



## Winter 2011

### *A Message from the WARUCC President*

Long gone are the days where every university has a Registrar's Office with distinct and traditional units such as Admissions and Registration where the same individuals assist students in the same capacity for their entire careers. One only has to take a look at the WARUCC membership directory and the vast array of job titles to realize that these traditional units have blended, blurred and meshed into a wide variety of student service units. Frequent restructuring has become commonplace as administrators try to capture that just-right configuration.

At what point does Recruitment hand a student off to Admissions? Should staff be specialists or generalists? Should academic advising be located centrally or within the Faculties and Colleges? Do student loans belong within Financial Services or Scholarships and Awards? Who is responsible for the integrity of the transcript? And, of course, where does that elusive transfer credit belong? All great questions but the answers are not so easy.

With all of this in mind, the WARUCC 2011 Planning Committee has decided to dissolve the traditional tracks of Recruitment, Admissions and Registration and move with the times to more integrated sessions. This will allow us to explore topics that are both definitely in our area of interest, as well as, those that have a daily effect on our work. It will allow us to explore important topics from a variety of angles and learn new ways to think about the tasks that we do every day. Come join us for the discussions. We look forward to seeing you in Saskatoon in June!



Susan Husum  
WARUCC President  
University of Regina

## *Update from Saskatchewan*

### *University of Regina*

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The University of Regina is in the second year of implementing a new strategic plan *mâmahowkamâtowin: Our Work, Our People, Our Communities, 2009 - 2014*. Key components of the plan include community engagement, research, internationalization, increasing enrolments, improving the student experience and improving operational efficiencies.

One step to implementing the Plan was the creation of a new department called Enrolment Services which houses Student Recruitment, Admissions and Student Awards and Financial Aid. Enrolment Services reports directly to the Associate Vice-President, Student Affairs. There have been a number of staff changes this year. John Smith is the new Associate Vice President, Student Affairs. Angelique Saweczko is the new Director, Enrolment Services and John Metcalfe is the new Registrar. The Manager, Student Awards and Financial Aid (SAFA), Betty St. Onge, will be retiring effective November 1. The new manager Ms. Donnell Schoenhofen will be joining SAFA on November 16. The Admissions Office welcomes Christine McBain as the new Admissions Coordinator. Richard Kleer as also been named the Dean, Faculty of Arts

Enrolment at the University of Regina proper is expected to increase by approximately 4% this year. When combined with overall enrolment, including the three Federated Colleges, is on pace to increase by approximately 2%. This means that enrolment will exceed 12,000 for the first time since the fall of 2006.

The University of Regina in collaboration with SIAST will be offering a new collaborative bachelor of science in nursing degree. The first intake will be in September 2011 and the program will run on a direct entry model. The program is a fully integrated model where students will be taking courses at both institutions at the same time. The program will take in 350 students each year with 200 in Regina and 150 in Saskatoon.

*Submitted by  
Angelique Saweczko, Director, Enrolment Services*

### *Saskatchewan Institute of Applied Science and Technology*

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SIAST has a number of exciting initiatives and projects underway, which we are pleased to share with you:

**International Assessment Representative**

Over the past few years we have been moving toward an internal international document assessor. Maxine Reimer is settling into this new full-time position at SIAST.

**On-line Registration**

One of our priorities over the last year was implementation of Flexible Registration (Banner's on-line registration system). We rolled this out in July for Continuing Education courses and it is proving to be a worthwhile project.

Saskatchewan Collaborative Bachelor of Science in Nursing (SCBScN)

SIAST and the University of Regina are collaborating on the development of a new and innovative Bachelor of Science in Nursing program. Admissions for this new partnership program are currently underway for our first intake in the fall of 2011.

Standardized Student Reporting

This project continues to be a long-term initiative for SIAST. We are committed to producing our year-end census reports as well as on-demand reports using the Operational Data Store (ODS) and eventually strategic enrolment management reports from the Enterprise Data Warehouse (EDW).

myChoice

As of mid-September, 5,768 prospects and 350 counsellors have signed on to myChoice (SIAST's branding of ezRecruit). Approximately 2,000 questions and answers have been built through the FAQ functionality.

Aboriginal Student Success Strategy Project

SIAST has begun implementation of its 5-year Aboriginal student success strategy project. The focus of the project is to address barriers to Aboriginal student recruitment and program completion through the implementation of 21-strategic actions that will integrate responsibility for Aboriginal student success throughout the institution. For more information visit [www.goSIAST.com/ASAP](http://www.goSIAST.com/ASAP)

*Submitted by*

*Kathy Larsen, SIAST Registrar*

### *University of Saskatchewan*

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Greetings from Saskatoon!

The Student and Enrolment Services Division here at the University of Saskatchewan have seen a few organizational and staffing changes since our last newsletter.

We have renamed our three main units Enrolment Services, Support Services, and Academic Services. Within these units, several groups are sporting new names, including: Student Central Support Services under Support Services; Registrarial Services, Awards and Financial Aid under Academic Services; International Student and Study Abroad Centre, Undergraduate Recruitment under Enrolment Services.

Dan Seneker, formerly of the University of Calgary, has been hired as our Manager of Undergraduate Recruitment, a new unit which combines our domestic and international recruitment units. Dan will be joining us at the end of January. Tonya Wirchenko is our new Student Critical Incidents Advisor to the Associate Vice President, and Dr. Vicki Squires joins us as Project Manager, Divisional Assessment and Planning. Sandra Ritchie is our Manager, Student Central Support Services. Janelle Hutchinson returns from maternity leave on January 1 as Manager, IT and Communications.

We also congratulate two of our staff members who graduated with their PhDs in 2010 – Dr. Frank Kusch in Awards and Financial Aid, and Dr. Susan Bens, Director of Support Services.

Derek Tannis, Manager of the International Student and Study Abroad Centre, also graduated in this past year with his MEd.

Enrolment at the University of Saskatchewan saw a 2.7% increase overall in 2010.

Undergraduate student enrolment was up 1.9%, and graduate student enrolment up 9.4%.

Aboriginal student numbers were up 5.8%, and Aboriginal students now comprise 8.4% of our total student population (1722 self-identified students). All important credit unit equivalents were also up 2.6%. President Peter MacKinnon, in his update to our Strategic Directions, has set a goal of 15% of total enrolment being Aboriginal students by 2020, and 20% of total enrolment being graduate students by 2015. For more information on our enrolment numbers and plans, please visit <http://www.usask.ca/sesd/reports/enrolment-report-2010.pdf>.

I would like to take this opportunity to announce that my term as Saskatchewan Member-At-Large will be coming to an end with the June 2011 WARUCC conference. If anyone has an interest in serving as MAL for Saskatchewan, please contact me for more information. I have very much enjoyed my service on the WARUCC Executive and as Conference Co-Chair for the 2011 Conference in Saskatoon, and I want to thank the Saskatchewan WARUCC membership for the opportunity to serve the organization.

*Submitted by*

*Russell Isinger, Registrar*

## ***Update from British Columbia***

The B.C. Student Transitions Project, a joint effort between Ministry of Education, the Ministry of Advanced Education and Labour Market Development and the B.C. Council on Admissions and Transfer, tracks the mobility of students into and out of the B.C. post-secondary system. At an astonishingly consistent rate, high school graduates enter post-secondary immediately following graduation at 50.9% in 2003 to 52.2% in 2009. When tracking 2001/2002 high school graduate cohort over time, cumulative student transition rates reach 75% within 7 years of graduation. For more information the Student Transition project visit [www.aved.gov.bc.ca/student\\_transitions](http://www.aved.gov.bc.ca/student_transitions)

*Submitted By*

*Mark Johnson, British Columbia Member at Large*

## ***Update from Manitoba***

*[University of Manitoba](#)*

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Organizational change at U of Winnipeg! Neil Besner, formerly VP Students and International, is now VP Research and International. The Registrar's office is now reporting to the new VP Academic, John Corlett, who just came to us from Brock. Student Recruitment, Admissions, and

Awards and Financial Aid will have a dual reporting relationship, to the VP Academic on the domestic side and to the VP International on the international side.  
ACC Board of Governors names new college president

### *Assiniboine Community College*

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For immediate release -The Board of Governors of Assiniboine Community College is pleased to announce that Mr. Mark Frison, President and Chief Executive Officer of Great Plains College in Swift Current, SK, has accepted the position of president. Frison will take over effective August 30, 2010. The Board of Governors voted in favour of the Selection Committee's recommendation at the regular meeting of the board last night. The Selection Committee short listed the candidates from 12 applicants. Extensive interviews were held through April and May. Odgers Berndtson, an executive search firm from Calgary, worked in conjunction with the Board of Governors to conduct the search for the college's seventh president.

"We've gone through a thorough and extensive selection and recruitment process with extremely strong candidates. This made the decision very difficult," said Harvey Armstrong, Board of Governors Chair. "We believe Mark will provide the college with strong leadership at a time when the college is experiencing a lot of growth and change."

Frison has a Master of Industrial Relations from Queen's University. He has been serving as president at Great Plains College since 2005. Great Plains is the primary post-secondary institution in western Saskatchewan with an operating budget of \$11 million. Frison also has extensive experience working with the Government of Canada in Cape Breton as a director in a number of different departments.

"I am thrilled to have this opportunity and to be joining the team at ACC," said Frison. "I look forward to making a contribution to important work that the college does serving students, employers and communities."

The presidential search began last August following Joel Ward's announcement that he was leaving to become the president of Red Deer College.

University of Manitoba: Susan Gottheil has moved to the U of M in the role of Vice Provost (Students) from Mount Royal University. Susan is, of course, well known to ARUCC members. She has over 28 years of leadership experience in the Canadian post-secondary sector helping institutions to promote and expand academic programs, increase student recruitment and retention, enhance learning and development, improve student and academic support services, and promote collaborative partnerships. Over the past few years Susan has collaborated with Clayton Smith on the emergence and implementation of enrolment management in Canada. They have presented workshops at a number of professional conferences in the U.S. and across Canada, published articles, and organized the annual Canadian Enrolment Management Summits. Susan has helped a number of Canadian institutions develop strategic enrolment plans in her role as a Senior Consultant with AACRAO Consulting.

Red River College:

Paul Gaudette joined RRC as Registrar, replacing Carlene Besner. Paul was previously at Bow Valley College and North Island College.

### *Winnipeg Technical College*

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Governing Board Names New WTC President & CEO The Governing Board of Winnipeg Technical College is pleased to announce the appointment of John Bobbette as the new President and Chief Executive Officer effective October 18, 2010. Mr. Bobbette has a passion for student centered learning and has been instrumental in developing programs for special populations such as aboriginal, women in trades, apprenticeship and international students. He has over 15 years of post-secondary senior management experience which has taken him around the globe developing partnerships, locally, nationally and internationally.

"John's college experience, vision, creativity and ability to cultivate strong community partnerships will be valuable assets as Winnipeg Technical College forges ahead with plans to increase technical education opportunities for secondary students, formalize academic linkages with the University of Winnipeg and the University College of the North, and build long term community partnerships," said Ms. Laureen Goodridge, Chair, Winnipeg Technical College Governing Board.

Mr. Bobbette held a number of senior administrative positions including Associate Vice President Community Education and International Services and Vice President of Student and International Services at Georgian College Barrie Ontario. He holds a Masters of Science in Education Administration from Niagara University as well as Bachelor of Education and Bachelor of Arts degrees.

"It is a great privilege to join the WTC team and I look forward to working with the staff and the Board to broaden the strategic scope of the institution and provide an exceptional learning experience to our students," said Bobbette.

*Submitted By*

*Carol Girling, Manitoba Member at Large*

### ***ARUCC Update:***

I am the western region representative on the national executive – ARUCC. In addition to the President, Vice President, Past President, and Secretary/Treasurer, there are 5 regional representatives on the executive – Western Provinces, Atlantic Provinces, Quebec and two from Ontario. The role of the Western representative is to bring a regional perspective to the national organization. The Western representative to ARUCC sits as a member of the WARUCC executive or already is a member of the executive (a Member at Large or the President, as example). This allows the representative to stay current on matters relevant to our western provinces and to report back to the WARUCC executive on matters of national importance. Following a strategic planning session involving the ARUCC executive, two working groups were formed at the national level – Research Council Working group and the Best Practices Working group. The Research Council working group was struck to explore the role of ARUCC to create, advance, and disseminate research that informs our profession. The Best Practices

Working group was formed to explore ways that ARUCC can gather and disseminate best practices in our profession similar to the work that was done on the Transcript Guide. More information regarding the efforts of both of these working groups will follow in future updates.

*Submitted By  
Jody Gordon, Western Region Representative*

## ***WARUCC Conference 2011***

Once again, our conference planning committee members have been working behind the scenes developing this year's conference details. A call for proposals has just been released and is also located at the end of our newsletter. We encourage you to get involved! The website is starting to take shape and should be able to take registrations very soon. Our website address is:

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

Please watch the website for additional information regarding registration, hotel and presentation information.

## ***Nominations Open for WARUCC Service Awards***

Attached, you will find a nomination form for the two types of recognition offered through WARUCC: Service Awards and Honorary Memberships.

Please note that the deadline for submitting the recognition form to me is Monday, February 28, 2011.

I would ask that you please take the time to recognize deserving colleagues as so many individuals have invested a lot of time and effort in our profession and our association. Recipients will be notified in late March and invited to attend WARUCC 2011 in SK.

*Submitted By  
Stefanie Ivan, Past President ( ivans@macewan.ca )*

# WARUCC Conference 2011

Saskatoon, Sask.

June 21-24, 2011



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## Call for Proposals

WARUCC 2011 invites student services professionals to submit a short abstract/proposal to share work related to the conference themes. The deadline for submissions is March 1, 2011. Proposal authors will be notified by March 15, 2011 if their submission has been accepted. You can submit your short abstract/proposal online at [warucc.usask.ca/proposals](http://warucc.usask.ca/proposals)

### Themes

In an effort to change how we relate to each other, the program for WARUCC 2011 will be built along broad themes to attract professionals working in different areas, so that we can collaborate and share new ideas and ways of working. We invite your presentations on the following themes, and have included some suggested topics:

#### Reconnect, Redesign: Communication

- How we communicate with students / innovations in communication / strategies (Social Media, Facebook, Twitter)
- Communication with parents and extended families
- How to successfully communicate with other units on campus (academia, IT, Facilities Management)
- Paper vs. electronic student systems, email as official means of communication, paper vs. electronic (document imaging), calendars

#### Relationships: Our Students

- International Students (special needs, diversity training, recruitment, religious accommodation, sensitivity, new Canadians, front line staff, study visa trends)
- Aboriginal students (special needs, diversity training, recruitment, sensitivity, funding issues, cross-cultural training)
- SEM in action or SEM inaction?
- The Business/Forms and Paperwork — partners and articulation agreements, deferrals, challenge exams, scheduling, transcripts
- Students of today — youth vs. adult, part-time, reoccurring

#### Review: Policy and Legal Affairs

- High School curriculum updates — new math curriculum, ELP
- FOI/POP and privacy regulations — 3rd party authorizations, privacy vs. student loans, legal obligations
- Funding Issues — (band funding, student loans, scholarships)
- Military and returned soldier policies
- Students at risk: crisis management, preparation, response, intervention, poor academic history, RTD's, petitions, probation
- Academic and Non-academic Misconduct (appeals, plagiarism, fraud)

#### Rejuvenate: Leadership Environment

- Outcome based operations — assessment and key performance indicators, effective use of data and statistics
- The new manager, professional development, succession planning
- Why are we doing this? (change to policy, scheduling challenges, space management, special events)
- Opportunity vs Survival — Leadership in a time of change, re-structuring and cutbacks (fear of the unknown, morale)

### Before you begin

- All sessions will be 45 minutes plus 15 minutes for questions and answers.
- Computers with internet access, a data projector and screen will be provided. You are welcome to bring your own computer if you wish. Otherwise, please save your presentation to a memory stick.
- No presenter registration category is available; presenters are expected to pay the full conference registration fee. Presenters will receive a gift bag as a token of appreciation from the conference organizers.]



Western Association of Registrars of the Universities and Colleges of Canada

never losing sight of  
students and the  
learning enterprise



## Recognition Nomination Form

WARUCC recognizes its members through Service Awards or Honorary Membership.

Granting of a **Service Award** shall be to those members of the Association who have provided lengthy and dedicated service as a member of the profession. This Award will be granted to individuals who have retired or resigned from the profession and shall be determined by majority vote of the Executive Committee.

Granting of **Honorary Membership** shall be to those individuals who have provided lengthy and dedicated service to the profession and have played an active role in the association, either as a member of the Executive or in some other significant way. This Award will be granted to individuals who have retired or resigned from the profession and shall be determined by majority vote of the Executive Committee.

Nominations for recognition should be e-mailed to Past President Stefanie Ivan at [ivans@macewan.ca](mailto:ivans@macewan.ca) by Monday, February 28, 2011.

### Person Making Nomination:

<b>Name</b>
<b>Position</b>
<b>Address</b>
<b>Telephone</b>

### Person Being Nominated:

<b>Name</b>
<b>Position</b>
<b>Years in Position</b>
<b>Address</b>
<b>Telephone</b>

