

Spring 2014

WARUCC_{onnects}

Supporting registrars and related student service professionals dedicated to student success.

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President's Message

As I sit to write this President's report I ponder the similarities and of course, the differences of the work that we do and the environment that we do it in.

In Registrar's Offices across Western Canada, staff are working to admit students for both Summer and Fall semesters. Often these students are excited, nervous and eager to hear from us on our decision. And their parents are too! We are also working to graduate those students who have completed their studies. These students are also often excited, nervous and eager to hear from us. And their parents are too! As such, it is a busy and exciting time to be working in the Registrar's Office.

As I type I am looking out my window into the forested area outside. It is green with spring growth and small flowers are sprouting from the ground. Buds are blossoming on trees and staff are starting to talk about allergies associated with spring. I know that many of my colleagues from other institutions and provinces in Western Canada do not have the same view out of their window. Many of us experienced a very difficult and unusual winter that brought very cold temperatures and significant snowfall, causing cancelled classes and rescheduling of events on campus.

The work that we do and the environment that we work in is exciting and challenging, and it is our willingness to share these events that makes the community of Registrar's Office employees strong - you need to only attend one WARUCC or ARUCC conference to understand that. The knowledge that you gain during these conferences will benefit you and your work, but it is the colleagues you meet and the friendships that grow from that which is one of the greatest benefits.

I encourage you to attend the ARUCC conference in Quebec City in June and consider presenting at the WARUCC conference in Vancouver in 2015. Both events will provide a wealth of opportunities to learn, share and meet new friends!

Karen McCredie, MA, BA (Hon)
President, WARUCC
Registrar, Capilano University

Your New WARUCC Executive!

President
Karen McCredie,
Capilano University

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Medicine Hat College

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Western Representative to ARUCC

Karen McCredie,
Capilano University

Did you miss WARUCC 2013 in Winnipeg?



In June 2013, downtown Winnipeg welcomed 105 participants to "Connect, Engage and Grow Forward" at the 2013 WARUCC Conference and BGM.

Highlights included the terrific learning opportunities, fun social excursions, and some great meal selections. We had fabulous guest speakers, including Canadian Olympic Gold Medalist Hayley Wickenheiser. Participants from all over Canada and some from the United States got together for some fun dinner outings and social excursions.

In case you missed out, we invite you to take a look at some of the 2013 conference presentations that are now available [online](#).

We hope to see you in Vancouver for [WARUCC 2015!](#)

Communities of Practice: Fostering Professional Development for New Registrarial and Related Student Service Professionals

By: Lucille Otero

In 2012 Lucille Otero received an Assistantship from WARUCC to help support her graduate program in Educational Administration at the University of Saskatchewan. Lucille was awarded the Master of Education (Educational Administration) degree on June 5, 2013, and commenced the Ph.D. program in Educational Administration at the University of Saskatchewan in September 2013. In this article, Lucille discusses her key area of interest – communities of practice.

"A CoP fosters a culture of collaborative continuous learning which is valuable for learning and developing professional competency."

"Communities of practice [CoPs] are groups of people who share a concern, a set of problems, or a passion about a topic, and who deepen their knowledge and expertise in this area by interacting on an ongoing basis" (Wenger, McDermott, & Synder, 2002). A CoP is constituted of three structural elements: the domain (a shared interest which defines the CoP's identity), the community (the members' interactions that create the social fabric for learning), and the practice (the shared and stewarded knowledge) (Wenger et al., 2002). At the heart of a CoP is collective and collaborative learning which makes the nature and purpose of a CoP distinct from other organizational structures such as formal departments, operational and project teams, communities of interest, and informal networks (Wenger et al., 2002).

A CoP is a particularly apt structure to induct and mentor newcomers to registrarial and related student services, and as well, provide ongoing support in their professional development. The opportunity to learn, and to be formally or informally mentored both individually and within a supportive community, would likely be very appealing to newcomers to this field and also to mentors. Prytula and Ferguson (2011) explored the positive impact of mentoring and mentoring cultures in the integration of new practitioners in the teaching and nursing professions through participation in a CoP. Their key findings highlighted the importance of learning in community, informal relationships to advance the newcomers' learning, and the effectiveness of mentorship within a CoP that facilitated the development of their professional confidence and skills in holistic, eclectic, and dynamic environments (Prytula & Ferguson, 2011). Parallel to teaching and nursing, the day-to-day work environment in the registrarial and student services field is similar given the great variability and unpredictability of student needs and matters. Thus, their findings could be extended to registrarial and related student service professionals.

A CoP fosters a culture of collaborative continuous learning which is valuable for learning and developing professional competency. "Members of communities of practice do not work in isolation, but, through the opportunity for discussion and dialogue, they share their practices, support one another, and contribute to each other's learning" (Prytula & Ferguson, 2011). Senior members and newcomers will mutually benefit in a vibrant CoP. Newcomers will benefit from the wisdom and expertise of the senior members, and at the same time, senior members benefit from the questions and insights of newcomers eager to learn (Wenger et al., 2002). Further, new ideas, methods, and tools may be generated to address common concerns and recurring problems relevant to registrarial and related student services. Thereby, the CoP may develop a shared repertoire of resources (Wenger, 2006).

CoPs can use a variety of ways to connect, such as face-to-face or, or even online, given the advances in internet based information and communication technologies and social networks. These could facilitate dynamic communities of registrarial and related student service professionals by creating connections, and opportunities for formal or informal mentorship within one institution or across two or more institutions.

Cultivating formal and informal mentorship within a CoP potentially enhances the professional development of new registrarial and related student service professionals. By its very nature, mentorship cultivates group work patterns, fosters interdependence among the CoP members, and promotes mutually beneficial relationships, ultimately leading to increased knowledge and improved practice.

REFERENCES

Przytula, M., & Ferguson L. (2011). Becoming: The role of mentorship in integration of newcomers into communities of practice. In E. G. Ralph & K. D. Walker (Eds.), *Adapting mentorship across the professions: Fresh insights and perspectives* (pp. 87–105). Calgary, AB: Detselig Enterprises Ltd.

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Up and Coming...



Western Association of Registrars of the Universities and Colleges of Canada



Volunteers Needed!

The 2015 WARUCC Conference Planning Committee needs your help!

Commitment time is very low and this is a great way to get involved and connect.

Want to know more?

Please contact Karen McCredie at pres@warucc.ca for more details about volunteering, or about joining the Program, Vendor or Entertainment Committees.

WARUCC Membership

Did you know that the cost for an institutional membership to WARUCC is a flat fee?

Help us to grow our connections by encouraging full participation from all registrarial-related student service professionals at your institution.

A note for lead members: You play an important role in keeping your institution's memberships up-to-date. Please take some time to [review and update your membership lists](#) today!

Questions? Please contact Craig Wood at vp@warucc.ca.

J. David McLeod Assistantships

Up to **\$5000** is awarded annually to support our members' development in the registrarial profession!

2014 applications are due June 9th, and are available [online](#).

2013 Assistantship Recipients:

Derek Tannis,
University of Saskatchewan

Ceri Vitanov,
Olds College



-REGISTER NOW-

2014 ARUCC
June 15 to 18, 2014
and
2014 PCCAT
June 18 to 19, 2014



-SAVE THE DATE-

2014 UMACRAO Conference
November 19 to 21, 2014
[Hyatt Regency Minneapolis](#)

Did you know that institutions from



-SAVE THE DATE-

2015 WARUCC Conference
June 22 to 25, 2015
[Marriott Vancouver Pinnacle](#)

Check out the 2015 FIEA Women's

June 18 to 19, 2014

*Did you know that institutions from
Manitoba, Saskatchewan and NW Ontario
can become [UMACRAO](#) members?!*

*Check out the [2015 FIFA Women's
World Cup schedule](#)
for games being played in Vancouver!*

Conferences held at:
[Quebec City Convention Centre](#) and [Delta
Quebec](#)

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