



Spring 2010

A Message from the WARUCC President

*Susan Husum
WARUCC President
University of Regina*



As I sit here, writing this article on my iPhone while simultaneously texting with both my 12 year old niece and a friend, intermittently checking e-mails, detailing my task list for the next day and being occasionally interrupted with pop up reminders, I can't help realizing what a truly bizarre world in which we live! The various aspects of our life have become so remarkably intertwined and fast paced that you have to be careful not to accidentally text your VP that you would like him to pick up a loaf of bread on his way home while assuring your spouse that your reworked budget incorporating a 5% cut will be in by 9 a.m. the next morning!!

The theme for this June's ARUCC Conference is "*Partnering for Student Success: We're in this together*" and what a timely theme it is. We are all experiencing an unprecedented need to interact with others in order to achieve our goals whether it be working more efficiently with our internal partners such as our systems folks or reaching out to another institution to offer a cooperative program in order to expand our offerings. There are few aspects of our day that don't involve working with others, often in large groups or committees. Juggling all of these interactions can be tricky as can keeping up with the pace and diversity of learning that is expected.

One of the greatest aspects of being part of a professional organization is the ability to be able to reach out to your colleagues who are experiencing many of the same issues as you are. I hope that you are able to attend the ARUCC conference this June or another conference such as PACCRAO or WARUCC (June 2011) as they are wonderful places to learn from your colleagues. If not, I encourage you to make use of the many listservs including the WARUCC listserv, to send an email or even pick up the phone and talk to a colleague who may have more experience in a particular area than you do. Such interactions have been extremely useful to me in the past and I have always been both impressed and grateful for the openness and willingness of my colleagues to share their knowledge and experience. After all, we are all in this together!

An Update from the WARUCC Executive

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There are a few changes to our Executive to announce since the Fall newsletter. Shannon Crowe (Murphy), our Alberta Member-at-Large has had to step down after serving with us since 2008 and Jody Gordon, our BC Member-at-Large will be doing the same in June after the ARUCC conference. Shannon jumped in to help us fill a vacancy in 2008 and was elected to her current term at last year's conference. She has recently left Ambrose University College to pursue other interests. Jody has been the BC MAL since 2003 and has also served as the Western Representative to ARUCC for the past two years. She is leaving the role of Registrar behind as she moves fully into the role of Associate Vice President, Student Services. Thanks to both of these ladies for their great work with our organization. We wish them all the best in their new endeavours.

On the flip side, we would like to welcome Mark Johnston of UBC who has graciously agreed to step in and fulfill the remainder of the BC Member-at-Large's term. Mark will join us this June. We hope to have a new MAL for Alberta in place shortly.

WARUCC 2011 will be held June 21-24 at the beautiful Delta Bessborough hotel in Saskatoon, Saskatchewan. The hotel is currently undergoing major renovations and our conference will be one of the first to utilize their spectacular new facilities. The Saskatoon Jazz Festival will also begin the day after our conference so plan to stay a couple of extra days if you can!

Update from Saskatchewan

Saskatchewan Institute of Applied Science and Technology

SIAS T Palliser Campus and Kelsey Campus held a myRobotRumble event this past March. This seemed like such a great event that I excerpted SIAS T's press release below. Well done SIAS T!

"With \$13,000 in tuition money and iPods up for grabs, electronics programs at SIAS T campuses in Moose Jaw and Saskatoon hosted more than 230 high school students today for the second annual SUMObot robotic competition.

Last November, SUMObot kits were sent to high schools around the province, and 44 schools registered for the competition. SIAS T provided the schools with a robot kit that contained enough parts for two SUMO robots. Since then, high school teachers have worked with their students to build, program and test their robots.

'We had great success with the competition last year,' said Bill Blok, recruitment coordinator for SIAS T and coordinator of the myRobotRumble event. 'Student enrolment in the competition has grown by over 40 per cent. The students really enjoyed themselves and were eager to participate again this year.'

Working in teams of two, the SIAS T SUMObot Challenge gave high school students the chance to demonstrate their problem-solving skills, technical knowledge of electronics and teamwork as they competed against other students from across the province.

Similar to traditional Japanese sumo wrestling matches, two SUMObots face off against each other in a ring. The goal is to stay in the ring while pushing the opposing robot out of the ring. The robot that stays in the ring the longest wins the match.

'It's a great way for high school students to develop the skills they would need in one of our electronics programs, as well as to learn about what SIAST has to offer in a fun and engaging environment,' said Arnold Boldt, dean of Technology.

SIAST is currently offering an entrance award that gives students an added incentive to enrol in one of five electronics-related programs. It's a cash back option to help students with tuition costs and to help meet labour market demand for electronics grads.

Applicants accepted into one of the following electronics-related programs will be eligible to receive either a \$1,000 or \$2,000 entrance award: Electronics Technician, Computer Engineering Technology, Electrical Engineering Technology, Electronics Engineering Technology and Electronic Systems Engineering Technology. By combining the program entrance award with the winnings from this competition, the top winners would have a good portion of their tuition paid for the first year of their program."

*Submitted by
Kathy Larsen, SIAST Registrar*

University of Saskatchewan

Many staffing updates from the University of Saskatchewan, Student Enrolment Services Division. We have a number of new positions that we are or will be hiring for: Manager of Undergraduate Recruitment; Manager of Student Central, Special Advisor to the Associate Vice-President, Student Crisis Prevention and Response; and Special Projects Manager, Divisional Assessment and Planning. Janelle Hutchinson, formerly Manager and Assistant Registrar (Administrative), Student Financial Assistance and Awards, has been hired as our new Manager of IT and Communications. As Janelle is on maternity leave (congratulations Janelle!) until January 1, 2011, Trevor Huenison is serving as Acting Manager of ITCOM. And, after serving as Acting Registrar since last July, I was appointed Registrar and Director of Academic Services and Financial Assistance as of November.

*Submitted by
Russell Isinger, Acting Registrar*

Update from British Columbia

This will be my last B.C. MAL report. I will be stepping down as the BC Member at Large (one year remaining on my term) and as a consequence, I will also be stepping down from the ARUCC Executive committee as the western region representative. This

will take effect at the end of June. This change comes as a result of reorganization at my institution, Kwantlen Polytechnic University (KPU), and the creation of a stand-alone position for University Registrar (at my recommendation). We have aligned all of the enrolment related functions together including the position of Registrar, while I, as the Associate Vice President, Students, will oversee all of the departments and initiatives for student life, student engagement and student development. Since I will no longer carry the title Registrar, nor will the position report to me, I am stepping down from both my WARCC and ARUCC posts.

I am pleased to announce that my replacement as the B.C. Member at Large, effective June 26, 2010, is Mark Johnston. Mark is the Associate Director, Records, Registration and Student Information Services at UBC. Mark has worked in progressively responsible positions in Enrolment Services at UBC. He is currently co-chairing the program committee for the upcoming ARUCC 2010 conference. As a member of that committee, I can tell you that I was very impressed with Mark. He kept us on task, was extremely organized and showed great leadership in bringing together what I know you agree is a great program for the conference. Mark is also serving on the PACRAO 2010 conference program committee. Mark has been involved in bringing various innovations to our profession such as a wiki to house staff training information and working with a student advisory committee who provide advice and direction to UBC's enrolment services office. Mark is currently enrolled in graduate studies, pursuing a M.Ed. at UBC. Please join me in welcoming Mark to the role of BC MAL. I know he will do an awesome job on the WARUCC executive.

As of the date of this publication, the WARUCC executive has not yet designated a replacement for me as the western region representative on the ARUCC Executive Committee. That should be determined shortly. I will continue in this role until the end of June. It has been a pleasure to serve you. I look forward to seeing many of you at the upcoming ARUCC 2010 conference in Vancouver.

*Submitted By Jody Gordon, MAL for BC
Associate Vice President, Student Affairs and Registrar Kwantlen Polytechnic University*

Trinity Western University

Trinity Western University faced a slight enrolment decrease this past fall, but a slight increase in second semester (0.1%). However, we are still under a hard spending freeze, and have faced a 30% reduction in Registrars Office staff, and salaries have been frozen at 1956 levels (or at least it feels like it). Unfortunately, things are not looking positive on these fronts in the near future, either.

Bad news aside, we have made service improvements in a number of areas. We now control the information on our own website, which means it is up-to-date. Previously we had to send updates to another department and wait, hope, and cross our fingers that the updates would make it to the web before they were out of date. Most of the time they didn't. We now have direct access to make the updates ourselves.

Also, we have made steady progress with electronic workflows. For one example, if you were a re-enrolling student, we used to have to issue many apologies because the process to re-enroll was so nasty! It has now been made very smooth with the

implementation of a simple online re-enrolling application. Students can jump back into their studies with an update to their contact information and confirmation of their program information.

Another service improvement is in our transcript ordering system which is online. We can now track every piece of information about a transcript order, including when errors happen. We know when orders were received and when they have been sent out. Our next service improvement is to make that transparent to students. Students seem to have figured out that they should wait a day after they order transcripts to phone us and ask if they've been received and sent. This makes for a heavy load of unnecessary work by our transcript processing department. We hope to list this information on the order page to reduce this kind of service work.

In our hopes to turn our enrollment trend around, I am glad to announce the introduction of a new school and two new programs at TWU. The School of Arts, Media & Culture will offer a Bachelor of Fine Arts Acting program, and a BA in Corporate Communications, both beginning September 2010 (pending Ministry approval). I've been assured by the Dean that there is so much pent-up demand for this program that we will have to find additional classroom space and scheduling could be a nightmare. I'm not holding my breath, but I am hopeful.

Submitted By
Grant McMillan, Registrar

Langara College

Langara College is experiencing an exciting time of renewal and growth. The new Strategic Plan has been unveiled following a campus wide consultation process. In support of the strategic plan, the academic units are being restructured into three faculties and the search process is underway to select the Deans to lead the new faculties. Technology upgrade projects to improve classrooms, computer labs, and campus wide infrastructure are also in progress as are initiatives to expand student retention programs.

The Strategic Plan has had a significant impact on the Registrar's Office. A campus wide SEM initiative provides the opportunity to focus RO efforts on improved business and service processes and automation. Recent changes include a shift in reporting structures for Continuing Studies registration services to the Registrar and Director, Enrolment Services.

Langara is very pleased to announce two additions to the Office of the Registrar. Garnet Klatt has joined the College as the Assistant Registrar, Continuing Studies. Garnet was previously involved in admissions and recruitment for both Bow Valley College and the DeVry Institute of Technology in Calgary. Charlotte French is the new Registrar and Director, Enrolment Services. Charlotte worked in registrar's services, financial aid and awards, and academic advising at Simon Fraser University before joining Langara.

Submitted By
Charlotte French, Registrar and Director, Enrolment Services

The University of Victoria opened its striking First Peoples House on January 25, 2010 with patrons, the Lieutenant Governor of British Columbia Steven L. Point and his wife Gwendolyn Point in attendance.

“With the opening of UVic’s First Peoples House, we fulfill one of our most significant strategic initiatives,” said UVic President David Turpin. “This beautiful structure in the heart of our campus demonstrates our strong commitment to building on and expanding our valued relationship with Indigenous communities. The First Peoples House provides a welcoming and supportive space for the community and an academic and cultural centre for Indigenous students, faculty and staff. It will play an important role in linking UVic with the Indigenous communities in the years ahead.”

Joining University of Victoria Chancellor Murray Farmer and UVic President and Vice-Chancellor David Turpin at the opening, were provincial Minister of Healthy Living and Sport and MLA for Oak Bay-Gordon Head Ida Chong, provincial Minister of Labour and MLA for Saanich North Murray Coell, and federal Minister of State for Sport and MP for Saanich-Gulf Islands Gary Lunn.

The \$7-million project received a \$2.6 million funding contribution from the province of British Columbia, support from the Bank of Montreal and TD Bank Financial Group, as well as private donations.

The 1,161 square-metre (12,500 square-foot) building houses the Office of Indigenous Affairs, Aboriginal student counselling services, classroom space, a student lounge and elders’ lounge, faculty offices as well as a ceremonial hall and kitchen.

The design of First Peoples House, by Alfred Waugh Architect of Vancouver, incorporates suggestions heard during consultations with First Nations leaders as well as Indigenous faculty, staff and students. Following the Coast Salish style, unique features include rammed earth walls, cedar plank exterior cladding and Indigenous carvings and artwork. The ceremonial hall was built in the Coast Salish Long House design.

“The house provides an important central gathering space and a place to connect on a regular basis with the elders,” says Fran Hunt-Jinnouchi, director of UVic’s Office of Indigenous Affairs. “Although our Indigenous students, staff and faculty are from different nations across the country, we all now have a sense of home, of place and of a stronger connection to the local communities.”

Designed and built to meet the university’s high standards for energy efficiency and sustainability, First Peoples House is expected to achieve gold-level certification in the Leadership in Energy and Environmental Design (LEED) green building rating program. Sustainability features include a green roof, storm retention pond and natural ventilation. The site is landscaped with native trees and vegetation, including Garry oak and Douglas-fir trees.

The number of Indigenous students at UVic has increased over 700 per cent since 1999, to an estimated total in 2009 of 800 undergraduate students and 100 graduate students.

For more information please visit web.uvic.ca/fphouse/.

Update from Alberta

University of Alberta

Hello from the University of Alberta!

We welcome new appointments to the Office of the Registrar:

Pat Dalton joined the RO just over a year ago as Associate Registrar and Director of Enrolment Management. She brings a wealth of experience from her role at the Alberta Teacher's Association and has provided exceptional leadership to the Strategic Enrolment Management Team

Lihong Yang is also welcomed to the RO as Assistant Registrar of Undergraduate International Admissions. Lihong joins us from University of Alberta International and has already taken initiative in a number of projects including a process review of her unit.

Christy Prowse is approaching her 1 year anniversary with the University of Alberta as Assistant Registrar of Student Awards. Her keen sense of leadership has contributed immensely to team building within the unit which has quickly developed new strategies for improving efficiency in the Awards office.

Melissa Padfield is the most recent addition to the RO team as Assistant Registrar of National Recruitment. She will be working closely with her unit to evaluate undergraduate recruitment in the context of Strategic Enrolment Management and is already building on valuable relationships within the RO and campus community.

Diana Shields joined the RO a year and a half ago as Assistant Registrar Special Registrations. Her previous experience with Open Studies has helped to bring new projects and initiatives to Open Studies and the special groups serviced by her unit.

Tom Hidson has changed roles and is nearing one year as Assistant Registrar, Records. This change was the result of Dorte Sheikh opting to retire in Spring 2009. Tom has worked in a variety of positions in the RO and brings a cross functional experience to this position with significant knowledge of Campus Solutions.

Taking a Look at Ourselves: Process Reviews

In the summer of 2009, our international undergraduate admissions unit undertook a process review to identify challenges, risks, and opportunities in the areas of people, process, policy, and technology. Staff at all levels were included in an open and reflective dialogue with the goal of developing recommendations for improving the work that we do and the services that we offer. Representatives from Faculties, Students Union, and Undergraduate Student Services also joined in the discussion and helped to enrich the perspectives of all involved. The participation was incredible and recommendations will be reviewed and implemented over the coming years with the "quick wins" already being put into action. Lihong Yang, Assistant Registrar of

International Admissions, will be presenting on the successes (both anticipated and unexpected) of the unit's process review at ARUCC 2010 in a session entitled Looking Inside the Box.

Following the international undergraduate admissions process review, the national undergraduate admissions unit began its own exploration of process. An even larger group of participants gathered through late fall 2009 and into winter 2010 to exchange ideas on people, process, policy, and technology. Recommendations for improvement are currently being reviewed in areas such as Admission Requirements, Admission Processes, Transfer Credit, Communications to Students and Faculty, and Staff Retention and Recognition.

We have noticed an optimistic difference in the relationships between staff and across units following the reviews as new ideas and thoughts are being openly shared. Many units are now asking when they will have a chance to complete their own reviews and we expect the momentum of constructive exchange to continue.

*Shannon Murphy
Alberta Member at Large*

ARUCC 2010 Conference Update:

ARUCC 2010 Conference, Vancouver, June 27-30, 2010 Partnering for Student Success: We're in this together

ARUCC 2010 will explore the partnerships that develop across the post-secondary landscape, and look at ways to foster and expand these partnerships in the future. The conference, hosted at the Sheraton Wall Centre in beautiful downtown Vancouver, will feature a rewarding and invigorating series of sessions, great dialogue, and excellent opportunities to network with colleagues from across the country.

Visit the conference web site <<http://arucc2010.ubcconferences.com/home>> for information on the conference program <<http://arucc2010.ubcconferences.com/programme>> and rates, registration <<http://arucc2010.ubcconferences.com/registration>>, hotel reservations <<http://arucc2010.ubcconferences.com/hotel>> and some of the great things you can do in Vancouver.

Early bird registration is available until May 7 so make sure to register, arrange your transportation and accommodation as early as possible to take advantage of special conference discounts.

See you in Vancouver in June 2010!

*Submitted By
Jody Gordon, Western Region Representative*

