1. Alternative Work Schedules encompass two variations: flexible work schedules and compressed work schedules. Flexible work schedules allow employees to take care of any family or personal appointments without having to take personal or sick leave. The flex time also allows more time with family.
2. Part-time employment and job sharing is an opportunity to acquire and retain talented workers who otherwise might not be available.
3. Telecommuting refers to employment performed at a satellite location (usually the home) for an agreed upon portion of the work week.
4. Benefits and leaves for family responsibilities are specific with each employer but encompass time off for child care, elder care, and a serious health condition of the employee.
5. Dependent care which can include lactation support. This can be the establishment of child care facilities close to the work place. More and more companies are providing facilities to accommodate nursing mothers.
6. Employee assistance programs offer a wide range of services to employees such as short-term counseling, referral support groups, and other social services to help with stress management, emotional issues, alcoholism/substance abuse,

grief/loss, marriage issues, debt management and the list goes on.

7. Lifelong Learning may include tuition remission and time off during the work day for classes. This provides continual upgrading of education and skills so employees can maintain and increase their standard of living.

Of course all of these incentives must be designed to fit each specific work place so that the goal of the company is achieved. Not an iota of this, however, will work if the company does not buy into the idea that work+life is good for everyone. Another key component to the success of work+life is good communication between supervisor and employee. A program of this magnitude takes commitment on everyone's part.

Chances are good that your university has such a program in place or is in the process of establishing one. Check it out: There may be options out there that you are not aware of and these options can make your life happier and more fulfilling. If your school does not have such a program, get on the band wagon and push your human resources department to investigate such a venture. We do not want "any employee left behind."

"You must make sure your employees are fully engaged and energized. Treat them holistically as individuals who have lives outside the office. They'll be grateful and will reward you with their hard work and loyalty. And chances are they won't be one of the 18% who, right now, are surfing career Web sites and calling headhunters. They'll know they have a good thing—and so will you."⁵

P.S. This is my last chit chat with you as Executive Director. It has been a most enjoyable four years for me and, I hope, for you. Thank you for having the confidence in me to lead a most prestigious (although rowdy at times) and professional organization.

FOOTNOTES

1. A Workplace that Works, Government of Canada, October 2003
2. 2005 Current Population Survey, U.S. Dept. of Labor, Bureau of Labor Statistics
3. Work-Family Task Force Report: Background, University of Texas Houston, 1997.
4. Work/Life e-newsletter, University of Texas Houston, 2005.
5. No Surprises, Work/Life Balance is not Just a Woman's Issue, Compensation and Benefits for Law Offices, Recruitment & Retention, Institute of Management and Administration Inc., May, 2006.

Pat Trainor is Executive Director of NNLSO and the Assistant Dean for Registration and Student Services and the University of New Mexico School of Law.

Experienced Hands



Imagine the work at a law school as handling a group of horses. Some days you may see a level of energy and excitement that will remind you of a herd of mustangs while other days the tasks are routine and repetitive to the extent it seems like having the reins of a team of draft horses.

Organizations can be like that too. NNLSO celebrated twenty-five years of service to the law school professionals last year. Depending on your involvement with the organization and for how long, you may sense that some of those years were times that the direction of the organization seemed energetic and maybe a few years a little on the routine side of things. Either way, there have been many people “handling the horses” through the years. They have guided the growth, made the innovations, and brought us to where we are today.

With 2007 annual conference, two of those “experienced hands” left the Executive Board of NNLSO, and, in a sense, passed the reins to some new hands. Nancy Hamberlin (of Brigham Young University) and Ken Pokrowski (of Fordham University) do continue with us in the journey we call law school education, but no longer in an active leadership role. Do be assured that they will still be part of our conferences and email exchanges about our work.

Their backgrounds demonstrate both the variations of regions and the commonality of the tasks of a registrar. During a recent conversation, they both shared a vision of “one-stop” customer service, the use of technology to be more effective in the workplace, and the importance of being part of a law school professional organization. Our organizational experience comes from such places as a school in a quiet western state and a school in a megalopolis.

Nancy Hamberlin has been the law school registrar at J. Reuben Clark Law School since 1982, with a total of over thirty years at Brigham Young University. She is one of those who has experienced registration progress from pull-cards, to scantron, to phone, and to online. She and a part-time assistant are responsible for over 500 JD students. She is also one of the founding members of NNLSO, and she has served in many capacities, including the important unofficial designation as “resident historian.”

Ken Pokrowski has been at Fordham Law School, west of Central Park in Manhattan, since 1993. First he was an assistant registrar, then registrar, and now Assistant Dean and Registrar. Among his accomplishments has been the formation of the study abroad program that his school shares with Queens University in Dublin, Ireland. He has served NNLSO on the Executive Board since 1997 and was Executive Director from 1999 to 2003.

Both emphasized in our conversation the importance of having a good balance between the daily demands of work and outside interests. This is needed in order to be able to handle the stress and avoid burn-out. How do they do it?

Nancy enjoys reading, knitting, and ball room dancing. Through the years she has commonly shared gifts of her knitting handiwork with others on the board. In addition, she gives the advice of taking time on a cold day to sit reading

a good book in front of a cozy fire. When weather permits, she likes to make the trip to the local mountains near Provo and enjoy some time of relaxation among the beauty of the mountains of Utah. Nancy also believes in staying connected with others in the university beyond the law school. She regularly takes time to have lunch with these friends.

Ken has a long-time interest in baseball, and that interest is in baseball at all levels. He recounts having been a baseball fan since the days of watching Yankee games on the television with his grandfather. Ken enjoys attending the minor league team’s games as well as the major league teams. He can also be found at the rowing club at a nearby lake on a sculling crew. For the past five years, Ken has also been studying the jazz guitar, taking lessons from a master guitarist. But his music interest covers a wide spectrum of music genres.

By the benefit of their experienced hands, the National Network of Law School Officers has become a stronger organization. It has become a place that participants can have the opportunities to contribute and receive as they interact with their colleagues from other law schools.

So if your day at work seems like you are just trying to control a herd of mustangs, or if it seems like an old team of draft horses are just plodding along, remember that you have resources available to you by the efforts of two with experienced hands.

This conversation with Ken Pokrowski and Nancy Hamberlin was conducted by William Jackson, Director of Academic Services at the University of Washington School of Law and incoming editor of the NNLSO Journal.

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Meet the New Officers and Board Members

Lylene Pilkenton, Executive Director

*Assistant Dean and Registrar
South Texas College of Law*



I have served on the NNLSSO Executive Committee since 2001—first as NNLSSO's regional representative for the Plains Region and then as the Assistant Executive Director. I am honored and excited at the prospect of being at the helm of such a great association.

I have worked at South Texas College of Law for 33 years, both in the admissions department and in the academic records department. I am currently the Assistant Dean and Registrar, and also serve on the Faculty Curriculum Committee, the Risk and Assessment Group, the Academic Assistance Advisory Committee, International Programs Committee, Orientation Committee, and Bar Passage Committee. In the past year, I have been on the Team Management Committee for the implementation of the integrated data base system (Banner).

William Jackson, Journal Editor

*Director of Academic Services,
University of Washington School of Law*



I have worked in higher education for most of my career and have been at the University of Washington School of Law since 1993. I have supervised various offices providing support services to students, with some adjunct teaching in communications (the concentration of my graduate degree).

In 1998, I began work in my current capacity of Director of Academic Services/Registrar. Shortly after that I had the opportunity to begin participating in NNLSSO. That involvement was first as an attendee at the annual conferences and later as an area representative and most currently as a board member. At the San Diego AACRAO/NNLSSO conference, I led the workshop on "Communicating with Law Students."

Jerri Cunningham, Board Member

Registrar, Baylor University School of Law



I began my career at Baylor University in 1987 as a clerk in the Office of Academic Records, and became Registrar of Baylor Law School in 1992. Baylor Law School, located in Waco, Texas, is a private institution with an enrollment of 400 students. I am a past member and secretary of the Staff Council of Baylor University, have served on various University and Law School committees, and was designated as an Outstanding Staff Member of the University in 2002. I was a co-presenter for an AACRAO/NNLSSO Session on the topic of privacy issues at the 2006 Annual Meeting in San Diego.

Michael A. Johnson, Board Member

*Assistant Dean and Director of Admissions,
Western New England School of Law*



I received my bachelor's degree from the University of North Carolina at Charlotte and my J.D. degree from West Virginia University. After receiving my J.D. degree, I was hired as the Assistant Director of Admissions at Western New England College School of Law and later promoted to Assistant Dean and Director of Admissions. I volunteer my time as a member of the Law School Admissions Council's Finance and Legal Affairs Committee. I am Co-Vice President of the West Virginia University College of Law's Black Alumni Association. I have served on many admissions and diversity panels for LSAC and various colleges and universities. Before law school, I was a flight attendant for 13 years.

LeAnne P. Steele, Board Member

Registrar, Wake Forest University School of Law



I have been an active member of NNLSSO since 1988 after accepting the position of Registrar of the Wake Forest University School of Law in 1987. It has been my honor to serve NNLSSO as a member of the Board of Directors, 1992-94 and 2003 to present; as well as a Regional Representative for the Southeast, 2001-03. I also served as Chair of the Nominations and Elections Committee, 1993-94; and as a member of that same committee, 1992-93.

My career in higher education spans 28 years. Prior to my current position, I served as Acting

Registrar and Staff Assistant to the Dean. My experience also includes Director of Records and Records Assistant in the University Registrar's Office at Wake Forest. I became a member of AACRAO in 1988 as well.

I hold a Bachelor of Music degree from Salem College in Winston Salem, NC, where I gained experience as a student assistant in the Registrar's Office. My degree wasn't wasted, however: I also serve as the Organist and Choir Master of my church.

I enjoy living in the country with my husband (who just happens to be a Law Professor. And, yes, that is how we met!), my two grown stepsons (I also have two grown sons of my own, but they just visit), three dogs, my Granddog (i.e., my son's dog!) and miscellaneous other critters like deer, 'coons, rabbits, etc. (if they can get past the dogs!). I still have to learn how to drive the tractor, though.

Nicole Waterman, Board Member

Registrar, UC Davis School of Law



I have been employed at UC Davis School of Law since 1975. I've had many positions, starting first in the faculty wing as a faculty secretary, clinical program assistant, accounting assistant, event coordinator and development assistant, until I moved into the Registrar's Office in 1987 as assistant registrar. A year later, the registrar retired and I was asked by the dean to take over. During my early years as registrar, I was fortunate to become involved in the California Group started by Wally Walker. Not only did I find networking with other California law schools rewarding, but it was extremely helpful in my position as new registrar.

Let us hear from you! Send information about regional activities, events, and meetings to your area representatives (see back page for a list of the reps).

Survey of Student Information Systems Used by Law Schools

Participating Schools (summary)

	# of Schools	Average Enrollment
Midwest	30	859
Plains	26	607
Northeast	35	951
Southeast	28	797
West	22	790
Total Schools	141	
Average Enrollment		801

BANNER

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 Baylor University
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 Creighton University
 Drake University
 George Mason
 George Washington Univ.
 Georgia State University
 Gonzaga University School of Law
 Hamline University
 Hofstra University
 Idaho
 Maryland
 Montana
 New Mexico
 New York Law School
 Notre Dame
 Pace University
 South Texas College of Law
 St. Louis
 Stetson University College of Law
 Texas Southern
 UC Davis School of Law
 University of Alabama
 University of Denver
 University of Illinois-Champaign
 University of San Francisco
 Wake Forest University School of Law
 Washburn
 Wayne State (Detroit)
 Whittier Law School
 William S. Richardson School of Law
 Wyoming
 Yale Law School

DATATEL

Albany Law School
 American University
 Barry University School of Law
 Brooklyn Law School
 Campbell University, Norman A.
 Wiggins School of Law
 Chapman University School of Law
 Duquesne University
 Golden Gate University
 Lewis and Clark Law School
 Quinnipiac University
 Roger Williams

Seattle University School of Law
 South Dakota
 Suffolk University
 Texas Wesleyan
 University of California, Hastings
 College of the Law
 University of Tulsa
 Valparaiso
 Williamette College of Law

HOMEGROWN

Boston College
 Boston University
 California Western School of Law,
 San Diego
 City College of New York
 Georgetown University
 Iowa
 Louisiana State University
 Maine
 Pennsylvania State Univ.
 Rutgers School of Law/Camden
 SUNY at Buffalo
 Texas
 Texas Tech University
 UCLA Law
 University of San Diego
 University of Southern California
 Washington
 Washington Univ (St. Louis)
 Western New England
 William S. Boyd School of Law

OTHER

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 Arizona
 Ave Maria School of Law
 Cornell University
 Florida Coastal School of Law
 Fordham University
 Franklin Pierce
 Georgetown
 Indiana University/Bloomington
 Loyola at New Orleans
 Loyola Law School, Los Angeles
 Mercer University, Walter F. George
 School of Law
 New England School of Law
 New York University
 Northern Kentucky University,

Salmon P. Chase College of Law
 Ohio State
 Oklahoma
 Oklahoma City University
 Pennsylvania
 Rutgers Ctr. Law/Justice
 Seton Hall
 Southern University
 St. Marys
 The John Marshall Law School
 Thomas Jefferson School of Law
 Thomas M. Cooley
 Tulane University
 Univ. of District of Columbia
 University of California, Berkeley
 School of Law
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 University of Houston
 University of Memphis
 University of Mississippi
 University of Toledo
 University of Missouri/Columbia
 University of Detroit-Mercy
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 Arkansas

Case Western Reserve
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 Connecticut
 Duke University
 Emory University School of Law
 Florida Levin College of Law
 Indiana University
 Kansas
 Loyola University of Chicago
 Marquette University
 Michigan
 Minnesota
 North Dakota School of Law
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 Louis Brandeis School of Law
 Utah
 Wisconsin

continued on page 6

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Phyllis Sands,
Registrar Whittier
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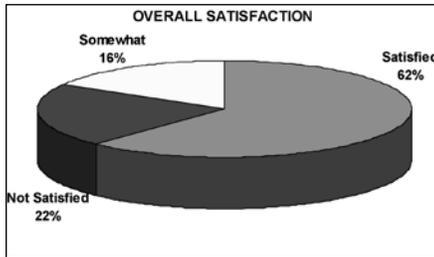
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Most schools are using shared systems

% using shared systems

Midwest	87%
Plains	100%
Northeast	77%
Southeast	89%
West	82%

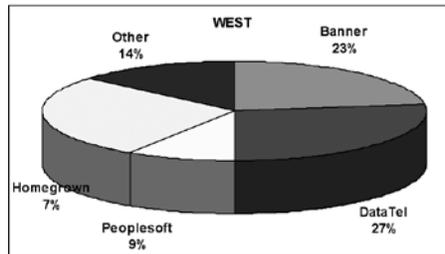
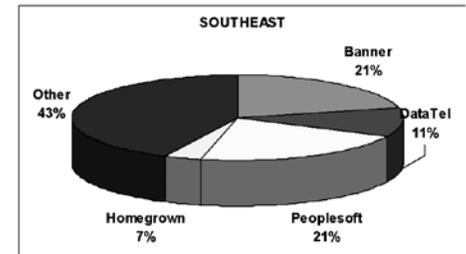
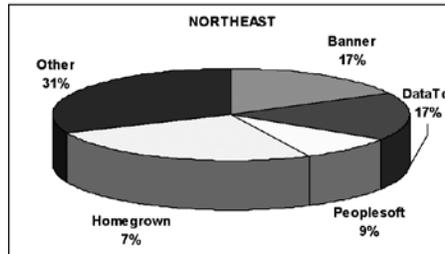
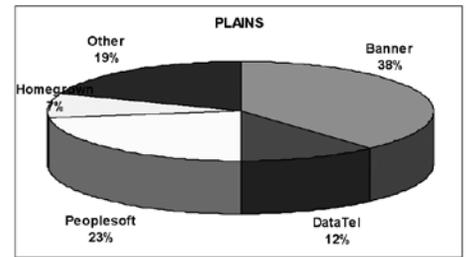
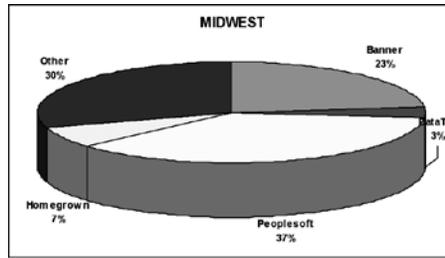
Most Frequently Used System:



"Other" includes: SCT, EMS, Admit-M, Access, Simplicity, OneStart (Oracle), Jenzabar, Adastra, MARK System, FileMaker, SIS, Agresso, various reporting tools, Colleague, Extender, Web CT, Cport, Mocha, SONIS-RJM, SAP

Many schools are using shadow systems, particularly for admissions and/or reporting functionality.

SIS by Region:



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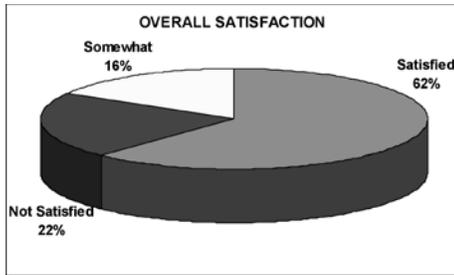
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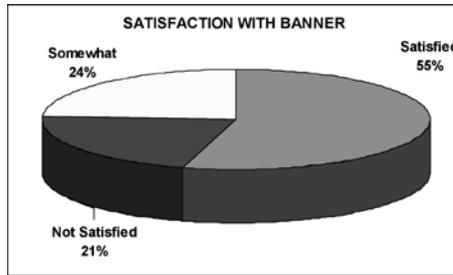
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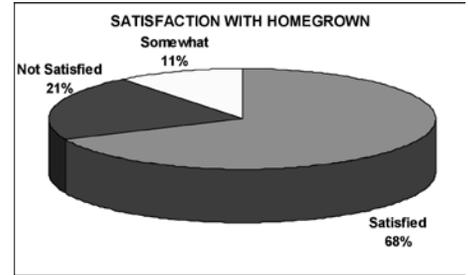
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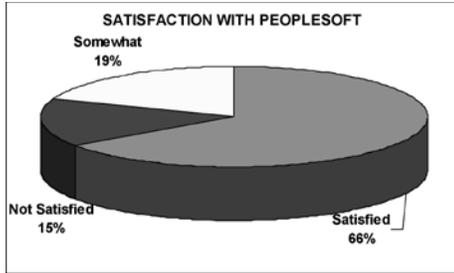
Banner Satisfaction:



Homegrown Satisfaction:



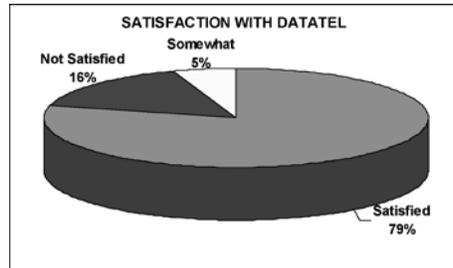
PeopleSoft Satisfaction:



- 28 schools
- Allows schools to do many more things in-house
- Some complain that it was not designed with law schools in mind
- Reporting tools are pretty good
- No degree audit and some wish it were more modern and less "clunky"

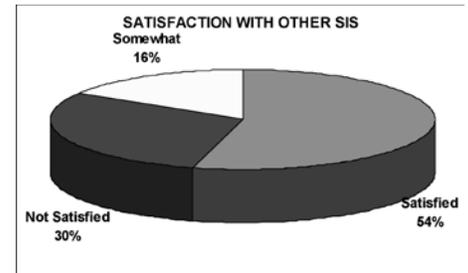
- 34 schools
- Reporting functionality is poor
- No anonymous grading or degree audit functionality
- Some didn't like the "de-layering" effect
- Overkill for a small institution?

Datatel Satisfaction:



- Only 19 schools, but high satisfaction rate
- No degree audit and some wish it were more modern and less "clunky"

Other Satisfaction:



- 20 schools
- 40 schools
- Many reporting that they are moving to Banner or PS or SIS+ soon

The Student Information System survey was conducted by each of the regional representatives and then tabulated by Conny Parham at the University of Mississippi School of Law. The charts and summaries were prepared by Rebekah Melville, of Yale Law School. Thanks to all for the hard work!

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Ever Get Confused by AACRAO/NNLSO?

If you're wondering:

- How do I register?
- Must I register for AACRAO to attend NNLSO?
- What do I miss if I don't register for AACRAO?
- What is the cost to attend NNLSO?

Here are some tips:

1. If you would like to attend any of the AACRAO sessions, visit the vendor area, attend the Graduate and Professional Schools Luncheon, or participate in any of the AACRAO social events, you must be a registered AACRAO participant!

2. If you are planning to register and attend the AACRAO Conference, you should have received registration materials. If you did not, or if you prefer to register online, please visit www.aacrao.org.
3. Whatever you decide about attending either conference, you are responsible for making your own hotel and travel arrangements.
4. There is currently no registration fee to attend the NNLSO Conference. However, there is a \$25 fee to attend the NNLSO Luncheon.

NNLSO Members—How to Subscribe to the E-Mail List

After your school representative sent your membership form in, all the members on that form were downloaded to the password-protected membership link on our website: www.nnlso.org

However, NNLSO has an active e-mail discussion list. If you want to become a subscriber to this e-mail list, you must do the following:

- 1) Go to the following website: <http://lists.washlaw.edu/mailman/listinfo/nnlso>

- 2) Under "Subscribing to NNLSO," complete the requested information and click "Subscribe."

As you will note in the instructions, this is a closed list and it will await approval by Betty Fischer before you will actually be subscribed. Once she has checked the requests against the actual membership list, you will be subscribed and receive an e-mail notice of subscription.

If you are on the listserv and do not want to continue, you may also unsubscribe from this same website location.

News from the Regions

Share information with the NNLSO membership about what is happening in your region: upcoming events, staff news, special achievements—anything of interest!

The regional representatives are listed below.

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