

Warucc NEWS

Executive Committee

July 2001 - June 2004

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The Western Association of Registrars of the Universities and Colleges of Canada

As life in the educational world continues to change, I am reminded again of the theme of the WARUCC conference in Calgary: Registrar's Square Dance: New Partners, New Dances.

There are new people on the dance floor who wouldn't have been let through the door a few years ago, and there are new dances being invented and tried out by the dancers. These are good things—encouraging things.

Some new ideas undoubtedly come about because we have new partners on the floor, but increasingly it seems that some of the veterans are conceiving of new ways of working.

Most of these new ideas and new ways of working are encouraging and positive, even if they cause us a few headaches. Unfortunately, some are harder to accept. My thanks goes out to the folks who worked so hard to bring us an excellent conference in Calgary. It is obvious to me that they were very forward thinking, and chose some good events and speakers. I learned a lot, and enjoyed meeting those of you who were able to attend. This executive will work hard to make the conference at Moose Jaw in 2003 as beneficial as the one we just attended.

This past year has seen the introduction of a web site and a list-serve, graciously hosted by Athabasca University. I'm happy to say that these have already been used to good use. In the near future, we will attempt to increase the value these technological services provide. Here we will likely follow the lead of the ARUCC Executive in posting copies of the agendas for our Executive Meetings, and by notifying you via the list-serve when a new agenda is posted. This will allow you to make suggestions for additional agenda items or ask questions about any of the items posted.

With all of the changes I hinted at above, I think it is important that we continually clarify the purposes of WARUCC, so that new members understand what we are about, and know better how they can contribute to the profession. Also, in the midst of change, there is a growing need to work more closely together, learning from and assisting each other in our professional growth. I would like to see Registrars across Western Canada working together to develop our ideas, clarify our goals, review our functions and foster the sense that we are a community of professionals learning how to serve students more effectively.



New recruits for the executive

★ **Grant McMillan** assumed the position of President of WARUCC, he's very pleased with the strong support that he has received from you the members.

★ **Joan Fraser** (Past President), she is the Director of the Centre for Learning Accreditation at Athabasca University. She served admirably as President, stepping into the job early to fill a vacancy, and has been a very committed partner.

★ **Janet Denford** (Secretary-Treasurer), Registrar at the University of Regina. Dave Woolley has completed his term as Secretary-Treasurer and stepped down from the Executive. Dave often served as our collective memory and will be missed.

★ **David McLeod** (Vice President), Director of Enrolment Services. He replaces Darcy Bower, Registrar at Brandon University.

★ **Larry Hogue** (Member-at-Large Manitoba), Registrar at Assiniboine Community College.

★ **Claude Lange** (Member-at-Large Saskatchewan), Administrator of Student Services at University of Saskatchewan. He steps into Bob Welte (Registrar at SIAST Wascana) shoes. Bob has just resigned due to a changed role.

★ **Mike Sekulic** (Member-at-Large for Alberta), Coordinator of Enrolment Reporting at the University of Calgary. He steps into Linda Hoover's (Registrar at Lethbridge Community College) shoes.

Why is Ken Smith waving and smiling? Because he's having a good time at the Warucc Hoedown! More photo's further on.

Are you paying attention ?

Read the following sentence.

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.

Now count aloud the F's in that sentence. Count them **only once**.

Do Not Go Back and count them again

(answer on page 13)



Did you know that W A R U C C has a web site?

You can obtain various items of information from our web site, like, the latest edition of the WARUCC Newsletter, or the email address for someone you met at the conference in Calgary.

The Home Page for the web site can be found at www.athabascau.ca/warucc. Make it a habit to check it once in a while, as the Executive will be using it to post items of interest, such as upcoming Agenda Items for their meetings. As mentioned before, this Newsletter will be posted on the site. The site also hosts a membership list I attempt to keep updated between printings of the Directory. Please, if there have been changes within your office (new staff members, changes in titles, resignations etc.) let me know so I can update this information.

If you have something you would like to post to the mailing list, address it to WARUCC@athabascau.ca. Many of you are familiar with the ARUCC-L mailing list and some have probably used it to "poll" your colleagues regarding a particular topic. The WARUCC mailing list can fulfill the same purpose. It is an unmoderated electronic forum directed to those working in Registrar's Offices and related student service areas.

If you notice errors on this site, please direct any revisions to me at joanf@athabascau.ca.

What's happening in British Columbia

Desktop orientation program serves new employees @ BCIT

Resembling a mini-network within the larger overall BCIT network, the Registrar's Office has 10 different functional areas incorporating more than 60 employees at peak periods, who work together to make customer service a number one priority. To maintain the quality of service provided, auxiliaries are hired at the start of every term and are expected to be familiar with BCIT and the Registrar's Office's diverse functions.

Most of our temporary employees have direct customer contact with BCIT applicants, registrants and students soon after their training. "We recognised that it was important for them to receive a proper orientation to BCIT and the overall Registrar's Office, in addition to the training they receive to perform their individual tasks," says Val Karpinsky.

To meet that need, the new desktop orientation program was created by the Registrar's Office over the summer. The PowerPoint presentation is easy to follow and allows any registrar Office supervisor to orient their auxiliaries and/or any new permanent employee, at any time. The presentation consolidates information from all the Registrar's Office departments to ensure that temporary and permanent employees understand key issues like the importance of customer service, confidentiality of student information, the Registrar's Office's missions and values statements and key contacts within the department.

"So far supervisors have found it really useful and I am much more comfortable knowing that every new employee, regardless of their time in the Registrar's Office, will receive the information they need to know," says Val.

KWANTLEN'S REGISTRAR RETIRES

Talk to John Patterson about his past and you learn a lot about Kwantlen University College.

John started in 1972 as a biology and chemistry instructor. One of Kwantlen's earliest founding faculty members of biology and chemistry, his department was instrumental in the development of the audio tutorial method of instruction, still widely used today.

During the 1977/1978 school year, John became the convener for biology, and the following year rose to Vice Principal at the Richmond Campus. He went on to become the Director of Academic Programs at the Richmond Campus and, in 1986, assumed the position of Registrar/Institutional Research Officer, remaining until retirement.

John's quiet, steady approach to challenges will be missed

John pioneered the shift from a manual to computer-based environment, overseeing development and implementation in areas such as record-keeping, telephone and web registration, and electronic distribution of student transcripts.

During this time, Kwantlen experienced dramatic changes, many of which John played a key role. He led the development of registration from in-person to telephone to web registration, and also implemented the new record system, Banner, now the foundation for many other college/university systems. So sought after was his expertise, that Kwantlen often lent John to other schools that needed help with the integration of Banner. Valued by all who worked with him, John's quiet, steady



approach to challenges will be missed. "He was unflappable," remembers Derek Francis, Vice President, Educational Services, "always moving ahead, step by step, to get the job done."

The size and complexity of Kwantlen's graduation ceremonies from a small and rather informal gathering to the complex, large-scale event it is today did not faze John. His calm and stable presence pervaded every graduation ceremony, and was instrumental in the success of graduation ceremonies each May.



(more British Columbia continued on the last page)

What's happening in Alberta

by Mike Sekulic

September was a blur and October is slipping away at an alarming rate. This fall has been unique in many ways. Calgary has been enjoying unseasonably warm temperatures, and alas, the world has become a 'warmer' place than any of us would wish.

This fall's world shaking events have led to a drop in oil & gas prices and the provincial government has revised its budget forecast. Fearing a deficit, the government has shelved or delayed a number of one-time spending initiatives. These moves will impact post-secondary by delaying or postponing \$500 million dollars in 'project' and infrastructure spending.

Alberta Learning is also engaged in a re-working of the Students' Finance Board system. It is uncertain at this point to what extent, if any, fiscal restraint will impact proposed changes here, but plans included 'on-line' confirmation of enrollment. The process will involve the use of an Alberta Student Number (ASN) — a provincial identifier which will follow a student from elementary to post-secondary.

There are some emerging changes in 'Key Performance Indicator' reporting and its associated 'performance envelopes' as the unified secondary and post-secondary areas, known as Alberta Learning (our recently combined Ministry of Secondary and Post-Secondary Learning) seeks to rationalize, streamline and improve measuring and rewarding performance.

THE WARUCC CALGARY CONFERENCE

WARUCC 2001 Conference Planning Committee met to review post-conference survey responses and wrap up outstanding items. Financially, the conference came close to break-even, ending with a surplus of approximately \$2000, which will be turned over to

WARUCC. Responses were very positive. The move to a "recognition luncheon"

format was seen as positive and the relatively large attendance at the biannual general assembly and busi-

ness meeting was encouraging. Both the program and the entertainment rated highly among conference goers, and this was particularly gratifying to all those engaged in making the event happen. Participants, however, felt conference timing could have been better — holding the conference proximate to a long weekend was the most common issue with a number of attendants and the prime reason many were not able to attend.

Both the program and the entertainment rated highly among conference goers...

Survey results (anonymous, of course) will be passed on to the WARUCC 2003 planning committee and also made available to our Colleagues in Edmonton, should they wish to use them, for guidance in planning ARUCC 2002.

On a related note, WARUCC 2001 Conference Planning Committee member and Program Committee Chair, Arunas Alisauskas, has moved on to pursue other interests. Lynda Wallace-Hulecki, is filling in as the Acting Registrar at Mount Royal College.

Who can you spot?

Point your web browser to www.ucalgary.ca/warucc2001 to see more great photo's from the conference.



The WARUCC 2001 Business Meeting. Don't they look a little tired .

To find out why, go to: www.ucalgary.ca/warucc2001



ATHABASCA UNIVERSITY

by Gilbert Peras, Registrar

New Programs

AU has several new programs that opened in September. They are as follows:

- ▶ Bachelor of Professional Arts – Governance, Law, and Management
- ▶ Bachelor Of Commerce in E-Commerce
- ▶ Master of Science in Computing and Information Systems
- ▶ Master of Counselling

We also have two new graduate programs opening in January:

- ▶ Advanced Graduate Diploma in Project Management
- ▶ Master of Business Administration in Project Management

There are several new programs under discussion at the University, including:

- ▶ Bachelor of Arts with a major or concentration in Heritage and Museum Studies
- ▶ University Diploma in Accounting
- ▶ University Diploma in Computing and Information Systems
- ▶ Bachelor of Management with majors in Marketing, Human Resources Management, and International Management
- ▶ PhD in Distance Education
- ▶ Bachelor of Arts with a concentration in Environmental Studies
- ▶ University Certificate in Environmental Studies

Staffing Changes

As most of you know, Gilbert Perras took over as Registrar last fall. Joan Fraser has become the Director, Learning Accreditation (in the Centre for Learning Accreditation). Dave McMullen has recently left AU and at the time of writing this article, AU was recruiting to the position of Assistant Registrar, Registration Services. Margaret Carmichael (Assistant Registrar, Admissions) will be returning from research and study leave in January. James D'Arcy has joined AU as Co-ordinator, Registration Services and Lisa Neufeld has started as Co-ordinator, Academic Records and Examination Services.

Elsewhere in the University, Dr. Terry Anderson started in September as AU's first Canada Research Chair in Distance Education.

Students at AU

Athabasca regularly conducts student surveys (annually since 1994). This survey investigates student study and employment activities, the degree of satisfaction with services, and the



levels of internet access and use among students.

Here are a couple of interesting highlights:

In terms of demographics, almost 1/2 of our students (46.4%) indicated that they were either enrolled or planning on enrolling at another post-secondary institution within the next year. In terms of computers and the Internet, 94% of students have a computer. Of these students, 93% have an Internet connec-

tion. 84% of the students with home computers and Internet connections used them to communicate with AU.

GRANDE PRAIRIE REGIONAL COLLEGE

by, Kathy Harper, Assistant Registrar, Admissions

We are happy to announce the appointment of Mr. Doug Hart as our new Vice President, Academic. Mr. Hart has spent the past 20 years in post-secondary teaching and administration and comes to us most recently from Red Deer College.

Former Vice President Al Bromling assumed the Presidency of Grande Prairie Regional College in August for a one year period. He replaces Tom Thomson who was appointed the new President at Olds College.

Grande Prairie Regional College was the first post-secondary institution in Alberta to announce a freeze on tuition increases. Tuition will remain constant for 2001-2002 and 2002-2003.

LETHBRIDGE COMMUNITY COLLEGE

by, Linda Hoover, Registrar

LCC is dealing with 'new construction woes.' A new residences doubles capacity for on campus student housing and was fully booked for September 1. We are delighted to have occupancy on about half of them but are dealing with the fallout of providing off campus housing for units still not completed. Residence Life people have done an excellent job of bridging the gap - but it is not without heartache.

LCC's new instructional building is well underway and on target for a June 2002 opening. The new building will provide a solution to the over crowded classroom facilities.

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NEWMAN THEOLOGICAL COLLEGE

by, Audra Bell, Assistant to the Registrar Newman Theological College installed Dr. Christopher Potworowski as the 8th President of the College. Dr. Potworowski comes to NTC from Concordia University in Montreal, where he served as professor of Theological Studies for 13 years. Dr. Potworowski succeeds Mr. Kevin Carr, who served NTC as President since 1993.

Newman Theological College offers various programs in theology and religious education including certificates, diplomas, a Bachelor of Theology degree, and four Master's level programs. Students include seminarians, religious and lay people, both men and women.

The College is located in Edmonton, Alberta.

OLDS COLLEGE

by, Patricia S.L. Hunter, Manager of Client Services/Registrar

Olds College is pleased to have our new President, Mr. Tom Thompson, on site for two months now. Mr. Thompson is an excellent leader and we are all looking forward to working with him. It was a long drought but we accomplished many tasks under the capable hands of Bob Wilson, our new Vice-President, Academic Services. Bob was the Vice President, Student & Support Services and we are currently in process of searching for the new VP.

Linda Cust, formerly of Alberta Learning and Grant MacEwan has been with the Client Services Department as Associate Registrar, Student Services & Records since June of this year. Linda is a welcome addition to our department, bringing many strengths to lead our team of Client Service Officers. We also have a new Client Service Officer, Jody Turnbull who is very able to fit the bill

of a cross-trained team member within our Department providing services in the areas of recruitment, admissions, financial assistance and employment.

It has been very interesting being a part of the focus group for the Canadian Alliance of Education and Training Organization whose purpose it is to gain a consensus on the transferability situation across Canada. A meeting was held last month for participants from Saskatchewan and Alberta; just one of the many focus groups. Also, being part of a group looking into the feasibility of Alberta Learning conducting Colleges and Technical Institutes provincial student satisfaction and employment surveys.

Olds College students now are members of ACAC for curling and golf. They were successful in this year's golf competition and looking forward to the first year of involvement in the sport of curling. We have become much more involved in sports and recreation with excellent programs now available to students under the leadership of Alvin Moore, Manager of Campus Life and his capable staff.



@ the Warucc Conference

Terry Moore recieved a Service Award, he's the former Executive Director, Alberta Council on Admissions and Transfer (ACAT)

SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY

by Shauna Lowry, Team Leader, shauna.lowry@sait.ab.ca

SAIT Customer Services was moving on up September 28 as they took over their new office space in Heritage Hall, an historic landmark in Calgary, Alberta. Since August 2000, the department was calling the Clayton Carroll Automotive Centre its temporary home. "Not only are the staff enjoying their new digs, but so are the students," said Kelly

Hollstein, interim Director of Customer Services. "The layout is more conducive to our one-stop-

"In one day, we entered registrations and payments for over 1,100 apprentices" says Kelly Hollstein

shopping model and allows students to access the information they need in one area."

Since 1998, SAIT has been moving toward the current Customer Services model, a model that focuses on customer needs and provides the technology, the 'one-stop shopping' experience and the knowledgeable staff necessary to meet those needs. "With the old structure, students were forced to visit multiple sites and wait in multiple lines," Hollstein said. "Now, all front line services are available in one area if they want to come in person or they're web-based if they want to auto-transact through our services. "The redesign focused on the core support services that a learner requires including applying for entry, registering for classes, maintaining academic records and receiving financial assistance. The redesign team defined how best to provide them."

Now, almost three years later, Customer Services is already reaping the benefits

of its new structure. "In one day, we entered registrations and payments for over 1,100 apprentices," Hollstein said. "Those apprentices had that day to register on a first-come, first-served basis for the entire year. The line-up, which wound itself around the (outside of the) Clayton Carroll Automotive Centre was gone by 9:30 in the morning." SAIT's model is recognized as one of two IBM best practices partners in student services in Canada.

The rejuvenation of Heritage Hall is only one of many exciting changes at SAIT's main campus. The \$176 million expansion project has produced a new sports field to allow Trojan soccer home games for the first time. The addition of the Heart Building with an atrium and restored auditorium will encourage employee, student and public events to occur on campus. This 350,000 square-foot building provides academic and support services, culinary delights and study areas. The facility houses 83 labs and classrooms, a two-floor library, the ICT Centre and a combined book and computer store. The Learning Skills and Assessment Centre is also located in the Heart Building.

SAIT added a 459 occupant apartment-style residence that welcomed students for the start of the Fall 2001 semester. This is in addition to Owasina Hall which houses another 491 students. The new facilities are wired for internet access and furnished. As departments begin to say good-bye to the Clayton Carroll Automotive Centre where they lived for a year-and-a-half, work will soon begin to complete this integrated automotive training center serving apprentices, certificate and diploma students as well as customized training clients. "This is an exciting time at SAIT," Hollstein said. "Staff and students alike are proud of the new campus and we encourage everyone to come and see the expansion first-hand." For more information or to book a tour, please contact SAIT's recruitment team at (403) 284-7313.

UNIVERSITY OF CALGARY

by Mike Sekulic

As people retire and move on to other challenges we will see many new faces over the coming years. One such change involves Kevin Paul, who will be our new Director of Enrollment Services. Kevin comes to us after 13 years at UVic as Director of Admissions, Director of Graduate Admissions, and Admissions Liaison Officer. He has his BA and MA degrees, and has written 4 books including 4 separate versions of "the Complete Guide to Canadian Universities".

In his position of Director of Enrollment Services, Kevin will initially be focusing on the continuing development of our Institutional Enrollment Strategy and Plan, and on enhancing our community's understanding of the impor-



tance of a co-ordinated approach to recruitment and retention activities.

And speaking of enrollment, U of C Fall 2001 undergraduate full-time enrollments are up 4.31% as compared to last year, an increase of 817 students. Graduate enrollments are up 5.98%, 148 full-time students. Undergraduate enrollment totalled 19,783 with an additional 2,624 graduate students for a total enrollment of 22,407 full-time students.

To help accommodate this growth the U of C is bringing new space on-line. October 1st, 2001 saw the official opening of the new \$38.7 million Information

and Communications Technology (ICT) Building. The seven-story facility will help meet a growing demand at the U of C for computer science and electrical and computer engineering programs. The building features

At the end of August Dr. G. J. Krivy announced that he would be retiring as Registrar, University of Calgary, effective January 1, 2002. This will be the end of an era! Dr. Krivy has been with the U of C for 35 years and is the 2nd longest serving Registrar in Canada. In the coming months the University of Calgary will be seeking a new Registrar.



Dorothy Robertson, U of C, and Gary Krivy, Registrar U of C

U of C continued...

numerous state-of-the-art teaching and research laboratories, a 300-seat and two 150-seat lecture theatres, two 80-seat classrooms and student study spaces.

The ICT Building will complement the university's Calgary Centre for Innovative Technology (CCIT), which is currently under construction on the western side of the Faculty of Engineering Complex. When completed in the fall of 2002, the CCIT will provide facilities for multi-disciplinary teams of professors and students from engineering, science, medicine and kinesiology, allowing them to collaborate on a range of projects with researchers from industry, government agencies and other educational institutions.

UNIVERSITY OF LETHBRIDGE

by Leslie Lavers, Registrar

Staffing

President Bill Cade arrived at the Uof L in July of 2000. He is well into his second year as President and has become known across the campus and throughout the community. He and his wife Elsa have become guests of honour at an annual "Bill and Elsa Breakfast Buffet" in the Registrar's Office!

...new library building was officially opened...

New Library Opens

The University's new library building was officially opened on October 5. The building opened with several new classrooms in operation from day one.

There is a number of state-of-the-art electronic classrooms, with technology integrated into the classroom rather than being set out in the usual "computer lab" format. The building more than doubles the library space and

those of us who have done the tour have found it to be both beautiful and functional, with vistas and views of coulees and sky at every turn. The next challenge for the Uof L will be to turn the old library space into revamped academic space.

Highs in Enrolment

The Uof L came within a whisker of hitting the 7,000 student enrolment mark this past September. Of these, over 6,000 are on the Lethbridge campus with another 900 split between our Calgary and Edmonton locations, which focus on post-diploma student seeking a Bachelor of Management.

New Programs

This Fall Convocation we will see our first graduates from our intensive 4-month summer Professional Certificate in Multimedia Technology. Our BFA degree program in Multimedia continues to attract more students than we can handle. Other new programs include new emphasis in Computer Science, a new concentration in Geographical Information Science (GIS) for Geography majors, and a Technical Specialization in the B. Education. The Bachelor of Health Sciences in Addictions Counselling continues to be the only degree program in Addictions Counselling offered in Canada.



It's Anthony Norrad, Dean of Admissions & Financial Aid from Concordia University



It's Sue MacKenzie, A Conference Committee Member and Entertainment Coordinator, and also the Registrar of The Alberta College of Art and Design (ACAD)

What's happening in Saskatchewan

SIAST

Submitted by Bob Welte

Dr. James Mellan has been appointed SIAST Registrar. Dr. Mellan joins our organization with a broad background of academic, registration and administrative experience. Most recently he was a team leader for customer services (registration services) with the Southern Alberta Institute of Technology. Other experience includes senior positions with several public and private training institutions.

We were expecting application counts to drop with the move to "first qualified first admitted" admissions. To our surprise, our annual application count has remained constant at 9,500. Enrollment counts have remained constant with small increases in off-campus and Quick Skills/Future Skills enrollments offsetting small decreases in on-campus enrollments. Yearly full-time/part-time enrollment is approximately 12, 800. Extension registrations average 28,800.

To prepare for the adoption of standard performance measures and to bring SIAST more in line with enrollment measures at other post-secondary institutions, SIAST is moving from reporting enrollment activity by FTEs (currently defined as 30 hours/week for 30 weeks = 900 hours) to FLE's (Full Load Equivalents). FLE's would equal: the number of students enrolled in 60% or more of a full load; the number of part-time students divided by 2.5; 10 credit course registrations; 15 non-credit course registrations; and the number of student enrolled in apprenticeship programs.

SIAST is phasing in implementation of a new credit unit value (15 scheduled hours = 1 credit unit) over the next five

years. Programs will adopt the new value when they undergo a major program revision.

Campus Pipeline is being implemented in October 2001 in conjunction with the official launch of the SIAST Virtual Campus. Three programs and 12 new courses are being offered via the Virtual Campus.

With the appointment of a new SIAST Registrar, the current four-campus registrar position is being phased out December 31, 2001. This means that I will no longer be employed at SIAST and I am therefore resigning as MAL for Saskatchewan. In my letter to your executive, I expressed the high esteem I have for this organization and the debt of gratitude I owe for the support and collegiality that WARUCC has provided.

UNIVERSITY OF REGINA

by, Janet Denford

As you will already have seen on the ARUCC list-serve, the University of Regina has a new-looking transcript. The transcript was redesigned to implement changes in academic standing regulations approved for this year.

From Spring 2001 onward, the transcript

shows up to three levels of faculty action (University, Faculty, Program) as end-of-semester rulings. Results of appeals and petitions show as beginning-of-semester rulings. The U of R has three kinds of cumulative grade point average; the GPA used as the basis for faculty action is now displayed at the end of the transcript, and term GPAs follow each semester's courses. Additional information about graduation is displayed from Fall 2000 onward, and degrees appear on the transcript as soon as the student's faculty has approved graduation (the "date conferred" is blank until after the

Convocation ceremony). Transfer credits are no longer listed, but a summary of hours credited is shown. Formatting problems that occurred during the conversion of legacy data to BANNER have been corrected, and less information is presented in code or abbreviated format. Finally, the embossed seal has been replaced by a computer-printed version.

The Registrar's Office is undergoing a unit review. We expect to complete the self-study stage very soon. An external review team is being assembled, and we hope to have the site visit take place before the end of the year.

New awards money was distributed to Saskatchewan postsecondary institutions this spring, by the Provincial Government, for entrance scholarships; the University matched these funds. The University of Regina established and awarded one hundred Centennial Scholarships this spring to provide the approximate cost of first-year tuition to outstanding Saskatchewan high school students who were graduating from Grade 12. All University-funded awards are under review this fall with a view to ensuring that awards dollars are being used as effectively as possible.

A proposal before Senate on October 19, if approved, will see the University hold three afternoon Spring Convocation ceremonies next May in place of the current two afternoons and one morning. This is expected to resolve, at least in part, travel difficulties for students coming from outside Regina. The new Chancellor, Art Wakabayashi, will chair the Senate meeting. Born in Regina, Mr. Wakabayashi has served as provincial deputy finance minister, assistant deputy minister to the federal solicitor general, federal economic development coordinator, and provincial representative during the Canada-U.S. Free Trade negotiations and was involved in the provincial Treaty Indian Land Entitlement negotiations. Named to the Order of Canada this spring, he currently serves as Vice-Chair of the Saskatchewan Securities Commission and as Honorary

Consul-General of Japan at Video has been renamed the Department of Media Production & Studies. There is no immediate change planned for how the Department's courses will look on the transcript (they are still "FILM" courses).

Fall registration at the University of Regina is holding steady. Census Day (October 4) figures show a modest increase over last year (1.26%) to 11,927 students. Most of the increase has occurred in part-time enrolment. Credit hours are up 1.47% to 121,347.

UNIVERSITY OF SASKATCHEWAN

by Dr. Ken Smith

Projects dominate the news from the Office of the Registrar at the University of Saskatchewan. A consultant has been engaged to facilitate the process that will result in a new organizational configuration that, at

minimum, blends the current offices reporting to Dr. Vera Pezer, Associate Vice-President

(Student Affairs) or to Dr. Ken Smith, Registrar. A team of five university employees have been released half time for about 6 months to develop the organizational plan. Kelly McInnes and Alison Pickrell from the Office of the Registrar are among the five chosen for this task. The team reports to Dr. Michael Atkinson, Vice-President (Academic) and Provost, who has already authorized the search for a person to occupy the position responsible for the blended portfolio. The new position has been identified as the Vice-President (Student Services) and a search committee for the position has already been created. Asa Kachan from the Office of the Registrar sits on the search committee, and a consultant has just recently been engaged to facilitate the search. The

A consultant has been engaged to facilitate the process that will result in a new organizational configuration...

consideration of organization structure was precipitated in part by the retirements at the end of the calendar year by both Dr. Pezer and Dr. Smith.

In addition, the University has engaged a consultant to facilitate a Needs and Options Investigation for student information at the University of Saskatchewan. A business case is to be developed for presentation to the Board of Governors, which will suggest appropriate functionality for a system and identify an approach for developing such a system. Dr. Lea Pennock has been seconded full time until mid-January to serve as Project Director and Mark Lucas, from the IT area of the Office of the Registrar, is also seconded for a number of months. This phase of what appears to be a long run commitment to the implementation of a new system is scheduled for completion by mid-January, 2002.

The institution inches towards full debate on an Enrolment Management Plan. The Vice-President and Provost has presented elements of a possible plan to many of the academic and administrative bodies on campus and expects to release a complete written draft to the community in

October. Interested readers might check the university's website and follow the paths to the Vice-President's home page to review the elements of the plan. A commitment to integrated planning is evident at the university these days, and the enrolment plan is simply one element in that plan.

Applications and registrations continue to advance. Preliminary numbers for this fall indicate that applications advanced by about 10% from last year and registration by almost 4%.

BRIERCREST BIBLE COLLEGE

by, Grant McMillan

Enrollment for Fall Semester: Head count: 750 students are enrolled in courses at Briercrest Bible College, which is a 6% increase from last fall. Our FTE is 739, which is an increase of almost 11% from last fall. The average number of credit hours per student rose by 1 full credit hour.

In spring, I reported that we were in the process of building our own management program named BEAM. It was scheduled to be in operation this summer and we barely made that deadline. Our plan was to run the two systems concurrently, primarily using BEAM, with our old system as backup through the fall semester and eventually drop the old system for the winter semester. However, we have taken a bit of a risk and are only using the new system. It has proven to be very stable. Originally it could only do what our old system could do, but almost weekly there are more options available. For example, in the past, we ran web registration via a completely separate system that we transferred to our old operating system, yet just the other day I learned that BEAM would be able to offer web registration for the winter semester coming up. It has delayed the start of web registration somewhat, but it will solve so many problems that no seems to care (not even the students!).

Dustin Resch was hired in August as Assistant Registrar and has made a very smooth transition into that position. Jacqueline Kroeker and Colleen Taylor have both made a lateral move in the institution, filling our Faculty Adviser roles, responsible for advising students and teaching in the Christian Ministry and General Education divisions.

Carrie McGown, a recent grad from Lakehead University and the first female to canoe across Canada (with funding from the National Geographic Society) has agreed to head up our Outdoor Adventure program.



Our Vice-President of Education (Provost) has been calling the Academic Dean, Dean of Students and Dean of Distance Learning along with the Registrar to a regular weekly meeting in an effort to share information, talk about ideas, and streamline many of our processes. It has made some very remarkable (and in retrospect, simple) changes to the way we do things. The spirit of these meetings has been very positive and they are scheduled to continue for at least the rest of this year. Look for more reports in the future stemming from these meetings.

ST. PETER’S COLLEGE

by Tracy Hessdorfer

Fall registrations: Full-time - 51 Part-time – 28 Total Credit Units -1575

The Academic Advisors from U of S, STM and U of R were at the College in late March.

The Spring College Meeting held in March also had a great turn out of staff, faculty and students. On May 2 SPC announced the establishment of a new scholarship – the College Scholars’ awards, this will provide five full entrance scholarships for students in regions 3, 4 and 5 for the 2001-2002 academic year. These awards were presented on the evening of August 14 after the Open House.

The Library will be installing new software to be web browseable; the collection will also be bar coded. Library staff is currently revamping the Reading Room. The Library has also acquired the Szumigalski Collection of Canadian poetry and fiction. The Computer Lab has been upgraded with new computers for our students as well as a new server for the College. Heather Benning and Tyler Stumborg (students) have been hired to work in the Computer Lab.

We have reorganized our student

services and have established an Office of Student Affairs, which encompasses Academic Officer (Jenny Irwin), Recruitment Officer (Julianne Rohel) and Campus Minister (Celene Sidloski). The design of the student database is complete and has been implemented. Phase II, Financial is complete and we are beginning the implementation.

St. Peter’s College and the Center for Rural Studies and Enrichment (CRSE) are planning to implement organic agricultural practices on the Abbey property and to document the transition from conventional to organic farming methods. There will be a workshop on November 9 at the College.

ST. THOMAS MORE COLLEGE

We spent the last year in a series of 5 meetings dealing with the vision and mission statement. They are going forward to our Corporation this week-end. The Mission statement in about 4 sentences long, it is substantially smaller than the previous 2-3-page version. The Vision statement is a bigger document focusing on five areas: academic federation, catholic intellectual, cultural life, student life, resources, and Christian community. This document is more of a working document with each of the areas having goals and strategies for the upcoming year. With an evaluation and re-visioning for the next year taking place at the end of the school year.

Two new initiatives for STM are taking place this year. The first is a Social Justice project run by the Campus Ministry. Students are invited to participate by volunteering time to numerous agencies and activities. Students who volunteer

are getting learning experiences beyond the classroom and this can only make them better students and more whole persons. The second initiative is called “Dances with Words”. It is a non-credit grammar and writing skills workshop of 11 weeks. Taught by two members in our English department. The demand seems high as the first two sections starting in October filled up and registration for the January sections is anticipated to fill quickly.

Renovations to the College are also happening. This summer the College cafeteria kitchen was renovated and expanded to more than twice the size. A large number of users caused the change. It is hoped that the new arrangement will decrease the long lineups.

There have been several faculty changes in the past year. The one of note is our high school liaison officer. Richard Medernach is filling in for a maternity leave.

The College looks like it has once again hit a new high for enrolment numbers.

The College looks like it has once again hit a new high for enrolment numbers.

The body count or number of students registered with STM has reached 1672, which is over 200 above last year’s 1467 on census day. There is also a corresponding jump in the 3-credit unit count, which are students registered in an

STM class. The number here is 8620. We do not understand as yet why the big increase in students registered but will be looking into it.

What's happening in Manitoba

BRANDON UNIVERSITY

Orientation Odysseys

by, Dr. J. David McLeod, Director of Enrolment Services,

In the winter of 2000-01 Brandon University embarked upon the complete revision of its orientation day: a process that turned into an odyssey for the organizing committee and for the students. The Committee's odyssey involved extensive brainstorming, debating

and politicking about the possibilities for doing things differently. The Committee was also tested

because little time was left to organize orientation when the desired transformation was agreed upon.

Our new students' odysseys involve attending university and embracing the sense of exploration and discovery that can make higher education a transformational experience. Orientation's contribution to this involved:



► The University reaffirmed its commitment to the value of orientation by providing the organizing committee with the resources to put on the event without levying a separate registration fee.

► For the first time orientation day was billed as a 'must attend event.'

► The orientation programme was designed around the theme of *2001: A Space Odyssey* and titled '2001: A University Odyssey.'

► The programme was almost completely revamped.

a. New students were welcomed into small groups (15 or less) most of whom would be in the same academic programme or faculty and assigned an

experienced student volunteers to lead them through the day and week.

b. The day was a combination of small group work and opportunities where all students ('Plenary Session' and lunch/student union info session) or large numbers (faculty mostly meet and greet coffee breaks) came together.

c. Special sessions were offered in the afternoon to address the particular needs of First Nations and Aboriginal students, and mature students.

► A formal welcoming and induction ceremony was initiated called Launch: 2001 that included medieval pageantry, a welcome from the President, an address by an alumnus and new students accepting their responsibilities as learners. This was followed by an 'Ice Cream Social' at which faculty and staff served frozen novelties to new students and guests (parents, siblings, etc.).

Everything did not go exactly as planned, but, overall, the day was a success with increased new student participation, more useful information provided, and more excitement generated.

UNIVERSITY OF MANITOBA

by, Richard Levin

The University of Manitoba installed a new Chancellor at its 34th annual Fall Convocation on October 17. A former Mayor of the City of Winnipeg, William Norrie is the University's 12th Chancellor. Chancellor Norrie succeeds Arthur Mauro, who served since 1992.

Enrolment at the University is up 7.7% from last year, to 23,363 students. This is the largest enrolment since 1992-93.

The University is also continuing work on the renewal of its administrative systems. A new HRIS system from DLGL is being installed. Potential vendors for Financial Records and SIS are still being considered. A build vs buy decision won't be made on SIS until a best vendor is selected and a detailed fit assessment conducted.



The President of Brandon U. at the 'Ice Cream Social' that followed the Launch:2001 ceremony

Critics corner ...a book review

LEADING CHANGE

By John P. Kotter

187 pages, 1 Ed. Edition (1996)

Harvard Business School Press; ISBN 0-87584-747-1

Reviewed by Jeff Suderman

"Never underestimate the magnitude of the forces that reinforce complacency and that help maintain the status quo." John Kotter

Each of us regularly experience change, both in our personal and our professional lives. Often, change is a difficult process. Most of us have experienced changes to our job descriptions, worked with people who are unwilling to change or been involved in well-intentioned but poorly executed

change processes. The pace of our global society indicates that change will be an enduring component of our lives. Kotter purports that a firm knowledge of how change works is a foundational skill for leaders. In his book he lays a simple, yet profound guide on the topic of leading change.

Kotter maintains that change cannot be managed because by definition management is designed to "produce a degree of predictability and order." Linear, logical approaches to change are often unsuccessful. Rather, the art of leadership which deals with vision, motivation of people and aligning others to a task, is much better suited to deal with a process that is fluid, ongoing and difficult to define.

Kotter outlines eight sequential steps to follow when change leadership is required (establishing urgency, creating a coalition, developing vision, communicating vision, empowering, short-term wins, long-term wins and changing corporate culture). Each chapter describes these steps in detail that is informative yet practical. However, Kotter is not overly simplistic and makes it very clear that leading change is not easy; "Change is...difficult to bring about because it often takes so much time, and it requires so much leadership from so many people."

If you want to refine your skills in the art of leading change this book will not disappoint.

(on right) Lawrence Van Beek, BC MAL, presenting Service Award to Richard Spencer, UBC



Mr. & Mrs Smith enjoying some breakfast at the Conference



(on right) Richard Schick, U of S, presenting Honorary Membership to Ken Smith, U of S

Are you paying attention...the answer

Finished files are the result of years of scientific study combined with the experience of years.

The Answer

There are **six F's** in the sentence. One of average intelligence finds three of them. If you spotted four, you're above average. If you got five, you can turn your nose at most anybody. If you caught six, you are a genius. Many people forget the "OF"s.

The human brain tends to see them as V's and not F's. Pretty weird, eh?

WARUCC

Assistantship Criteria

The “WARUCC Assistantship Fund”, established for the purpose of creating Assistantships, will be awarded to staff of WARUCC Institutional members who are engaged in Research, Education or other Professional Activities that will be of benefit to the Registrarial Profession.

WARUCC has made a commitment of up to \$5000.00 annually to assist with the costs associated with professional development initiatives, to members of WARUCC. It is further proposed that the Assistantships are available to any registrarial employee of WARUCC. The Institutional member funds are intended to assist with costs associated with research, attending computer seminars, communications courses, personnel seminars, marketing and research, publication, management skills, team building skills, conflict management skills etc. The Assistantships are *not* intended to finance attendance at WARUCC conferences.

Eligibility Criteria

- ◆ Assistantships shall be limited to employees of a WARUCC Institutional member involved in a registrarial function for a minimum of two years.
- ◆ Applicants must have demonstrated to their Registrar/Director a clear and proven interest as well as a potential to make a valuable contribution to the registrarial profession. The Registrar/Director must endorse the application before the WARUCC Awards Committee can consider it.

Awards Committee

The Awards Committee shall comprise the four Provincial Members-at-Large and WARUCC’s immediate Past-President, who shall chair the committee. If a Member-at-Large applies for an *Assistantship* then that Member-at-Large abstains from the discussion and decision of granting the award.

Procedures

1 Applicants must have completed and submitted the application form April 30 to their Registrar/Director, who must endorse the application in writing for the application to be considered by the WARUCC Awards Committee. Late applications may be considered if funds are available.

2 The Registrar/Director is to submit endorsed applications to the Member-at-Large by May 15. Member-at-Large will ensure that copies of all endorsed applications are circulated to the other members of the Awards Committee by June 1.

3 The Awards Committee will review and consider all the award applications they have received and make recommendations. The Chair of the Awards Committee shall contact all applicants with a copy to the Secretary Treasurer and advise them of the results.

4 Where possible, no institution will receive more than one Assistantship at one time to ensure distribution across WARUCC institutions.

5 Assistantships will be in one installment, by cheque, to the recipient.

6 A summary of the applicant’s project, completed as a result of the Assistantship must be submitted to the recipient’s Member-at-Large within six months of the project’s completion. The recipient is encouraged to present the project’s results at the next WARUCC Conference as a conference paper for presentation or general circulation, in order to provide feedback to the Association. The “WARUCC Assistantship Fund”, established for the purpose of creating Assistantships, will be awarded to staff of WARUCC Institutional members who are engaged in Research, Education or other Professional Activities that will be of benefit to the Registrarial Profession.

W A RUCC Assistantship Award Application

Name _____

Position held _____

Home Address _____

Years of Service in University/College position ____

Province _____

Postal Code _____

Telephone () _____

Amount of Funding requested _____

Date _____

Institution Name _____

Institution Address _____

Endorsed by Applicant's Registrar _____

Province _____

Postal Code _____

Date _____

Telephone () _____

Applicant Signature _____

Provide a brief description of proposed program and its costs

Discuss how the proposed program relates to your duties



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www.registrar.ualberta.ca/arucc2002

British Columbia cont...

TRINITY WESTERN UNIVERSITY

Laurentian Leadership Centre (LLC):

In September of 2002, pending approval by the Ontario provincial government, Trinity Western University will open the Laurentian Leadership Centre in downtown Ottawa, the former home of the Laurentian Club.

The curriculum of the Laurentian Leadership Centre will consist of three interdisciplinary courses that focus on leadership in public policy, ethics and contemporary culture. Approximately 25 students per semester will take part in the LLC program.

Trinity Western University will open the Laurentian Leadership Centre in downtown Ottawa

Through internships, students will work intensively with a supervisor on research, policy and the implementation of policy during a three-month term in the Ottawa office of a member of parliament, a government agency or department, a non-government organization, or a local business that interfaces with the government. "Students equipped with the experience of participating in the application of classroom theory to a public policy framework will be prime candidates for becoming future public servants, politicians and political staff," said LLC director Don Page, PhD.

In May 2001, TWU purchased the historic building located in Ottawa. Known as the Booth House, the red-brick mansion is spacious, classical, and indicative of the early Canadian lumber industry. It was built by 19-century timber magnate, J.R. Booth, who

controlled 4,000 square miles of timber rights. The purchase of Booth House by Trinity Western University will enable this historical landmark to be preserved while providing students with an ideal location to enter into the culture and atmosphere of Canada's capital and to learn in a community setting.

Trinity Western University, a full member of the AUCC, is a privately funded Christian liberal arts university enrolling over 3,000 students this year. With a broad-based, liberal arts and sciences curriculum, the University offers undergraduate degrees in 34 major areas ranging from business, education and computer science to biology and nursing, and 12 graduate degrees including counselling psychology, theology and administrative leadership. TWU's main campus is located in Langley, British Columbia