

WINTER 2023-24

WARUCC UPDATES

Message from the President

Jen Crothers, MA

**Associate Vice President & Registrar
Northern Alberta Institute of Technology**

Even though our WARUCC 2023 conference was only 4 months ago, we are in the early stages of planning for our 2025 conference in Edmonton. I'd like to recognize again the incredible effort our Past President Mike Becir and Past Treasurer Aaron Cunningham put into delivering such a wonderful conference for us. It's hard to believe that we have little over a month left in this year! Fall is one of my favourite times of year; campus is buzzing with excitement and energy. For me as a Registrar, it also represents a renewal of sorts – an opportunity to take stock of how far we've come in the year and re-energize and refocus. In the past, I've used this time to renew mostly in a work context. I'm learning how important it is to dedicate time to personal renewal as well. One practice I'm trying to get better at is *niksen*. It's a dutch concept which means to do nothing, or to do something without purpose. It's sounds funny that I would be trying to get better at doing nothing, but I

suspect my fellow registrarial colleagues can relate! In our profession, we spend so much of our time doing. Everything has a purpose – we're always seeking better ways to make a greater impact and our lens is firmly focused on continuous improvement. That kind of focus requires a sustained mindfulness which is essential to our work, but can also lead to burnout if we don't carve out time for ourselves to rest. *Niksen* is about just being, finding moments of relaxation that have no greater purpose to be productive. For me, this looks like silent walks – I used to use walks to cram in a podcast about leadership or listen to an e-book. Now, I take my time and enjoy the sounds around me and let my mind wander. I encourage you to give *niksen* a try – what does it look like for you? For more on the concept: [Everything About Niksen, The Dutch Concept of Doing Nothing | Time](#)



Newsletter

Do you have something to contribute to the next issue for this newsletter? An update on a project, a provincial initiative, an interesting professional development opportunity in past or future, or a personal perspective on an issue? Send your contributions to:

Inga Wheeler
Email: newsletter@warucc.ca

Alberta Update

Amy Dambrowitz

University Registrar

University of Calgary

The Fall meeting of the Alberta Registrar's Association was held on October 16 in Edmonton. The sun was shining, the leaves were gold and everyone was wondering what the IRCC confirmation process was going to look like (!).

In our round table, the biggest trends were hopeful enrolment numbers, plans to launch new CRMs and changes in senior leadership at many institutions. Following from last year's review of the Alberta Post-Secondary Application System (APAS), the group was eager to hear about the next steps in the short- and long- term transformation of the ApplyAlberta system. We learned that the planned governance review is in progress with final recommendations for a more sustainable governance model expected by the end of 2023. In addition, a draft of the roadmap for the proposed system renewal was shared, and the Registrars were asked to provide their feedback. A full stakeholder consultation is planned for November and the APAS Working Group, led by Nancy Broadbent (President and CEO of Portage College), is moving towards approving a long-term

implementation plan by the end of Q1, 2024. The shared goals of a modernized, user-friendly system remain top of mind.

The ARA also hosted a visit from the Alberta Postsecondary Options Project (APOP). The APOP pilot program, directed by the Alberta Ministry of Advanced Education and being led by the Social Research and Demonstration Corporation, is being launched to increase PSE transition by removing or reducing the barriers that most often prevent students from successfully applying to post-secondary institutions. Based on similar successful projects in other provinces, the project will create a tool to help students navigate their choices and provide in-school workshops to select student groups to determine if the interventions support transition to post-secondary learning. This project will require support from PSIs across the province and will be focussed on applications for Fall 2025.

We wish you a happy New Year (and unexpected adventures)!

The Basement Files

A collection of things actually heard in meetings that are inappropriate, but funny out of context

"We should really connect faculty and students more closely; we need them to be more intimately involved with one another."

"Faculty really need to jump on their students."

B.C. Update

Jan Smith

Registrar, BCIT

2023-25 BCRA Chair

The BC Registrar's Association (BCRA) has had an active year in 2023. There have been two in-person meetings in April and October, and multiple meetings with the Ministry of Post Secondary Education and Future Skills.

Our work this year has involved discussions and collaboration with the BC Council on Admissions and Transfer and EducationPlannerBC. BCRA has also provided feedback to the Ministry of Post Secondary Education and Future Skills on the StrongerBC future skills grant and to the Ministry of Education on Dual Credit.

Accomplishments this year include a focus on governance, and we have established the newly minted Constitution and Election Procedures for BCRA. Current BCRA leadership is Jan Smith - President, Tom Nault - Vice-President, Bert



BRITISH COLUMBIA REGISTRARS ASSOCIATION

Annear - Past President, Mandie Brooks - Secretary, David Johnson - Treasurer, and Mary Demarinis - Awards Committee Chair.

Another accomplishment this year has been that EPBC has supported the implementation of PEN Validation when BC high school graduates apply to public post secondary institutions in BC. Given that the established process for BC Graduates is effective and efficient, the BC Registrar's have requested the Ministry of Education PEN team to consider expanding the types of candidates that could be validated through EPBC at the point of application. The request is to allow the following student groups to be considered for inclusion: returning BC post-secondary students, students from other Canadian provinces; and international students.

We recognize there is never a dull moment and are looking forward to the year ahead.

WARUCC TEAM

President

Jennifer Crothers

Northern Alberta Institute of Technology

Past President

Mike Becir

University of British Columbia

Vice-President

Danny Freire

Saskatchewan Polytechnic

Secretary

Andrea McDaniel

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University of British Columbia

British Columbia Member-at-Large

Inga Wheeler

Okanagan College

Alberta Member-at-Large

Amy Dambrowitz

University of Alberta

Saskatchewan Member-at-Large

Blair Pisio

Saskatchewan Polytechnic

Manitoba Member-at-Large

Stephanie Penner

Canadian Mennonite University

Western Representative to ARUCC

Jen Crothers

University of British Columbia



Try This What we have read and recommend

By your WARUCC Executive members

The Promised Land

by Barack Obama

While it might seem strange to recommend an American former presidential memoir to a group of Canadian registrars and enrolment services professionals, Barack Obama's ability to articulate a steadfast commitment to integrity, decency, humanity, and hope in the face of incredibly complex decisions, fragile, time-sensitive situations, and politically fraught interactions is inspirational.

Recommended by: Andrea McDaniel

The First 90 Days: Proven Strategies for Getting Up to Speed Faster and Smarter

by Michael D. Watkins

Starting in a new role? This is a must read for me as I am stepping into the Registrar role in my own institution. The book highlights the vulnerability new leaders face in the first three months and walks through different scenarios including stepping up into a new role in your own organization – and with it the unique challenges one faces.

Recommended by: Inga Wheeler

Keep Moving: Notes on Loss, Creativity and Change

by Maggie Smith

A combination of poetry, journal thoughts, and short essays, *Keep Moving* is a collection of Maggie Smith's thoughts as she navigated a divorce. Even though it's prompted by a deeply personal experience, the book is helpful for anyone looking for insight on resilience, transformation, and change. The structure of *Keep Moving* makes it easy to find bite-sized inspiration when you need it and gives us language for navigating tough times that can apply to our personal and professional lives. It's one of my most treasured books, so much so that everyone on our leadership team has a copy.

Recommended by: Jen Crothers

University Governance in Canada: Navigating Complexity

by Julia Eastman, Glen A. Jones, Claude Trottier and Olivier Bégin-Caouette

Recommended by: Andrew McDaniel

See Book Review on the next page

AI's Office Shenanigans: Where Transcripts and Tea Coexist!

Generative AI, a wizard so spry, in the registrar's office, it flies oh so high. Transcripts and schedules, it tackles with glee, leaving humans to sip tea and be free.

No more paper cuts, no more data entry woes, just a digital breeze, where efficiency grows. But amidst all the tech, let's not be blind, to the human touch, the one of a kind.

So here's to the future, a mix of the two, AI and humans, a fantastic crew. In the registrar's office, they'll laugh and they'll jest, as they waltz through the data, and take a well-deserved rest!

University Governance in Canada: Navigating Complexity

by Julia Eastman, Glen A. Jones, Claude Trottier and Olivier Bégin-Caouette (<https://www.mqup.ca/university-governance-in-canada-products-9780228011453.php>)

Andrea McDaniel
University Registrar
Brandon University



BOOK REVIEW

I know – this would be an easy miss when browsing for the next book to stimulate your ongoing professional growth. It's subdued cover and unassuming title, however, bely a surprisingly fascinating read whose content is both interesting and relevant for anyone working in the post-secondary sector. I was first alerted to this book via an Alex Usher One Thought to Start Your Day blog entry last year (<https://higherstrategy.com/university-governance-in-canada/>) – his thorough review intrigued me, and I would encourage you to read it for a detailed analysis.

Published in 2022, this book is current. It takes a case-study approach, selecting six Canadian universities and delving into the governance (academic and operational) structure of each in some depth, culminating with generalized, concluding thoughts about university governance in the national context overall. The work begins by grounding its case-study approach in history, presenting surprisingly compelling, concise summaries of the paths of several Canadian universities from inception to present day. Even if one's own institution is not among the six that are highlighted, the diversity of origin stories and political contexts presented helps registrarial and enrollment professionals better understand how/why their universities function the way they do today and how/why they differ from each other. The book is strong in defining the boundaries and intersections of academic governance and operational governance, and the real life, case study approach grants this book an accessibility that wouldn't exist in a theory-laden textbook. It feels like a story of university education in Canada with practical lessons.

This book is an important read for all registrarial and enrollment services professionals, even those not directly involved with governance activities, because it concludes implicitly that an institution's history and governance influence its entire ethos and way of being in its community, which necessarily affects the daily work of each employee. While focusing on university governance specifically, the book is still useful to professionals in the college sector in terms of understanding why universities and colleges often function so differently in the post-secondary space. Happy reading!

Award, Assistantship, and Honorary Membership Recipients from Last Year

J. David McLeod Assistantship Fund

WARUCC Assistantships were created in 1991 to assist members undertaking professional development, research, education or other professional activities that will be of benefit to the registrarial profession. WARUCC allocates \$5,000 annually to Assistantships.

The deadline for submitting applications for the 2024 Assistantships is **May 15, 2024**. Application forms can be accessed at the following URL:

<http://www.warucc.ca/Assistantship>

Service Award & Honorary Membership

In 1993, the Western Association of Registrars of the Universities and Colleges of Canada (WARUCC) began a Service Awards program to recognize exceptional achievement in the field. Service Awards and Honorary Memberships are announced at the biennial general meeting of the association. In 2023, two awards and honorary memberships were bestowed.

- **Alison Pickrell**
- **Dr. Kate Ross**

Alison Pickrell

After almost 40 years in roles of increasing responsibility within Saskatchewan's post-secondary sector, Alison Pickrell retired in 2022. At both Saskatchewan Institute of Applied Arts and Science (SIAS, now Saskatchewan Polytechnic) and the University of Saskatchewan, Alison made contributions to her province while also sharing her expertise with the broader registrarial community through serving on the WARUCC Executive and participating in conference planning. As her nominator expressed, "Throughout her career, Alison has shown a dedication to her colleagues, profession, and to students that has been admirable. She has made a tremendous contribution in areas such as strategic enrolment management and enrolment planning, policy formulation, student mobility and education credential portability, Indigenous and International recruitment and retention, technological advancements and implementations, and learning pathways." Congratulations, Alison!

Dr. Kate Ross

Dr. Kate Ross is widely known and well-regarded within the Canadian higher education community for her commitment to serving students, supporting and mentoring colleagues; and her significant contributions to the advancement of the Canadian registrarial profession over her 35+ year career. Kate most recently served as the Associate Vice-President, Enrolment Services and Registrar at the University of British Columbia. Prior roles included Registrar & Executive Director, Student Enrolment at Simon Fraser University and 19 years at Camosun College in varying roles from Co-operative Education Coordinator to Registrar & Director, Student Services.

...continued

ARUCC recently awarded Kate with the Outstanding Achievement Award and state:

"Her particular skill is her ability to identify and develop high potential staff and budding managers, along with her genuine advocacy in support of student access to higher-education and to reduce barriers for students in need. Over the years, her many protégés' careers have progressed to leadership roles at universities and colleges within BC and across Canada. [...] Each conversation with Kate is a chance to explore possibilities and opportunities and leads to the pursuit of meaningful endeavours in support of enriching the post-secondary and broader community" (<https://arucc.ca/en/about/arucc-awards/outstanding-achievement-award>).

Congratulations, Kate!

Find out more at :

<http://www.warucc.ca/Service-Awards-Honorary-Memberships>

Save the date !

**June 23-27 2024
Calgary, Alberta**

Joint in person Conference



Hyatt Regency Hotel



ARUCC Update

Jen Crothers, WARUCC President

ARUCC X PCCAT 2024 Conference -The conference theme is Charting the Way Forward: Exploring New Paths to Success. This theme is about exploring innovative approaches to solving problems and achieving goals, focusing on the ways institutions are building new paths to success to achieve their student success, enrolment, transfer mobility and EDI goals.

We encourage you to share your expertise at the conference by submitting an in-person presentation proposal; the call for proposals is now open and closes on **January 19, 2024**: <https://pheedloop.com/ARUCC2024/proposal/start/?call=CAL3CIJO9U7WMUO>