

Winter 2014

# WARUCC<sub>onnects</sub>

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

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## WARUCC 2015 #vanwarucc

**WARUCC Biannual General Meeting being held in Vancouver, B.C. from June 22 to 25, 2015.**

Enhance your knowledge, while developing your network at the [2015 WARUCC Biannual General Meeting](#). Taking place in beautiful Vancouver, BC, the meeting provides you with the opportunity to meet your fellow colleagues and WARUCC members, learn new ways to support your staff and students, and be motivated by presentations from engaging speakers.

Beginning with a pre-conference leadership training opportunity on Monday, June 22, attendees will be treated to four days of practical, relevant information that they can take back to their institutions and implement. Taking place on the harbour of Vancouver, surrounded by a backdrop of one of the most diverse cities in Canada, attendees will also have the opportunity to indulge themselves in the local arts, restaurants, and cultures.



## Youth Aging Out of Care in BC

**Linda Hallam, Enrolment Services Professional, UBC**  
**Nicole McDonald, Manager, Student Financial Support, UBC**

BC post-secondary institutions are stepping up to the challenge to waive tuition fees for former youth in government care. In British Columbia, youth must leave foster care when they turn 19, suddenly leaving them without clear access to housing, financial assistance, healthcare and emotional support. Many have not considered post-secondary education as part of their future because of financial barriers. Schools are hoping to change that, and waiving tuition fees is a big step in increasing the accessibility of post-secondary for these students. In addition to tuition assistance, students are being connected with on campus resources, and mentorship programs are being developed.

Eight schools currently have a tuition fee waiver/bursary program, including Vancouver Island University, University of Victoria, Langara College, British Columbia Institute of Technology, Nicola Valley Institute of Technology, the Justice Institute of BC, Simon Fraser University and the University of British Columbia, with more schools planning to join the initiative.

As described by UBC Registrar, Kate Ross, Associate Vice-President of Enrolment Services "It's part of doing the right thing in making education accessible. Post-secondary education is an equalizer, so an institution like UBC should be doing everything we can to support members of the population within British Columbia who are bright and motivated, but who don't have the same advantages as others. I see the value of education and how it can change someone's life". A Vancouver Sun article on tuition waiver programs can be viewed [here](#).

## Course Reflections: Educational Leadership in Community Colleges

## Ceri Vitanov, Associate Registrar, Olds College

*In 2013 Ceri Vitanov received an Assistantship from WARUCC to help support her graduate work at the University of Prince Edward Island, where she is completing a Master of Education degree with a focus on Leadership and Education in the 21st Century. In this article, Ceri reflects on UPEI course 'Educational Leadership in Community Colleges'.*

**"Leadership is about creating and maintaining a safe, supportive and collaborative environment in which employees are allowed to take risks..."**

In the summer of 2013 I completed a course offered by UPEI, hosted by Holland College and taught by Gerry Hopkirk. Titled "Educational Leadership in Community Colleges", this course was geared toward educators and leaders with a post-secondary focus. Some time was spent reviewing the various leadership theories that have been developed over the years, but this course was less about studying and selecting a leadership theory to follow and more about recognizing, understanding and developing your own personal leadership style and ethics. This course created a foundation for the rest of the courses in the program.

Providing students with an opportunity to complete an inventory of their personal leadership skills and ethics, this course conveyed the important message that there is no right or wrong leadership theory – it doesn't matter to which or how many theories you subscribe; what matters most is staying true to yourself. I have always thought this to be the single most important ethic a person could hold; having this emphasized in a Masters level course was the best educational reinforcement I could receive. As a leader it can be difficult to stand true and firm to your ethics when you meet resistance. There are times when it would be easier to bend to the will of the collective. I learned that a leader should have sound ethics and principles and to stand true to them even in the most difficult of times.

A leader can lead from any level within the organization. Leadership is about creating and maintaining a safe, supportive and collaborative environment in which employees are allowed to take risks, be creative and stand up for what they believe in. It's also about creating an environment in which others feel valued and trust that their opinions or contributions are recognized and appreciated. A great leader fosters this environment internally; both the leader and the employees extend this environment externally to the community, potential clients and collaborative or industry partners.

The importance of dealing with negative people or situations was stressed. More often than not, negative situations tend to be ignored; dealing with them is hard work, unpleasant and stressful for everyone involved. Often, even if there is a positive outcome, the fact that the problem existed tends to remain a negative. You can and should remove yourself from a negative situation, hold negative people accountable for their behaviour, and stand up to negative forces; it's important not to do this alone. There will be some successes and there will be some situations that won't have the desired outcome. The important thing to remember is that as a leader you tried to resolve it in a respectful, constructive and positive way.

This course was a great learning experience because it taught me to regularly take inventory of my beliefs, ethics and leadership style. I believe that great leaders evaluate and learn from both successes and failures, and that leaders should not ask of others things that they are unwilling to do themselves. This learning experience will prepare me for future courses in leadership, research and curriculum development. Although my leadership style will continue to evolve, it will always be based on my core beliefs and ethics.

## Member-at-Large Updates

### British Columbia

#### UBC's Enrolment Services Professional Update

With almost three years of experience under their belts, the University of British Columbia's (UBC) Enrolment Services Professionals (ESPs) continue to excel supporting students through a model of holistic student support at the university. Currently the team of 42 ESPs, service a group of 40,000 undergraduate students at the Vancouver Campus. Each ESP is assigned a group of up to 850 registered undergraduate students and then works closely with many campus partners including Recruitment and Graduate Studies to support prospective students and graduate students with their Enrolment Services inquiries.

The first point of contact is made shortly after a student accepts their offer of admission to UBC's Vancouver campus. The ESP reaches out by phone or email welcoming the new student and highlighting services. While the team specializes in financial advising, planning and support, they are typically the main point of contact for any non-academic question a student may have throughout their degree - up until the day they graduate. The advantage of being able to meet with and form a supportive relationship with a student means that ESPs can be proactive with their advising. The student doesn't have to explain their situation every time they come into the office and ESPs can alert students to specific awards or programs coming up. UBC included, Universities are brimming with specialized services, programs and directions for students to take so it is no surprise that many turn to their assigned point of contact to help navigate this.

An Enrolment Services Professional's time is divided between staffing first-point-of-contact service points, direct support for their assigned students and departmental projects. These projects vary from high school recruitment to University award adjudication. Whatever the task, the team of 42 works together closely to draw on various strengths and backgrounds in the aim to deliver the best possible support to students.

In under three years, the ESP role has become linked with many groups on campus and has become an essential part of UBC Vancouver's student experience. As an ESP myself I am excited to see in what capacity the position will grow and I am proud to be a part of it.

## What's New at Langara College

Langara College created Access Langara, which is a program to support students who are ready to make the transition into university studies but do not yet meet the Langara English language requirements. Students enrolled in the program gain enhanced English instruction, an introduction to area-specific vocabulary, exposure to Langara's academic resources and facilities, communication tools to succeed in college and university studies, while also having the ability to enrol in one or two university transfer courses.

We've also launched four new Post Degree Diplomas – the PDD in Nursing Practice in Canada and the Applied Planning PDD both started in Fall 2014 and the Marketing Management PDD and Business Administration PDD begin in the Spring.

This fall, we also created a dedicated Admissions Unit for international students. This change will allow the Registrar & Enrolment Services Department to provide improved services to domestic applicants while providing specialized services to international students.

We're now able to exchange electronic transcripts with both SFU and Douglas and are in final testing to be able to send and receive with UBC and UFV as well.

Finally, we're excited to announce that this fall, our new Youth in Care Bursary Program helped fund seven students who were former youth in care. For spring, we have funded five more students and expect that number to double by January.

Laura Vail, Assistant Registrar, Langara College, [lvail@langa.bc.ca](mailto:lvail@langa.bc.ca)

## JIBC Updates for the WARUCC Community

As a priority for 2014-15, the Justice Institute of British Columbia (JIBC) is pleased to announce that they are partnering with Ellucian to bring in Colleague as their fully integrated Enterprise Resource Planning system. Of course, the Registrar's Office is particularly looking forward to the implementation of the student module which is in development and should be launched sometime in the summer of 2015. What makes this possible for JIBC is the fact that we are the 9th post-secondary institution to join the provincial consortium where we can and do rely on the expertise and wisdom of other institutions. It's an exciting time to be a part of an institution that is ready and willing to transform the way they do business.

In addition to our new student information system there have been a number of other noteworthy 'firsts' for JIBC. This year we joined the PSI-BC fall circuit and can report that we have learned a great deal and look forward to our continued interaction with this very skilled group. Our appreciation goes out to all of you that welcomed us to the recruitment world and shared with us kind advice to make our inaugural recruitment circuit a success.

As a niche institution with a provincial mandate we are noticing a trend for our students to choose on-line or blended learning, a trend that is evident across the country. It can be challenging to provide exceptional student service for distance learners but BC is fortunate to have an e-tutoring service supported through BC Campus. This fall, JIBC joined six other institutions in the provincial initiative Writeaway as a writing tutorial service to our on-line learners. Once again, we are happy to partner with our colleagues and learn from and with them about how best to provide high quality service effectively and directly to students.

Speaking of BC Campus, JIBC is also happy to report that they have joined many other BC institutions as a full service institution on ApplyBC. Bringing in Colleague will only improve our ability to work with our provincial partners for a smooth and seamless provincial application service.

JIBC is on an upward trajectory with the development of new but niche degrees, diplomas, certificates and training programs that will constantly push the boundaries of a traditional Registrar's office and those of us who work here are delighted with the challenge that this presents. There are many other initiatives that we would be happy to share and we look forward to doing just that at the very next opportunity. See you at WARUCC 2015.

Mary DeMarinis, Registrar, JIBC, [mdemarinis@jibc.ca](mailto:mdemarinis@jibc.ca)  
Stephanie Wood, Associate Registrar, JIBC, [swood@jibc.ca](mailto:swood@jibc.ca)  
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## Alberta

### Updates from the University of Alberta

#### Enrolment Management

The Office of the Registrar (RO) at the University of Alberta, under the direction of Vice-Provost and University Registrar Lisa Collins, has been actively working on some significant changes to the way enrolment is managed. Grounded in a Ten Point Plan for Enrolment Management developed this summer, steps have been taken to transform the way enrolment is managed for undergraduate direct-entry programs. By providing firmer, earlier offers of admission; bundling those offers with scholarship and housing offers; and implementing new tools and controls, the RO will be able to ensure better management of enrolment numbers that are in line with provincial targets and resources. The first phase of this plan is a pilot for the 2015 admission cycle, with full implementation targeted for 2016.

#### Student Service Effectiveness

Additionally, the RO is well into our second year of our new student service delivery model. During the peak period in Fall term of late-August to mid-September, our student service centre – Student Connect – served approximately 6000 students. Additionally, we have seen wait times reduced significantly from the previous year when our implementation was very new. The introduction of Ask Student Connect, the Registrar's Office self-service web tool where students can find answers to their inquiries on our websites, has also resulted in a reduction in our telephone and email inquiries as well as improved response times.

## Electronic Document and Records Management System

Our office is also pleased to be implementing an electronic document and records management system (EDRMS) that will result in the reduction of our reliance on paper and movement into an electronic exchange of information. The major deliverables of the initial phase include records management policy, functional based file classification plans, record-keeping metadata standards and guidelines, naming conventions, controlled vocabularies, scanning standards, and record retention and disposition schedules. We are eagerly anticipating the efficiencies that EDRMS will help to achieve.

Ada Ness, Associate Registrar, University of Alberta, [ada.ness@ualberta.ca](mailto:ada.ness@ualberta.ca)

## Manitoba

### A New Library, Learning Commons, and Pedestrian Bridge for CMU

On November 29th, Canadian Mennonite University (CMU) celebrated the opening of its new library building named Marpeck Commons. This \$14.4-million building, with more than 10,000 square feet of library space, will house CMU's collections and provide a variety of study areas for individual and group use.

President Cheryl Pauls said that during the construction process she was often asked, "Do universities still need libraries?" She explained that if they are merely places to store books, they are not needed. However, if they are spaces that draw students into conversations, then they are needed. "The greater the stores of knowledge available at the push of a thumb, the greater the yearning for experientially-based connections amongst people enabling sound research, shared understanding, deep friendship, and trustworthy community," Pauls said.

An integral part of the new building is a bridge that spans Grant Avenue, a major thoroughfare which intersects the campus. The bridge will unify the campus, and it will provide safe crossing for students.

Marpeck Commons also houses CommonWord, a book and resource centre that will allow users to buy, borrow, and download a wide range of resources; and Folio Café, a coffee and snack bar.

Wesley Toews, Registrar & Assistant Vice-President, CMU, [wtoews@cmu.ca](mailto:wtoews@cmu.ca)

## Get Involved...



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 with other members.

#### Want to know more?

Please contact Karen McCredie at [pres@warucc.ca](mailto:pres@warucc.ca).



**-REGISTER NOW-**

### 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.



**-SAVE THE DATE-**

### J. David McLeod Assistantships

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

#### 2014 Assistantship Recipient:

**Bev Ross,**  
Ambrose University College



**-SAVE THE DATE-**

**AACRAO 2015**

April 12 to 15, 2015

[Baltimore Convention Center](#)

Baltimore, Maryland

[Online registration](#) is open  
and [host hotels](#) are accepting  
reservations.

**PCCAT 2015**

June 24 & 25, 2015

[Caesars Windsor](#)

Windsor, Ontario

*Have you heard the  
[Call for Proposals?](#)  
Online submissions are due  
January 16, 2015.*

**UMACRAO 2015**

November 4 to 6, 2015

[Courtyard by Marriott Fargo-Moorhead](#)

Moorhead, MN

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

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