

Fall 2008

A MESSAGE FROM THE WARUCC PRESIDENT



Stefanie Ivan, MS
Registrar, Grant MacEwan College

I relearned a valuable lesson from a student during Fall start up this year—okay—that’s nothing new—I learn something from students all the time. I was helping to monitor the line up on the day before classes when I ran across a particularly panicked looking student and her mother. I pulled them aside and asked if I could assist. The student gave me a checklist she had made and asked if she missed doing anything or getting anything she needed; her mother asked me where the nearest medical centre or hospital was. Her daughter then ran to the washroom where she got sick. Apparently, this had been happening repeatedly since they got off the plane (the daughter relocated from Nova Scotia to Edmonton just the day before). I reassured the daughter that there was nothing more important than her health, gave them directions to the nearest medical centre, and my contact information for when the daughter was better. The next day, the daughter, a bit weak from food poisoning, but definitely better, reappeared at my office, determined to ensure that she had everything she needed before her classes started. With that much determination, I made sure we checked off everything on her list. My lesson: students are anxious, and they don’t always have their priorities straight. We have to help them and their well-meaning parents put life in perspective. Sometimes when students are so overwhelmed with the items we ask them to complete, they forget about their personal needs—we can’t forget that they have individual needs as well. So let’s keep that learning at the forefront this year.

Stefanie

AN UPDATE FROM THE WARUCC EXECUTIVE

WARUCC is an organization that is fueled by volunteers in the field, and here's who has been taking some time out of their busy days to work on your behalf:

Stefanie Ivan, President
Grant MacMillan, Past President
Susan Husum, Vice President
David Wood, Secretary
Rusty Watt, Treasurer
Jody Gordon, British Columbia Member at Large
Shannon Murphy, Alberta Member at Large
Russell Isinger, Saskatchewan Member at Large
Carol Girling, Manitoba Member at Large
Kim Gulka, Newsletter Editor
Susan Butler, Website

Kim Gulka and Susan Butler are the newest members of our team, so this is Kim's first newsletter. Susan will begin website training in November, so be sure to watch for updates to our website throughout the year.

WARUCC 2009 will be hosted in Edmonton on June 24-27, 2009. Stay tuned for more information. This event will be co-hosted by all local institutions.

The WARUCC executives were invited to a breakfast meeting with all regional executives at ARUCC 2009. This is the first event of its type. At this meeting, we discussed items of common interest such as the evolving role of the registrar.

WARUCC Executive will be meeting on site at Grant MacEwan College in conjunction with the Alberta Registrar's Conference November 13th.

WARUCC Executive will be reviewing bylaws in anticipation of the AGM in June; in particular, this year we will be reviewing the different types of memberships we offer.

Congratulations to the ARUCC 2008 conference planning team for a well planned event in Halifax!

WARUCC 2009 CONFERENCE: "CIA" – The Not So Secret Service

June 23 – 26, 2009
Edmonton, Alberta, Canada



The logo for the 2009 WARUCC Conference "CIA" is a shield-shaped emblem. At the top, it reads "2009 WARUCC Conference". In the center, there is a black rectangle with the letters "CIA" in white. Below this, the text "Collaborative Improvising Agents" is written in a curved path. The logo also features several institutional logos: NAIT, MacEwan, The King's University College, Concordia University College of Alberta, NorQuest College, and the University of Alberta Taylor.

"CIA" — The Not So Secret Service"
2009 WARUCC Conference

When: June 23 to 26, 2009
Where: Grant MacEwan College
City Centre Campus
Edmonton, Alberta

**Collaborative Improvising Agents*

Organization and planning deliver the best rapid-fire responses for any **Mission: IMPOSSIBLE.**

Join this collaborative intelligence network of the post-secondary community.

Whether you have things under **CONTROL** or are dealing with **KAOS**, come to learn and share industry secrets.

Conference information and registration website link will be available **AFTER** March 1, 2009 at www.warucc.ca

Co-hosted by these Edmonton area institutions — Concordia University College of Alberta, Grant MacEwan College, NAIT, NorQuest College, The King's University College and the University of Alberta

CALL FOR PRESENTATIONS

This is the official call for presentations to the 2009 Western Association of Registrars of the Universities and Colleges of Canada Conference.

Please write a 50 word summary describing your presentation idea for the program committee to review. This summary will also serve for session description for the conference program. Send your summary by **February 1, 2009** to:
warucc2009@macewan.ca

Please consider sessions that provide information about both the standard business of the RO as well as what is new and exciting. You may want to partner with a colleague from another institution to deliver perspectives and practices information about your area of expertise. You are welcome to play it straight or camp it up with the conference theme (ie - FOIP in the RO: For Your Eyes Only).

All sessions will be held in the Robbins Health Learning Centre and rooms are fully equipped with the latest technology to support your presentation.

Full conference information and registration will be available at www.warucc.ca after March 1, 2009. We look forward to this informative and fun event!

Submitted by

Colleen Rausch & Darla Devnich, WARUCC 2009 Conference Co-Chairs

**Collaborative Improvising Agents*

SPIES, LIES AND DNA DYES: Reflections on the BCRA Fraud Prevention Symposium

When I received the invitation to attend the Symposium on Fraud Prevention, my mind immediately flashed back to two very recent and pertinent events. First, I received a letter from the Canadian Consulate in Beijing, China requesting that I verify the transcript of a student who was applying to have her study permit renewed. Upon review of the transcript, it was evident that it had been altered significantly – it showed that she was a much better student than her real transcript indicated. Second, we received an application for a faculty position from a candidate with a Ph.D. degree, but the C.V. was so full that seemed impossible for this person to have had time to have completed this degree legitimately. I was asked to request verification, and I received a negative response.

My interest piqued by these events, I immediately signed up along with Associate Registrar, Emily Greenhalgh. On the day of the Symposium, as we drove to the Richmond campus of Kwantlen Polytechnic University, we talked about the two examples above. Neither of us thought we faced a huge issue, but we did want to become better informed about the topic. I have to admit that when I read the agenda and saw that there was a presentation from a member of CSIS, my secret fascination with espionage was revealed as I hoped to hear the words, *“I’m sorry but that’s classified information.”* I even planned what question I would ask to elicit such a response, but more on that later.

The event was well-attended by many colleagues from universities and colleges across the Province. On the way to our seats, we stopped for coffee and a small plate of fruit and a Danish (or two...). Jody Gordon, the University Registrar, welcomed us and introduced the speakers. First to present was Dr. Dan Karapondo from Guardian Academics. He gave a history and scope of the problem. In reality, he scared the “you-know-what” out of us by showing us court case after court case, website after website, article after article in the news about degree mills and just how prolific they are. For example, he said that more than 200,000 fake diplomas are sold each year in the US. In the late 1990’s, one diploma mill (Columbia State University) made \$1 million per month! I also gained a new appreciation for the seriousness of the problem when Dr. Karapondo told of a student who transferred to Yale University and was awarded

\$32,000 in scholarships on the strength of his transcript from Columbia U, which showed straight A's. However, his transcript had been falsified and he is now facing charges for fraud.

Next was the much anticipated presentation by Kim Peterson from CSIS. He immediately broadened the context by explaining that document fraud is one of the most used methods by other countries to insert an "operative" (I've always wanted to use that word in print!) into Canada. It serves to legitimize them, helps establish their credibility, and gives them access to spy on Canada. He made it clear that CSIS placed this type of fraud high on their priority list; however, he also made it clear that CSIS had no authority to make arrests. They only serve to inform the necessary parties, such as the Minister, the RCMP and Canada Border Services Agency. The RCMP or CBSA would then follow up with the investigation and make arrests where possible. My fantasies of CSIS black-ops fighting spies in a dark alley and car chases ending in fantastic explosions were dashed.

That presentation was followed up by Chantal Simeoni from Canada Border Services Agency. She explained how CBSA fits within Canada's safety net, and clarified that the scope of their mandate is to target crimes against Canada's border legislation. In particular, they prosecute for human smuggling, offenses related to documents (falsified Visa/Passports, etc.), and misrepresentation or counseling misrepresentation (e.g., an immigration consultant who directs a student to present a false document in order to gain entry to Canada). Then Ms. Simeoni surprised us when she said that study permits do not require a person to be a student or to study at a particular institution! This is a loop-hole in the legislation. There was much muttering and concerned brow-wrinkling at this revelation. Several of us speculated on why anyone would bother with human smuggling and daring the cold waters off the BC coast when they could simply apply for a study permit and disappear after gaining entry to Canada.

CBSA does act on four kinds of fraudulent activity:

- Non-genuine students,
- Fraudulent Educational Institutions (degree mills),
- Third parties of concern (e.g., immigration consultants, school recruiters, etc.) who are not genuine.
- The manufacture and sale of fraudulent documents (immigration permits, study permits, etc.).

Ms. Simeoni gave two examples of recent court cases. In one case, the person applied to CIC to stay in Canada and presented a fraudulent Kwantlen transcript, which he paid \$3000 for. He was sentenced for 2 months in jail and given a \$2500 fine, hopefully to be deported. In the second case, the person applied to CIC to stay in Canada and presented two false transcripts, one from Memorial U and one from Okanagan College. He claims to have paid \$8000 to an immigration consultant to complete his paperwork and had no knowledge of the false documents, but he signed all the paperwork himself. He was convicted and faces jail time and hopefully deportation.

Near the end of the day, representatives from Guardian Academics presented ways to protect ourselves against these types of fraud. They gave samples of paper with many layers of security features built in. These samples included *visible* features such as trademarked watermarks, embossed (raised) signature and a unique Braille code. They also included *hidden* features such as a unique micro print signature line that cannot be scanned or photocopied, a DNA marker using special DNA ink, and our favourite, a hidden image that can only be detected by a special lens (or “decoder ring” as Fred Jacklin from Vancouver Island University nick-named it).

The reps from Guardian Academics made it very clear that whatever technology we use now, such as heat-activated images and raised seals, is being replicated and they showed us examples of degree mills that used incredibly advanced technology to make their documents seem legitimate. They claimed that no one has yet been able to duplicate their security features and that they are ahead of the fraudsters. They finished the day by helping us think through ways to improve our protection against this kind of fraud, and suggested things like patented watermarks, secure supply chains (you should ask your printer for samples of other schools’ transcript paper and see what happens!), and their own patented technology.

On the drive home, my colleague and I talked about how stunned we were at the size of the problem. At home, I immediately searched Google for degree mills using Trinity Western University’s name and my heart sank at what I found. We will be taking measures to protect our documents better, and you may be hearing from us more often as we seek to verify that the documents we receive with your school names on them are legitimate.

Finally, as a member of the WARUCC Executive, I highly recommend that your own provincial registrars association (formal or in-formal) organize professional development opportunities like this. WARUCC has budget money to support these kinds of learning events. Talk to your provincial Member-at-Large about hosting such an event. I found it to be well worth it.

Oh, and about the question I asked so I could hear “I’m sorry, but that’s classified.” I chickened out...

Submitted by

Grant McMillan, Registrar, Trinity Western University & Past-President, WARUCC Executive

UPDATE FROM MANITOBA

Every public post-secondary institution in Manitoba is being represented in the Premier’s Trade Mission to China from November 1 – 8. The mission is a four province mission but no one else has a strong educational contingent. We all hope to take advantage of the opportunity to attract Chinese students to our great institutions and our great province.

UNIVERSITY OF WINNIPEG

The big news from U of W is that we have gone live with on-line registration on WebAdvisor in the Datatel Colleague SIS this summer, and it was a success. We also have changed our high school admission requirements, effective for the September 2009 intake, creating more flexibility in the array of courses that students can present for admission. We welcome Monica Wood back to U of W as our new Director of the International Student Services Office and Study Abroad

UNIVERSITY COLLEGE OF THE NORTH

Enrolments are blossoming in our degree programs which is very encouraging as we just became degree granting in 2004. Manitoba's economy is strong and that has an unfortunate impact on our trades program enrolments. However, with the Hydro dam projects underway in the North Trades programs will soon be in demand. On the Prior Learning Assessment and Recognition from considerable work is being done with early childhood educators who have yet to earn a credential. We are well on our way to having a process in place through a series of workshops to put these individuals in a place where they will be able to challenge for up to a full year's credit in a two year program. Expect to hear in the next newsletter about the sod turning for a Thompson campus and infrastructure development at The Pas campus. Both projects are long overdue and most welcome.

Submitted by

Carol Girling, MAL for Manitoba

UPDATE FROM BRITISH COLUMBIA

"What's in a name?" Well out here in B.C. we really tested those waters as our provincial government announced in April status changes for 3 university colleges, one institute and one college. All 5 are now universities and fall under our University Act. So what's in a name? Being a university recruiting internationally can make an enormous difference. Being a university and having access to minor research grants is also a welcome addition. But with 5 institutions having status changes all at the same time many across the country have joked about the crazy west coast, some saying that our premier, on his way to work one day, stopped off at a day care and renamed it a university. Ha, ha, ha... And as our press and government were quick to remind the new universities, you're universities in name and status but not necessarily in money. One news reporter said it was akin to receiving a promotion at work with a new fancy title but with no salary increase. Hmmm.... I think many of us who work in post secondary can relate to that. My title alone is 7 words long!

On a more serious note, our BC Council on Admissions and Transfer continues to track the mobility of students throughout our province through the Student Transitions Project.

A study on effective admissions processes is also underway. To view BCCAT reports visit their web site at: www.bccat.bc.ca

The British Columbia Registrar's Association (BCRA) recently hosted its second symposium of the year. The first, held in June, was on the Student Transitions project (as referenced above), accessing the data for strategic planning at our institutions. The second symposium, hosted this past October was on Fraud prevention. Please see the article, in this newsletter, written by Grant McMillan from Trinity Western University containing his reflections from the day. I would encourage other provincial organizations to consider hosting a similar event. Guardian Academics, a private transcript and credential paper company situated in the U.S., may be willing to attend your provincial event as well. I would also encourage you to contact your local Border Service Agency and if there are representatives from the Canadian Security Intelligence Service in your province they are a valuable resource as well. BCRA is now striking a subcommittee to review the potential for other professional development opportunities in addition to the annual conference we already host.

Submitted by

Jody Gordon, MAL for B.C.

KWANTLEN POLYTECHNIC UNIVERSITY

It has been an exciting year for Kwantlen, now named Kwantlen Polytechnic University. In April our provincial government announced our status change to a university (along with 4 other institutions). In July we welcomed new president, Dr. David Atkinson and in October we installed our new President and our inaugural Chancellor, Arvinder Bubber, while celebrating our new university status (check out the picture of our chancellor and



president in their new robes of office). On the heels of this celebration, Kwantlen was informed that our application for membership into AUCC was accepted.

In student services we were pleased to welcome three new members to our leadership team: Zena Mitchell, Director, Registrar Services, providing leadership to Admissions and Records;

Warren Stokes, Director, Enrolment Support and Retention, providing leadership to Scheduling, Registration and Enrolment Reporting; and Lyn Benn, Director, Student Development and Success, providing leadership to



Counselling, Learning Centres and Student Life. We welcome our new colleagues! In June, Student Services held their annual retreat. This year the retreat was co-hosted with our Kwantlen First Nation on their traditional lands. Kwantlen means “tireless



runners” and is a name bestowed upon us by our Kwantlen First Nations. We learned about how and when the Kwantlen settled in this region. We also watched a ceremonial cutting and preparation of a salmon (which we later enjoyed for lunch!), baked bannock, drummed and did crafts. It was a great team building day plus very informative of our history and connection to the Kwantlen. Check out a few of our pictures!

Finally as we all prepare for the upcoming 2010 Winter Olympics, Kwantlen, along with several other post secondary institutions in B.C., joined with the Vancouver Olympic committee to officially take part in the Community Contributor Program initiative. Kwantlen will provide essential services and resources to VANOC as part of a value-in-kind agreement. And with that, I end by saying **“Go Canada Go!”**

Submitted by

Jody Gordon, Associate Vice President, Student Services and Registrar

LANGARA COLLEGE

On November 1, 2008 Langara College welcomes its new President. David Ross becomes the second President in our history as an independent college. Dr. Ross takes over from Linda Holmes, who is retiring after 14 years at the helm. The Board and the selection committee (which just happened to include two staff members from the Registrar’s Office) are very pleased with the outcome of a rigorous search process.

The official announcement of his appointment lauds Dr. Ross as “An accomplished academic and administrative leader, his breadth of experience spans 19 years of academic, corporate, and administrative successes.”

Most recently Vice President Administration and Student Services at Kwantlen Polytechnic University - a position held for the past seven years - Dr. Ross joined Kwantlen’s Marketing Faculty in 1994; became Department Chair in 1996; Undergraduate Business Chair in 1997; and the Associate Vice-President Advancement and External Relations in 1999. He has also held faculty positions in Marketing and

Entrepreneurship at Langara College, the University of New Brunswick, and the Shad Valley Program based in Waterloo, Ontario where he worked with gifted and high potential Canadian high school students.

Submitted by

Kevin Paul, Dean, Student Support Services

UNIVERSITY OF BRITISH COLUMBIA, VANCOUVER

Students endorse \$85 M for new Student Union Building

The Alma Mater Society (AMS) of UBC-Vancouver Student Council has voted in favour of an \$85 million investment in a new Student Union Building (SUB) to be constructed at University Square.

The University will invest \$25 million in the estimated cost of the 255,000 sq. ft.-building, slated to begin construction in 2012 and open its doors in 2014.

The student investment, which amounts to the largest single donation in UBC's history, was outlined in an UBC-AMS Memorandum of Understanding approved last night by the AMS council. The contribution will be financed through an incremental levy on future student fees paid to the AMS to begin this September.

"We welcome wholeheartedly our students' investment in a facility that is undoubtedly one of the most widely used in campus life," says UBC President Stephen Toope. "Its relocation to our planned University Square will also help create a welcoming sense of arrival for students, alumni and visitors to UBC and encourage interaction between students, faculty, staff, alumni and our University Town residents."

"UBC students have a long history of improving student life on their campus through the development of facilities including the War Memorial Gym, the Aquatic Centre and Brock Hall," says AMS President Michael Duncan. "I commend our current students for their foresight to recognize a need for many services and their commitment to provide them through the construction of a new SUB."

"University Square and the new SUB represent UBC and its student body's strong commitment to deepening student engagement and providing commuter students with greater access and services," says Brian Sullivan, Vice-President, Students.

"The new SUB will be larger and more environmentally progressive than the current building," said AMS VP Admin Tristan Markle. "It will contain an expansion of existing student amenities, but also a host of new spaces and services for the great diversity of AMS members, with an emphasis on public space and community building."

The current SUB was built in 1968. The AMS held a student referendum earlier this year, in which the majority of those who voted supported a levy for a new building. The new SUB will feature sustainable construction practices and designs and will strive for a

LEED Platinum designation. It is anticipated that certain areas will be shared with a new Alumni Centre also to be on University Square.

UBC Thunderbird Arena opened this summer, first completed Olympic/Paralympic venue

The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) and the University of British Columbia (UBC), in partnership with the Government of Canada and the Province of British Columbia, announced today that UBC Thunderbird Arena is the first indoor competition venue in the Host Region to complete construction. VANOC also formally launched the Vancouver 2010 Venues' Aboriginal Art Program, designed to celebrate the spirit of the nation by promoting understanding of the rich cultures and traditions of the Aboriginal peoples in Canada.

Construction on the UBC Thunderbird Arena began in April 2006, and involved refurbishing the Father Bauer Arena, built in 1963, and the construction of two new rinks: a practice rink and a 7,500-seat competition arena. Construction was completed on budget and 4 months ahead of its originally scheduled completion date of November 2008.

"The Vancouver 2010 Olympic and Paralympic Winter Games are leaving a lasting legacy of world-class sporting venues, generating new economic opportunities and promoting active living and sporting excellence for generations to come," said British Columbia (BC) Premier Gordon Campbell. "Through the new Venues' Aboriginal Art Program, we can showcase BC's strong Aboriginal arts community to the world, and share the richness and diversity of our province's cultural heritage with millions of people."

"This beautiful new venue builds on a proud UBC and Vancouver Olympic hockey legacy," said Professor Stephen J. Toope, president and vice-chancellor of UBC. "It was here in 1963 that Father David Bauer founded Canada's first national Olympic hockey team with a nucleus of UBC players. I take pleasure in knowing that this will be a wonderful home for a new generation of competitive and recreational athletes -- an exceptional facility for UBC athletes and for the entire community to use and enjoy."

The venue will host the men's and women's ice hockey, as well as the men's ice sledge hockey competitions during the 2010 Winter Games. Prior to the Games, the facility will be home to the UBC Thunderbirds' varsity hockey program, student and staff programs, and community programs. The community can use the venue for over 230 hours a week for hockey leagues, high school rentals, drop-in programs and other events. Hockey Canada will also use the facility as a pre- and post-Games training and event-hosting venue. Following the Games, the venue will become a recreational and high-performance, multi-sport legacy facility, easily convertible for ice sledge hockey training and competitions. The arena can also be converted to a concert venue.

"The Government of Canada is proud to play a key part in the success of the 2010 Winter Games and the development of world-class facilities such as the UBC Thunderbird Arena," said James Moore, Secretary of State (Asia-Pacific Gateway)

(2010 Olympics) (Official Languages). "This venue will serve not only as a top-notch venue for our Olympic and Paralympic athletes, but also as a lasting legacy for the community. Athletes and local residents will be able to use the arena for years to come."

UBC Thunderbird Arena was developed by UBC Properties Trust and built by Bird Construction. The arena was designed to be highly accessible for athletes and spectators with a disability, and was designed with careful attention to sustainability and energy conservation. Built to be equivalent to LEED (Leadership in Energy and Environmental Design Green Building Rating System) silver certification, highlights of the venue's environmentally friendly design include the use of an Eco-Chill system (which recycles waste energy used to maintain the ice to heat the building) and the use of energy-efficient lighting. The facility is also close to transit services.

UBC – Vancouver 2010 Venues' Aboriginal Art Program

In addition to opening the arena, VANOC today launched the Vancouver 2010 Venues' Aboriginal Art Program. The program will span all 15 Olympic and Paralympic venues and will emphasize BC and Canada's leadership in respecting the traditional cultural histories of its Indigenous peoples. The program provides a platform for Aboriginal artists in Canada (First Nations, Inuit and Métis) to participate in the 2010 Winter Games. The program -- an element of VANOC's commitment to unprecedented Aboriginal participation in the 2010 Winter Games -- was part of BC and Canada's initiative to respect and celebrate the diverse cultures of Aboriginal peoples.

"Aboriginal history, arts and culture is an important part of Canada's history," said John Furlong, VANOC Chief Executive Officer. "This program provides a unique landscape for talented Aboriginal artists to participate in the 2010 Winter Games and an opportunity to showcase to the world the rich artistic tapestry of Canada's Aboriginal peoples. This will be an extraordinary way of telling our nation's story."

"As Official Partners in the Games, the Four Host First Nations are honoured to be a part of this exciting program that will showcase the best Aboriginal artists from across Canada in the Olympic and Paralympic venues", said Tewanee Joseph, Chief Executive Officer and Executive Director, Four Host First Nations Secretariat. "Our culture is thriving and we want to share it with the world".

The world-class Aboriginal artistic talent showcased by this program will highlight the cultural spirit of the Vancouver 2010 experience for millions of people worldwide and will continue to inspire people well after the Games. In addition to the designs at the Richmond Oval by internationally acclaimed Musqueam artist Susan Point, UBC Thunderbird Arena will be one of the first venues to host Aboriginal art under this initiative. The program will showcase art from various sources, including Four Host First Nations "welcome" works of art, women's traditional art, works from established Canadian Aboriginal artists and art from Aboriginal youth programs.

VANOC is seeking additional Aboriginal artists to embrace this exciting opportunity through a request for expression of interest (RFEOI) posted at

www.vancouver2010.com until August 15, 2008, Successful respondents will progress to the second stage of the process where they will submit designs requested through a request for proposal (RFP) process. The designs should embrace Vancouver 2010 values, the venue's character and the pride of being Canadian.

UBC - Additional Highlights:

Marine Drive Residence

The Marine Drive Residence is nearing completion with the last two residential buildings opening this fall, a 16 story tower housing 365 students, and a low-rise building housing 294 students. Work continues on the commons block building that will house the desk, mailboxes and other student services. The commons block and the new food service operation will both open summer 09.

UBC among first Canadian universities to join iTunes U

UBC-generated audio and video are now just an iTunes download away, thanks to a new partnership between UBC and Apple Inc.

UBC is one of three Canadian universities to join iTunes U, which puts the power of Apple's popular iTunes platform to work for top global universities. iTunes U enables users to easily search, download, and play its more than 50,000 educational materials, just as they would iTunes' music, movies, and TV shows.

Lectures by UBC's Nobel Prize-winning educator Carl Wieman and microfinance guru Muhammed Yunis, a UBC honorary degree recipient, and video messages by UBC student Olympians and Paralympics, are examples of initial offerings at UBC iTunes U (www.itunes.ubc.ca).

In addition to centralizing and improving access to UBC web content, Alfred Hermida of the UBC School of Journalism says UBC iTunes U is part of an ongoing campus-wide strategy to enhance teaching and learning at UBC.

"If you are a student, you probably don't know how to find UBC web content because it's spread across university websites," says Hermida, whose unit contributed initial materials along with the Faculty of Land and Food Systems, Public Affairs and the Office of Learning Technology.

"We know students use iTunes, so this collects what UBC has and takes it to their environment," says Hermida, who helped to pioneer the British Broadcasting Corporation's (BBC) news website as a journalist before joining UBC in 2006.

According to Mike Ko, manager of UBC Public Affairs' web team, UBC iTunes U responds to changing learning trends. "Whether you are a student, an alumnus or a lifelong learner, people want to download information and consume it when convenient on their computers, portable mp3 players and cell phones," he says.

For example, Hermida says, a student can listen to course materials on an iPod at the gym. An alumnus can watch a sold-out campus event on an iPhone during their morning commute. "You could be learning as you walk down the street," he says.

Hermida says iTunes U has the potential to enhance teaching. "Studies show that online content can help to improve the educational experience, but it depends on how you use it. Joining this initiative puts UBC professors at the forefront of new teaching methods," he says, noting that resources, including best practices, will be available to instructors.

Submitted by

Brian J. Silzer, Associate Vice President Enrolment Services and Registrar

UPDATE FROM SASKATCHEWAN

UNIVERSITY OF SASKATCHEWAN

Hello from the University of Saskatchewan! The University community was very pleased this year when Peter MacKinnon agreed to serve a third term as President, extending his tenure to 2014. Dr. Brett Fairbairn also assumed his duties as the University's second Provost and Vice-President Academic as of July 1, 2008. One of Dr. Fairbairn's major responsibilities will be overseeing the implementation of the University's second integrated plan, entitled *Toward an Engaged University*. The Integrated Plan focuses on three priority areas – improving the student experience, raising the profile of research, scholarly and artistic work, and working together.

Having spent a year as Acting Provost shepherding the second Integrated Plan to completion, Dr. Ernie Barber assumes a leadership role for one of the key components of that plan – enhancing teaching, learning, and the student experience – as Vice-Provost, Teaching and Learning, a new position at the University. Dr. Barber will oversee the development and implementation of the *Foundational Document on Teaching and Learning*, as well as directing the work of academic and instructional support units like the University Learning Centre and the Centre for Continuing and Distance Education.

There have been some staff changes over the past year in the Student and Enrolment Services Division (SESD). We welcome Claude Lang (known to WARUCC as the former Saskatchewan Member-at-Large) as Director of Enrolment, and Lisa Shepard as his Manager of Admissions. Cora Putz has returned from maternity leave as Manager of Marketing and Student Recruitment, and Kelly Kozak is Acting Manager of International Recruitment. Many thanks to Kelly McInnes, Registrar and Director of Academic Services and Financial Assistance, who served as Acting Director of Enrolment (and Registrar) from January-June, 2008, and to Tonya Wirchenko, Manager

of Student Central, who served as Acting Director of Academic Services and Financial Assistance during the same period.

Organizationally, SESD continues work on integrating the Student Information Services unit (responsible for Banner) into the division. Some of the major projects completed or currently underway in SESD include:

- a changeover from ezRecruit to a new data-driven recruitment system designed in-house
- online admissions application for graduate students
- new guaranteed entrance scholarship criteria based on the best of Grade 11 final marks, Grade 12 semester one marks, or Grade 12 final marks (which encourages early application for admission and provides incentives for increasing averages)
- ongoing work on prerequisite and corequisite checking, course equivalency checking, and transfer credit articulation and checking in Banner, in advance of the implementation of DegreeWorks degree audit software
- implementation of the Banner online transcript ordering (a very successful implementation which resulted in reduced staff time devoted to transcripts and improved service to students)
- in the wake of the elimination of the print Calendar, implementation of the online Calendar in a new Web Content Management System

Like many other post-secondary institutions, the University of Saskatchewan faces enrolment challenges. Enrolment in 2007-8 remained relatively stable, with overall enrolment falling by about 1% this year and undergraduate enrolment falling over 2%. However, there were bright spots; graduate student enrolment is up over 7% and the number of international students is up slightly. In order to stimulate recruitment and retention, the University's governance bodies have been kept busy with myriad new proposals for programs degrees, and courses, key among which are the three new schools which have started operations: the School of Public Health, the School of Environment and Sustainability, and the Johnson-Shoyama School of Public Policy (the latter the first joint school with the University of Regina).

Submitted by

Russ Isinger, Manager and Assistant Registrar (Academic), Academic Services & Financial Assistance

UNIVERSITY OF REGINA

The University of Regina welcomes Dr. Vianne Timmons as the seventh President and Vice-Chancellor. Her energy and commitment to this community is welcome! Dr. Timmons has defined her priorities during the first six months of office as:

- build community
- create a unified look and feel in the promotion of our institution
- renew the University's website
- bring internationalization of the University into focus
- establish routine reviews of administrative units
- launch a new strategic planning process

The University also welcomes Dr. Gary Boire as the Vice-President (Academic). One significant and immediate priority for his office is to provide leadership and bring new resources and energy to Student Recruitment, now under the supervision of the Associate Vice-President (Academic) Judy Amundson. Student Recruitment is getting the attention they need to revamp every aspect of their operation.

Given a decline in enrolment, the Strategic Enrolment Plan is front and center in the daily operations of the Registrar's Office. From the admission process through to graduation, the staff of the Registrar's Office is asking why, how, and when for whom and under what circumstances. Share your experiences with us! Current efforts include:

- a review of the University's awards and scholarships (conducted by Peter Dueck, Director of Enrolment Services at the University of Manitoba - contact Betty St. Onge for more information)
- new access to transfer credit information
- a set of recommendations related to the Academic Schedule
- a new method of requesting transcripts to be released February 1, 2009 (UR Self-Service Request for Transcripts)
- the elimination of a print copy of the Undergraduate Catalog of courses - the Self-Service version of the catalog of courses is the official version

New programs as of the June, 2008 Senate meeting include a Master's Certificate in Organizational Leadership, a Master of Administration (Leadership), and a Bachelor of Science (Economics) together with an Honours Major in Economics.

With a mixture of sadness and joy, I announce my resignation as Registrar effective October 31, 2008. My motivation? Family and a return to full-time studies at the PhD level in Education. I've thoroughly enjoyed my 23 years of service to this community and, in particular, the opportunity I've experienced as its Registrar. I will miss my colleagues very much. This is a great community of scholars and professionals who ensure the integrity of the history and the delivery of an education. Thank you for your support during my tenure!

Submitted by

Judy Chapman, Registrar

SASKATCHEWAN INSTITUTE OF APPLIED SCIENCE AND TECHNOLOGY (SIAST)

Greetings from SIAST Enrolment Services! I am pleased to provide this update as I begin my third year as Registrar, after being appointed to the position permanently in January. Two years earlier we saw Alison Pickrell promoted from Registrar to Associate Vice-President Student Affairs. Alison and I each fulfilled 18 month contracts prior to being appointed to our new positions on a permanent basis.

We congratulate Carolyn Folk in her appointment to Assistant Registrar of Palliser Campus located in Moose Jaw. Carolyn has many years of experience in Registration Services and is enjoying her new role.

Assistant Registrars remain unchanged at Woodland Campus (Rusty Watt), Wascana Campus (Lorraine Wollbaum) and Kelsey Campus (Kim Gulka). Our leadership team is rounded out with Coordinators of Recruitment (Bill Blok) and Student Information Systems (Pat Power) as well as Administrative Assistant (Jacqueline Cates). SIAST is well-represented on the WARUCC Executive with involvement from Rusty Watt and Kim Gulka.

Enrolment numbers at SIAST are increasing – we have seen additional seats in Nursing, Practical Nursing and the medical diagnostics programs, as well as a new Psychiatric Nursing program. Apprenticeship training at SIAST has seen a growth of more than 40% over the past year and continues to increase.

Although the increased numbers are exciting, we are presented with facilities challenges. Our Kelsey Campus has moved programs to off-site locations within the city of Saskatoon. Wascana Campus has also expanded into the neighboring Parkway location in Regina, which previously housed other government offices.

Projects currently underway for Enrolment Services include:

- implementation of ezRecruit to assist with data-driven student recruitment
- implementation of Xtender Solutions to scan and categorize archived student records and to scan documents to meet our ongoing record retention needs
- implementation of enCampus room booking software to aid facilities management . This project was initiated by our Facilities department, but involves Registration Services to a significant degree
- assignment of international credential evaluation to Registration Services. We now offer in-house evaluation of international documents in support of admission to SIAST programs
- re-design of Basic Education programs and courses along with the re-assignment of data entry into the SIAST student information system to our own Registration Services area
- re-work and update to our Banner procedures and registration guidelines

Submitted by

Kathy Larsen, Registrar

ST. PETER'S COLLEGE

Prospective business students in Saskatchewan will soon be able to begin their Bachelor of Commerce programs at St. Peter's College. This new partnership between St. Peter's and the University of Saskatchewan's Edwards School of Business (ESB) was one of several major announcements at the Key to Success Gala and Awards Ceremony held at St. Peter's College in Muenster on September 16, 2008.

Following a keynote address by special guest and Member of Parliament Belinda Stronach, St. Peter's officials announced a number of new initiatives intended to increase access in Saskatchewan to both business and nursing education. Also in attendance at the Gala was the Honourable Donna Harpauer, MLA for Humboldt and Minister of Social Services. "We all know that St. Peter's is about much more than history," Harpauer said. "It is about the future as well, and the forward thinking that has made the college a vital presence." "Education, training and skills development have never been more important to our province than they are today," said Rob Norris, Minister of Advanced Education, Employment and Labour. "The leadership, staff and supporters of St. Peter's College are doing commendable work in positioning the college for Saskatchewan's exciting future in a knowledge-based economy." Lorna Butler, Dean of the College of Nursing at the University of Saskatchewan, noted the need to increase access to Nursing Education in the province and said, "We are excited by the possibilities of distributed learning and the role that St. Peter's College could play in meeting that need."

Approximately 18 months ago, a dialogue was initiated between St. Peter's College and Grant Isaac, Dean of the ESB at the University of Saskatchewan, to investigate new opportunities for business program delivery in rural Saskatchewan. "This partnership has resulted in expanding student access to both the Business Administration Certificate and the ESB B.Comm program," Dean Isaac said. "The ESB felt that St. Peter's College, due to its commitment to and tradition of academic excellence, was the perfect place to launch the Business Administration Certificate," said Dr. Brooke Dobni, Associate Dean of ESB. Alison Renny, Assistant Dean of Undergraduate Programs at the ESB announced, "The Edwards School of Business will partner with St. Peter's College to offer the first year of the of the Bachelor of Commerce program at the College. "Students will be able to apply for direct entry into the Edwards School of Business and take their entire first year of their Commerce degree at St. Peter's College," Renny said. Dr. Dobni went on to say, "This is just the beginning with respect to ways in which our partnership will strengthen ESB's reputation for business and leadership excellence and we are excited by our discussions surrounding other opportunities for business education programming in the near future at St. Peter's College."

Glen Kobussen, Special Advisor to the Board at St. Peter's College, said, "As a rural college, our goal is to ensure we are meeting people's needs for accessible postsecondary education that enables them to be a part of our province's exciting future." Rob Harasymchuk, President of St. Peter's College said, "The vision of the

College is to be a centre of excellence to meet the needs of our students, our region and this province. The partnership with the Edwards School of Business and other emerging partnerships help to strengthen St. Peter's College's ability to develop the leaders and professionals of tomorrow."

Submitted by

Rebecca Cross, Special Projects Manager

NORTHLANDS COLLEGE

Northlands College is celebrating its 20th anniversary this year! In January 1988 the three northern community colleges, Northeast Community College, Westside Community College and La Ronge Community College amalgamated to make Northlands College.

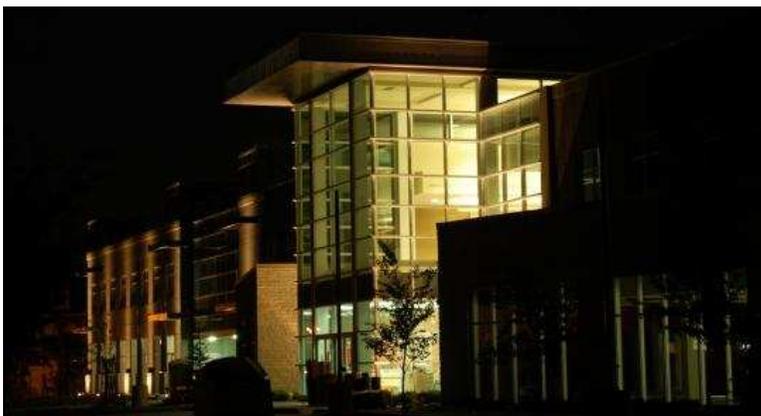
Submitted by

Joanne Hoeft, Registrar

UPDATE FROM ALBERTA

AMBROSE UNIVERSITY COLLEGE

Ambrose University College is pleased to announce the opening of our new campus. After a number of years in downtown Calgary, Ambrose has built the new campus on a site on the west side of Calgary. The new buildings include a beautiful home for the Archibald-Thompson Library, smart technology classrooms, a new gymnasium and fitness space, and a new residence. A new integrated student service space allows students to access the Registrar, Finance, and Campus Services offices together for a seamless experience. We also welcome our new Registrar, Bev Ross, who comes to us from the University of Regina. Shannon Murphy has moved into the position of Director of Institutional Research and Planning.



*Ambrose University College –
Administration building at night*

We are pleased to welcome a new member institution to WARUCC – Columbia College. Columbia College is located in Calgary and provides diploma programs to adult learners. We are pleased to have another institution join our ranks in Alberta!

At its Spring 2008 Convocation, Grant MacEwan College unveiled its Coat of Arms. Since late 2006, a committee representing students, staff, faculty, retired faculty, Board/President's Office and administration worked to determine appropriate symbolism and a motto that would represent the college's past, present and future, while paying tribute to the college's namesake, the Honourable Dr. J.W. Grant MacEwan. The Coat of Arms, and more information about it, can be found here:

http://www.macewan.ca/web/Services/external_relations/coa/00_start/index.html?utm_source=coatofarms&utm_medium=redirect

After almost 30 years of service to NAIT, Don Yurchuk, Registrar and Dean of Admissions, is moving on. All of his colleagues in WARUCC would like to wish him the very best!

Submitted by

Shannon Murphy, Alberta Member at Large

WHO WOULD YOU LIKE TO NOMINATE?

Reminder!

Now is the time to nominate a colleague for either a WARUCC Service Award or Honorary Membership. Send your nomination to the Past President of WARUCC, Grant McMillan, pastpres@warucc.ca

Here are the criteria from the Constitution:

Service Award

Granting of a Service Award shall be to those members of the Association who have provided lengthy and dedicated service as a member of the profession. This Award will be granted to individuals who have retired or resigned from the profession and shall be determined by majority vote of the Executive Committee.

Honorary Membership

Any institution or individual member may recommend individuals to the Executive Committee for either a Service Award or for Honorary Membership. Granting of Honorary Membership shall be to those individuals who have provided lengthy and dedicated service to the profession and have played an active role in the association, either as a member of the Executive or in some other significant way. This Award will be granted to individuals who have retired or resigned from the profession and shall be determined by majority vote of the Executive Committee.

Nominations for Service Awards or for Honorary Membership should normally be received six months prior to the general assembly of the Association.

NOTE FROM THE NEWSLETTER EDITOR

We hope that you have enjoyed the latest edition of the WARUCC Newsletter. If you have a topic that you would like shared with the WARUCC community, please send your article to gulka@siastr.sk.ca. Our next Newsletter is scheduled for release in early spring. Please submit your articles by March 15th.

Thank you to those who have submitted articles to share with the WARUCC community. Thanks to your efforts, this Newsletter continues to be an excellent source of information!

Submitted by

Kim Gulka, Newsletter Editor