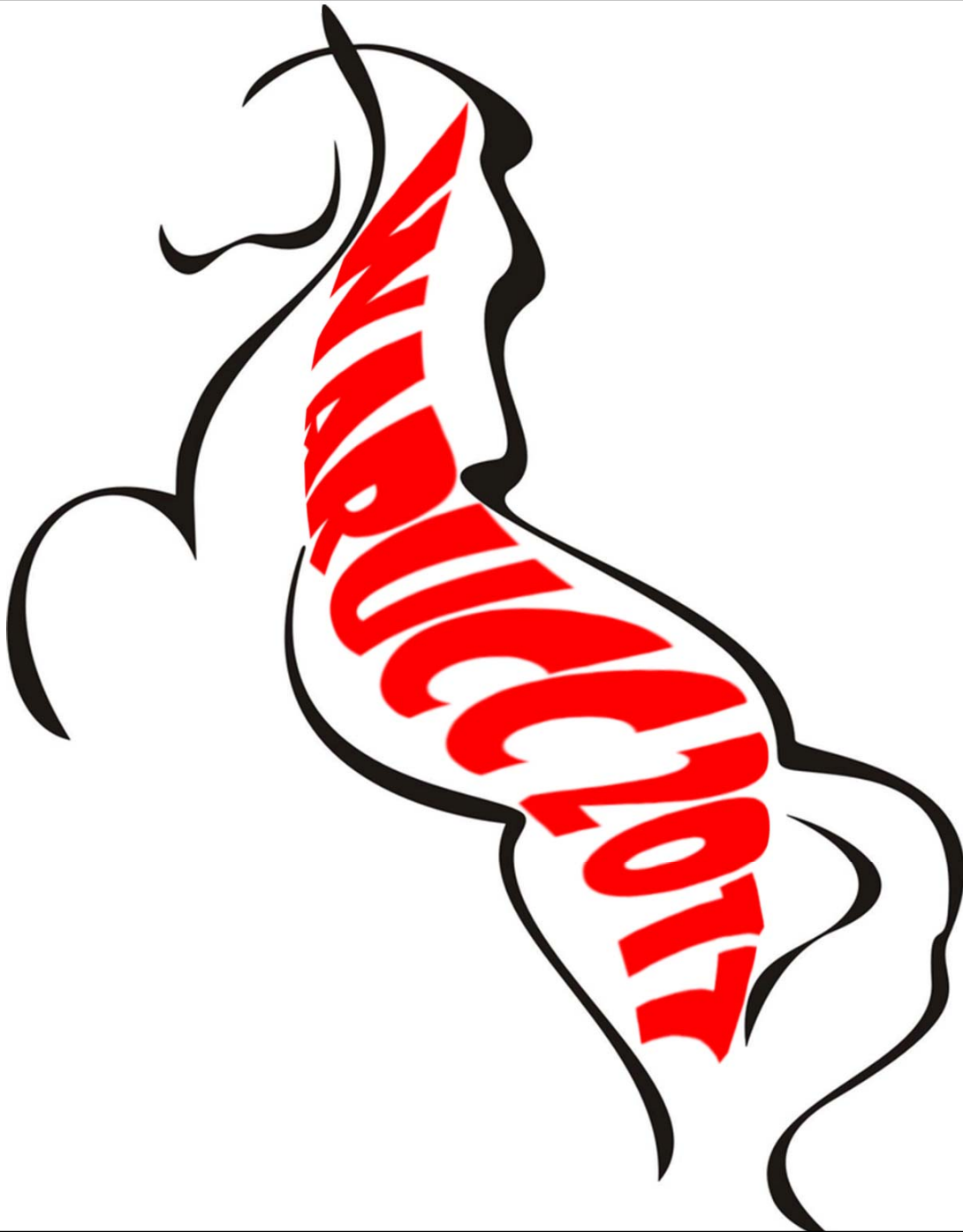


WARUCC2017 BIENNIAL CONFERENCE



JUNE 20-22, 2017

CALGARY, ALBERTA

WELCOME TO WARUCC 2017!

Hello & welcome!

After the closing of WARUCC2015 in Vancouver, BC, we were ready to sit back, relax, & enjoy what **WARUCC2017** was going to bring...

Fast forward two years & here we are again, proud to have organized another Biennial Conference for the WARUCC membership. This year we find ourselves in Calgary, Alberta (the Stampede City!), ready to gallop our way into a conference filled with opportunities to meet fellow colleagues & WARUCC members, learn new ways to support staff & students, & be motivated by presentations from engaging speakers.

For the second year in a row, we are offering a Pre-Conference. This year's topic is **Seeing Yourself in SEM**, facilitated by **Susan Gottheil**, Vice-Provost (Students) from the University of Manitoba. With three decades of leadership experience in the Canadian postsecondary sector, Susan brings a wealth of knowledge & insight to this session.

We are thrilled to introduce this year's keynotes, **Andre Costopoulos**, Vice-Provost & Dean of Students, University of Alberta & **Chris Johnson**, Dr. Laugh. Both will bring unique & interesting perspectives to the post-secondary landscape & attendees will be provided with a variety of take-a-ways & ideas.

Be sure to visit our **Vendor Fair**, located in the Wildrose Ballroom. We have an exciting variety of vendors, each providing unique & innovative solutions for your institution.

Don't miss out on all of the fun we have planned, beginning with a **Welcome Reception** on Monday at 5:30pm in Barclay's Lounge. Check out the rest of the conference program for a full list of events & times.

We look forward to spending time with you at WARUCC2017!

Sincerely,

Karen McCredie,
President, WARUCC
Conference Co-Chair

Janine Smith
Website Administrator, WARUCC
Conference Co-Chair

Included in this program:

Conference Schedule
Keynote Presenter Profiles
Session Information
Hotel Map
Notes Section
Conference Planning Committee
Sponsors

Wifi Password: WARUCC

Not Our First Rodeo – Continued Commitment to Student Success

MONDAY, JUNE 19

Time	Event	Room
10:00am - 4:00pm	Pre-Conference - Seeing Yourself in SEM	Wildrose Ballroom

Susan Gottheil

Vice-Provost (Students), University of Manitoba

Susan Gottheil has over three decades of leadership experience in the Canadian post-secondary sector helping institutions to promote & expand academic programs; increase student recruitment & retention; enhance learning & development; improve student & academic support services; & promote collaborative partnerships. A senior consultant with AACRAO, Susan has worked with numerous colleges & universities on enhancing their enrolment & the student experience, presented workshops at a professional conferences in the U.S. & across Canada, published articles, & co-organized the annual Canadian Strategic Enrolment Management Summits. In 2011, she & Clayton Smith co-edited "SEM in Canada: Promoting Student & Institutional Success in Canadian Colleges & Universities".

Time	Event	Room
1:30 - 4:00pm	Executive Meeting	Sand Lily
5:30 - 7:30pm	Welcome Reception	Barclay's Lounge

TUESDAY, JUNE 20

Time	Event	Room
7:30 - 8:45am	Breakfast & Opening	Wildrose Ballroom
8:45 - 9:45am	Keynote - Andre Constopoulos	Wildrose Ballroom
10:00 - 10:15am	Break	Vendor Fair

Session Presentations 1 10:15 - 11:15am			
Title	Presenter(s)	Track	Room
Managing Change Through Student-Centered Thinking	Melissa Padfield	Change Mgmt.	Silver Willow
Cycling Through Probation: The rocky road to completion	Marion Hannaford	Student Success	Sand Lily

Session 1 continued on next page....

Session Presentations 1, continued		10:15 - 11:15am	
Title	Presenter(s)	Track	Room
Intentional Scheduling with Infosilem	Philippe Melis (Infosilem)	Vendor	Mariposa
Managing Project Goals: How to get there from here	Susie Kennedy	Leadership/ Project Mgmt	Calypso
It is Springtime & I am (No Longer) Blind: Dashboards for the data-informed registrar	Andrew Drinkwater & Patrick Lougheed (Plaid)	Vendor	Wolf Willow

Session Presentations 2		11:30am - 12:30pm	
Title	Presenter(s)	Track	Room
Putting Your Students First: Why UK universities are choosing to support their students with our unique student-centric temporary staffing solution	Paul Brewster (Unitemps)	Vendor	Mariposa
Oops I've Been Injured in a Rodeo: Early alerts & student success at TWU	Grant McMillan	Student Success	Silver Willow
New Kids on the Block	Sandy Henderson & Marco Hilgersom	Leadership/ Project Mgmt	Sand Lily
Documentation & Training Model for Employee Success	Angela Lucyk & Andrea Reynolds	Leadership/ Project Mgmt	Calypso
CourseLeaf: Tools to build a foundation for student success	Bryan Blackwell (Leepfrog)	Vendor	Wolf Willow

Time	Event	Room
12:30 - 1:45pm	Lunch	Wildrose Ballroom

Session Presentations 3		1:45 - 2:45pm	
Title	Presenter(s)	Track	Room
Time to be the Leader You Want (& Need) to be	Melissa Casey	Leadership/ Project Mgmt	Calypso
Motivating the Motivators: Facilitating support staff contributions to student success	Andrea McDaniel	Student Success	Sand Lily
Engage, Develop, Advance: Creating & implementation service principles in the Registrar's Office, a team approach	Vanessa Wood	Leadership/ Project Mgmt	Silver Willow
Six Weeks to Six Days	Frank Gangl (Ricoh) & Karen McCredie	Vendor	Wolf Willow
How Can the Timetable Benefit Your Students?	Ian Grimes (Celcat)	Vendor	Mariposa

Session Presentations 4		3:00 - 4:00pm	
Title	Presenter(s)	Track	Room
CAMPFIRE CHAT			
Students as Consumers: Striking the balance between the customer is always right & students' need to take responsibility. How do we get students to use information we provide?	Angelique Saweczko Kate Ross Neil Marnoch James D'Arcy David Johnston	Student Success	Wildrose Ballroom
Time	Event	Room	
4:30 - 6:00pm	Vendor Reception	Vendor Fair	

WEDNESDAY, JUNE 21

Time	Event	Room	
8:30 - 9:30am	Breakfast & Swag Swap	Wildrose Ballroom	
Session Presentations 5		9:30 - 10:30am	
Title	Presenter(s)	Track	Room
Improve Student Success with a Transformed Course Schedule	Monique van de Merwe (Ad Astra)	Vendor	Sand Lily
Hybrid Entrance Award Programs at UBC: Supporting success for the academically strong & those with need	Darran Fernandez	FinAid & Awards	Silver Willow
Service Modeling & Technology: Going mobile, transition to mobile queuing systems, self-service kiosks, & implementation of RO call centre management	Vanessa Wood & Abhinav Khanna	Automation	Mariposa
Six Tips to Graduation Bliss	Ken Fisher (CampusRight by Right Labs)	Vendor	Wolf Willow
Building New Leaders: Insights into the development of the next generation of managers	Cicy Guimond	Leadership/ Project Mgmt	Calypso

*Please note: Conference scheduling & session offerings are subject to minor change(s).
We apologize for any inconvenience.*

Session Presentations 6 10:45 - 11:45am			
Title	Presenter(s)	Track	Room
Enrolment Management Support Technology	Chris Brunelle & Michele Moroz	Automation	Silver Willow
The Role of the Registrar During a Faculty Strike	Neil Marnoch	Leadership/ Project Mgmt	Calypso
Taming U Regina Wild Registration!!!	Pierre Guay (Visual Schedule Builder) & Susan Husum	Vendor	Mariposa
It's Not Just About Free Money! Transitioning to Proactive Strategies in Financial Aid	Jillian Feist & Lindsay Tiemer	FinAid & Awards	Sand Lily
It's About Time: Take charge of your catalog & curriculum	Ashley Overend (DigArc)	Vendor	Wolf Willow

Time	Event	Room
12:00 - 1:00pm	Keynote - Chris Johnson, Dr. Laugh	Wildrose Ballroom
1:00 - 2:15pm	Lunch & Biennial General Meeting	Wildrose Ballroom

Session Presentations 7 2:30 - 3:30pm			
Title	Presenter(s)	Track	Room
Findings & Recommendations of the AACRAO Working Group on Disciplinary Notations	Angelique Saweczko	Leadership/ Project Mgmt	Sand Lily
CAEL CE (Computer Edition): Moving CAEL into the future	Alice Ang (Paragon Testing)	Vendor	Calypso
Changing the Culture of Mental Health on Campus in Support of Front Line Service	Debbie Bruckner et al	Disabilities/ Mental Health	Silver Willow
Simplify How Employers Verify Education for Your Graduates	Lisa Mackie (AuraData)	Vendor	Mariposa

Time	Event	Room
4:00 - 5:30pm	Reception	Barclay's Lounge

Thursday, June 22nd is "Colour Day!"

Show your school pride by wearing your institution's colours!

THURSDAY, JUNE 22 - COLOUR DAY

Time	Event	Room
7:30 - 9:00am	Breakfast & Closing	Wildrose Ballroom

Session Presentations 8		9:15 - 10:15am	
Title	Presenter(s)	Track	Room
Putting the "Serve" Back in Student Services	Peter Mal	Student Success	Silver Willow
CASL Spam & High Education or What is CEM Anyway?	David Johnston	Change Mgmt	Mariposa
Student Planning Implementation: A partnership between Student Services & IT	Colin Russell	Leadership/ Project Mgmt	Sand Lily
Lessons Learned from a Mutton Buster: Information, advice & action	Carol Girling	Student Success	Calypso

Session Presentations 9		10:30 - 11:30am	
Title	Presenter(s)	Track	Room
Your Next Big Challenge? Preparing for the Role of the Registrar	Lisa Collins	Leadership/ Project Mgmt	Sand Lily
Thinking Through Learning Disabilities: Misconceptions, reflections, & questions	Eunice Chow	Disabilities/ Mental Health	Silver Willow
Student Financial Well-Being: Helping students improve their fiscal health during post-secondary experience	Vanessa Wood	FinAid & Awards	Mariposa
Awarding Transfer Credit for Non-Credit Professional Training	Ted James	Student Success	Wolf Willow

Time	Event	Room
12:00 - 2:00pm	Executive Meeting	Larkspur

Save the date for ARUCC/CACUSS combined Conference in 2018!

June 17 – 20, 2018

Prince Edward Island – PEI Convention Centre & Delta Prince Edward

Call for proposals opens November 2017

Registration opens February 2018

KEYNOTE PRESENTERS

Andre Costopoulos,

Vice-Provost & Dean of Students, University of Alberta

Tuesday, June 20, 8:45am



André Costopoulos begins his new role as Vice-Provost & Dean of Students at the University of Alberta on July 1, 2017. Currently serving as dean of students at McGill University, he will provide a wealth of experience & success improving student services

"I benefited from the help & support of tremendous people when I was a student, so I know the value of that. I want to help students grow & move toward graduation, & then move out into the world & make a positive impact out there."

Born & raised in Montreal, Costopoulos holds a BA (Hons) in anthropology from McGill, an MSc in anthropology from the Université de Montréal, & a PhD in archeology from the University of Oulu, Finland. He did his master's thesis on squatter settlements in open-air communities & abandoned buildings, inspired by an interest in the survival strategies of the homeless in Montreal.

Chris Johnson,

Dr. Laugh

Wednesday, June 21, 11:30am

Chris Johnson is a physical educator by profession. He recently retired after 38 years as an educator, having taught at all levels from preschool to university. He is much sought after as a public speaker both in Canada & the USA.

He speaks not only on laughter & humour, but coaching, sport & children, team building & quality physical education programs in our schools. He is also in demand as an MC for corporate & non-corporate functions. He is very happily married with three great children ...& two even greater grandchildren. He now knows the meaning behind the bumper sticker which says "If I had known that grandchildren were so much fun, I would have had them first."

Chris has won numerous awards in recognition of his teaching in B.C. including the Queen's Golden Jubilee Medal, the Douglas College Faculty Excellence Award, the B.C Teachers Federation's 'Innovation in Teaching Award' & he joined Terry Fox & Rick Hansen in being awarded the Daryl Thompson award for outstanding contribution to amateur Sport in BC.



TUESDAY SESSION PRESENTATIONS

Session 1

Managing Change Through Student-Centered Thinking

Melissa Padfield, University of Alberta

What does it mean to be "ambitiously transformative"? How do you implement significant change in an organization with over 100 years of history while preserving the best of that history & tradition? These & other questions dealing with change management will be explored as the Office of the Registrar at the University of Alberta shares its journey over the past seven years. Anchored in the development & launch of our Student Connect Integrated Service Centre, this interactive presentation will deal with the people, process, policy & technology aspects influencing & supporting change. Participants will come away with key learnings that can help inform change initiatives big & small, & develop an even greater appreciation for the opportunity presented by student centered thinking in registrarial practice.

Cycling Through Probation: The rocky road to completion

Marion Hannaford, TRU

A rewrite of the policy on Satisfactory Academic Progress at Thompson Rivers University was the impetus the System & Reporting team needed to rethink, rework, & reconfigure how we handled Academic History processes in Banner. In consultation with Ellucian, we revisited our Academic Standing codes at the end of Fall 2016 in order to align with best practices on how Academic Standing is coded, run, & reported to fit with our strategic enrolment objectives. This session covers the details of how we changed our thinking, reconfigured our codes, & changed our processes so that strategic enrolment data would be available for analysis within the constraints of Banner, & strategies for reporting will be shared in this case study.

Intentional Scheduling with Infosilem

Philippe Melis, Infosilem

The expectations of today's students demand a comprehensive approach to higher education that includes multiple degree options, world-class instructional quality, on-time completion assurance, & outstanding on-campus & virtual campus experiences... all within a flexible, convenient schedule. In this session you will learn how, with the implementation of Infosilem's Timetabler, your institution can transition to "Intentional Scheduling," create a more centralized scheduling process, foster a collaborative environment between the Registrar's Office & the academic departments, & make it possible to generate a non-biased, student-focused schedule, while increasing facility utilization & scheduling efficiency.

Managing Project Goals: How to get there from here

Susie Kennedy, University of Lethbridge

You have envisioned the goal, presented a business case, & obtained funding. Now is the time to move forward ... & the pathway forward isn't always as clear. What questions should we ask & what do we need to take into account before undertaking a project? Join us for a fun, interactive session that will help you define the right questions before you embark on that initiative. Sorry, we won't have any MS Project demonstrations or spreadsheets, but--Tinker Toys, anyone?

It is Springtime & I am (No Longer) Blind: dashboards for the data-informed registrar

Andrew Drinkwater & Patrick Lougheed, Plaid

Universities are swimming (or drowning?) in data & yet, using data to inform policy & planning conversations remains a challenge within registrars' offices & in the wider institution. This dynamic presentation will show how Plaid University* uses data & dashboards to facilitate conversation amongst stakeholders around improving the student experience. We'll highlight key principles of effective dashboards, technologies we use to bring together data from different sources, & an interactive demo of some key questions at PlaidU & how our dashboards helped us achieve results.

TUESDAY SESSION PRESENTATIONS

Session 2

Putting Your Students First: Why UK universities are choosing to support their students with our unique student centric temporary staffing solution **Paul Brewster, Unitemps**

Established by the University of Warwick in the UK, Unitemps is different to commercial employment businesses in culture & model. Developed specifically to reinvent the way HE institutions engage students in temporary working, both on & off campus. Unitemps was created to solve specific HE issues around building long term employability potential for students, whilst safeguarding universities from legislative & compliance risks. Increase engagement with employers in the community through proven methods & enhance student experience & financial independence, whilst contributing to their ongoing success. Underpinned by latest technology, expertise & experience, Unitemps will give your university additional benefits such as HR efficiencies around temporary workers, cost-savings, revenue generation, & much more.

Oops I've Been Injured in a Rodeo: Early alerts & student success at TWU **Grant McMillan, Trinity Western U**

In 2015, Trinity Western University implemented a new early alert system for faculty & staff to communicate concerns about student issues: everything from no-shows to disruptive classroom outbursts, or severe mental health challenges. This system is part of our commitment to student success & helping students to persist at TWU. This presentation will provide the theory behind the plan, a presentation of the system, the results after two years, as well as its future as part of TWU's strategic enrolment management plans.

New Kids on the Block **Sandy Henderson, Medicine Hat College & Marco Hilgersom, Lethbridge College**

Sandy & Marko are pretty new to the exciting world of registrarial services. Marko came from the faculty ranks at Lethbridge College, while Sandy came to Medicine Hat College with an insider's understanding of Alberta Advanced Education. Newbies to the world of admissions, registration, financial aid, & scheduling, they had lots to learn & have been on a rather steep learning curve for the past few years. Come & see what they have learned, what challenges they have had to face, & how they are holding up to the rigors of life in the Registrar's Office.

Documentation & Training Model for Employee Success **Angela Lucyk & Andrea Reynolds, SAIT**

The Office of the Registrar at SAIT has built a model for process documentation & training that is geared toward employee success. In adopting a structured, yet collaborative approach to documentation & training, we've been able to provide our staff with professional development opportunities as they assist with articulating & communicating our business processes. Come hear about how we're leveraging technology & the knowledge of Subject Matter Experts in our department to ensure that our staff have the tools that they need to effectively serve our students.

CourseLeaf: Tools to build a foundation for student success

Bryan Blackwell, CourseLeaf from Leepfrog Technologies

Come see an overview of the tools & expertise you will have when you partner with Leepfrog Technologies. Schools using CourseLeaf empower their students with an engaging, accurate online catalog; a class schedule that allows students to meet their goals; & advanced search tools for courses & classes. CourseLeaf is flexible enough to handle the unique needs of each institution's requirements without sacrificing the demand for a positive student experience.

TUESDAY SESSION PRESENTATIONS

Session 3

Time to be the Leader You Want (& Need) to be

Melissa Casey, Casey Executive Coaching

Time = one of the primary challenges that many leaders say impede their ability to show up as the kind of leader they want to be. The demands of the endlessly accelerating world of post-secondary administration create a scenario where leaders are focused on keeping their teams afloat. The concept of taking time to intrinsically inspire teams to perform seems idyllic & one that is left for the future when “time” becomes more forgiving. As we know, this moment rarely arrives. Becoming consumed by the constraints of time results in setting aside the kinds of leadership qualities that serve to create vision & inspiration, creating an imbalance between the kind of leader we show up as & the kind of leader we want (& need) to be. This interactive session will examine the issue of time & its relationship to mindfulness, vision, & leading in the present towards a visionary future.

Motivating the Motivators: Facilitating support staff contributions to student success

Andrea McDaniel, Brandon University

Positive interactions between students & college/university support staff & also between students & university processes (bureaucracy) are known to be positively correlated with student satisfaction & student success. This session will outline the potential impact of support staff members' work & attitudes on the student experience. It will also explore ways in which all staff members can be encouraged to envision what could sometimes be perceived externally as “purely administrative” work through the lens of student success, where each task & each interaction (with both students & colleagues) contributes to students' perceptions of & outcomes at the institution.

Engage, Develop, Advance: Creating & implementation service principles in the Registrar's Office, a team approach

Vanessa Wood, University of Calgary

The Registrar's Office team identified the importance of service values for & how significant it is to the student experience at the University of Calgary. A service values working group was given the mandate to put forth recommendations of how the service values could guide the practice within the Office of the Registrar & potentially beyond to the campus community. An overview of the process will include team engagement, defining service excellence, development of values & standards, recommendations, & implementation process.

Six Weeks to Six Days

Franz Gagl, Ricoh & Karen McCredie, Capilano University

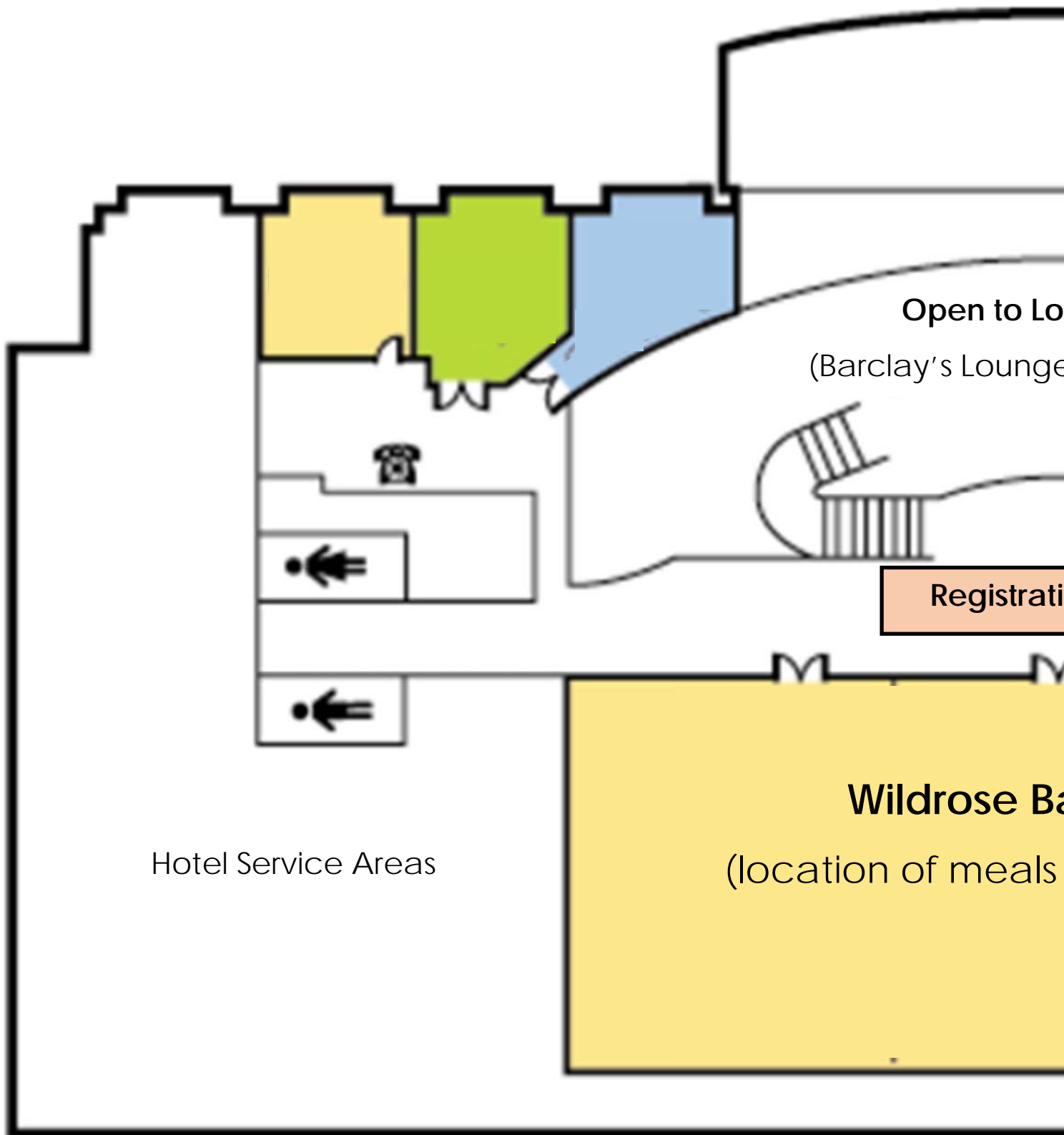
Learn how to decrease process cycle times, lower costs, & reduce dependency on paper. Three success stories are shared including student credit transfer automation; academic counselling & international student enrollment digitization & replacing legacy; & home grown systems. Co-presented with Karen McCredie, Registrar at Capilano University, Franz will share industry analysis & personal experience implementing enterprise content management in Canadian higher education.

How Can the Timetable Benefit Your Students?

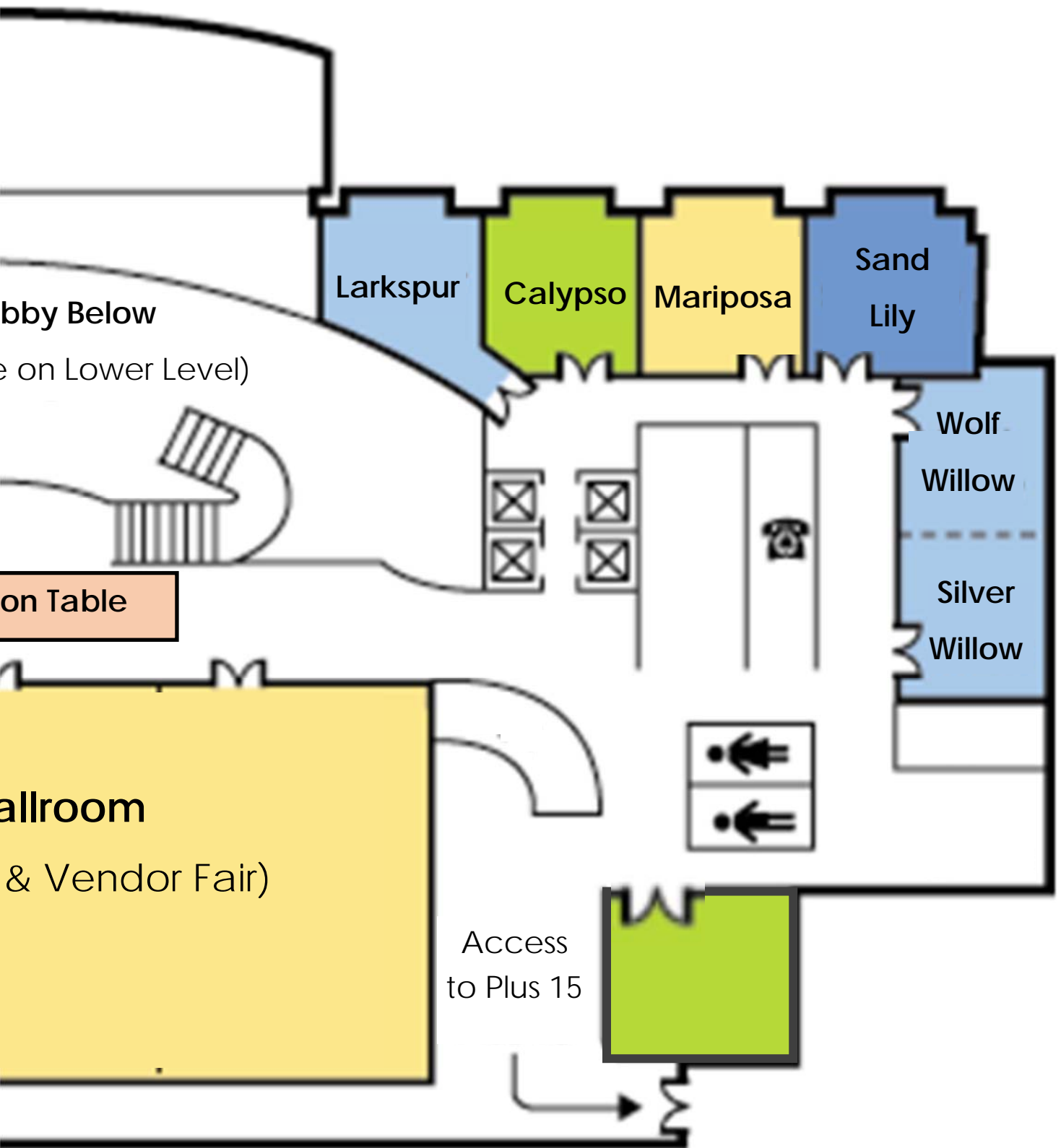
Ian Grimes, Celcat

The first section will look at some of the issues students face with regard to their timetable, from timing of activities to seeing their schedule & being notified of changes in a timely manner. The second half will look at ways timetabling software can help students get the most benefit from their timetable.

CONFERENCE MAP



CONFERENCE MAP



WEDNESDAY SESSION PRESENTATIONS

Session 5

Improve Student Success with a Transformed Course Schedule

Monique van de Merwe, Ad Astra

The typical course schedule tends to mirror the organizational structure of the institution rather than act as a personalized roadmap for students. What if the course schedule automatically adapted to the individual needs of the students based on where they are at in their program of study? Learn how Colleges/Universities are using predictive data to determine when, where & how to offer courses to better align with student demand. This session will show how schools are using multiple data points to better serve students & improve program completion/retention rates. Join us to learn more about how this powerful model combines Degree Audit, Aggregate Student Plans, Enrollment Management, & Historical Trend Data Points to drive demand-based scheduling.

Hybrid Entrance Award Programs at UBC: Supporting success for the academically strong & those with need

Darran Fernandez, UBC

Last year, in alignment with UBC's centennial celebration, the university refashioned their hybrid entrance award program to grow its support of students who identify as transfer, aboriginal, low/middle income, from rural communities & first generation. The program recognizes traditionally underrepresented populations at UBC & wished to focus on growing their presence on campus, but also their support while here. Participants will learn about the ethos behind the changes, what we learned of our applicant pool & recipients, & the coordinated support through their assigned advisor & a community of scholars when they are on campus. This interactive session will also engage participants in conversations on what's core to the success of such programs for underrepresented populations.

Service Modeling & Technology: Going mobile, transition to mobile queuing systems, self-service kiosks & implementation of RO call centre management

Vanessa Wood & Abhinav Khanna, University of Calgary

The University of Calgary Office of the Registrar has implemented new service management technology to respond to student needs both in person & via phone service. Implementation of a new queuing technology & a new call centre will identify service demand & forecast service trends, which in turn will contribute to a positive service engagement for students. The University of Calgary strives to be technologically advanced, highly efficient, & student focused. This session will offer an overview of the process experienced & lessons learned.

Six Tips to Graduation Bliss

Ken Fisher, CampusRight by Right Labs

Hundreds of hours are spent to put on the best possible event for grads & guests. This presentation will share tips & strategies on how to elevate the ceremony experience for all involved. This helpful & interactive session will give tips on how to re-design graduation forms to increase response rates; use social media to drive registration; uncover the hidden advantages of graduation on your campus; satisfy your need for clear data; and fulfill ticket requests while maintaining control & reducing admin time.

Building New Leaders: Insights into the development of the next generation of managers

Cicy Guimond, UBC

The continued success & growth of any institution is dependent on ensuring that future leaders are developed to their fullest potential. This includes training them to be equipped with the tools they need to lead not only

Session 5 continued on next page....

WEDNESDAY SESSION PRESENTATIONS

Session 5 , cont'd

today's, but also tomorrow's workforce. This session will provide insights gathered from the perspective of a new & developing leader at UBC. The session will include key leadership takeaways learned during my MBA studies which were graciously supported by WARUCC's J. David McLeod Assistantship Fund. These teachings will be applied to an academic environment. Join me to learn more about motivating & growing new leaders in your workplace.

Session 6

Enrolment Management Support Technology

Chris Brunelle & Michele Moroz, University of Alberta

The University of Alberta has implemented policy, process, & technology changes to better support active enrolment management at the institution. Key areas the presentation will touch on are automated admissions, offer acceptance, self-reported courses & marks.

The Role of the Registrar During a Faculty Strike

Neil Marnoch, University of Manitoba

Work stoppages by teaching staff are infrequent events, but the consequences for students & the institution are significant. Are you prepared if your faculty or teaching staff withdraw their services & the academic term is disrupted? This session will describe how the University of Manitoba responded when the Faculty Association went on strike mid-term in Fall 2016. The role of the Registrar's Office will be highlighted, along with information that may help you prepare for your next labour disruption.

Taming U Regina Wild Registration!!!

Susan Husum, University of Regina & Pierre Guay, Visual Schedule Builder

Although this is not the University's first rodeo the introduction of Visual Schedule Builder (VSB) at the University of Regina brings a new twist to the registration ride. VSB helps students find their optimal schedule using an easy-to-use, interactive interface. Attend this session to learn why the University embarked on the implementation of VSB & how students, staff, & advisors benefit.

It's Not Just About Free Money! Transitioning to Proactive Strategies in Financial Aid

Jillian Feist & Lindsay Tiemer, Capilano University

Follow Capilano University on it's journey from 'old school' Financial Aid & Awards funding strategies towards a proactive financial literacy & funding philosophy. As part of the transition from a college to a university, Capilano's Registrar's Office evaluated our funding model for student aid & awards & uncovered old policies & practices that had gone unchecked for years & were no longer serving our students. Learn what we found & how we are developing a SEM perspective for supporting our students through funding & literacy.

It's About Time: Take charge of your catalog & curriculum

Ashley Overend, DigArc

Feeling the pressure of yet another catalog revision cycle? Flustered by a broken governance process? No more! In this fast-paced session, learn how nearly 500 institutions utilize Acalog & Curriculog to build, organize & publish interactive course information in real time, while maintaining a comprehensive audit trail of every curricular decision. Save your staff time, your institution money, & yourself aggravation — discover a better way.

WEDNESDAY SESSION PRESENTATIONS

Session 7

Findings & Recommendations of the AACRAO Working Group on Disciplinary Notations

Angelique Saweczko, University of Calgary

In light of several states mandating institutions to note non-academic misconduct penalties on the transcript, AACARO formed a working group of registrar's & student service professionals to review current regulations & to have a wholesome discussion on the topic of non-academic disciplinary notations & how these should be reflected on the official transcript. The presentation will highlight the findings of the group & the recommendations being made that may influence future transcript guides.

CAEL CE (Computer Edition): Moving CAEL into the future

Alice Ang, Paragon Testing

This presentation will provide an overview of Canadian Academic English Language (CAEL) CE. You will learn about the key features of CAEL that remain the same & the improvements to the test content & delivery of CAEL CE.

Changing the Culture of Mental Health on Campus in Support of Front Line Service

Debbie Bruckner et al, University of Calgary

The University of Calgary joins campuses across Canada committed to enhancing the mental health of university students, faculty, & staff. The University of Calgary Campus Mental Health Strategy was launched in December 2015. Through the work of the Mental Health Strategy Task Force, & as a result of a broad consultation process, twenty-eight action-oriented recommendations were generated to address expansion, enhancement, or development of initiatives in the six strategic focus areas above. Through this strategy, the University of Calgary commits to fostering a campus culture where students, faculty, & staff are supported, valued, included, connected & flourishing. A broad based implementation committee has now prioritized these recommendations & developed sub-committees to advance this work. One year following the release of the strategy, where are we now? How can the learnings & experience of the University of Calgary support front line service in the Office of the Registrar?

Simplify How Employers Verify Education for Your Graduates

Lisa Mackie, AuraData

How does a perspective employer verify education for one of your graduates? The most common & easiest way is to go to the AuraData website. For the past 10 years we have been verifying education for graduates on behalf of schools. During this presentation you will learn how schools can participate in this free service to automatically fulfill their incoming education verification requests. Schools tell us the number one benefit is eliminating the verification task so their staff can focus on other responsibilities. AuraData is 100% Canadian owned & operated.

Save the date for WARUCC 2019!

**June 17 – 20, 2019
Regina, Saskatchewan**

THURSDAY SESSION PRESENTATIONS

Session 8

Putting the "Serve" Back in Student Services

Peter Mal, Olds College

This presentation will examine Student Services through a Servant Leadership lens. We'll discuss who we serve & why we serve, as well as look at some leadership themes that can Help student services professionals positively impact policies, practices & those we work with. Peter is the Registrar & Director of Student Services at Olds College. He has a Master of Arts Degree in Leadership & is a Doctor of Education Candidate (2018) at the University of Western Ontario (London).

CASL Spam & High Education or What is CEM Anyway?

David Johnston, University of the Fraser Valley

Did you know you cannot send an email to a student telling them they can purchase a frame for their diploma from your Bookstore unless they have provided prior explicit consent? The 2014 CASL (Canadian anti-spam legislation) law is not well understood by those in post-secondary education. Many believe, mistakenly, that any electronic communication sent by an institution is exempt from the legislation. This session will review the legislation, discuss the current state of general implementation in Canadian institutions & review the potential pitfalls of not understanding the law & its broad reach in areas such as recruitment, admission, orientation, graduation, & alumni.

Student Planning Implementation: A partnership between Student Services & IT

Colin Russell, University of Winnipeg

The University of Winnipeg undertook a very successful collaborative implementation of the Student Planning module in the Ellucian Colleague Student Information System. This was a 3-phase, 2-year & 7-month project from August 2013 to March 2016. Student Services staff, IT staff, faculty, & others across campus worked together to deliver a very large & impactful project in a fairly small, primarily undergraduate, institution. After a brief background of our initial implementation of the former Datatel Colleague system & of on-line registration, we will focus on the project for the Student Planning Module itself. This presentation will highlight the values of collaboration & teamwork, the smooth process, & the positive reception of the results by stakeholders across the institution. The Project Management model, communications strategy, training for students, faculty, & staff, & the maintenance of a good sense of humour were particular strengths that will be demonstrated.

Lessons Learned from a Mutton Buster: Information, advice & action

Carol Girling, Red River College

As administrators we think we give our students, particularly first time students, the best advice &, of course, in the most clear, concise, & timely way. But do we? They get advice from others - some bad, some good, & they act according to what they observe, which may or may not stand them in good stead. At Red River College we hope to increase the way to success for our students.

Session 9

Your Next Big Challenge? Preparing for the Role of the Registrar

Lisa Collins & all, University of Alberta

Succession planning is a perennial challenge in registrarial organizations, particularly when it's time to fill the position of registrar. Despite the great talent & potential that we observe in registrar's offices, few candidates feel adequately prepared to take on the "big job". In this roundtable discussion, current registrars (who also serve on the Alberta Registrars' Association Executive) will share their own experiences & offer advice to those considering this rewarding career path.

Session 9 continued on next page....

THURSDAY SESSION PRESENTATIONS

Session 9, cont'd

Thinking Through Learning Disabilities: Misconceptions, reflections & questions

Eunice Chow, Briercrest College & Seminary

What are learning disabilities? Are these legitimate reasons for accommodations, or an excuse used by students who really just need to try harder? Do accommodations compromise academic standards? Why does this matter anyway? Come join in the discussion as one of the recipients of the 2016 WARUCC Assistantship Award shares some of her learnings gained through LD Specialist certificate courses. You will be invited to reflect on & discuss your assumptions & experiences interacting with students with learning disabilities; current policies & services related to this demographic; challenges faced within your institution when trying to serve these students well; questions you may have; & ideas &/or action steps for how you can ensure that students with learning disabilities are appropriately served.

Student Financial Well-Being: Helping students improve their fiscal health during post-secondary experience

Vanessa Wood, University of Calgary

Many Canadian post-secondary institutions, the University of Calgary included, offer some form of financial literacy programming. The Financial Empowerment initiative received grant funding in 2015-2016 to begin addressing & combatting some of these issues by researching best practices in a campus financial literacy strategy, & design & implement a pilot of what some of these strategies might be. Research gave a clearer picture of the scope, vision, & requirements that may need to be considered in year two of the initiative. This session will share the implementation of the of Financial Empowerment pilot program at the University of Calgary, lessons learned, & the importance of community partnerships that contributed to the success of the program & next steps for the program.

Awarding Transfer Credit for Non-Credit Professional Training

Ted James, Yorkville University

What are best practices & needed innovations for providing applicants with transfer credit for professional training that is not currently articulated because it operates outside the university credit structure? Examples include training offered by various bodies in insurance, banking, securities, HR, real estate, payroll, correction, avionics, medical services, Red Seal apprenticeships, & various technologies. Come share your experiences & questions. Let's enlarge the circle of conversation.

Feedback on WARUCC2017?

What do you want to see at WARUCC2019?

We want to hear from you! Fill out the WARUCC2017 survey that will be emailed to you after the conference.

Thank you for joining us in Calgary!

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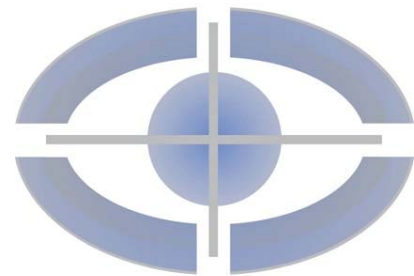
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