



Fall 2009

A Message from the WARUCC President

I have always enjoyed working at convocation but this last weekend, as I watched the students crossing the stage, I became consciously aware of why I find this day so fulfilling. Few days of the year encapsulate what we do more than the day of convocation. It is the culmination of a lot of hard work not only by the students but also by the faculty and staff. It is the end of a chapter in the lives of the students and the beginning of an exciting new one. It is a time of celebration and a significant moment in their lives. For the faculty and staff it is the end of an important cycle. One that sometimes gets lost in the rush of every day.

The feelings of pride and accomplishment are palpable in the air. The applause, whistles and shouts of encouragement that we hear as the students cross the stage such as "Way to go mom!", "Way to go son!" and my favourite from a few years ago of "Way to go grandma!" remind us that regardless of the age of our students, it is an important day for all.

I think that we sometimes forget that each and every one of us has had a role to play in our students' journeys to arrive on that stage. We have all helped to guide the students through the complexity of our institutions from the point of first contact through to the completion of their credential requirements whether it is a one year certificate, a Bachelor's degree or a PhD. I wonder if anyone has ever counted the number of staff or the number of pieces of paper (or web forms) that one student encounters throughout their time at our institutions? No doubt it would be significant!

So if you ever find yourself losing sight of why you do what you do, be sure to attend your institution's graduation ceremony. The brilliant smiles, hugs of congratulations, family photos and looks of pure pride in the eyes of family members make all of our day-to-day efforts seem worthwhile.



Susan Husum
WARUCC President
University of Regina

An Update from the WARUCC Executive

At the June 2009 Biennial General Assembly, your new executive was elected. Thanks to this great group of people for agreeing to serve and a special welcome to Neil Marnoch, our newest member:

- Stefanie Ivan, Past President (Grant MacEwan University)
- Susan Husum, President (University of Regina)
- Neil Marnoch, Vice President (University of Manitoba)
- Rusty Watt, Treasurer (Saskatchewan Institute of Applied Science & Technology)
- David Wood, Secretary (Mount Royal College)
- Jody Gordon, British Columbia Member-at-Large (Kwantlen Polytechnic University)
- Shannon Murphy, Alberta Member-at-Large (Ambrose University College)
- Russell Isinger, Saskatchewan Member-at-Large (University of Saskatchewan)
- Carol Girling, Manitoba Member-at-Large (University College of the North)
- Sue Butler, Website (University of Victoria)
- Kim Gulka, Newsletter Editor (SIAST)

The Executive would like to thank Grant McMillan who recently stepped down as Past President after a decade of service to the Executive.

The Executive would like to say a very special thank you to the 2009 WARUCC Conference Co-chairs, Colleen Rausch and Darla Devnich. We realize how much work and planning goes into such an event and very much appreciate your efforts.

We would also like to thank all of the conference co-hosts: Concordia University College of Alberta, MacEwan, King's University College, NAIT, NorQuest College, Taylor University & College and the University of Alberta. Working together as a multi-institutional committee gives you a great chance to get to know your provincial colleagues better and to share your knowledge and experiences.

The Executive has already met via conference call once this fall to continue working on the bylaw changes, to create an outline of the roles and responsibilities of each executive position, to continue improving our website and to begin work on an archiving project so that the history of our organization can be more easily accessible.

WARUCC 2011 will be held in Saskatoon, Saskatchewan. Further details will follow over the coming months.

Update from Saskatchewan

University of Regina

Welcome to the start of a new fall term! It's proving to be an exciting time. Enrolment is up, an enthusiastic group of new and returning students is filling the halls and classrooms, and university life is gearing up after a quieter summer.

Since our last report, many of the items noted therein have come to fruition. Specifically, we welcome our new Associate Vice-President (Student Affairs), John D. Smith, MA, who joined us on August 1, 2009. John is an accomplished administrator, noted for his enthusiastic, entrepreneurial and collaborative style. He has served as both Director of Admissions and Recruitment and as Acting Associate Vice-President (Student Affairs) at Lakehead University and brings a unique blend of front-line student services and academic credentials to this important leadership role. Also joining our Student Affairs team is Livia Castellanos, LLB, as Director, Strategic Enrolment Management, and Dr. John Metcalfe, PhD, as Registrar. Livia joins us from the University of Winnipeg and is a specialist in enrolment management and recruiting. She will be working collaboratively with the faculties and federated colleges and is tasked with leading the majority of the U of R's strategic enrolment initiatives. John comes to us with an extensive registrarial background, a broad knowledge of Banner functionality, and expertise in policy development. Most recently from Wilfrid Laurier University, John is an excellent addition to our team. He will be working closely with the university community to further best practices in the areas for which he is responsible.

Under this now formalized new structure, the Strategic Enrolment Management area is responsible for Admissions (Manager – Susan Husum), Student Awards and Financial Aid (Manager – Betty St. Onge), and Student Recruitment (Manager – Mackenzie Webster). The Registrar's Office is responsible for Academic Data and Systems Services (Associate Registrar – Crystal Sterzer), Academic Policy Services and Ceremonies (Associate Registrar – Bev Liski), and Class Scheduling and Registration Services (Associate Registrar – Glenda Good).

The University of Regina has introduced its 'new brand', which is featured on our updated website (check it out at www.uregina.ca) and will be visible in everything we produce as an institution (watch for the new look!).

The University's Strategic Plan for 2009-2014 was endorsed by the institution's academic governing bodies.

From the academic side of the institution, please welcome Dr. Richard Kleer as Acting Dean of the Faculty of Arts, Dr. Anne Lavack, Dean of the Faculty of Business Administration, Dr. Sheila Dresen, Acting Dean of our new Faculty of Nursing, which was approved by Senate this past spring, and Dr. Frank Obrugewitsch, Academic Dean of Campion College.

Other curriculum changes of note are: i) majors and minors were developed within Arts and Culture programs for the Faculty of Arts and the Faculty of Fine Arts; ii) the TOEFL-iBT (internet-based test) minimum score in the Faculty of Graduate Studies and Research was revised to be set at an overall score of 80 with no required minimums in any of the areas of writing, speaking, reading, and listening; iii) in the Faculty of Graduate Studies and Research, the minimum overall score for the CANTEST was changed to 4.5 with no band below 4.0.

In closing, I wish to thank everyone who assisted me during my ten-month term as Acting Registrar. It was a challenging and rewarding time. I look forward to continuing my association with many of you as I return to my Associate Registrar duties.

Submitted by

Bev Liski, Associate Registrar, Academic Policy Services and Ceremonies

Saskatchewan Institute of Applied Science and Technology

Summer arrived in Saskatchewan just as we were welcoming our students back to school! The month of September has been warm and sunny, making it a bittersweet experience for us and hopefully for our students as well.

Our enrolment numbers continue to rise in a few areas, but primarily in apprenticeship training where we are enjoying a substantial increase again this year.

SIAST has a number of large projects underway that we are pleased to share with you:

Aboriginal Student Success Strategy

In 2008-09 SIAST formed a 28-person representative committee co-chaired by Alison Pickrell, AVP Student Affairs and Myrna Yuzicipi, Special Advisor to the President. The committee undertook an eight month study to identify barriers to Aboriginal student recruitment and program completion at SIAST. The study included a series of internal and external stakeholder consultations, a student survey, an analysis of student enrolment and graduation statistics, and a best-practice in Aboriginal student retention literature review. Preliminary recommendations were presented to the SIAST Aboriginal Council in March 2009, and a final report including three year implementation plan will be presented to the SIAST community in fall 2009.

Committee recommendations impact all parts of the institution including SIAST programs, faculty, staff, service areas, policies, procedures and campus environment. The committee emphasized that priority should be given to student retention and program completion.

Recommended success strategies are based on the concept of the Aboriginal medicine wheel and holistically address the four aspects of humanness: emotional, physical, mental, spiritual. Strategies are theoretically modeled on Seidman's (2005) retention formula for success: Retention = Early Identification + (Early + Intensive + Continuous) Intervention. Strategies, therefore, focus on early identification of those students who may be at risk for not completing their program and providing ongoing proactive and direct support. Details of the study will be released to our postsecondary colleagues over the next year at upcoming conferences.

Student Residence at Woodland Campus

The project to construct SIAST's first student family housing project is on target for completion at the end of September, 2009. The 36 condominium-style family housing units are drawing lots of interest from students as they notice the project is nearly complete and asking "how do we apply?" SIAST is in the process of finalizing the property management details and will begin accepting application in mid September with occupancy for November 1st, 2009.

Enterprise Risk Management

SIAST is embarking on an enterprise risk management project in 2009-10 which will create a sustainable ERM program for SIAST. This is important to Student Affairs as we strive to ensure risks are in part defined in the context of our strategic enrolment objectives.

Web Registration

Being a Banner institution we are anticipating the release of Banner 8.0 and the purchase of the new Flexible Registration product. This may prove to be an exciting year for our Registration Services area as we plan to roll this out to our Continuing Education students.

Standardized Student Reporting

Student Affairs (Registration Services along with Institutional Research and Analysis) has undertaken the development of student reporting schemas in SIAST's Enterprise Data Warehouse (EDW) application and will continue to be involved in the development of standardized student enrolment and cohort reporting.

Banner Transfer Credit Articulation module

Implementation of this module is nearing completion as we begin to transfer data electronically to the SASKCAT online Saskatchewan Transfer Credit Guide.

Submitted by

Kathy Larsen, SIAST Registrar

University of Saskatchewan

Greetings from Saskatoon! I hope your fall terms are going well, and I know everyone will pull themselves away from pandemic planning just long enough to read this update from the University of Saskatchewan.

As many of you are aware, the provincial government this past spring lifted the tuition freeze which had been in effect since 2005 for universities. The University of Saskatchewan raised tuition rates but held the increase to an average of 3%. However, the University also projected a \$10 000 000 budget shortfall over the next two years, so budget cuts to academic and administrative units were announced in the 2009-2010 budget. These have not been across the board, and therefore have hit some units harder than others.

Enrolment at the University of Saskatchewan is stable, which is encouraging considering the province is grappling with the twin challenges of the sudden arrival of a recession and the ongoing demographic realities of Saskatchewan, where all institutions are competing for a declining pool of prospective students. As of the October Census Day, our overall growth at all levels (undergraduate, graduate, non-degree, and post-grad clinical) is 2.4% over last year. Undergraduate enrolment is up a modest 1.2% over 2008-9, but this is first increase in undergraduate numbers since 2003-4. Graduate enrolment is up a healthy 8.9%; we have seen a 45% growth in graduate student numbers since 2000-1. More importantly, three credit unit equivalency is up 1% over the same time last year.

The University of Saskatchewan is all about planning these days! The institution is implementing its second integrated plan (2008-12), entitled "Toward an Engaged University." The Integrated Plan focuses on three priority areas - improving the student experience, raising the profile of research, scholarly and artistic work, and working together. As well, 20 commitments have been identified. Sixteen commitments are grouped within the three priority

areas, and four commitments are supporting strategies because they intersect across all three priorities. Each of the commitments is written as an action statement, indicating what the institution will work towards accomplishing in that specific commitment area (for more information see www.usask.ca/ip/inst_planning/second_intplan/commitments). An Enrolment Action Plan is also being worked on, under the leadership of Ernie Barber, Vice-Provost Teaching and Learning, and David Hannah, Associate Vice-President, Student and Enrolment Services Division. As well, in order to ensure that the University is doing all that it can to positively influence its reputation in the minds of all its stakeholders, an institutional positioning initiative has been started. Through this exercise we aim to pinpoint the University's unique place within Canada's post-secondary education sector (for more information see www.usask.ca/vpadvancement/advancement/institutional_positioning).

On other fronts, several major capital projects are underway or about to begin, including the much anticipated new College Quarter student residence project, a huge expansion to our academic health sciences complex, and a Place Riel student centre/bookstore/Marquis food services renovation. The Edward's School of Business also recently opened a downtown campus where their MBA program and a new Executive Business Administration certificate are offered.

We only have a few staffing changes to note. Kelly Kozak, who has been serving as our Acting Manager of International Undergraduate Recruitment, has decided to leave the University to pursue other ventures. Jason Doell has joined Academic Services, Student Enrolment Services Division, as Manager and Assistant Registrar (Academic), and Jamie McCrory has a new title as Manager and Assistant Registrar (Student Information Systems). And I have been serving as Acting Registrar and Director of Academic Services and Financial Assistance since July 1; the search for a new Registrar should be concluded later this fall. In Banner news (we call it SiRIUS here), we had a highly successful launch of pre/corequisite checking during June registration, and the SIS team is now working on implementing DegreeWorks, our new degree audit software. The key to the success of both projects is the high level of collaboration between SESD and the colleges and schools.

Lastly, the WARUCC biennial conference will be held in Saskatoon in 2011! The conference has been tentatively scheduled for June 21-23, and a conference organizing committee will be formed shortly. So mark your calendars, consider volunteering for the committee, and watch for further announcements!

I hope everyone has a great fall and winter term!

*Submitted by
Russell Isinger, Acting Registrar*

Update from British Columbia



It has been over 1 year now that 3 University Colleges, 1 Institute and 1 College were made Universities under our University Act. In October of this year the sod was turned in Port Alberni – “the salmon capital of the world” and the “gateway to the Pacific Rim” – the location of BC’s newest University. Construction on the 365 square metre facility has already started and is expected to finish in December 2010. When completed Pacific Coast University will offer fully accredited certificates and diplomas as well as graduate degrees in workplace human sciences. Specifically this boutique University will offer education in occupational health and safety, disability management and rehabilitation, and other related subject

areas. The building of this newest University was one of 15 projects at post-secondary institutions across BC that received funding under the Knowledge Infrastructure Program.

This past summer BCCAT (British Columbia Council on Admissions and Transfer) released its latest data on the mobility of transfer students across the BC system. The report tracked the movement of all post-secondary students between programs and institutions. The full report can be found on the BCCAT web site at http://bccat.bc.ca/pubs/rr_mobility09.pdf

In November, BCCAT will host its second degree partnership symposium. The goal, according to BCCAT, of the 2009 symposium is to “identify best practices and pitfalls in developing and implementing degree partnerships and to share that experience with colleagues interested in developing new or refining existing degree partnership agreements.” Over 100 attendees from across the province and from a variety of institutions are expected to attend.

Submitted By Jody Gordon, MAL for BC

Associate Vice President, Student Affairs and Registrar Kwantlen Polytechnic University

Kwantlen Polytechnic University

In early October we honoured over 140 more graduates at our Fall Convocation ceremony. We had one of our beautiful fall days, sunny and warm (see picture).



Our Early Alert Referral System and our Academic Boost Camps are now fully integrated into our retention strategy in Student Services and Student Affairs. Both programs have seen great early results where students involved in the programs are more likely to persist, rather than fail or stop out, when compared to those students not involved in the programs.

After receiving Degree Quality Assessment Board exemption for our bachelor's degree programs, our newest bachelor's degree to be offered is a Bachelor of Science in Applied Psychology. This is a joint program offered by our Faculties of Science and Social Science.

On the service side, we are undergoing three service reviews in Counselling Service, International Education and Marketing and Communications. External reviewer reports are expected over the coming months.

As a community contributor for the 2010 Winter Olympics, Kwantlen has cancelled all classes during the two weeks of competition in February (some trades, apprenticeship and health programs will continue). While classes are cancelled all services and all 4 campuses remain open.

Submitted By

Jody Gordon, Associate Vice President, Student Affairs and Registrar Kwantlen Polytechnic University

University of Northern British Columbia

On October 16th the University of Northern British Columbia formally installed its fourth President Dr. George K. Iwama. George Iwama previously was Dean of Science at Carleton University, and both Dean of Science and Acting Vice-President Academic at Acadia University.

In September and October, BC's Ministry of Advanced Education and Labour Market Development spearheaded a series of meetings in which representatives of public post-secondary institutions in the Province participated in a "Business Process Review" of the British Columbia Transfer System." The exercise is expected to lead to significant changes in the system, to be developed and at least partially implemented over the coming year.

Submitted By

John R. DeGrace, Registrar, University of Northern British Columbia

Vancouver Community College

Sueling Chang retired from her role as VCC Registrar in 2008 leaving a temporary vacancy. Deanna Rexe, AVP Strategy and Planning, stepped in to the role to become the Interim VP Strategy and Enrolment & Registrar and provided coverage while a strategic review occurred that evaluated VCC's goals in terms of the Registrar's role. The revamped position, now titled Registrar and Director of Enrolment Services was posted earlier this year and I, (Karen McCredie) took on this role mid-September.

VCC is initiating a college wide Strategic Planning process. This will be a multi-phased project headed up by Deanna Rexe, Interim VP Strategy and Enrolment. The planning process is scheduled to begin later this year.

Along with many other Lower Mainland institutions, VCC is well into their Olympic-related planning. VCC's Downtown campus will be completely shut down to college business as the campus is within the Olympic restricted area. All services will be available through the Broadway campus but this requires significant planning and organization of staffing, space and access.

Submitted By

Karen McCredie, Registrar & Director of Enrolment Services Vancouver Community College

Update from Alberta

At the June WARUCC conference, many of the Alberta registrars met to discuss the formation of a provincial Registrar's association to better communicate and to represent our common concerns. The idea was overwhelmingly endorsed, and an organizing committee was chosen to move the project forward.

Since June, the organizing committee (Joan Fraser – MacEwan, David Johnston – U of C, Glenn Keeler – The King's University College, Leslie Lavers – U of L, Anna Foshay, NAIT, Susie Kennedy- Lethbridge College, and Bob Hann, Red Deer College) has met twice -- meeting in Red Deer on August 25 and at NAIT on October 5, with a representative from Alberta Advanced Education & Technology, Lisa Fox.

A listserv of Alberta Registrars has been set up by Glenn Keeler and a draft constitution, meeting notes and a draft agenda for the inaugural general membership meeting has been sent out. The first Alberta Registrar's Association meeting was held in Banff on October 28, 2009, and Glenn Keeler was elected as the association's first President. Congratulations!

Shannon Murphy

Alberta Member at Large

Update from Manitoba

University of Manitoba

In our continued efforts to enhance service by using the online tools available, the Registrar's Office is involved in several initiatives.

The first involves Convocation. All communications with potential graduands is now done exclusively by email, including name and degree verification. The U of M has also partnered with our gown supplier, Gaspard, in offering an online ordering service for academic attire. These developments have cut down on lead times needed for these processes and have reduced or eliminated the need to handle paper forms and enter data.

Online ordering of transcripts is a feature available in Banner Self Service, but to date was not implemented at the U of M. This feature will be made available beginning in December 09, and will eliminate the need to stand in line or send in paper order forms by fax or mail. Data entry will be reduced significantly.

The Registrar's Office has recently decided to utilize Catalog Navigator by Decision Academic to publish the web and print version of the University Calendars. The decision has also been made to cease print publication of the Calendar after 2011-2012.

The Financial Aid and Awards Office is implementing our version of Banner Student Aid for Canada (BSAC). This student aid module is the product of a consortium of five Canadian institutions and the Banner Canadian Solution Centre to address the unique requirement of the Canadian student aid systems. Phase 1 of the U of M implementation is set for November 09.

And, the Faculty of Graduate Studies has been busily working on implementing an online admissions application in Banner. The online application is set to be launched in December 09.

While these technological improvements are being implemented, the U of M, like so many other institutions, is also undergoing institution wide reviews of administrative and academic processes, organization, rules and regulations. Two major projects are underway. The Resource Optimization and Service Enhancement (ROSE) project is a review of academic and administrative support services designed to reduce costs and enhance services to the university community. The Optimizing Academic Resources (OARs) Project is intended to...

- identify strategies to improve, and reduce barriers to, the effective use of our academic resources in order to move forward on the academic front and create efficiencies.
- make recommendations and/or identify issues to be considered by appropriate academic and administrative bodies/individuals that will optimize the use of our academic resources.
- with three focus areas:
 - § Academic Synergies and Efficiencies
 - § Rules, Regulations and 'Red Tape'
 - § Strategic Enrolment Management

People: Jeff Adams has joined the U of M as our new Director of Student Recruitment. Jeff replaces Lianne Paturel who left her position in June to further her career in marketing outside the university.

Canadian Mennonite University

Summer of 2009 brought us to the conclusion of a first year of operation with our new student information system from Blackbaud. Though the conversion from the old system to the new brought challenges and frustrations, as was expected, we regard the transition to have been

very successful. The most challenging aspect for Registrar's Office was the creation of a presentable transcript, which we achieved before the end of the winter semester. Integrated billing and on-line invoicing was achieved in time for the beginning of the fall semester of 2009. The next major project will be implementing the degree-audit function.

During this past October, we appointed Stephanie Penner as Assistant Registrar. Stephanie has worked for the past three years as administrative assistant in CMU's academic office. She has demonstrated extraordinary skill in her work with the new student information system!

On October 30, 2009, CMU held a ground-breaking ceremony to launch construction of a natural sciences laboratory, to be ready for use in September 2010. This will facilitate the expansion of science offerings in the areas of Biology, Chemistry, and Physics.

University College of the North

The Treaty Relations Commission of Manitoba (TRCM) and the University College of the North (UCN) have entered into a partnership that seeks to promote a greater understanding of Treaties and the Treaty relationship. The MOU sets out to enhance student knowledge of the Treaties and the Treaty relationship. In 2005, the Government of Canada established the Treaty Relations Commission of Manitoba (TRCM) as a neutral, arms-length organization between First Nations and the Crown through an Order in Council. The TRCM mandate is to strengthen, rebuild and enhance the Treaty relationship and mutual respect as envisaged by the Treaty parties. UCN works to ensure northern communities and people will have opportunities, knowledge and skills to contribute to an economically, environmentally and culturally healthy society inclusive and respectful of diverse northern and Aboriginal values and beliefs.

RBC Royal Bank is partnering with University College of the North (UCN) and northern Manitoba schools to encourage students to examine the issues affecting their water. The funding will help ensure that students and Elders can focus on water stewardship, which is a priority for UCN and the communities it serves. RBC contributed \$15,000 towards the UCN- led project entitled, "Water in our Community: Listening to Photo Voice." The Photo Voice initiative involves giving students cameras with which they will take photos of and pertaining to water. The opportunity to have an impact on a number of northern students attracted RBC and the RBC Blue Water Project, which helps foster a culture of water stewardship.

The University College of the North (UCN) has entered into an exciting new partnership with the American Indian Studies Department of the University of North Carolina at Pembroke (UNCP). Two years in the making, the memorandum of understanding allows both institutions to share common experiences.

Under the agreement, UCN students will participate in learning activities highlighting the experiences of the Lumbee Nation and other American Indian nations in North Carolina, and take courses from the American Indian Studies Department via videoconferencing. UCN will invite UNCP students to participate in culture camps to learn about the Aboriginal and northern elements of UCN.

The University College of the North (UCN) continues to demonstrate its commitment to meeting the needs of northern communities with the opening of the new UCN Faculty of Health Swan River facility.

It is the first site in Manitoba where students can earn a diploma in practical nursing. Faculty will also deliver the Health Care Aide certificate program, which features state-of-the-art distance delivery equipment. The technology enables students all over northern Manitoba to earn this certificate without having to leave their home communities.

*Submitted By
Carol Girling, Manitoba Member at Large*

ARUCC Update:

Planning is well underway for the ARUCC 2010 Conference to be held in Vancouver, B.C. at the Wall Centre from June 27-30, 2010. If you wish to volunteer for one of the many committees, contact our program chair, Maggie Hartley at UBC at maggie.hartley@ubc.ca

The ARUCC executive held a strategic planning meeting last Spring. The meeting was informed by a series of surveys, both in person and on-line, of its members to gather our opinions on where the organization should go in the coming years. A summary of the recent survey will be distributed shortly to the members. You will also notice a different format for the newsletter, with more of a focus on leading issues in our profession.

From the Spring strategic planning meeting, several initiatives emerged. These were:

ARUCC Best Practice Working Group: lead is Mike Sekulic, sekulic@ucalgary.ca
ARUCC Research Working Group: lead is Jody Gordon, jody.gordon@kwantlen.ca

To learn more and to volunteer to assist in the development of these initiatives, please contact the lead person noted above.

*Submitted By
Jody Gordon, Western Region Representative*

WARUCC 2009

Thanks to everyone who participated in the WARUCC 2009 conference! Survey response was positive and the comments and suggestions you provided have been passed on with the torch to the next conference committee.

Watch the website for the conference information to be added, along with a number of documents from the sessions, provided for you by our presenters.

See you in 2011!

