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For conference program design and creation:

Meghan Trueman University of Manitoba

THANK YOU

To the WARUCC 2013 Conference Volunteers!



Thank You WARUCC 2013



WARUCC 2013 WELCOME

Welcome to Winnipeg, Manitoba and the WARUCC 2013 Biennial Meeting.

We are meeting today in Treaty One territory, and on the traditional territory of the Anishnaabe peoples and the homeland of the Metis Nation. The Forks of the City of Winnipeg, sit at the crossroads of the Anishnaabe, Metis, Cree, Dakota and Oji-Cree Nations. This area has been a traditional meeting place for thousands of years. 2013 marks 50 years since registrar and enrolment professionals from across Western Canada began meeting to share knowledge and discuss ideas.

Our theme, Connect, Engage, Grow Forward, acknowledges the long history of the association and the value we place on connecting with fellow professionals from a diverse group of post-secondary institutions. Equally important is that our conference experiences have productive outcomes. We do this by actively engaging in discussions and by reflecting on what we hear, adapting ideas to the context of our own environment and moving these ideas to action. Please, make the most of the opportunity your institution has provided and plan to take back at least one good idea to put into action.

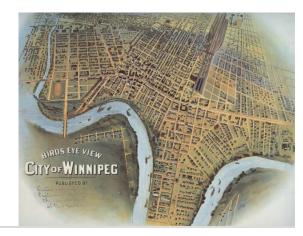
Our keynote presenters represent a variety of topical areas: Ken Steele, of Academica Inc., is one of the most studied voices on the status of post-secondary education in Canada and on educational trends in North America. Hayley Wickenheiser, long serving captain of the Canadian women's' national hockey team and Olympic Gold Medalist will share her experience and focus on the power of team work in achieving your goals. Justice Murray Sinclair represents the interests of our indigenous population and seeks to right the wrongs created by the Residential Schools system in Canada.

This year also marks the first year that post-secondary professionals from Manitoba, Northwestern Ontario and Saskatchewan are eligible for membership in the Upper Midwest Association of Registrars and Admissions Officers (UMACRAO). Several of us have taken advantage of this opportunity and have gained membership and a few travelled to LaCrosse, Wisconsin in November 2013 for the annual regional conference. In a reciprocal arrangement, several UMACRAO colleagues join us at WARUCC 2013 in order to further develop our north-south connection.

Vendors have become important partners in our operations and services at all our institutions and their involvement in our gatherings has become key feature. We encourage you to meet with each vendor during scheduled breaks informally connect over a meal or a reception to learn how their products or services might provide value to your institution. Without institutional vendor partnerships it would be impossible to effectively serve our students and institutions in the ways people have grown to expect.

To all participants – thank you for coming. We hope you enjoy your visit to Winnipeg – the Heart of the Continent.

Connect – Engage – Grow Forward.



WARUCC 2013 Welcome



2013 WARUCC EXECUTIVE

President and Western Representative to ARUCC

Neil Marnoch, University of Manitoba

Past President

Susan Husum, University of Regina

Vice-President

Karen McCredie, Capilano University

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Manitoba Member-at-Large

Carol Girling, Red River College

Newsletter Editor

Meghan Trueman, Univeristy of Manitoba

Website Administrator

Kimberly Read, Capilano University



2013 Executive Committee WARUCC 2013



PROGRAM OVERVIEW

WARUCC Biennial Meeting

June 24 – 27, 2013

Monday, June 24

4PM Registration Open

5PM – 7PM Welcome Reception

Evening Dinner on your own

Tuesday, June 25

7:30AM – 5PM Registration Open

7:30 - 8:30 Breakfast

8:30 – 9:15 Opening remarks

9:15 - 10:15 Keynote address – Ken Steele

10:15 – 10:45 Break and Exhibitors

10:45 – 11:45 Concurrent Sessions

12:00 – 1:15 Lunch

1:30 - 2:30 Concurrent Sessions

2:45 - 3:45 Concurrent Sessions

4:00 – 5:30 Exhibitor Reception

Evening Dinner on your own

Wednesday, June 26

7:30 AM - 5PM Registration Open

7:30 - 8:30 Breakfast

8:30 – 9:30 Concurrent Sessions

9:30 – 10:15 Break and Exhibitors

10:30 – 12:00 Keynote – Hayley Wickenheiser

12:00 – 1:30 Lunch & Business Meeting

1:45 – 2:45 Concurrent Sessions

2:45 - 3:15 Break

3:15 - 4:15 Concurrent Sessions

6 PM Reception

7PM Gala dinner

Thursday, June 27

7:30AM - Noon Registration Open

7:30 - 8:45 Breakfast

8:45 – 9:45 Concurrent Sessions

9:45 - 10:00 Break

10:00 – 11:30 Closing Keynote – Justice Murray Sinclair

11:30 – 12:00 Closing

WARUCC 2013 Schedule Overview



EVENTS AND SESSIONS

Monday, June 24

4PM Registration Open 5PM – 7PM Welcome Reception Evening Dinner on your own

Tuesday, June 25

7:30AM – 5PM Registration Open

7:30 – 8:30 Breakfast

8:30 – 9:00 Opening remarks

9:00 - 10:15 Keynote address - Ken Steele, Academica Inc. Connect, Engage, Grow Boldly Forward

Ken has become Canada's most sought-after campus presenter because he continually synthesizes breaking news, research, data and trends, and delivers ever-changing, fast-paced, dynamic presentations incorporating rich media, great humour, and insights specific to the audience and institution. Ken engages a broad range of campus stakeholders with his unique and comprehensive perspective on higher education – as former academic, entrepreneur, co-founder of Academica Group, editor of Canada's leading PSE news daily, and consultant to a hundred institutions across the country.

10:15 – 10:45 Break and Exhibitors 10:45 – 11:45 Concurrent Sessions:

🚇 10:45 - Campaign Room A

Developing our Toolkits: Process Improvement in the Office of the Registrar How NorQuest College's Office of the Registrar started on Process Improvement

NorQuest College embarked upon a college-wide process improvement program in November 2011, and the Office of the Registrar jumped in as a key participant and early adopter. We targeted some of our major problem areas and created small "collaborative" cross-organizational project teams. As a result, we successfully managed to reduce the defect (error) rate in enrolment requests by 50%, and reduce the lead time in regional campus payments from seven days to one. We also tackled our voicemail problem as 80% of all incoming calls to our main line went to voicemail; that number is now zero.

To start a collaborative, NorQuest staff is trained in LEAN Six Sigma methodology and tools. Data and data collection is the key to all process improvement methodologies, and no one process improvement tool is sufficient, therefore we have been developing "toolkits". Through the College's process improvement program, we have been able to change the culture in our office; the excitement and enthusiasm surrounding bottom-up improvement is contagious. Learn how we make decisions based on accurate and reliable data, and focus on change management within our organization.

Presenters: Meike Carreira, Acting Associate Registrar, Operations, Gulnar Jaffer, Front Line Services Coordinator, Norquest College



2 10:45 - Ballroom C WARUCC New Members Orientation

A orientation for new enrolment and registrar professionals to membership in WARUCC and other professional organizations.

Facilitator: Neil Marnoch, President, WARUCC

🚇 10:45 - Kildonan Room

Form the Right Impressions: Best Practices to Respond to Prospects

Effective student recruitment doesn't have to take a herculean effort or cost a fortune. To determine a benchmark and assess current practices, we performed a "Secret Shopper" survey across 53 Canadian colleges and universities. We monitored the speed, quality and quantity of responses. Surprisingly, 30% of the schools failed respond! This presentation will uncover the do's and don'ts of prospect follow up with a focus on digital marketing and online recruitment tools (CRM workflow, HTML emails, webinars and mobile banners). Participants will gain insights from real students and higher education case studies.

Presenters: Chris Wilkins – Founder & CEO, Faeza Afzal – Director, Regional Sales & Business Development, Ian Ray Barcarse – Manager, Marketing & Community Relations, EDge Interactive

2 10:45 - Ballroom A

Financial Aid, Awards and Strategic Enrolment Management (SEM): Strategies for Enhanced Student Success from Recruitment Through to Graduation

Institutions across Canada and the US have long employed entrance award programs as a means to maximize recruitment goals. The deployment of awards, bursaries, campus employment and student accounts activities as components of a holistic strategy to both support access and SEM goals tends to be rarer and less understood. Harnessing the full range of financial tools in a concerted effort to increase remediation opportunities, enhance access, and remove barriers to education are important considerations as each school works to support the development of global citizens. How each institution does this depends very much on institutional mission and the make-up of the student body. This session will share data, techniques and best practice examples to assist leaders who are looking for ways to maximize the impact of financial aid efforts across the student success life cycle.

Presenter: Joanne Duklas, Higher Education Professional, Past-President, ARUCC

12:00 – 1:15 Lunch



1:30 - 2:30**Concurrent Sessions:**



1:30 - Ballroom C

Moving on, Starting Over Part 1: How Come This Job's So Different?

SEM Plan written? Check. Enrolment targets set? Check. CRM implemented and an integrated recruitment marketing plan in place? Check. Diversity and quality of the incoming class increased? Check. Retention and Student Success Committee established? Check.

Well sometimes you can get just a little too complacent and smug with all you have accomplished as a seasoned SEM professional. Moving to a new job in a new institution can be challenging. Reflecting on our experiences of recently moving into new SEM positions, we'll share some lessons learned about institutional change, postsecondary culture(s), and how SEM is fundamentally tied to the academic mission and vision of colleges and universities.

Presenters: Susan M. Gottheil, Vice-Provost (Students), University of Manitoba; Peter Dueck, Director of Admissions and Registrar, Royal Roads University

🚇 1:30 - Campaign Room A

Co-curricular engagement and its effect on student retention

What makes a student decide to 'stay' and finish their program at one post secondary institution instead of transferring to another? Does opportunity to participate in co-curricular activities such as student government, postsecondary government, study abroad programs, field studies or university sponsored networking events influence a student's decision to stay and graduate from one institution? Student retention and engagement are two hot topics in the post-secondary industry. Understanding what engages your learners, allows allocation of scarce resources to programs students want to utilize and participate in.

Presenter: Stephanie Wood, Business and Policy Analyst, Simon Fraser University



🚇 1:30 - Kildonan Room

Tales from the Trenches – A Day in the Life of a Privacy Officer

Privacy legislation and policies play a key role in the day-to-day administration of universities and colleges. Every day we have to make decisions about collecting, using, sharing, and protecting personal information. We are also challenged with the introduction of new and innovative technologies, systems, and programs that require compliance with privacy legislation. Protecting privacy is no small task, and it's getting bigger and a little bit scarier all the time. Learn about privacy legislation from someone who works on the frontline. Join Karen as she shares her tales from the trenches and you will learn the basics of provincial privacy legislation and about your role and responsibilities in protecting personal information. When it comes to dealing with privacy issues, Karen has seen it all: the good, the bad, the confusing, and sometimes even the funny.

Presenter: Karen Meelker, Access and Privacy Officer/Coordinator, University of Manitoba



2 1:30 - Ballroom A

Implementing an "Any Stop Shop" Approach to Student Service

In 2010, The King's University College embarked on further enhancing student relationship throughout the entire student lifecycle from prospect to alumni through the provision of an "Any Stop Shop" model. The approach emphasized the need to provide the right information at the right time, to the right staff or faculty member. Through this approach, King's implemented InfoHub, an online portal aimed at facilitating intra and cross departmental collaboration, access to relevant information and staff self-service thereby eliminating any possible bottlenecks in student services.

As with most initiatives, the road to InfoHub was filled with challenges from a people, process and technology perspective. This presentation is a case study on InfoHub, on King's approach to enhancing student relationships and the need for a strategy and solution to data management.

The key learning outcomes related to Strategic Enrolment leadership that may be derived from the session are related to management of student data from the time of first contact all the way to alumni. The presentation emphasizes the need to empower staff with access to in time information, facilitate cross departmental collaboration and enhance student self-service. Additionally, the presentation provides strategies for enrolment management through the enhancement of structure and delivery of services to the current student body.

Presenter: Glenn J. Keeler, Registrar, The King's University College

2:45 - 3:45 Concurrent Sessions:

2:45 - Ballroom C

Moving on, Starting Over Part 2: Personal Decisions, Personal Impacts

In Part 1 of this session, we've looked at what we can learn as SEM professionals as we move from one institution to another, but what about the personal effects of these kinds of moves? Even though our circumstances are so individual and particular, are there more universal lessons to be learned that can help us adapt to change? Part 2 of this session, a more personal odyssey, is for those who are considering a big move or change, who have recently made such a transition—when words like familiar and comfortable are distant memories—and for those who have already lived through it all (maybe many times!) with insights they would consider sharing.

Presenters: Susan M. Gottheil, Vice-Provost (Students), University of Manitoba; Peter Dueck, Director of Admissions and Registrar, Royal Roads University

2:45 - Kildonan Room

Infosilem: Meeting The Needs Of All Scheduling Functions On Campus

Infosilem has been helping Canadian Colleges and Universities manage their scheduling operations efficiently for more than 25 years. Attend this session to learn about the complete family of scheduling solutions offered by Infosilem and how we can help you enhance all scheduling functions on campus.

Presenters: Pierre Guay, Director of Sales, Infosilem



2:45 - Campaign Room A

Academic and Behavioural Misconduct and the Registrar's Office

Registrars may or may not be involved with developing policy and procedure related to academic and/or behavioral misconduct on their campus. However, we often find ourselves fielding questions from faculty about incidences of academic misconduct in their classroom or are involved in discussions with student life/conduct personnel on how to or not to record such sanctions on the academic record. In this session, we will explore the historical and legal aspects of handling academic and behavioral misconduct, discuss ways the Registrar's Office can support faculty in these situations, and discuss considerations and trends in regard to the academic record and transcript.

Presenter: Kristi Wold-McCormick, North Dakota State University, & Colin Russell, University of Winnipeg

2:45 - Ballroom A Credit Transfer in the Manitoba Context

This presentation reviews the many reference points to credit transfer within the Manitoba context over the last 20 years, including the signing of an MOU between the Government of Manitoba and the public post-secondary institutions in 2011. While Manitoba does not yet have a coordinated credit transfer system, there has been extensive activity in which institutions have independently negotiated course credit and block transfer agreements both intra- and inter- provincially. With the recent government announcement that an online credit transfer system will be developed in conjunction with the modernizing of CampusManitoba over the next 12 to 18 months, Manitoba now stands on the brink of many exciting new developments. The experiences from other credit transfer agencies and pan-Canadian activity are drawn upon to help inform developments on a local scale.

Presenter: Kim Browning, Director, Strategic Initiatives, Council On Post-Secondary Education (COPSE), Government of Manitoba

4:00 – 5:30 Exhibitor Reception Evening Dinner on your own



Wednesday, June 26

7:30 AM - 5PM Registration Open

Breakfast **7**:30 – 8:45

8:45 - 9:45 **Concurrent Sessions:**



8:45 - Ballroom A

Student Mental Health Issues: Institutional Challenges and Responses

This presentation will explore the area and impact of student mental health and wellness on campus. The presenters will discuss a model of mental health and how to identify student mental health issues, which can manifest in a wide variety of ways on campus, including potentially disruptive and at-risk students. The audience will gain perspective on how to respond to mental health issues – both systemically and 'on the front lines.' There will be opportunity for questions and discussion throughout the presentation, along with sharing of institutional responses and emerging best practices across the region.

Presenters: Dr. Don Stewart, Associate Professor and Director, Psychological Service Centre, University of Manitoba, and Stephanie Loewen, M.A. (Counselling), Mental Health Consultant, Student Services, University of Manitoba



8:45 - Ballroom C

Strategic Enrolment Leadership: The Next Generation

Strategic enrolment leadership is evolving in Canada and campus leaders are fighting to catch up. This session will provide a brief summary of SEM theory to ground the discussion; however, the session will share insights into emerging trends and game changers and what signals recruitment and retention professionals need to watch for when developing and executing strategies and tactics across the student success spectrum. Data and articles will be shared to help recruitment and retention practitioners with advancing SEM thinking on their campuses.

Presenter: Joanne Duklas, Higher Education Professional, Past-President, ARUCC

🚇 8:45 - Kildonan Room

It Lives, It Breaths! Making Your Calendar Come to Life

Since the end of the paper calendar, institutions have struggled with developing a replacement model that continues to serve the legal requirements of the calendar while addressing the expectations of the web world. The expectation of up-to-the-minute accuracy of the web by its audience continues to challenge calendar publishers.

Capilano University is embarking on a migrated version of calendar content. While still publishing its static reference document to the web Capilano will pull program and course information on an as approved basis directly to the program web. This allows prospective and current students to keep up to date on the latest program and course information while still having access to the current calendar information.

Presenter: Karen McCredie, Registrar, Capilano University



28:45 - Campaign Room A Indigenous 101

Do you have Indigenous students at your institution? If yes, come to this session.

Do you have policies for increasing Indigenous recruitment and retention? If yes, come to this session. Are you a non-Indigenous person who just wishes you knew more about Indigenous issues, practices, and culture in general? If yes, the come to this session!

This dynamic and engaging workshop will tackle important and serious issues and ideas such as:

- SEM and the Indigenous Community: University of Manitoba best practices
- Cultural spectrum: culture is ever present, so let's get started in leading the way towards proficiency!

Presenter: Christine Cyr, Aboriginal Student Recruitment Officer, University of Manitoba

9:45 – 10:30 Break and Exhibitors

10:30 – 12:00 Keynote – Hayley Wickenheiser

Four-time Olympic medalist, Hayley Wickenheiser is regarded as one of the best female hockey players in the world with an uncompromised determination and dedication to her sport. However, it's not just her lethal slapshot that is respected by her teammates, fans and peers; Hayley is also an award winner, community leader, mentor, history-maker and an accomplished businesswoman.

Aside from holding four Olympic gold medals, being one of the most recognized women in sport, and a dedicated advocate of women's hockey; Hayley is also an engaging storyteller who enjoys connecting with Canadians. Hayley uses her experiences on the rink to motivate young players, shares how she overcame obstacles with her team to inspire audiences, and uplifts people of all walks of life with her passion and love of the game.

12:00 – 1:30 Lunch & Business Meeting



1:45 – 2:45 **Concurrent Sessions:**



🚇 1:45 - Kildonan Room

Recognition of Prior Learning: Key Components for RPL/PLAR Practice

Is your institution involved in assessing prior learning from work and life experiences, workplace training and/or personal study for credit recognition? Are there some key components that need to be in place to ensure quality in RPL/PLAR practices in post secondary institutions? Are learners successful in proving prior learning for credit recognition? What resources and supports are available to assist with implementation of RPL practices.

Join the RPL team from Red River College of Applied Arts, Science and Technology as we share an overview of RPL practices at RRC including; key components for a quality RPL system; policies and procedures; online resources for RPL development and implementation; and key roles in RPL practice- advising, assessing and system facilitation. We'll share some of the progress and challenges over the past few years as well as our new 5-year RPL Strategic Plan.

Presenters: Deb Blower, RPL Facilitator, Lauren Waples, RPL Advisor, Red River College

1:45 - Ballroom C

Engaging Students Across the Lifecycle Through Effective Relationship Management

The primary goals of student relationship management are the combination of Institutional & student success. Effective student relationship management takes a lifecycle view of the student from the first contact as a prospect all the way through to alumni. A2012 EduCause survey reported that 61% of the institutions across North America are looking to replace or implement a Customer Relationship Management solution to assist Recruitment, Enrolment Services & Student Services teams.

It is critical that at every institution we strive for innovation in student services to ensure that the experience of every student prospective, current and alumni is architected for success. We realize that this requires a clear, comprehensive understanding of the constituent through all aspects of the student lifecycle. This however is not accomplished through technology alone. Through extensive research of relationship management initiatives across several institutions in the country, and through their own experience, representatives from Athabasca University, Simon Fraser University and the University of Fraser Valley, took a strategic approach to understanding the role and vision for student services in the context of relationship management.

This panel discussion is an example of the synergy of ideas we can work from by creating a stronger network of student experience specialists in Canadian post-secondary. Our panel will provide reasoning on why you should think about Relationship Management in the delivery of Student Services? Why your next CRM project might fail? What are the key issues surrounding management of student relationships? Why is the crawl-walk-run that much more critical in optimizing the delivery of student services? How can your institution leverage the eco-system of knowledge to enhance your own student experience?

Panelists: Alan Wiseman, Registrar and University Secretary, University of Fraser Valley; Heidi Schreiner, Coordinator, Relationship Management, Athabasca University; Patrick Lougheed, Director, Business and Policy **Analysis, Simon Fraser University**



2 1:45 - Ballroom A

Jurisdictional Roundtable Discussion: PCCAT/ARUCC - National Transcription and Transfer Credit Nomenclature Project and BC Transfer Credit Transcription Project

The Roundtable session, led by Joanne Duklas, launches the consultation process for two emerging projects focused on transcript practices and joint program nomenclature standards. The focus of session includes providing information about the projects, garnering early advice on deliverables and beginning to identify relevant jurisdictional practices across Canada.

- 1. The national project for which funding is pending is focused on developing an online, searchable transcript guide and transfer credit glossary. It is being led by the Pan-Canadian Consortium on Admissions and Transfer (PCCAT) and the Association of Registrars of the Universities and Colleges of Canada (ARUCC).
- 2. The British Columbia project is focused on identifying current transcription and parchment practices specifically focused on transfer credit practices. It is being led by the British Columbia Council on Admission and Transfer (BCCAT) with the support of the British Columbia Registrars Association (BCRA).

Registrarial and student mobility leaders with knowledge in transcription and parchment practices, student mobility and joint program development are encouraged to attend this session.

The ARUCC national transcript guide was published in 2003. The membership has requested this guide be updated. In addition, student mobility has increased and yet is being hampered by a lack of standards to assist practitioners and policy developers. The situation is leading to nomenclature confusion, reporting challenges and is hampering student mobility.

Whether or not you plan to attend the session, both projects require school samples of the following items from your school to facilitate jurisdictional research:

- a) a transcript shell along with a legend including with that provides an illustration of how transfer credit is typically featured
- b) a typical parchment shell and/or a typical parchment shell for a joint program with another school
- c) a URL link to institutional policy documents regarding transfer credit and transcription or diploma practices

Please send these items to Joanne Duklas, jduklas@cogeco.ca.

Presenter: Joanne Duklas, Higher Education Professional and Consultant



🚇 1:45 - Campaign Room A

Developing a Mission Statement can change how you work!

Academic Advising and Admissions Officer roles at Capilano University were amalgamated into shared positions when Capilano transitioned from a 2 year transfer college to a degree granting university. Under the new University status the "AAAO" group felt they knew what their role was in Admissions; but were not clear on what was expected in Advising.

A team of four attended the NACADA Administrators Institute in February 2012 and was tasked with creating a Mission Statement for Advising Services. The team looked at what the Admissions/Advisors were doing, and what they needed to be doing. Not only did the team develop a Mission Statement for our Advising Services but they developed Advisor/Advisee responsibilities, Learning Outcomes and created a revamped Course Registration Workshop. This session will provide an overview of the process that the team went through including lessons learned but will also provide attendees with the pitfalls and triumphs of the process including how to avoid one and still get the other.

Presenters: Suzanne Norman, Academic Advising and Admissions Officer, Reini Klein, Supervisor, Admissions & Advising, Capilano University

2:45 - 3:15 Break

3:15 - 4:15 Concurrent Sessions:

2 3:15 - Kildonan Room

A Sense of Belonging, A Place to Gather

The University of Winnipeg's Aboriginal Student Services Centre (ASSC) was created with the goal of establishing bridges between students' cultural backgrounds and the culture in the university, and between their remote home communities and the home they establish in the city while pursuing their education. ASSC reflects the institution's Student Services unit as a whole, using a one-stop shop model with respect to recruitment, admission, registration, advising, and counselling for Aboriginal students. ASSC – through respect for cultural, academic, and social and emotional needs and taking a holistic approach – promotes academic success in a population traditionally underrepresented in university. In an effort to increase retention, the Centre is continually assessing and reassessing the services that are available to our Aboriginal population. There have been many innovative adaptations of existing recruitment and retention models to meet the needs of current and prospective Aboriginal students.

In this session, ASSC personnel will present information on some of the transition and bridging programs, the Mentor program, and the cultural and academic supports currently in place. As well, future programming initiatives will be discussed.

Presenters: Randy White, Transition Year Coordinator; Jeff Booth, Aboriginal Student Support Office/Upp Coordinator; Andrea McCluskey, Manager, Micro-communities, University of Winnipeg



② 3:15 - Campaign Room A

Revisioning of the Capilano University Registrar's Office Website

This presentation focuses on the revisioning of the Registrar's Office website at Capilano University. This involved mapping the then current website and strategizing a restructure and rewrite with the goals of: making information easy to find (simple menus and no hidden pages); consolidating information to reduce the amount of pages and material a user would have to sift through; replacing institutional language and terms with more universal language and definitions to make the information easier to understand; and using video to present how-to tutorials (using Camtasia to produce and YouTube to host). Tools used: Ektron Content Management System, Camtasia Studio, Microsoft PowerPoint, Prezi, GIMP, YouTube.

Presenter: Kimberly Read, Assistant to the Registrar, Capilano University

2 3:15 - Ballroom A

The Douglas College Model: How Academic Advisors Support Registration Staff and Students Entering the Post-Secondary System

The Academic Advisors at Douglas College report through the Registrar's Office and therefore are in a unique position to not only support our students but also support the staff of the Registrar's Office in carrying out their duties. To this end, they are often the first line of inquiry for students. Also other departments such as Admissions and Front Line staff know that they can depend on the Academic Advisors, therefore referring students with questions outside their area of expertise. This helps lighten the Registrar's Office staff workload and ensures that students do not get the "Campus Runaround."

Presenter: Moneca Faircrest, Academic Advisor, Douglas College

② 3:15 - Ballroom C WARUCC Members Forum

WARUCC has provided networking opportunities for the past 50 years primarily through engagement at biennial meetings. The association also offers support for professional development through the J. David McLeod Assistantships. But, how can meaningful connections, support and engagement occur among members in between conferences. This forum is an opportunity for members to brainstorm and discuss ideas on how WARUCC can grow as an effective support organization; how we may take advantage of some of the online tools to form interest groups and build engagement throughout the organization.

Facilitator: Neil Marnoch, President, WARUCC

6 PM Reception 7PM Gala dinner



Thursday, June 27

7:30AM – Noon Registration Open

7:30 – 8:45 Breakfast

8:45 – 9:45 Concurrent Sessions:



Dialogue Session on Student Service Centres

This interactive presentation focuses on the 'one-stop shop' business model and its impact on connecting with and engaging the student and how the services provided by staff in the centres help them "grow forward." Red River College staff will explain the history of the RRC Student Service Centre, then speak briefly about their current operations – what's working, and what are some of the challenges they face? The third part of the session opens the floor to the participants for a dialogue on what currently works at other institutions, what are some of the challenges they are facing, and what a one-stop shop might look like in the future.

Facilitator: Patti-Ann Garrity, Associate Registrar, Red River College

2 8:45 - Kildonan Room

It's Handy Having a High School at your University: The University of Winnipeg Collegiate as Part of The University of Winnipeg

Students benefit in many ways from the presence of a high school attached to a university. The students in the U of W Collegiate have a "seamless" admission process to enter the University, and the Collegiate is one of the most active high schools in our dual credit/Accelerated Student program to allow high school students to take university courses during their Grade 12 year. These sections also provide extra spots for university students who can't get into those courses in the regular campus offerings. Students in the University who need to pick up high school prerequisites after commencing their university program are able to do so easily. This presentation explains the challenges and solutions for a Registrar's Office to create a smooth student experience simultaneously at the secondary level and the post- secondary level.

Presenter: Colin Russell, Registrar, University of Winnipeg

28:45 - Ballroom C

Commencement/Convocation/Graduation Related Topics

This roundtable discussion is designed for an informal discussion and sharing of ideas, emerging issues, and best practices related to planning and improving commencement/convocation ceremonies and graduation processes. Topics of discussion may include facility, budget, degree/graduation applications, academic regalia, ceremony details and programs, photography, or any other aspect of commencement planning, posting degrees and/or issuing diplomas.

Facilitator: Kristi Wold-McCormick, Registrar, North Dakota State University



28:45 - Campaign Room A Why a Christian University?

Panel Discussion - This panel invites you to a discussion on Christian Universities and their role in our unfolding educational landscape that affords collaboration, student mobility, and diversity.

Panelists: Barb Elich, Briercrest College and Seminary; Glenn Keeler, The King's University College; Grant MacMillan, Trinity Western University; Bev Ross, Ambrose University College; Wesley Toews, Canadian Mennonite University

9:45 – 10:00 Break

10:00 - 11:15 Closing Keynote - Justice Murray Sinclair

The Honorable Justice Murray Sinclair was appointed Associate Chief Judge of the Provincial Court of Manitoba in March of 1988 and to the Court of Queen's Bench of Manitoba in January 2001. He was Manitoba's first Aboriginal Judge.

In the course of his legal practice, Justice Sinclair practiced primarily in the fields of civil and criminal litigation and Aboriginal law. He represented a cross-section of clients but by the time of his appointment, was known for his representation of Aboriginal people and his knowledge of Aboriginal legal issues.

Shortly after his appointment as Associate Chief Judge of the Provincial Court of Manitoba in 1988, Justice Sinclair was appointed Co-Commissioner of Manitoba's Aboriginal Justice Inquiry.

He has been awarded a National Aboriginal Achievement award in addition to many other community service awards, as well as Honorary Degrees from the University of Manitoba, the University of Ottawa, and St. John's College (University of Manitoba). He is an adjunct professor of Law and an adjunct professor in the

Faculty of Graduate Studies at the University of Manitoba.

Justice Sinclair currently serves as a Commissioner of the Truth and Reconciliation Commission of Canada, with a mandate to learn the truth about what happened in the residential schools and to inform all Canadians about what happened in the schools.

11:15 Closing

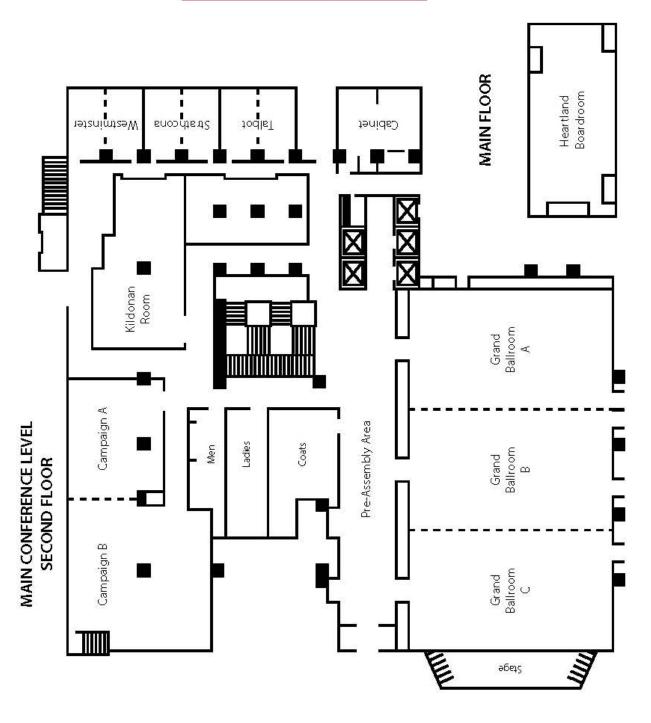




NOTES:

WARUCC 2013 Notes





WARUCC 2013 Delta Hotel Floor Plan