

WaruCC News

May 2002

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

President's Message

by: Grant McMillan

Phew! School's out! At least, it is for some of us. I'm not sure what this time of year brings for you, but here at Briercrest, we use these weeks and months to review the past year, make changes for the coming year and ensure our incoming student body is well-prepared for college. This means "meetings, meetings, meetings," which are, of course, very important. When are holidays again? Oh yeah, just after that next meeting...

We have scheduled a WARUCC Executive meeting during the ARUCC conference, and as promised in my last address, we will post the agenda on the WARUCC website (<http://www.athabasca.ca/warucc>). We will notify you via the WARUCC list-serve when that agenda has been posted. Please review the agenda, and if there are items you wish to see added to the agenda, please contact your provincial Member-at-Large. Thanks again to Athabasca University for hosting this site and providing such a good service to our members.

I am quite encouraged to see the good participation amongst our various provinces, and want to recommend even more of the same. We just hosted the Saskatchewan WARUCC members at Briercrest Bible College for two days last month – one day for a business meeting and one day for planning the 2003 conference. It was a very enjoyable time for me with good opportunity to hear updates from government folks and to re-connect with my colleagues. The ideas generated for the conference ranged from "Oh, write that one down!" to the wild and wacky, so keep your ears tuned to hear what we have planned for you in 2003. I was pleased to confirm what I always suspected: the people who work in Registrar's Offices are an exceptionally creative and entertaining group! I'm proud to be numbered among you.

My thanks also goes out to Marnie McFarlane who is our newsletter editor. This is our first trial at an "all electronic" newsletter. It will allow easy access for us, save the WARUCC association printing and postage costs, and help us all in our move towards the paperless office (yeah right!). Thanks for leading us in this direction, Marnie.

What's happening in British Columbia

Simon Fraser University

After many years of faithful service, we are retiring our old SIMON student information system and have signed a contract with PeopleSoft to supply PS Student Administration version 8 for installation targeted for Fall registration 2003. This is a fully web-deployed product which we are confident will bring to us, our students and faculty the benefits of current and future technology, including e-business. The contract also covers Human Resources/ Payroll and Financial Services modules, which will be implemented subsequent to Student Administration to provide in future a comprehensive, integrated ERP (Enterprise Resource Package).

While this implementation is going on, a number of staff in Student Services, Continuing Studies and in the five faculties will be selected and assigned to the project, known as SIMS. A number of temporary re-assignments of responsibilities are due to be announced



UBC will have a few new faces

- 🏆 **Brian Silzer** starts May as Associate VP of Students and Registrar - he comes from U of Alberta.
- 🏆 **Tim Rahilly** is the new Manager of Student Financial Assistance - he comes from Tech BC.

Kwantlen University College

Kwantlen is pleased to announce that **Sophie Dunbar** has joined Kwantlen University College as Associate Registrar. Sophie recently decended from the Simon Fraser University mountain where she worked for many years in the Office of the Registrar and most recently in an academic department. We're also pleased to announce that **Kathy Wainman** has accepted a one-year secondment from her position as the Admissions/Registration Coordinator to the Manager of Scheduling position to implement scheduling software called CMIS.



a little known fact

Canadian researchers have found that Einstein's brain was 15% wider than normal.

What's happening in Alberta

by Mike Sekulic

Spring is upon us, but you wouldn't be able to tell by the weather we've been enjoying here in Alberta during March. In fact, it was the 2nd coldest March on record and it ended in fine style a wild blizzard that left me stranded 3 hours from Calgary!

As seasons change, so there are changes in the registrarial profession. Some of these changes are noted below — some people retire, some move on to other provinces and institutions and still others return. As we all near the end of the school year and work on convocation plans, let us wish farewell to colleagues moving on to new experiences and welcome those joining us here in Alberta!

Alberta Learning 2002-2005 Business Plan

Last year, with a burgeoning surplus due to high oil & gas prices it looked like a time of renewed and heightened investment in post-secondary was just around the corner. While Alberta continues to enjoy a relatively robust economy the recent budget only signalled how things can change in a year. These changes are reflected in Alberta Learning's new Business Plan for 2002-2005 (see **Web Links**), which was released on March 19th. It is interesting to note that one of the key departmental performance indicators, participation rate, is absent as a goal and performance indicator in the new business plan.

Unmet Demand Study

Alberta Learning has spearheaded the Unmet Demand Study, which involves surveying applicants from the six large urban institutions: The University of Alberta, Grant MacEwan Community College, The Northern Alberta Institute of Technology, The University of Calgary, Mount Royal College and The Southern Alberta Institute of Technology. The primary objective of the study is to determine the extent and scope of unmet post-secondary demand. The study relies on preliminary work done to facilitate the annual and ongoing Duplicate Application Detection study being carried on by the Alberta Council on Admissions and Transfer (ACAT). The survey firm, Accord Research, recently completed the pre-testing phase and the study is under way. Results should be available shortly, and will be compared to similar related studies such as the Ipsos-Reid Post Secondary Accessibility Study and ACAT's Transitions (see **Web Links**).

FAIRVIEW COLLEGE

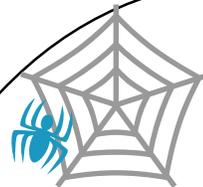
by Heather Adams, Fairview College
Registrar. hadams@fairviewcollege.com

Fairview College is pleased to announce the appointment of a new Vice President, Academic. Paul Hunt, formerly Dean, Technology Programs at Vancouver Community College, commenced his duties February 18, 2002.

Paul Hunt's academic background includes a Bachelor of Arts (Philosophy) from the University of Winnipeg; a Professional Teaching Certificate from the University of Manitoba; a Computer Programmer/Analyst Certificate from Red River Community College; and a Masters of Education (Administrative Leadership) from Simon Fraser University. Paul is currently engaged in studies leading towards an Educational Doctorate from Simon Fraser University.

Hunt began his career as a teacher in Manitoba. In 1982, Hunt joined the British Columbia Institute of Technology (BCIT) as an instructor in microcomputer programming and application software. Three years later, Paul joined Vancouver Community College (VCC), again working as a computer program instructor.

In 1995, Paul was promoted to Associate Dean, Business and Computer Applications Programs. Six years later he was promoted to Dean, Technology Programs.



Web Links

2000-2001 Alberta Learning Annual report:
www.learning.gov.ab.ca/annualreport/default.asp

Ipsos-Reid Study:
www.learning.gov.ab.ca/news/2001/may/report.asp

ACAT Transitions Report:
www.learning.gov.ab.ca/ci/publications/acad_report_final1999.pdf

Alberta Learning Business Plan 01 - 04:
www.learning.gov.ab.ca/departments/businessplan/bp2001-04.pdf

Alberta Learning Business Plan 02 - 05:
www.learning.gov.ab.ca/departments/businessplan/bp2002-05.pdf

Provincial Enrollment Data:
www.aecd.gov.ab.ca/systemdata/enrolment.htm



SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY

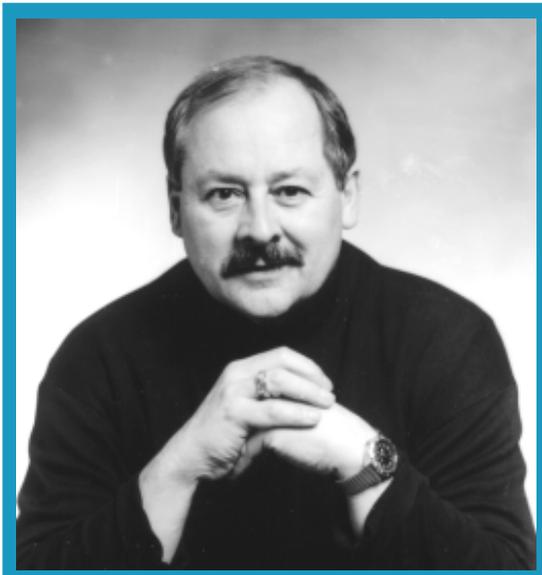
by, Shauna Lowry, Team Leader, Recruitment/
Communications/Employment, shauna.lowry@sait.ab.ca

SAIT is pleased to welcome Alex Reed as their new Registrar/
Director of Customer Services.

Alex is no stranger to WARUCC, or Alberta for that matter, after spending almost 12 years as Registrar at Athabasca University. He was also pleased to act as Chair for the very successful WARUCC 1998 conference. Before moving to SAIT, he spent five years as the Associate Vice President of Student Services and Registrar for the University of Northern British Columbia.

Alex is proud of the active role he has played in the post-secondary environment over his 23-year career. He has served three consecutive terms with ARUCC and three terms with the Alberta Council on Admissions and Transfer. He has chaired numerous ACRAO committees and been an active presenter at WARUCC, ARUCC, ACRAO and provincial level workshops.

The University of Alberta will bid
farewell to one of the most successful
interns in its 95-year history.



*"(I leave) totally confident that the U of A is
going to continue to shine brightly amongst the
best of the universities in this country."*

UNIVERSITY OF ALBERTA

by, Randy Lievers, Communications Assistant,
Office of the Registrar and Student Awards

Associate Vice-President and Registrar **Brian J Silzer**, who once handsketched examination timetables as an intern, **will leave his post on April 30, 2002**, after 32 years of service at Alberta's premier university. He will take up the position of Associate Vice-President Enrolment Services and Registrar at the University of British Columbia May 1, 2002.

Brian's association with the University of Alberta began in 1965 when he enrolled in the Faculty of Science and lived in St Stephen's College residence on campus, 509 kilometres from his hometown of Lethbridge, Alberta. It didn't take long for him to get hooked on the University.

After completing a Bachelor of Science degree in 1969, Brian joined the University administration as a summer clerk in the Registrar's Office. He moved his way up the rungs of the RO, serving as a Timetable Clerk, then Admissions Evaluator, then High School Liaison Officer, then Assistant Registrar (Planning and Development).

In 1979, Brian took a brief hiatus from the Registrar's Office, joining the Board of Governors office as the Board's Administrative Director. However, he returned to his former stomping ground in 1984 when he was appointed Registrar. Brian focused on improving service to students. His team pioneered the initiation of a telephone registration system in 1986, for which they received a Canadian University Productivity Award.

In 1989 he was named Associate Vice-President and continued his exemplary work in the Registrar's Office. Automated degree advisement, an in-house classroom booking system and an array of online student services—including personalized grade reporting, fee accounting and exam scheduling—were all conceived and implemented during his tenure. Most recently, tuition fee payment was added to the University's gamut of online services and web course registration is anticipated later this year.

Brian worked tirelessly with student groups, such as the Students' Union, to make sure the administration and policies of the Registrar's Office are centred on the needs of the student. Under his leadership, student focus and service has become the norm. In 1998, he founded the U of A Chapter of the Golden Key International Honour Society, an academic association recognizing and encouraging scholastic achievement and excellence among the top 15 percent of second-, third- and fourth-year full and part-time students in all academic undergraduate fields.

Beyond the U of A, Brian has worked to transform the role of Registrar from gatekeeper to advocate for student services, and his work on grading equivalencies has been sought by many of his peers. He holds a number of memberships with regional and national registrarial associations and has served twice on the National Conference Planning Committee for

the Association of Registrars of the Universities and Colleges of Canada, the most recent being ARUCC 2002.

Brian has delivered presentations at both national and regional conferences, including “Working from 9 to 4”— the University of Alberta’s move from a 9 point to a letter grading system at the 2001 Western Association of Registrars of the Universities and Colleges of Canada Conference in Calgary. In concert with Dr Harvey Krahn, Brian co-authored an article in *College and University* (Summer 1995), titled “A Study of Exit Surveys: the Graduat Survey of the University of Alberta”.

In an address during a farewell reception in his honour last month, Brian said: “So as this old Bear goes over the mountain, he leaves the service of his university with many fond memories, happiness for all the enduring friendships he has made; weighted down by an enormous sense of gratitude to his staff; and, totally confident that the U of A is going to continue to shine brightly amongst the best of the universities in this country.” Brian holds BSc, BEd and MEd degrees from the U of A.

UNIVERSITY OF CALGARY.

by, Mike Sekulic, Coordinator, Enrollment Reporting,
sekulic@ucalgary.ca



Fall 2002 Admissions

As of March 5, 2002, the Admissions Office has processed 3244 applications from high school students as compared to 3252 at this time in 2001. Presently, the number of transfer applicants is slightly higher than last year. Fall 2002 marks the first intake where students at the U of C can *directly* enter many faculties where previously only upper year ‘internal’ entry was possible. It’s a little early to report on the admissions impact from the move to direct entry, though the total number of applications is comparable to the previous year.

EDI Expanded To Include TS138 TOEFL Test Scores

In addition to TS130 (High School Transcripts) we have started to receive TS138 from ETS, specifically TOEFL Test Scores. From January 2002 to the end of March we have received about 1500 TOEFL test scores in electronic format.

The test scores are received more quickly than by mail and the next step in the process is to *load* the test results to the Student Information System. The U of C continues to explore areas where it can utilize *formal* EDI standards in addition to the *flat file* transfers between ourselves and institutions and organization such as Mount Royal College, Medicine Hat College, Red Deer College and CGA (Certified General Accountants) Canada. Where transaction volumes are smaller our attempts to expand formal EDI have been limited by complexity and resource requirements.

Document Management System—Full Steam Ahead

A joint proposal by the Faculty of Graduate Studies and the Registrar’s Office for an Electronic Document Management System (EDMS) for students’ files has received approval from the Planning Initiatives Fund (PIF). An EDMS provides for the creation of an electronic file from a variety of formats; paper, email, faxes, word processing and other computer-generated documents. Since the documents are stored electronically, authorized users can share them over a computer network and form part of a workflow process. This eliminates the need to maintain and handle paper files and results in not only savings in space but also vastly improved turnaround times.

The detailed design and implementation of this system will be a collaborative effort between the Admissions Office, the Registrar’s Office, the Faculty of Graduate Studies, the undergraduate faculties and the office of Information Technology. Paper documents for new students will be scanned into the system, both in the Registrar’s Office and the Faculty of Graduate Studies and authorized users in all faculty offices will have access to the student’s electronic file. This will dramatically change the handling of applications for admission and other processes, improving service to students and applicants.

Degree Navigator Breakthrough

The Registrar’s Office is working with the Faculty of Engineering to bring a new level of degree auditing ability to the faculty through Decision Academic Graphic’s Degree Navigator system.

Degree Navigator currently works on a student-by-student basis where a student or staff member can see which courses an individual student still needs to graduate. Working with the Faculty of Engineering, Information Technologies and the Registrar’s Office have expanded the capabilities of Degree Navigator so that a “batch mode function” is now available.

little known facts

- ▶ Jim Morrison, of the 60’s rock group The Doors, was the first rock star to be arrested on stage.
- ▶ Betsy Ross and Elvis Presley were the only real people to ever have been the head on a Pez dispenser. The Elvis Pez dispenser was named “Elvis Pezly.”
- ▶ Sheryl Crow’s front two teeth are fake - she had them knocked out when she tripped on the stage earlier in her career.

Dr. Krivy's Retirement Function



After 35 years of dedicated and distinguished service, friends and colleagues of Dr. Krivy, Registrar, are invited to celebrate his retirement.

Tuesday, April 23, 2002

4:00 – 6:30 pm

The Nickle Arts Museum,
University of Calgary

R.S.V.P.

To: Carol Hawkes
403-220-8933 or Dorothy
Robertson 403-220-8501

Contributions to a gift
may be sent to either
Carol Hawkes or Dorothy
Robertson at the
Registrar's Office, MLB
117, University of Calgary
2500 University Drive
Calgary AB T2N 1N4

This function allows the Faculty to process all of its students through the system, on mass and to generate reports of students who are ready to, or are close to, graduating. This, in turn, allows the Faculty to be pro-active in regard to its course offerings. Engineering will be able to identify the number of students requiring specific courses, and make changes to its course offerings to ensure students are able to graduate on time.

Both the Registrar's Office and the Faculty of Engineering are very excited about this new capability. If it proves to be successful, the Registrar's Office will move forward with plans to roll it out to other faculties.

New Computer Information Kiosk

This March a new *Express Service* computer information kiosk was opened for student use equipped with seven workstations and one high capacity printer. Should students have any *in-person* questions, the kiosk is conveniently located beside the Registrar's Office.

Students and prospective students can access a host of information via the internet from home or from one of the hundreds of computers on campus. The computers in the kiosk are on a secure subnet and have *priority* access to services so there's no waiting in an internet queue! Another unique feature is that these computers are dedicated to Infonet Access — there are no pc applications and web surfing and email features have been disabled.



The infonet is a personalized web information portal — available services are based on a user's profile. Applicants, for instance, would see an admission tracking option, so they could view the progress of their application. A visiting student, for instance, would not be able to see the "Registration" menu option below.



From California To Calgary

University of Calgary recently announced the appointment of Mr. David Johnston to the position of Registrar. David has spent 21 years in the higher education field, starting at Simon Fraser University in BC where he held a variety of positions inside and outside the Registrar's Office. He was fortunate enough to have been involved in the creation of the innovative SFU at Harbour Centre campus where he was the Director of Registrar Services for 8 years. Along the way he completed an MA in Higher Education Administration at UBC

A former member of the WARUCC Executive, David is looking forward to returning to work with his Canadian colleagues. He takes up his new position on June 10, 2002.

More recently, David served as Senior Associate Registrar at the University of California, Davis responsible for the student information system and the academic support unit in the Office of the University Registrar. While at UC Davis, David has been involved with the implementation of Web based registration, planning and implementing a degree audit system, 3 major upgrades of the Banner SIS, design work on the campus Web portal (my.ucdavis.edu), an on-line application to graduate for undergraduate students as well as a number of committees working with changes to academic policies and procedures

New Vice President (Finance and Services)

On Monday April 8th, Dr. Harvey P. Weingarten, U of C President and Vice-Chancellor announced the appointment of Mrs. Phyllis Heaphy as Vice-President (Finance and Services) effective June 1, 2002.

Mrs. Heaphy has a Bachelor of Arts, (Honors in English Literature) from McGill University and received a Chartered Accountancy designation in 1983. She has had a distinguished career within the financial, health care and post-secondary education sectors as an auditor in the firm of Touche Ross in

Montreal from 1979 to 1988, and from 1988 to 1995 as an Audit Partner in Touche Ross and its successor firm Samson Belair Deloitte & Touche. From 1995 to 1999, Mrs. Heaphy held the position of Vice-Principal (Administration and Finance) at McGill University, a position similar in nature and scope to the VP (Finance and Services) position at the University of Calgary. In 1999, she became Vice-President Finance and Chief Financial Officer for the Toronto Hospital for Sick Children, and since July 2001 has been Managing Director, Resources Connection Canada Inc.



NorQuest College

NorQuest College in Edmonton is a public college offering certificate level career programs, academic upgrading and ESL. It has the third largest college enrollment in Alberta, over forty programs and eleven campus/learning site locations. It is noted for its student services and high graduate employment rate. Here are a couple of NorQuest highlights of interest to western Canadian registrars.

NorQuest College Academic Skills Assessment Services provides a variety of assessment services for prospective and current NorQuest College students, and for the community at large. WARUCC member institutions may wish to use the Assessment Centre for a variety of purposes, including: invigilating exams for Edmonton area distance education students, administering your admission testing, or provide standardized testing. The Centre has extended hours, secure exam storage, quick turnaround and very reasonable rates.

For further information or to book exam invigilation, please call (780) 427-5762 or e-mail us at assessment@norquest.ca.

A New Student Information System went live on March 25. NorQuest is the first institution to go live on AgressoAmerica's full post-secondary suite of Finance/Accounting, HR/Payroll and the student records module. The student module, Education Management System (EMS) is a relatively new product developed collaboratively between Agresso and several Canadian post-secondaries. The cut over to EMS went very smoothly with less than 10 calls to the Help Desk in the first two weeks – all very minor in nature. A good ratio out of over 150 users. Future development will keep the systems team busy for the foreseeable future but the product is off to an excellent start.

Evaluating Credit Transfer Requests From Confessional Colleges & Seminaries

by: Al Hiebert, PhD, Assoc. VP, Educational Relations
Briercrest Family of Schools. Email: ahiebert@briercrest.ca

"Should public universities grant credit transfers from confessional liberal arts colleges, Bible colleges and seminaries? Many objections and issues concerning proposals for Canadian public universities' adopting such credit transfer policies will be evaluated, with a welcome for dialogue with others in the session. Responsible policies will be suggested."

Any suggestions or perspectives from members of WARUCC are most welcome asap, at least by the end of April—so that I can benefit from these prior to submitting my manuscript to appear on the ARUCC website shortly after the conference.

Thanks for this opportunity to solicit input. I welcome further dialogue with anyone interested in this topic.

University of Lethbridge



By the time this newsletter is out, we hope to be back in above zero weather!

Registrar's Office and Student Services:

Web development continues apace with a new on-line application for admission ready for roll-out. It's very snazzy and we invite you all to take a look. Although the on-line application looks simple, the data-push into BANNER has been an interesting process to develop and the coordination of program codes with our on-going CAPP project has been a challenge. For those non-BANNER schools out there, CAPP is BANNER's degree audit module - Curriculum and Program Planning. Plans are also underway for a web-registration pilot for this Summer as well.

*Web development continues apace
with a new on-line application
for admission ready for roll-out.*

In Admissions, we welcome a new International Admissions Officer. *Rebecca Johnson* has been with Admissions for a number of years and has been recently promoted.



Buildings

Our new Library opened with great fanfare in the Fall of 2001. This was fortuitous, as we had booked classes in all the classroom space throughout the Library, for the September semester. The new Library is over twice the size of the old, and features all kinds of cutting edge technology. We are thrilled to be booking classes into brand new large and small classrooms, some with breakout rooms, some with built-in computers in a special non-lab configuration, some with the latest in data projectors and other classroom technology. The old Library space is being renovated into yet more new classrooms, computer labs, Fine Arts space and a new Career Resource Centre. The new Centre will feature a spacious library, employer interview rooms, and a workshop/boardroom. The move to the new CRC will take place over the summer with doors opening at the beginning of the Fall 2002 Semester.

Another new building, the Canadian Centre for Behavioural Neuroscience, opened in 2001 as well. At close to 50,000 square feet, the building provides research and lab space for faculty in the Department of Psychology and Neuroscience. Research taking place within the facility has direct implications for the treatment of stroke, head trauma, and various other neurological diseases including multiple sclerosis, Parkinson's and Alzheimer's among others.

Strategic Planning Exercise:

In October of 2001, our President established a team to oversee the development of a strategic plan for the University of Lethbridge. The objective is to develop a strategic plan, which will include our institutional vision, mission, focus and nice in an increasingly complex academic world. The planning process is scheduled to last from October 2001 to May/June 2002, an ambitious time frame. The Registrar was invited to sit on this committee which was great news for the Registrar's Office and Student Services.

New Deans!

The UofL has a new Dean of Management starting in the summer of 2002. Dr. John Usher comes to us from Memorial University. We have a number of new Deans and the Registrar's Office is seriously considering developing a half-credit course entitled "The Registrar's Office and You: Everything a New Dean Needs to Know About Academic Legislation at the UofL". Alas, the title will not fit on our transcript and we are not allowed to charge tuition for training new Deans!



scape to



Edmonton for the Big e

We are pleased to invite you to participate in the upcoming national conference—ARUCC 2002 June 23-26.

Our stimulating program, which focuses on three main themes—engagement, emerging issues and e-admin, will provide you with skills, tools and opportunities that will enhance your effectiveness.

Come share best practices and celebrate achievements with fellow colleagues.

We are excited that the conference is centered in the Crowne Plaza Chateau Lacombe in the heart of downtown Edmonton, a city brimming with an amazing array of cultural,

culinary and entertainment attractions.

The Crowne Plaza overlooks Edmonton's scenic river valley. Those of you who are runners (or walkers) will enjoy the miles of well-marked, safe trails that crisscross the North Saskatchewan River on footbridges. And, the hotel has offered extremely affordable room rates of \$99 per night, single or double occupancy.

Hear erudite speakers...

The keynote addresses promise to be thought-provoking and informative:

Ann Dowsett Johnston is Editor of *Maclean's* guides to Universities and Colleges in Canada. Feisty and outspoken, she brings in-depth knowledge and expertise on the challenges facing students, parents and educators to this key conference presentation.

Dr Robert Kvakik is Professor of Political Science, Vice Provost, and Associate Vice President at the University of Minnesota. His expertise on the complex challenges and opportunities offered by e-business and enterprise-wide technology strategies is a perfect fit for our conference.

Program details are now available on our website at www.athabascau.ca/arucc2002

be entertained...

We promise to make your ARUCC 2002 experience fun!

On Tuesday, enjoy a truly unique experience! Travel back through time by shuttle to a 'living history' event at Fort Edmonton Historical Park. You will board the 1919 Edmonton Yukon & Pacific Steam Train (with a wheel-chair accessible caboose) to take you back to the 1846 time era of the Hudson's Bay Fur-Trading Fort.

As you make your way through 1885 and 1905 streets to your destination for dinner and dancing, you will delight in horse drawn transportation, streetcars, costumed players, and strolling entertainment. Dress is casual and be sure to wear comfortable shoes for walking—the historical park has dirt roads and wooden sidewalks.

You can cash in on Early Bird Savings by registering for ARUCC 2002 before May 1, 2002. Conference details and registration forms are now available at www.athabascau.ca/arucc2002 Bookmark the conference website for conference updates.

Mark your calendars now—**June 23-26**—for **ARUCC 2002** in Edmonton (*sunny* Alberta).

ARUCC 2002 is hosted by University of Alberta, Athabasca University, Concordia University College of Alberta, Grant MacEwan College, The King's University College, and The Northern Alberta Institute of Technology.



What's happening in Saskatchewan

University of Regina,

The unit review of the Registrar's Office is progressing well. We completed our self-study in late Fall, and in January hosted the external review team, whose members are Caroline Krentz (U of R Faculty of Education), Mary Jesse (Luther College), Fred Rosmanitz (University of Calgary), and Richard Spencer (University of British Columbia, Chair). Team members worked extremely hard during their site visit and have already made a number of useful suggestions; we are very much looking forward to their final report, which is expected soon.

One of the searches we mentioned in the last newsletter has reached a successful conclusion. Dr. Allan Cahoon joined the University of Regina from the University of Calgary on January 1 as Vice-President (Research & International). Another senior vacancy has now been created in the position of University Secretary by the departure of Dr. Bob McCulloch to assume the presidency of SIAST.

The Faculty of Physical Activity Studies has become the Faculty of Kinesiology & Health Studies, a change which will be reflected on University of Regina transcripts for registrations in Spring 2002 semester onward. Current BPAS students may finish their current program, or may switch to the new Bachelor of Kinesiology, which has majors in fitness & lifestyle, adapted

physical activity, and recreation & sports administration. New and returning students must enter the new program. All courses have been renumbered.

The Edmonton Police Service and the University of Regina have signed an agreement whereby the Faculty of Arts recognizes the Service's cadet training program and probationary service as providing 30 hours of credit towards the BA in Police Studies. For its part, the Service recognizes the BA in Police Studies as a desirable credential, and encourages prospective members of the Service to study for it. The BA in Police Studies was originally established to prepare prospective candidates for Saskatchewan city police forces; police college and an employment internship with a police force are an integral part of the degree program.

The University has revised a number of policies, including deferrals of final examinations and/or term work. The new deferral regulations, which take effect in Spring semester 2002, are more stringent, with shorter deadlines and faculty approval required in all cases, but the existing grades of DE (final examination or final examination and term work) and IN (term work only) have been retained.

The University recently installed Banner 5.3 and we have also implemented a new version of our in-house-developed grade entry software (Web Mark Entry) for April grading.

An announcement

Dr. David Hannah, formerly of the Technical University of British Columbia, assumes the position of Associate Vice President (Student Services) beginning April 15. David will preside over the new, amalgamated Office of the Registrar and Student Affairs and Services units. A team of university staff members from stakeholder groups including the Office of the Registrar and Student Affairs & Services has been working for the last several months with a consultant, **Ed Possberg** of Calgary, to formulate an organizational structure and implementation plan for the newly amalgamated organization. The plan (along with a name for the new organization) will be unveiled to the university community on April 10, with implementation to follow over the next several months.

from the U of S

University of Saskatchewan

by Lea Pennock

ROSS

The re-organization of the Registrar's Office and Student Services offices entered a new phase on April 15 with the release of the ROSS report, which sketches a new organizational structure for the amalgamated units, under the newly created position of Associate Vice

President (Student Services). At the same time, David Hannah begins his employment with the University at the helm of the new organization. The next phase will be implementation of the new plan and deploying the current staff in the newly created departments.

SII (Student Information project)

The Board of Governors will meet on May 10 to consider the recommendation for a 3-year implementation of a new (purchased) Student Information System. The recommendation is the result of an 8-month Needs and Options investigation which did extensive canvassing of stakeholders across the university to determine our needs for student information and to recommend a solution. Once approved, the project will move into a vendor selection phase which is expected to take approximately one year.

T2202's: this year for the first time we did not mail out income tax forms, but made them available on the web for students to access themselves

Buildings

There are a lot of cranes on the U of S campus these days; ground has been broken for a new College of Kinesiology building, for an addition to the Thorvaldson building, and for an extension of Louis' pub in the Memorial Union Building. Plans are also underway for renovation of the old College building, which has been closed for several years because of a faulty foundation. Also under construction is "Preston Crossing", a new retail development on university lands to be open by October.

Projects and Initiatives

Education Equity: information is being collected on U-STAR from all students who voluntarily self-identify as a member of a targeted group under Education Equity

T2202's: this year for the first time we did not mail out income tax forms, but made them available on the web for students to access themselves

Web activity: the Calendar is once again on the web and is now the official version. The Registration Guide is also on the web and for the second year we will not be sending it out to continuing students. We have also stopped printing the Awards Guide for continuing students, which is on the web

Aboriginal Recruitment: the Office of the Registrar and the Aboriginal Student Centre will share a student this summer to work on recruitment and the orientation program

Unclassified Studies: Students in Unclassified Studies will for the first time this coming year be required to meet promotion standards in order to avoid a faculty action.

Voted down by the students' union: a proposal for assessing a mandatory transportation fee for bus passes for students

Prior Learning Assessment and Challenge exams: last week, our University Council approved a policy for accepting Challenge for Credit for students who demonstrate evidence of prior learning in non-traditional settings

Planning: The University is in the midst of a major Integrated Planning exercise, including setting strategic goals for the institution and formulating an Enrolment Plan to respond to those goals.

Tuition Structures: The Board will be considering a new tuition structure which folds all incidental fees for such things as materials, supplies, and computer labs into the tuition, and bringing the tuition for all programs into line with national norms

Staff

changes



Ken Smith retired December 31; **Lea Pennock** is Acting Registrar until **David Hannah** is fully ensconced as Associate Vice President for Student Services, and the new Student Services Division is in place. Lea's position as Assistant Registrar (Enrolment Services) was being filled by **Asa Kachan**, until Asa gave birth this spring to a baby boy, Elliott. Asa's former position as Director of Admissions & Records is being filled by **Marnie McNiven**, formerly of the College of Commerce; her role as Acting Assistant Registrar for Enrolment Services is being filled by Alison Pickrell.

What's happening in Manitoba

Assiniboine Community College

New Diploma program funded

A new diploma program at Brandon's Assiniboine Community College that will address labour market shortages in the information management sector will receive \$215,600 in government support.

Advanced Education Minister Diane McGifford has announced that Assiniboine Community College (ACC) will receive the funding through the College Expansion Initiative (CEI) to assist its new two-year business information management diploma program.

"Providing education opportunities that meet the needs of local communities is critical to supporting long-term economic development," said McGifford. "We recognize the importance of equipping Manitobans with the skills necessary to succeed in the future."

Speaking here today on behalf of McGifford, Drew Caldwell, minister of education, training and youth, said that there is a shortage of qualified information systems and data processing professionals in Westman and the funding for the Business Information Management program will help to address this challenge.

"Westman businesses claim they can't afford to hire specialists in certain areas of information management and require individuals who are competent in all areas," said Caldwell. "Having a skilled workforce in high demand areas is the key to securing meaningful employment for all Manitobans and creating a positive future for our marketplace."

University of Manitoba

Richard Levin recently announced his resignation as Director of Student Records at the University of Manitoba, effective Friday, May 31, 2002. He begins his new position immediately thereafter as Vice-President (Student Services) at the new University of Ontario Institute of Technology in Oshawa. He explained that he had been made an offer which he could not refuse. Reaction here ranged from stunned surprise to mild grief. In any case everyone wishes him well in his new job.

The University of Manitoba launched its \$200 million Building on Strengths: Campaign for the University of Manitoba with a bang Nov. 22 by announcing that \$131,847,203, or roughly two-thirds of the \$200 million goal, has already been raised.

The kickoff ended the quiet phase of the campaign, which was launched in 1999 and gives the university until Dec. 31, 2003 to raise at least \$68 million.

On February 28, the university celebrated its 125th birthday with cake, candles, fireworks and snow sculpture.

The U of M is replacing all three of its administrative systems over the next few years, taking a "best of breed" approach. Human Resources has bought VIP from DLGL. Finance and Student Records are still evaluating vendors.

In January, the Manitoba government announce that universities will no longer have to pay property taxes. Manitoba was one of the few provinces to levy property tax on universities. This change alleviates a significant financial burden.

ACC offers a number of certificate and diploma programs in business administration and information technology. The business administration program offers courses in accounting, financial services/administration and marketing. Programs within the information technology division include office administration, computer systems technology and Web design. The new business information management program will blend both areas.

Graduates of the program will have skills in data processing, databases, desktop publishing, Web design, e-commerce, accounting, marketing, software applications and systems analysis.

No other college in Manitoba offers this type of diploma. While Red River College offers a similar diploma, the Assiniboine program will focus on business software application, Internet and e-commerce. The college has received support from local business for the program.

New Diploma

No other college in Manitoba offers this type of diploma.



“Part of our mandate at Assiniboine Community College is to meet labour market demands,” said Brent Mills, president of Assiniboine Community College. “By offering the new business information management program we are taking another step in identifying and promoting leading edge technology programs that will provide Westman businesses with the skilled workforce they are looking for.”

CEI has injected nearly \$12 million into the province’s four public colleges. The initiative is meeting the workforce needs of the province and at the same time producing a strong vibrant Manitoba economy, Caldwell said.

Assiniboine Community College Implements IP Telephony Network to Deliver on High Tech Vision

MTS deploys converged voice and data network based on advanced Cisco technology

Brandon, Manitoba - February 27, 2002 – In a move to further its vision of technological leadership, Assiniboine Community College (ACC) has deployed the first Cisco-based Internet Protocol (IP) telephony network in the province of Manitoba. The converged voice and data network ¾ based on Cisco AVVID (Architecture for Voice, Video and Integrated Data) and implemented by MTS Communications Inc. (MTS) ¼ will handle all communications and data processing across the campus.

“At Assiniboine Community College, we see ourselves as a leader in high-tech education. By installing a cutting-edge communications network and offering an exceptional technology curriculum, including the Cisco Networking Academy Program, we are taking a huge step toward this goal,” said Brent Mills, president of Assiniboine Community College.



Brent Mills, President - Assiniboine Community College

In reviewing its communication needs, ACC realized the benefits of IP telephony and chose to install a converged network infrastructure to replace its leased telephone system. The high-speed network infrastructure, deployed at the end of January 2002, features 250 Cisco IP phones with Cisco Unity voicemail.

“The Cisco IP telephony solution was a natural fit. It delivered the flexibility and scalability we needed to expand services as our staff’s requirements changed, while simultaneously upgrading our data network,” said Bob McTaggart, Director, Administrative Services, Assiniboine Community College. “We also believe IP telephony will provide significant long-term cost savings. The majority of these savings will be realized through managing a single converged network instead of separate voice and data networks and dramatically simplified adds, moves and changes.”

“With its extensive track record of providing reliable telecommunications expertise to Manitoba organizations, MTS was the logical choice to help us make this a reality,” said McTaggart.

New phone system to reduce costs, improve communications
“MTS is pleased to play an ongoing part in helping Assiniboine Community College fulfill their vision to be an educational leader in applying and teaching technology,” said David Rourke, Executive Vice-President – Operations, MTS

Communications Inc. “ACC’s conversion to IP telephony is an excellent example of how MTS works with its customers to identify and implement the emerging technology solutions that will best meet their business goals.”

“Assiniboine Community College is a classic example of a visionary institution leveraging technology to improve communication and reduce costs,” said Gilles St. Hilaire, Manager, Western Region Enterprise Operations, Cisco Systems Canada. “IP telephony is emerging as a significant trend in the Canadian education sector because it delivers improved functionality and real cost savings.”

IP telephony at ACC is powered by Cisco AVVID — the intelligent enterprise network architecture for today’s Internet business solutions. The network includes: Cisco Catalyst 6509 in the core, Cisco Catalyst 3524 switches, Cisco IP phones and the Cisco Unity communications solution.

Cisco Networking Academy Program

ACC began offering the Cisco Networking Academy Program in 2001 in the Computer Systems Technology diploma program. Designed to teach students to design, build and maintain computer networks, the program prepares students for opportunities in the Internet Economy. It combines lectures and online learning with hands-on laboratory exercises in which students apply what they learn in class by working on actual networks.

The Cisco Networking Academy Program is a global success story. Officially launched in 1997, there are now 232,000 students enrolled in approximately 8,400 Academies in 133 countries around the world. In Canada the program has grown to more than 320 participating high schools, colleges, technical institutes and universities from coast-to-coast. There are currently more than 9,000 Canadian students enrolled in the program.

For more information visit:

www.cisco.com/ca/networking_academy/index.shtml.

About Assiniboine Community College

Assiniboine Community College has been in the business of providing quality education and training to residents of western Manitoba for over 40 years. The college's main campus is located in Brandon. A second site, the Parkland Campus, is located in Dauphin, MB.

Training sites in several communities including Neepawa, Russell, Swan River and Winnipeg extend program offerings throughout the province. Students can choose from 33 certificate and diploma programs in the areas of agriculture, business and tourism, health care, trades and information technology.



Manitoba Telecom Services Inc.

Manitoba Telecom Services Inc. ("Manitoba Telecom") is Manitoba's preeminent, full-service telecommunications company. Seamlessly blending innovative solutions and world class technology, Manitoba Telecom connects its customers to the world. Qunara Inc., Manitoba Telecom's e-commerce, e-business and Internet Data Centre subsidiary, provides business solutions across North America. Manitoba Telecom's majority-owned subsidiary, Bell Intrigna Inc., offers leading-edge telecommunications services, including next-generation IP-broadband services, to businesses in Alberta and British Columbia. Manitoba Telecom's common shares are listed on The Toronto Stock Exchange (trading symbol: MBT).

About Cisco Systems

Cisco Systems, Inc. (NASDAQ: CSCO) is the worldwide leader in networking for the Internet. News and information are available at www.cisco.com.

For Additional Information:

ACC Contact: Brent Mills, President, 204.725.8731 or e-mail at: millsb@assiniboine.net

Canadian Mennonite University

Canadian Mennonite University will be celebrating its second Convocation on April 28th honouring fifty students graduating with CMU degrees. New student applications for the 2002-2003 academic year are very encouraging. We are excited about our growth in our first two years as a provincially chartered university. Working together through all the challenges experienced in bringing together three previously independent partner colleges, CMU is becoming a unified and strong Canadian university.

Graduating CMU students are applying to other universities for acceptance into after degree and graduate level programs. Since CMU as a university is in the process of building an identity and reputation with other Canadian and international

universities, we would like to share a short history to give admission counsellors and registrars useful information when evaluating CMU transcripts for transfer credit and admission to programs.

The Canadian Mennonite University (CMU) is a federation of three Mennonite colleges in Winnipeg: Concord College, Menno Simons College and Canadian Mennonite Bible College. CMU has a charter to grant degrees from the Government of Manitoba and is currently receiving funding from the provincial Council on Post Secondary Education, the body that funds the other Manitoba universities. Each of the three colleges

that comprise CMU has had a long-standing relationship with one of the universities in Winnipeg.

CMBC was an "Approved Teaching Centre" of the University of Manitoba. This meant that it offered courses that were "cross-registered" with the University. Under this arrangement the University approved the courses, as well as the faculty members, and students received transcripts for these courses directly from the University of Manitoba.

Similarly, Concord College was affiliated with the University of Winnipeg, had its courses listed in the University's calendar, and its faculty members approved by the University. Its students also received transcripts directly from the University of Winnipeg.

Menno Simons College continues to offer two majors within the University of Winnipeg: International Development Studies and Conflict Resolution Studies. All of its courses and its faculty are fully part of the University of Winnipeg.

Over the past 35 years the local universities have recognized the courses offered by our partner colleges under these formal arrangements. When these colleges became CMU and began offering Bachelor of Arts degrees, the “cross-registration” relationships with the local universities were discontinued. CMU now functions as a parallel university to the other universities in Manitoba, albeit as one that is much smaller.

CMU does not currently have membership in the Association of Universities and Colleges in Canada. However, as soon as the required minimum 500 FTE is reached, CMU plans to make application for membership in AUCC. We anticipate that Canadian universities will give due weight to the history of the partner colleges of CMU, and their associations with The University of Winnipeg and The University of Manitoba, when evaluating CMU courses and programs.



More information about CMU can be found at www.cmu.ca, including the academic calendar and profiles on faculty and administrative staff. You may also contact the Registrar, Morna Christian the Assistant Dean, Dr. Wesley Toews, or the Academic Dean, Dr. Harry Huebner.

little known facts

- ☞ Marilyn Monroe had six toes.
- ☞ Leonardo Da Vinci invented the scissors.
- ☞ The average human head weighs about 8 pounds.
- ☞ Our eyes are always the same size from birth, but our nose and ears never stop growing.
- ☞ In the average lifetime, a person will walk the equivalent of 5 times around the equator.

Assistantships Recipients

WARUCC Assistantship Award Makes Lifelong Learning a Reality

by: Brent Vose, Assistant Registrar,
Trinity Western University

Why leadership? That was my question when I first considered enrolling in the Master of Arts in Leadership (MAL) program at Trinity Western University. I have an undergraduate degree in Business Administration and had always envisioned myself adding an MBA to my education. Not once did I consider a leadership degree as an alternative to a high-powered MBA program. Yet, that all changed when I researched TWU's MAL. After all, I knew how to manage an office but did I really know how to lead?

When I read the objective of the MAL program, which is "to develop well-equipped practitioners of the art of leadership: people who are able to motivate and mobilize others to accomplish tasks, judging means and ends with a view to the benefit of both their own organizations and the larger society as well," I realized that this was the type of person I wished to become. I had management skills but wanted to learn how to influence and motivate the people around me. I wanted to learn how to create a learning environment that made the office more than just a place of work.

Through online teaching, the MAL is designed for professionals who will continue to work while studying. The program offers specialized streams in business, education, health care, Christian ministry, international development assistance and student affairs. Students are encouraged to bring their professional experience into the classroom and also integrate their studies into their careers. Core courses within the MAL program cover important topics like foundations for leadership, vision, strategic planning, team leadership, conflict resolution, financial planning, leadership values and ethics. Courses within the business stream (which I studied) concentrate on organizational behaviour, leading change, management knowledge systems, marketing, and cross cultural leadership. These topics have helped developed me into a better leader than when I started the 25-month Master of Arts in Leadership.

As in most educational programs, paying for the MAL program was almost as difficult as the program itself. The WARUCC Assistantship Award helped reduce the financial stress, freeing me to concentrate on my studies. I am grateful for the generosity of WARUCC and the investment that WARUCC made in my future through supporting my continued professional

development. The WARUCC Assistantship Award has made lifelong learning possible for me.

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

Learning

by: Jeff Suderman is Director of Admissions,
Trinity Western University.

Lifelong learning has become a popular concept. Those of us who work in higher education likely find it to be a noble idea that infers we work in a profession that is important for the wellbeing of our society. Based upon current trends, it would be safe to say that learning and education are becoming increasingly common, desirable and necessary.

Education occurs in many different ways. Much of it occurs during the diverse and complex experiences that life presents. I recently joined my three year old for an impromptu science lesson on our front porch as we watched a caterpillar crawl across his hand. Life is full of informal learning moments that educate and inspire.

We also use the word education to describe what occurs in the classrooms of our educational institutions. This formal application of learning seeks to harness knowledge and pass it on to others in order to help them understand our world and hopefully, as a result, make positive contributions to it in the future.

Why this discourse on learning? My penchant for lifelong learning recently led me back into the classroom to complete my Master's degree. Ten years have elapsed since I completed my undergraduate degree. These years of working in higher education have provided a wealth of experiential learning opportunities. Like my son with the caterpillar, my experience in Admissions has taught me a lot about myself, business and working in the field of education. But these experiences also left me with a set of questions that I needed to answer. Questions such as:

Why is it difficult to get people to change?

How do you develop an effective team?

What can I do to successfully handle conflict?

Why is it so difficult to build positive organizational culture?

My penchant for lifelong learning recently led me back into the classroom to complete my Master's degree

Assistantships Recipients

Entering the classroom with a defined set of questions led me to encounter a profoundly different educational experience. The blending of life lessons and educational theory created a learning symbiosis that, in the past, I had not encountered. In Elementary and Secondary school I learned because I had to. In college, I learned because I was supposed to. My Master's degree was an endeavour in learning because I wanted to. Combining my life experiences with classroom theory provided a rich learning experience.

You are likely a person who places a high value on learning and on the value of education. Remember that learning is a privilege. I encourage you to remember the value of the gift of learning wherever you encounter it, on the front porch or in a classroom.

Jeff completed his MA in Leadership at Trinity Western University in the fall of 2001. He wishes to thank WARUCC for their generous assistantship that made studies possible and contributed to his pursuit of lifelong learning.

Recognizing Learning—A Call to Action

by: Helen Salzl, PLA Coordinator, Athabasca University

A joint national conference that I attended in Halifax, Nova Scotia last fall, revealed that more of an effort must be made to recognize prior learning and foreign credentials for Canadian and international workers. Hosted by Human Resource Development Canada and the PLA Centre, the Prior Learning Assessment and Qualification Recognition conference attracted representatives from federal, provincial, and territorial governments, as well as industry and educational institutions. The common goal comprised working collaboratively to identify and recognize similar formal and non-formal learning that would remove barriers for Canadian citizens.

It is becoming increasingly important to recognizing prior learning, said Dr. Michael R. Bloom of the Conference Board of Canada. Dr. Bloom's workshop, entitled "Brain Gain: The Economic Benefits of Recognizing Learning and Learning Credentials in Canada," suggested globalization is one of the key causes of Canada losing its skilled workers and professionals to other countries. Bloom further suggested that recognizing prior learning and encouraging Canadians to seek higher education could curb the "brain drain". "More than 540,000 Canadians stand to gain an average of \$8,000 to \$12,000 each year from improved learning recognition," said Bloom. Immigrants, people who have been trained on the job, and students transferring between post-secondary institutions, would be the most likely recipients

Some of the conference workshops concentrated on recognizing and explaining the process of reviewing foreign credentials. Canadian regulatory bodies in the field of engineering and health

care are working collaboratively with associations around the world to identify learning outcomes and similarities in professions. International individuals, for example, will have their educational and training achievements assessed, resulting in many of them not having to repeat their entire education and training but only the remaining requirements.

Knowledgeable and skilled people who receive on-the-job-training are often overlooked for job advancement because they lack a formal credential. Collaborative efforts between industry and post-secondary institutions are providing a bridge between industry training and post-secondary credentials. In some instances, this gap is forcing industry to include more theoretical components and an effective evaluation method of the training it provides. It also forces post-secondary institutions to review the relevancy of their programs and research alternate and more efficient methods of program delivery. Industry and post-secondary institutions representatives agreed that the collaborative process succeeds provided all parties communicate well throughout the entire review process.

Students transferring between post-secondary institutions are more familiar to people employed in a Registrar's Office. Most provinces have a form of transfer guide, a valuable tool that outlines the transfer credit allowed between institutions within a province. Most institutions also have policies that govern transfer credit for institutions outside the province. Generally, these policies are not as accessible to students and do not provide the same level of detail, and in some cases, the same amount of credit. Most institutions face the problem of insufficient resources, at either the administration or faculty level, to continuously review the nation-wide variety of programs. And once reviewed, who will maintain the information annually? With changes to programs and courses this becomes an arduous task.

So where do we go from here? Everyone agreed that learning, regardless of where it is obtained, should be recognized or considered for educational purposes by professional bodies and for employment. Industry and post-secondary institutions must continue to promote lifelong learning and increase opportunities for adult learners. National standards and criteria for practice must be established to ensure that high quality assessments will encourage prior learning to be widely accepted in Canada. Funding must be available to provide incentives for post-secondary education and professional bodies to continue with the work recently started. Finally, national leadership is required to promote prior learning and provide advocacy and support for activities in Canada.

Attending these workshops always reminds me of how far we have come in the field of prior learning and how far we must go. It was an excellent conference in a beautiful city. What more could you ask for? I received funds from the WARUCC Assistantship program to help offset some of the costs of the trip. A big thank you to the association for making this possible.