

# **WARUCC 2019**

**Regina, Saskatchewan**

**June 17 to 20, 2019**



**Culture Diversity Inclusion**

## Message from the President



Oh happy day! WARUCC 2019 is finally here and I will soon be passing the conference planning baton to our next President, Jeff Adams. This has been a great experience and my hope is that you take away some fresh thoughts and ideas, and that you have an opportunity to network with your colleagues and our wonderful sponsors.

I've had some excellent support from your Conference Planning Team and would like to thank them for their efforts. Be sure to thank them and let them know how much their efforts are appreciated! Your conference planning team included:

- Heather Antonini – Campion College
- Tatum Cruise – Luther College
- Barb Elich – University of Regina
- Susan Husum – University of Regina
- Andrea McDaniel – Brandon University
- Sherry Olson – Saskatchewan Polytechnic
- Bev Ross – Ambrose University
- Rusty Watt – Saskatchewan Polytechnic
- Inga Wheeler – Okanagan College



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## Conference Program at a Glance

**Monday, June 17**

Registration – Preconference A – Cultural Competence		8:00 a.m. – 9:00 a.m.	Capital Ballroom Foyer
Registration – Preconference B – International Credential Assessment		7:30 a.m. – 9:00 a.m.	University of Regina – College West Building – CW 215
Buses load and depart for the University of Regina – International Credential Assessment		7:30 a.m.	DoubleTree by Hilton Main Entrance
Registration – Full Conference		1:00 p.m. – 7:00 p.m.	Capital Ballroom Foyer
Buses load and depart for DoubleTree by Hilton – International Credential Assessment		4:30 p.m.	College West Building
Pre-Conference A Workshop: Cultural Competence	Liz Duret, University of Saskatchewan	9:00 a.m. – 3:00 p.m.	DoubleTree Qu'Appelle Meeting Room Breakfast will be served at 8:00 a.m. in the Qu'Appelle room.
Pre-Conference B Workshop: International Credential Assessment	Aditi Kadakia & Jing Guan, WES	9:00 a.m. – 4:00 p.m.	University of Regina – College West Building – CW 215 Breakfast will be served at 7:45 a.m. in room CW 215
Opening Reception <b>Sponsored by WARUCC &amp; the University of Saskatchewan</b>		5:00 p.m. – 7:00 p.m.	DoubleTree by Hilton Lobby

## Tuesday June 18

Registration		7:30 a.m. – 4:30 p.m.	Capital Ballroom Foyer
Breakfast <b>Sponsored by Conclusive Systems LLC</b>		7:30 a.m. – 8:45 a.m.	Capital Ballroom A
Exhibit Area		10:00 a.m. – 4:00 p.m.	Capital Ballroom B
Greetings & Opening Remarks James D'Arcy, University of Regina		8:45 a.m. – 9:00 a.m.	Capital Ballroom A
Opening Keynote Savvy Simon Sponsored by Conclusive Systems LLC		9:00 a.m. – 10:00 a.m.	Capital Ballroom A
Nutrition Break <b>Sponsored by WES</b>		10:00 a.m. – 10:30 a.m.	Capital Ballroom Foyer
<b>Concurrent Sessions #1</b>			
International Enrolments - Opportunity and Challenges (p. 12)	Inga Wheeler, Okanagan College	10:30 a.m. – 11:45 a.m.	Qu'Appelle Meeting Room
Transition Program Development (p. 14)	Jaqueline Bampi & Bonnie Dobson, University of Regina	10:30 a.m. – 11:45 a.m.	Prince Albert Meeting Room
Continuity Planning - Where Do I Start? (p. 11)	James D'Arcy, University of Regina	10:30 a.m. – 11:45 a.m.	SilverBirch Conference Centre 2
Community of Practice - Academic Records & Transcripts (p. 11)	Facilitator: Kylie Stasila Therrien, University of Winnipeg	10:30 a.m. – 11:45 a.m.	SilverBirch Conference Centre 3
Using Google Material Design for a Fresh New UX - VSB 5.0 (p. 14)	Pierre Guay, VSB Software Inc.	10:30 a.m. – 11:45 a.m.	SilverBirch Conference Centre 4
Lunch		11:45 a.m. – 1:00 p.m.	Capital Ballroom A
<b>Concurrent Sessions #2</b>			
Climbing the Ladder Without Burning Bridges: A Constructive Approach to Professional Development (p. 11))	Andrea McDaniel, Brandon University	1:00 p.m. – 2:15 p.m.	Qu'Appelle Meeting Room
Auditing your LGBTQ2+ (p. 10)	Brier Albano, Medicine Hat College & Chris Buchner, Centre for Sexuality, Calgary	1:00 p.m. – 2:15 p.m.	Prince Albert Meeting Room
Developing Canadian Higher Education Capacity for International Credential Transfer Assessment (p. 12)	Joanne Duklas, Duklas Cornerstone Consulting	1:00 p.m. – 2:15 p.m.	Capital Ballroom A
Community of Practice – Academic Advising (p. 11))	Facilitator: Bonnie Dobson, University of Regina	1:00 p.m. – 2:15 p.m.	SilverBirch Conference Centre 3

Boosting Student Admissions - How Digital Transformation Helps Modernize Registration Processes (p. 10)	Tom Laurie, Ricoh Canada Inc.	1:00 p.m. – 2:15 p.m.	SilverBirch Conference Centre 4
<b>Nutrition Break Sponsored by Infosilem</b>		2:15 p.m. – 2:45 p.m.	Capital Ballroom Foyer
<b>Concurrent Sessions #3</b>			
Strategies for Optimal International Student Engagement, Retention, and Metrics to Measure Success (p. 13)	Haroon Chaudhry, University of Regina	2:45 p.m. – 4:00 p.m.	Qu'Appelle Meeting Room
Can it Make Toast and Butter it Too? Degree Audit Expectations (p. 10)	Susan Husum, University of Regina & Richard Jensen, Conclusive Systems LLC	2:45 p.m. – 4:00 p.m.	Prince Albert Meeting Room
XML High School Transcripts - A Business Transformation for All Partners (p. 14)	Andrew Armour, Vancouver Island University Sarah Graham, University of the Fraser Valley Cathy van Soest, EducationPlannerBC Bert Van der Geest, BC Ministry of Education	2:45 p.m. – 4:00 p.m.	Capital Ballroom A
Community of Practice – Diversity & Inclusion (p. 11)	Facilitator: Brier Albano, Medicine Hat College	2:45 p.m. – 4:00 p.m.	SilverBirch Conference Centre 3
Collaborative Scheduling for Academic Departments and the Registrar's Office (p.11)	Olivier Melis, Infosilem Inc.	2:45 p.m. – 4:00 p.m.	SilverBirch Conference Centre 4
<b>Developing Next Generation Student Mobility for Canada (p. 12)</b>			
Joanne Duklas Executive Project Lead, ARUCC Groningen Student Mobility Project		4:15 p.m. – 5:30 p.m.	Capital Ballroom A

### Wednesday June 19

Registration		7:30 a.m. – 4:30 p.m.	Capital Ballroom Foyer
Breakfast		7:30 a.m. – 8:45 a.m.	Capital Ballroom A
Exhibit Area		10:00 a.m. – 4:00 p.m.	Capital Ballroom B
<b>Plenary Keynote &amp; Panel</b> <i>Walking the Talk</i> Joanne Duklas, Duklas Cornerstone Consulting <b>Panel</b> Bob Burge, Okanagan College Melissa Padfield, University of Alberta Russ Isinger, University of Saskatchewan Anna Hughes, Red River College <b>Sponsored by parchment</b>		8:30 a.m. - 10:00 a.m.	Capital Ballroom A
Nutrition Break <b>Sponsored by you, our conference attendees!</b>		10:00 a.m. – 10:30 a.m.	Capital Ballroom Foyer
<b>Concurrent Sessions #4</b>			
Building Bridges: Connecting Indigenous and International Students Through Culture at the University (p. 10)	Amaranta Sokol Como & Chantal Hanson, University of Saskatchewan	10:30 a.m. – 11:45 a.m.	Qu'Appelle Meeting Room
Systems Thinking - A Primer (p. 13)	Bert Annear, University of Northern British Columbia	10:30 a.m. – 11:45 a.m.	Prince Albert Meeting Room
Journey Mapping the Student Experience (p. 13)	Robert Blizzard, University of Saskatchewan	10:30 a.m. – 11:45 a.m.	Capital Ballroom A
Community of Practice - Degree Audit/Program Planning (p. 11)	Facilitators: Janelle Richardson & Rebecca Leippi, University of Regina	10:30 a.m. – 11:45 a.m.	SilverBirch Conference Centre 3
Capitalizing on Your Form Capabilities (p. 10)	Ken Fisher, CampusRight	10:30 a.m. – 11:45 a.m.	SilverBirch Conference Centre 4
Awards Lunch & Biennial General Meeting <b>Sponsored by Academica Group &amp; WARUCC</b>		11:45 a.m. – 2:00 p.m.	Capital Ballroom A

<b>Concurrent Sessions #5</b>			
Having a 3rd Gender Option on Applications (p. 12)	Jennifer Alabiso, University of Alberta	2:00 p.m. – 3:15 p.m.	Qu'Appelle Meeting Room
Implementing a Degree Audit System: A Lesson in Hindsight (p.12)	Janelle Richardson & Rebecca Leippi, University of Regina	2:00 p.m. – 3:15 p.m.	Prince Albert Meeting Room
Tools, Tips, & Techniques. How to Develop a SMART Operational Plan that Achieves Results (p. 14)	James D'Arcy, University of Regina	2:00 p.m. – 3:15 p.m.	SilverBirch Conference Centre 2
Community of Practice – International Admissions (p. 11)	Facilitator: Inga Wheeler, Okanagan College	2:00 p.m. – 3:15 p.m.	SilverBirch Conference Centre 3
The Parchment Platform: A Unified Experience for Transcripts, Diplomas, Certificates, and Badges (p.13)	Sean Gannon, Parchment	2:00 p.m. – 3:15 p.m.	SilverBirch Conference Centre 4
Nutrition Break <b>Sponsored by Saskatchewan Polytechnic, the University of Regina, and the University of Saskatchewan</b>		3:15 p.m. – 3:45 p.m.	Capital Ballroom Foyer
<b>Concurrent Sessions #6</b>			
Citizenship Verification for Domestic Student Tuition Assessment: "We messed up." Now what? (p. 11)	Michael Becir, University of British Columbia	3:45 p.m. – 5:00 p.m.	Qu'Appelle Meeting Room
Academic Advising - Development of an Integrated Model (p. 10)	Bonnie Dobson & Stephanie Smith, University of Regina	3:45 p.m. – 5:00 p.m.	Prince Albert Meeting Room
Diversity in Admissions (p. 12)	Erin Stone, University of Manitoba & Sherry Olson, Saskatchewan Polytechnic	3:45 p.m. – 5:00 p.m.	SilverBirch Conference Centre 2
Community of Practice – Privacy & Information Sharing (p. 11)	Facilitator: James D'Arcy, University of Regina	3:45 p.m. – 5:00 p.m.	SilverBirch Conference Centre 3
Evening Reception BBQ Theme		5:00 p.m. – 7:00 p.m.	Moose Jaw Meeting Room

## Thursday June 20

Breakfast	8:00 a.m. – 9:00 a.m.	Capital Ballroom A
Exhibit Area Note: limited vendors will be on site	10:00 a.m. – 12:00 p.m.	Capital Ballroom B
Closing Remarks Jeff Adams, University of Manitoba	8:45 a.m. – 9:00 a.m.	Capital Ballroom A
Professional Development – Are you Ready? (p.13) <b>Panel</b> Inga Wheeler, Okanagan College Alison Pickrell, University of Saskatchewan Lianda Tanner, First Nations University of Canada Brier Albano, Medicine Hat College	9:00 a.m. to 10:00 a.m.	Capital Ballroom A
Nutrition Break Sponsored by you, our conference attendees!	10:00 a.m. – 10:30 a.m.	Capital Ballroom Foyer
Community of Practice Summary (p. 11) Community of Practice session facilitators	10:30 a.m. – 11:45 a.m.	Capital Ballroom A
WARUCC Executive Meeting & Lunch	12:00 p.m. – 1:30 p.m.	SilverBirch Conference Centre 4

**WARUCC 2019 is being held in the territories of the Cree, Saulteaux, Dakota, Lakota, and Nakoda, and the homeland of the Métis. We are thankful for this opportunity.**



## Meet Your Keynote Speakers

### Opening Keynote



**Savannah "Savvy" Simon**

Savannah 'Savvy' Simon is a motivational speaker and youth leader from the Mi'kmaq tribe of Elsipogtog First Nation, NB. She currently makes her home in Fredericton, N.B. while routinely inspiring audiences throughout North America.

An educator, entrepreneur, activist, mentor and entertainer--she is widely respected as a passionate and genuine presenter with a powerful gift for inspiring and engaging diverse audiences of all ages.

Understanding the importance of language to a culture's survival, Savvy has embraced social media as a tool for the launch of her Mi'kmaq Language Revolution.

A prolific YouTuber and frequent contributor to Twitter and Instagram, she has created an online community with her signature hashtag #SpeakMikmaq.

### Plenary Keynote



**Joanne Duklas**

#### *Walking the Talk*

Join Joanne Duklas as she presents a panel of registrars with some challenges and thoughts related to the registrarial practice and the conference theme. Framed by her keynote and other speakers at the conference, these leaders will share their perspectives on how culture, diversity, and inclusion shape the profession and the ways policy and practice work in concert with academic mission to support student success.

Joanne is a researcher and consultant formally recognized by her peers for contributions to Canadian post-secondary education. Her career includes serving in various senior leadership roles within the post-secondary sector on stakeholder boards and at one of Canada's largest institutions as a registrar and assistant vice president. Her scholarship research interests focus on student success and mobility. A former president of the national registrars' association (ARUCC, 2012), Joanne has led and authored several national studies including creating Canada's first national transcript and transfer guide and a peer-reviewed national study on international transfer assessment practices. In addition to her many projects, Joanne is the Executive Lead for the ARUCC Groningen & Student Mobility Project, which is actively engaged in bringing a national student data exchange network to Canada. In her downtime, Joanne is an abstract and portrait artist who enjoys bringing beauty to others through her work.

Detailed Session Information (in alphabetical order)

Academic Advising - Development of an Integrated Model Bonnie Dobson & Stephanie Smith, University of Regina		
June 19	Prince Albert	3:45 p.m. – 5:00 p.m.
This session reviews the process used by the University of Regina in moving from a decentralized faculty specific advising model to an integrated model that uses both centralized and faculty specific academic advising.		

Auditing your LGBTQ2+ Brier Albano, Medicine Hat College & Chris Buchner, Centre for Sexuality, Calgary		
June 18	Prince Albert	1:00 p.m. – 2:15 p.m.
In September of 2018, Medicine Hat College had a conversation with the Centre for Sexuality in Calgary that sponsored a pilot of the Centre's LGBTQ Process Audit for Post-Secondary institutions. Come find out about the process, and what Medicine Hat College learned about themselves through a presentation on our reflective journey into how our processes were helping and hindering students from being themselves.		

Boosting Student Admissions - How Digital Transformation Help Modernize Registration Processes Tom Laurie, Ricoh Canada Ltd.		
June 18	SilverBirch Conference Centre 4	1:00 p.m. – 2:15 p.m.
Attracting and competing for today's tech-savvy students are top priorities for higher education institutions. Find out how digital transformation in the Registrar's Office can help you appeal to more students and deliver positive student experience and engagements. Learn more about the success stories behind how other post-secondary institutions modernized their admissions processes and the positive, long term impacts to prospective and current students.		

Building Bridges: Connecting Indigenous and International Students Through Culture at the University Amaranta Sokol Como & Chantal Hanson, University of Saskatchewan		
June 19	Qu'Appelle Meeting Room	10:30 a.m. – 11:45 a.m.
The Building Bridges program is an Aboriginal Student Centre (ASC) - International Student and Study Abroad Centre (ISSAC) partnership at the University of Saskatchewan. It provides programming with a focus on Indigenous and International relations and cultural understanding. Building Bridges provides a safe environment for students to learn about Indigenous and non-Indigenous cultures, dispel myths, ask questions, promote commonalities and respectfully understand differences.		

Can it Make Toast and Butter it Too? Degree Audit Expectations Susan Husum, University of Regina & Richard Jensen, Conclusive Systems LLC		
June 18	Prince Albert Meeting Room	2:45 p.m. – 4:00 p.m.
Degree audit is increasingly mission-critical in higher education, but few decision-makers understand what degree audit really is and how modern systems are evolving. What can you expect from your degree audit system, and what should you be able to expect? What are its core functions? You might be surprised! What does "accuracy" mean and how can the system assist in institutional planning? We will take a look at Advisor by Conclusive, the degree audit system used by the University of Regina.		

Capitalizing on Your Form Capabilities Ken Fisher, CampusRight		
June 19	SilverBirch Conference Centre 4	10:30 a.m. – 11:45 a.m.
Filling out forms is like going through customs in an airport - an undesirable necessity. Forms and data collection are a part of everyday life in Higher Education - if a student wants to drop a course, change their name or graduate - they fill out a form. Yet, forms can be overly complex, which means students are less likely to fill them out correctly. CampusRight's mission is to help registrars and admissions personnel, frustrated by manual processes, move to a world of easy automation.		

Citizenship Verification for Domestic Student Tuition Assessment: "We Messed Up" Now what? Micahel Becir, University of British Columbia		
June 19	Qu'Appelle Meeting Room	3:45 p.m. – 5:00 p.m.
Highlighting a case study from The University of British Columbia, this interactive session supported by Sli.do! will engage participants in creating a best practice guide for post-secondary institutions use of verifying domestic student tuition assessment. We will use live info submitted by participants and break into working groups to identify best practices that will be shared with the WARUCC community in the next WARUCC newsletter release!		

Climbing the Ladder Without Burning Bridges: A Constructive Approach to Professional Development Andrea McDaniel, Brandon University		
June 18	Qu'Appelle Meeting Room	1:00 p.m. – 2:15 p.m.
While a <i>Higher Education Enrolment Services Professional</i> doesn't figure prominently in the high school career exploration books, we all somehow made our way into this field, and there are many paths to explore! This session is intended for those who are newish to the profession and are thinking about whether they want to "move up" the proverbial ladder and how they might do so. Through exploring nine "be" statements, participants will be equipped to move forward in our unique career landscape.		

Collaborative Scheduling for Academic Departments and the Registrar's Office Olivier Melis, Infosilem Inc.		
June 18	SilverBirch Conference Centre 4	2:45 p.m. – 4:00 p.m.
The key to student success is quite often found in collaboration and effective communication between all actors involved in your course scheduling process. Facilitating this process with the right set of tools at the right time for the right people is critical. Capturing all necessary course scheduling data directly from the experts in each Department ensures quality data and in turn quality results for the Registrar's office and an improved student experience. Learn how Infosilem's scheduling solutions facilitate real collaboration and produce a single, seamless production course scheduling environment for your Institution.		

Community of Practice Sessions		
June 18 & 19	SilverBirch Conference Centre 3	Various
Our Community of Practice sessions will provide folks with the opportunity to discuss issues within the specific topic area and to develop approaches and strategies for resolution. This is a great opportunity for you to network with your colleagues and to share practices, activities, resources, or great ideas to promote discussion. All Community of Practice sessions will be held in the SilverBirch Conference Centre 3.		
<ul style="list-style-type: none"> <li>• Academic Records &amp; Transcripts – June 18 – 10:30 a.m. – 11:45 a.m.</li> <li>• Academic Advising – June 18 – 1:00 p.m. – 2:15 p.m.</li> <li>• Diversity &amp; Inclusion – June 18 – 2:45 p.m. – 4:00 p.m.</li> <li>• Degree Audit/Program Planning – June 19 – 10:30 a.m. – 11:45 a.m.</li> <li>• International Admissions – June 19 – 2:00 p.m. – 3:15 p.m.</li> <li>• Privacy &amp; Information Sharing – June 19 – 3:45 p.m. – 5:00 p.m.</li> </ul>		

Community of Practice Summary		
June 20	Capital Ballroom A	10:30 a.m. – 11:45 a.m.
Join us as each Community of Practice facilitator shares a key summary and the highlights of the Community of Practice Sessions.		

Continuity Planning: Where Do I Start? James D'Arcy, University of Regina		
June 18	SilverBirch Conference Centre 2	10:30 a.m. – 11:45 a.m.
Every post-secondary institution is susceptible to service and program delivery interruptions via a variety of causes. The disruptions and losses we experience from faculty or staff strikes, technology failures, natural disasters, and other causes can be minimized through planning. This session will focus on the key aspects of continuity planning.		

Developing Canadian Higher Education Capacity for International Credential Transfer Assessment Joanne Duklas, Duklas Cornerstone Consulting		
June 18	Capital Ballroom A	1:00 p.m. – 2:15 p.m.
Join this session to learn about international document assessment practices for transfer in Canada and beyond. BCCAT recently funded a national research project led by Joanne Duklas, which identified and analysed the typology of practices and perspectives in post-secondary. Newly published, this peer-reviewed national study examined the current state in Canada, the relevant quality assurance frameworks, formal conventions, and best practices. <a href="https://www.bccat.ca/pubs/Intl_Transfer_Credit.pdf">https://www.bccat.ca/pubs/Intl_Transfer_Credit.pdf</a>		

Developing Next Generation Student Mobility for Canada Joanne Duklas, Executive Project Lead, ARUCC Groningen Student Mobility Project		
June 18	Capital Ballroom A	4:15 – 5:30 p.m.
Join this session to for an update about the national student data exchange network being developed by ARUCC, PCCAT, CUCCIO, and CanPESC. Both Universities Canada and Colleges and Institutes Canada have formally endorsed this project along with more than 70 institutions, allied organizations, and government entities. The session will share an overview of the project, provide the latest implementation updates, and capture your expert advice as we continue to move forward.		

Diversity in Admissions Erin Stone, University of Manitoba & Sherry Olson, Saskatchewan Polytechnic		
June 19	SilverBirch Conference Centre 2	3:45 p.m. – 5:00 p.m.
Staff from University of Manitoba and Saskatchewan Polytechnic will discuss the challenges and opportunities of admitting a diverse student body. With a declining student population in Canada, a student body composed of domestic students including naturalized Canadians and Indigenous students, are being supplemented with international students in order to meet institutional enrolment goals. This discussion will help you understand how increasing diversity impacts admission and registration.		

Having a Third Gender Option on Applications Jennifer Alabiso, University of Alberta		
June 19	Qu'Appelle Meeting Room	2:00 p.m. – 3:15 p.m.
Increasingly, young people are seeking an alternative to the gender binary when completing paperwork or forms. To meet this need, the University of Alberta added a Third Gender option to our paper applications in 2016. This fall, we completed the work to provide a Third Gender option on all Undergraduate and Pre-Professional applications. This took remarkable leadership and teamwork to accomplish, and means that the Alberta Application for Admission includes a 3rd Gender Option as well.		

Implementing a Degree Audit System: A Lesson in Hindsight Janelle Richardson & Rebecca Leippi, University of Regina		
June 19	Prince Albert Meeting Room	2:00 p.m. – 3:15 p.m.
Implementing a degree audit system comes with its challenges. Meeting the needs of stakeholders, staff, and students becomes a balancing act with system and data limitations. This causes institutional practices and policy to morph and evolve, as well as create the need to evaluate and clean up data. We would like to not only share our lessons learned in our implementation, but also our discovery of opportunities to promote cohesiveness between academic units with policy and standardization.		

International Enrolments - Opportunity and Challenges Inga Wheeler, Okanagan College		
June 18	Qu'Appelle Meeting Room	10:30 a.m. – 11:45 a.m.
With more international students we experienced problems with sections full of international (or domestic) students. We were asked to "fix it" and tried by preregistering international students but learned it does not work. We then used system restrictions on sections to spread out international versus domestic students with great results. We will look at what we did and where we go from here. We are a Banner institution, but this is not a technical session.		

Journey mapping the student experience Robert Blizzard, University of Saskatchewan		
June 19	Capital Ballroom A	10:30 a.m. – 11:45 a.m.
How do you create a common vision for the student experience? How do you successfully engage staff from multiple units in a change process? In this session, you will learn how to facilitate a journey mapping exercise to bring people together, capture student perspectives, and support cultural change. A journey map, based on real data, can be a tool for onboarding, alignment, and inspiration across the organization.		

Professional Development - Are you Ready? Inga Wheeler, Okanagan College Alison Pickrell, University of Saskatchewan Lianda Tanner, First Nations University of Canada Brier Albano, Medicine Hat College		
June 20	Capital Ballroom A	9:00 a.m. – 10:00 a.m.
Join us for a panel discussion on professional development. WARUCC members will share what they have completed or are currently pursuing and how it has benefited their career including: Certificate in University & College Administration (UofM), Senior University Administrators Course (UofM), MA in Higher Education Leadership (RRU), MEd in Post-Secondary Studies (MUN), MA in Public Administration (UVic), EdD Education Leadership (Western). All programs that are mostly and completely online.		

Strategies for Optimal International Student Engagement, Retention, and Metrics to Measure Success Haroon Chaudhry, University of Regina		
June 18	Qu'Appelle Meeting Room	2:45 p.m. – 4:00 p.m.
Transitioning to a new country and academic system can be challenging and exciting. In post-secondary education systems, programming and services are primary indicators of student success. Ensuring that students are actively engaged in all aspects of campus life requires continuous effort and evaluation, which also determines the successful retention of students and their academic achievement. Effective and successful strategies for international student engagement and retention will be shared.		

Systems Thinking - A Primer Bert Annear, University of Northern British Columbia		
June 19	Prince Albert Meeting Room	10:30 a.m. – 11:45 a.m.
More and more we are seeing that complex understanding is necessary to solve the problems we face. Using conventional thinking practices we may miss the fundamental solution to our problem when a simpler satisfying solution appear before us. This session will be a primer presenting methods and ideas on how to think about issues in a more systematic way. We will be using examples that represent culture, diversity and inclusion.		

The Parchment Platform: A Unified Experience for Transcripts, Diplomas, Certificates, and Badges Sean Gannon, Parchment		
June 19	SilverBirch Conference Centre 4	2:00 p.m. – 3:15 p.m.
Registrar offices manage more than just transcripts. What efficiencies could be created if there was one platform to support the management of all credentials including diplomas, certificates and badges? Parchment's platform doesn't simply span print and digital workflows, but integrates and enhances them. It's more than just a transaction. Credentials are the currency in a meaningful exchange. Come see a sneak peek into our Unified Analytics tool, which will become a part of the Parchment solution in 2019. Learning Outcomes: <ul style="list-style-type: none"> <li>• Unifying credential management to increase efficiencies and effectiveness</li> <li>• Improving the learner experience to help turn credentials into opportunities</li> <li>• Credential analytics that span all records and offer key insights</li> </ul>		

Tools, Tips, & Techniques. How to Develop a SMART Operational Plan that Achieves Results. James D'Arcy, University of Regina		
June 19	SilverBirch Conference Centre 2	2:00 p.m. – 3:15 p.m.
This session will explore how to develop a department plan that includes SMART goals that can easily support a short term operational needs and a longer term strategic vision. There are many variations of SMART. For the purposes of this session SMART will be translated as Specific, Measurable, Attainable, Realistic, and Trackable.		

Transition Program Development Jaqueline Bampi & Bonnie Dobson, University of Regina		
June 18	Prince Albert Meeting Room	10:30 a.m. – 11:45 a.m.
This session will describe the development of the University of Regina's transition programs, specifically the Academic Recovery Program, Arts Transition Program and Summer Bridge Program, and how they contribute to retention and SEM initiatives.		

Using Google Material Design for a fresh new UX - VSB 5.0 Pierre Guay, VSB Software Inc.		
June 18	SilverBirch Conference Centre 4	10:30 a.m. – 11:45 a.m.
Visual Schedule Builder (VSB) recently revamped the look and feel if it's UX applying Google Material Design principles to our newest 5.0 release. Attend this session to see this new design in action and learn of latest searching and integration features that have been added to make student schedule planning and registration an even easier process for students, staff, and advisors.		

XML High School Transcripts - A Business Transformation for All Partners Andrew Armour, Vancouver Island University Sarah Graham, University of the Fraser Valley Cathy van Soest, EducationPlannerBC Bert Van der Geest, BC Ministry of Education		
June 18	Capital Ballroom A	2:45 p.m. – 4:00 p.m.
In Spring 2016, the BC Ministry of Education, together with EducationPlannerBC launched a pilot to develop a system to deliver high school transcripts to post-secondary institutions via an XML transcript exchange. Fall of 2018 saw five universities go live with the system. Join us as we talk about our experiences with this project, our partnerships, and the opportunities it presents for process improvement and strategic enrollment management.		



## TRANSCRIPT & TRANSFER GUIDE

*ARUCC PCCAT Transcript and Transfer Guide* is a national, online resource

Contains standards, definitions, and additional resources for close to 500 transcript and transfer credit terms

Supports your work to enhance student mobility and data portability

Available in English and French

<https://guide.pccat.arucc.ca/en/>



[www.warucc.ca](http://www.warucc.ca)

### Save the Date!



**WARUCC 2021**  
**June 21 to 24, 2021**  
**Winnipeg, Manitoba**

## Thank You WARUCC 2019 Sponsors!

