

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

# Warucc News

## Executive Committee

July 1997 - June 2001

### President

(February 1998 – June 2001)  
Joan Fraser  
*Registrar, Athabasca University*  
joanf@athabascau.ca

### Past President

Vacant

### Vice President

Grant McMillan  
*Briercrest Bible College*  
gmcmillan@briercrest.ca

### Secretary-Treasurer

Dave Woolley  
*Associate Registrar,*  
*Kwantlen University College*  
davew@kwantlen.bc.ca

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### Manitoba

Darcy Bower  
*Registrar & Dean of Students/University,*  
*Brandon University*  
bower@brandonu.ca

### Saskatchewan

Bob Welte  
*Registrar, SIAST-Wascana Campus*  
Welte@siast.sk.ca

### Alberta

Linda Hoover  
*Registrar, Lethbridge Community College*  
hoover@a1.lethbridge.ab.ca

### British Columbia

Lawrence Van Beek  
*Registrar & Director of Enrolment*  
*Service, Trinity Western University*  
vanbeek@twu.ca

### Newsletter Editor

Marnie McFarlane  
*Publication/Articulation Coordinator,*  
*Kwantlen University College*  
marnie@kwantlen.bc.ca

I hope everyone has enjoyed another successful year and is looking forward to meeting and greeting both old and new friends at the WARUCC 2001 Conference. More information about the upcoming conference can be found later in this Newsletter.

Hopefully all WARUCC members will now be in possession of the 2001 Directory. Being involved with the production of the Directory, I have made an interesting observation. This observation is that many people neglect to update the information provided on their invoices but are quick to point out discrepancies as soon as they see something in print! The flurry of activity seems to have calmed down now, but if any information regarding WARUCC

members or institutional changes, please be sure to email me at joanf@athabascau.ca with the updated information.

As you should also know by now, your Executive has been working diligently and we now have an official WARUCC web site at [www.athabascau.ca/warucc](http://www.athabascau.ca/warucc). This site contains all the information in the Directory as well as having hot links to both the Conference web site and the ARUCC web site. Membership information updates will be done on an "as needed" basis, and these changes will appear in the next hard copy of the Directory. The Executive is considering printing a hard copy of the Directory on a biennial basis, since we now have the ability to update the information on the web site. If you would like to provide feedback regarding this suggestion please do so.



I'm looking forward to meeting all of you at the Warucc 2001 Conference in Calgary. Make sure you register early and take one or two extra days to enjoy the mountains and Calgary hospitality at the Stampede.

Joan Fraser,  
President





## WARUCC 2001 - Calgary, Alberta

July 1 to July 4, 2001

### Cowtown Hoetown Countdown

by: Mike V. Sekulic


It's only a month or so until we all meet in Calgary to renew old acquaintances and make new ones, and the clock seems to be ticking faster as the date of the conference nears — especially for all the folks working so hard to make it happen.

We recently updated the WARUCC 2001 web site, and encourage you to visit <http://www.ucalgary.ca/warucc2001/> for a look at the program sessions, activities and events we have planned. Please make travel arrangements as soon as possible as the proximity of our event to the World Famous Calgary Stampede means a lot of people will be travelling to Calgary around that time.

The web site includes the following updates:

- ★ Conference Program & Schedule of Events  
(html & pdf versions available)
- ★ Conference Registration Form (pdf)
- ★ Keynote Speaker & Biography
- ★ Fun Golf Tournament Information
- ★ Sponsorship Information



 Please be sure to “Refresh” or “Reload” your browser pages to view the updated information.

By the time you read this, we should have additional updates to the website and hard copy program and registration forms will have been mailed to your institutions.

Stay on for the Stampede: July 6 - 16

### Technological Changes

In September 2000 the Registrar's Office implemented *WEB for Student*. This new service allowed students to view and update their permanent address, their e-mail address, and emergency contact information. It also allowed students to view their holds, display grades for the last complete semester, or for their entire record, including their GPA. Students were able to look at their fees for the current term or look at an account summary by term or a complete summary. Additionally, the student is able to view course availability (during active registration), check their own registration status, view their course timetable and print off his or her own schedule. Also available to students online, are the Registration Guide, Course Schedule, and Exam timetable.

Needless to say, the staff in the Registrar's Office was ecstatic to get this service up and running. We have saved a considerable amount of time and money by not

sending out end of semester grade mailers. We also no longer send out a confirmation of registration for all students when they register for their courses.

In the Winter 2001 semester, we tested registration over the web with our Computer Information Systems students. All seemed to go well so we opened this method of registration up to all our students for the Summer 2001 semester.

We continued to have our Telephone Registration System available concurrently. We have just completed registration and the breakdown indicates roughly a 50% split between students

using the WEB and students using the PHONE. The College has decided to discontinue our Telephone Registration System at the end of the Fall 2001 registration period. WEB registration will be the only option available to students for subsequent course adds and drops.

The College is currently in the process of preparing to convert all of our Continuing Education, non-credit registration, over to our credit student information system (Banner). This is expected to be completed by the end of this year.

### Budgets

The College made a decision to offer a Summer semester at our David Lam Campus in Coquitlam for the first time commencing May 2001.

We also received funding for a new program – Youth Justice Worker Diploma Program. This program prepares graduates to work with youth in a variety of settings and roles within the youth justice system with youth that are in conflict with the law.

More details are available at our website [www.douglas.bc.ca/calhtm/programs/pyjw.htm](http://www.douglas.bc.ca/calhtm/programs/pyjw.htm).

The College has also received approval from the Ministry to commence preparation for the expansion of

the campus in New Westminster. The only way we can expand is to go up. Therefore, we will be adding on a 5<sup>th</sup> and 6<sup>th</sup> floor to the north wing of the building.

### Applications and Admissions

The Registrar's Office at Douglas College does not accept applications over the web – yet. This is one of our next major projects.

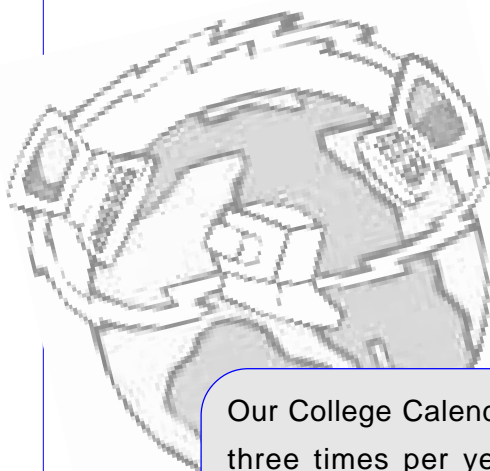
In the meantime, our Admissions and Data Entry staff generally are able to maintain a response to an application within two weeks of receipt. In many cases this quick turn-around is an offer of admission. In some cases it is simply an acknowledgement that we have received the application and it is being reviewed.

There's never a dull moment at Douglas College.

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Our College Calendar will now be updated three times per year on the web – July, November and April. The on-line version is the official version. We are hoping, within the next few years, to continually reduce the number of hard copy calendars we print.

## @ Kwantlen University College

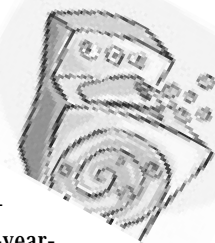
by: Jody Gordon, Associate Registrar - jody@kwantlen.bc.ca

### Greetings from the West Coast

For the second time this year, our nursing faculty, the collaborative nursing program and our nursing baccalaureate degree are receiving national recognition. The latest honour comes from ACCC, the Association of Canadian Community Colleges. Our Collaborative Nursing program, which partners with nine other institutions in B.C., has won the ACCC Award of Program Excellence.

As an update from the Office of the Registrar we find that student registration for the upcoming Fall semester will mark the end of our telephone registration system. Registration for Spring 2002 will be fully on-line for the majority of our academic programs. I am sure all of us can recall the days when we first moved from in person registration to telephone registration and the requirement that our students have a touch tone phone, rather than a rotary phone, in order to use the system. Wow, have we ever come a long way since then!

I am pleased to announce that the appliance giant, Maytag, recently selected our Appliance Servicing program at Kwantlen University College to train their technicians. As the 30-year-old Maytag advertising campaign states, Kwantlen will be graduating a few more **"Lonely Old Repairman"** out there thanks to the hard work of our Appliance Servicing program.



## @ Malaspina College

by: Greg Link, Registrar - srslink@mala.bc.ca



**in brief:** Sparks Fly as Plug Pulled  
One of the last remaining mechanical relics from days of yore landed on the registration scrap heap recently. The electric transcript sealer died a quick, (some might say short circuited) death. One minute the little motor was driving the Registrar's seal onto official documents and the next minute a tendrill of acrid smoke was the only movement round the suddenly quiet machine. Experts said to pull the plug, and sealed its fate (so to speak).  
The funeral was brief, and new Malaspina transcript paper is the result. Malaspina has now switched to the security paper for transcripts that is popular at many schools today.

Malaspina University College continues to grow in different ways. A new campus in Parksville will officially open in May and construction is going on all over the Nanaimo campus. New university degree programs, more certificate and diploma programs in applied areas, continued growth in international education, and more entrepreneurial contract activity keep the place humming with activity and provide a regular influx of new students and faculty on campus.

At the provincial level the role of university colleges will likely be reassessed by the anticipated new government. There are varying points of view as to the role of the university college in BC. To what extent should faculty be engaging in research? Should graduate degrees be part of the slate of offerings? Should the university-college's have a senate and be legislated under the University Act? Big questions for a new government. Will it make better decisions than the last government? Stay tuned, BC is rarely dull.

Registration Systems Manager Richard Peeke-Vout has been busy Coordinating the writing and installation of a document imaging system. The ease and inexpensive nature of the system was of interest to PACRAO delegates at the La Jolla conference in November, and was also of interest to BRCA delegates at its workshop in March. In July the system will be demonstrated at the WARUCC conference in Calgary. Richard has also worked closely with his friends in computing support to build a Web registration system. It was introduced a year ago and quickly became the only way anyone wants to register here anymore.

## @ Vancouver City College

by: Sueling Chang, Registrar - schang@vcc.bc.ca

### New People

Sueling Chang started as the new Registrar in January 2001.

Jackie Sandy who was the Registrar and Dean of Student Services will continue on as Dean of Student Services.

**I**n the fall of 2000, VCC opened its International Education Centre with 22,000 square feet at 1080 Alberni Street in downtown Vancouver.

### Web Sites

Information is available at:

[http://www.vcc.bc.ca/whatsnew/ie\\_centre.html](http://www.vcc.bc.ca/whatsnew/ie_centre.html)

Our 2001-2002 calendar is now available. Check out our homepage at <http://www.vcc.bc.ca>

For calendar information on-line visit: <http://www.vcc.bc.ca/ssadmin/index.html>

## @ Royal Road University

**R**oyal Roads University will begin offering its B.Sc. in Environmental Science degree completion program by a combination of short residencies and distance offerings this summer. The accelerated program will continue to be offered on campus. This will now mean that all of Royal Roads' degree programs will be available through distance (on-line) learning. We are beginning to offer some of our residencies in locations other than Victoria this year as well. Our MBA in Executive Management for Educational Administrators will have a residency on the campus of the College of the Rockies in Cranbrook, BC in July, and our Master of Arts in Leadership and Training will have a residency in Vancouver in partnership with the Justice Institute of BC in August. This offering is particularly targeted to those with at least 7 to 10 years experience in the fields of policing, fire service, corrections service, emergency management, paramedic services, the courts, social and human services.

## @ Emily Carr

by: Alan McMillan, Registrar - amcmillan@eciad.bc.ca

### Staff Changes

**J**ane Robinson Bond has been appointed to the newly created position of Coordinator of International Education. Jane will be responsible for the Institute's Student Exchange Program, International partnerships, faculty and staff exchanges and the development of strategies to promote the Internationalization of the Institute. As a result of this appointment the Institute has currently advertised for an Associate Registrar, Admissions and Recruitment.

### You ever have one of *those* days?

- Q I'm out of my mind, but feel free to leave a message.
- Q I don't work here. I'm a consultant.
- Q Who me? I just wander from room to room.
- Q Someday, we'll look back on this, laugh nervously and change the subject.
- Q The fact that no one understands you doesn't mean you're an artist.

“ If you think it's hard to meet new people, try picking up the wrong golf ball. ”

- Jack Lemon

### Enrollment Growth

As Calgary continues to lead the Alberta economy in growth, so the University of Calgary faces the dual challenges of both physically accommodating and managing the demands of a growing student body. Full time enrollment in Fall 2000 was 21,700 students, with an additional 4,542 part time students, for a total enrollment of 26,242 students. This compares to 25,367 the previous Fall, for an overall year to year growth of 3.45%.

Enrollments have grown 19.91% since Fall 1994, when full and part time student enrollments totalled 21,885.

### Partnership Programming

This growth includes such innovation as the partnership with CGA Canada. CGA entry to practice regulations now require a Bachelor's degree, and CGA and U of C have partnered with an innovative off campus program to enable CGA students to achieve a 3 year Bachelor of Accounting Science degree while simultaneously working toward their CGA certification. There are currently about 1500 students in BAccS Program with the first graduands expected at the spring 2001 convocation.

### Information Systems

The University recently went through a major evaluation of its information systems needs and will be investing resources to upgrade its in-house developed student information system. While this process is expected to take years, the approach should minimize the impact of change while maximizing fast, efficient service to students and build upon the strength of a feature rich system and years of collective experience.

Along with work on the Student Information System the University continues to invest in automation technology which will improve service and responsiveness to students. These initiatives include a major study examining the current state of Electronic Document Management Systems and the implementation of Decision Academic Graphics web based GradeBook product. We are thrilled with the ever-growing student use our web based InfoNet for registration, fee payment and general information. The "load" on our telephone registration system decreases every year as web technology takes over. Our Examinations office is reviewing exam scheduling software to help with the enormous task of building an exam schedule optimized for the individual student.

### Staff Changes

In addition to all the exiting developments, the vitality, growth and construction of new buildings on campus, we are also seeing a few staff changes. Mr. Fred Rosmanitz, formerly Associate Registrar Systems, U of C, later Registrar, University of Lethbridge, has recently re-joined the Registrar's Office as Associate Registrar, Systems. Fred served as a consultant for a number of years but was finally convinced to join as a staff member by the promise of longer hours and lower pay, but really we think it's because there is hardly a day that goes by when someone doesn't bake a cake, pie or bucket of cookies and bring these sweet treats into the office to share with co-workers.

Our long search for a Director of Enrollment Services draws to a close. By the time you read this article a new person should be joining us in that role. The position is a variant of the Director of Admission position held by Mr. David Hinton (now Acting Registrar, University of New Brunswick) and filled temporarily by secondment by Ms. Carol Stewart of our Faculty of Management. The new position also incorporates responsibility for the university's recruitment office and orientation program and enrollment management. We hope this person will be able to join us and meet colleagues at the WARUCC Conference this summer in Calgary.



**O**ur institution has just announced the selection of a new President, Dr. Harvey Weingarten, who will assume his official duties at the University on September 1, 2001. Dr. Weingarten comes to the U of C from McMaster University, where he served as Provost and Vice-President Academic. Dr. Weingarten succeeds Dr. Terry White as President of the University. Dr. White, who has served the U of C as President since 1996, will step down from the position on July 31, 2001.

PS. Don't ask about Dr. Krivy's retirement.

# What's happening in Saskatchewan

@ SIAST

by: Joan Nielsen

Phase two of the SIAST Registration Redesign Project has been completed. This phase began with focus groups surveys and generated a proposed new service delivery model. Phase three of the project will involve process mapping and introduction a new organizational structure. Features of the model include:

- ▶ A centralized registrarial leadership function with overall responsibility for the development and functioning of Registrarial Services and the ownership for all of the core processes with the exception of admissions.
- ▶ Separate admissions core process leadership.
- ▶ System-wide co-ordination for development and management of the student information system.
- ▶ Inclusion of the function of recruitment in Registrarial Services.
- ▶ Consolidation at one site, tasks associated with building and maintaining the records of SIAST credit courses.

**A new credit unit formula is being adopted for all new programs and major program revisions.**

Several major academic changes are underway at SIAST:

- ▶ A new credit unit formula is being adopted for all new programs and major program revisions. Under the new formula, credit units are calculated on the basis of one credit unit per 15 hours of instruction. Under the current formula, the credit unit formula varies from 15 to 1 for classroom instruction to 30 to 1 for labs and practical courses.
- ▶ A proposal is under consideration to simplify the current semester structure from 10 academic terms to about 3 or 4.
- ▶ Curriculum standardization for multiple site programs continues.

New collaborative agreements have been signed:

- ▶ An agreement has been signed with the University of Lethbridge to mark new articulation agreements with SIAST's two year Computer Systems Technology, Geomatics Technology, Computer Information Systems and Veterinary Technology programs
- ▶ The University of Regina has approved the joint 4-year program in Chemical Technology with SIAST.

## @ Saskatchewan Education

Core CurriculumIn the early 1980s, Saskatchewan undertook an extensive review of its K-12 education system.

As a result of this review, a report entitled *Directions* (1984) listed sixteen recommendations that have formed the blueprint for the K-12 educational reform known as Core Curriculum. To provide a broad comprehensive education, Core Curriculum outlines a K-12 continuum of seven Required Areas of Study: English language arts, mathematics, science, social studies, health education, physical education, arts education. In addition, the Core Curriculum identifies six Common Essential Learnings for all students: Communication, Numeracy, Critical and Creative Thinking, Technological Literacy, Personal and Social Values and Skills, Independent Learning. All new curricula, K-12, also emphasize Resource-based Learning, Indian and Metis perspectives, Gender Equity, Multicultural Education, and integration of students with special needs.

A recent policy, entitled *Actualization of Core Curriculum* (1999), provides direction for the next phase of the Core Curriculum reform. It presents a policy framework to guide the educational partners in their shared efforts to bring Saskatchewan's Core

Curriculum to life in the classroom. Because actualization is a shared responsibility, collaboration among school, parents, and community is essential.

### Learning Technology/ Distance Learning

New and emerging technology is providing exciting possibilities for the support of learning in Saskatchewan schools. Saskatchewan Education's focus on Learning Technology and Distance Learning is supporting experimentation in the use of these new resources and communication tools. Many activities are supporting this major shift in access to resources and instructional support. These activities include:

- ▶ School divisions are engaging with Saskatchewan Education in distance learning development projects using the Internet and web-based instruction.
- ▶ CommunityNet has been established, and will be implemented over the next 3 years, providing all schools with high speed Internet access.
- ▶ Saskatchewan Education's World Wide Web site ([www.sasked.gov.sk.ca](http://www.sasked.gov.sk.ca)) provides information and services, documents, and forms for online ordering of materials, links to educational sites, and links to teacher-evaluated Internet resources. Saskatchewan Educa-

**New and emerging technology is providing exciting possibilities for the support of learning in Saskatchewan schools.**

## Saskatchewan cont...

### *Saskatchewan Education Report cont...*

tion provides web server space for schools and school divisions, which allows dedicated access to their accounts and updating of their own sites. The Evergreen Curriculum ([www.sasked.gov.sk.ca/docs/evergrn.html](http://www.sasked.gov.sk.ca/docs/evergrn.html)) is a major part of the site.

► For over seventy-five years, the Saskatchewan Government Correspondence School has provided educational services for Saskatchewan residents. As the programs and delivery modes of the school continue to evolve, the Correspondence School remains committed to providing equitable, flexible, affordable educational opportunities for school-aged and adult students by offering over seventy high school courses and dependable service.

### Student Records/Student Tracking

Saskatchewan Education currently maintains a central registry of student information for purposes of transcript production and administration of departmental examinations at the grade 12 level. That record keeping system is in the early stage of an 18 month redesign project in response to the need for better information on students from Kindergarten to grade 12, the need to support the range of program delivery models such as three, four and five semestered systems, and to provide online service to students and school administrators. Implementation target is the fall of 2002.

## @ University of Saskatchewan

by Ken Smith

Discussions about the elements of an Enrolment Plan continue. Vice-President (Academic) Dr. Michael Atkinson, who was just recently named Provost as well, continues to make presentations indicating why a plan is necessary and suggesting elements that should be incorporated into any plan. Rather than providing a static, written draft plan, Dr. Atkinson has chosen to initiate discussions about enrolment planning through an ever evolving power point presentation attempting to gather the views of the entire university community before attempting to draft a plan. A written draft of a plan will likely be debated over next fall with an intent of achieving a shared vision about what the University of Saskatchewan values and how it will achieve its goals.

The possibility of different organizational arrangements is one element of the plan. Consequently, Dr. Atkinson has asked Ken Smith, Registrar, and Vera Pezer, Associate Vice-President of Student Affairs, to remain in their roles through December, 2001. Both had indicated their intention to retire from office on June 30, and both have agreed to stay longer. As part of the organizational review, Dr. David

Morphy from the University of Manitoba and Dr. Peggy Patterson, from the University of Calgary, visited in late April to provide advice on a future organization.

Lea Pennock, Assistant Registrar (Enrolment Services) has been seconded through November 30, 2001 to become project lead for the initiation phase for SIS (Student Information System) Renewal. During the initiating phase, investigations will center on the 'develop or buy' alternative, identify possible suppliers, and reveal the fit between the practices at the U of S and those assumed in software available from external suppliers. Åsa Kachan, Director of Admissions and Student Records, will be Acting Registrar (Enrolment Services) during Lea's secondment. Åsa continues in her role as Director of Admissions and Admissions during this time and the term appointments of Anita Wu and Jamie McCrory as Admission Officers will aid her admissions work.

Provincial grants to the postsecondary sector in Saskatchewan were far less generous than those to health and the K to 12 sector in education thus forcing the University of Saskatchewan to reconsider its long standing policy of charging low tuition compared to other universities in the medical-doctoral categories. The Board of Governors has not completed its deliberations on the tuition matters at this writing, but the expectation is to see tuition increases averaging 15% or more for 2001-02. Finding incremental funding for schooling will even be more difficult for students in 2001-02 because the students themselves have introduced a new mandatory health and dental plan.

With the goal of strengthening relationships with our students, a new series of meetings has been scheduled during May and June at various locations across the province to facilitate students moving between applicant and registrant. We are calling it Surviving US! and it is sandwiched between the highly successful fall open house, called Experiencing US!, and Orientation, held just before the start of the new school year. Surviving US! is intended to facilitate a student's choice of classes, relieve registration jitters, and shed light on mysteries such as finding housing.



The office is trying to wean ourselves, and those we serve, from a paper world. We are trying a number of initiatives to have users look to the web first before looking for paper or a guide or a calendar. Rather than mailing Registration Guides to all students eligible to register, we are experimenting this year with a postcard notice of the availability on the web and a postcard return if the student wants a paper copy. We expect that increasing numbers of students want to be served in this way and we anticipate that the new way of doing business will reduce postage costs and printing costs — and save trees!

### @ University of Regina

Over the past two years, two seconded staff members have been working on integrating non-credit activities into the Banner information system. U of R non-credit applications include the English as a Second Language Program, non-credit language classes, memberships and lectures offered by the Seniors' Education Centre, athletics classes and memberships, and music and dance courses at the Conservatory of the Performing Arts. One of those two staff members, Grant Fahlman, joined the Registrar's Office in February to provide systems support and continuing development of Banner's capabilities in support of non-credit activities.

The University Senate has approved a second joint program with SIAST, this one with Kelsey campus for a Bachelor of Science in Chemical Technology. Students who have completed the SIAST Diploma in Chemical Technology can now go on to two additional years of study at the U of R for a B.Sc. degree. Like last fall's new B.Sc. in Environmental Biology, the degree combines SIAST and University of Regina courses in a unique program that can only be completed by attending both institutions. Another new partnership has been created between the Faculty of Social Work and Aurora College in Fort Smith, N.W.T., to offer the University of Regina's Certificate of Social Work at the College (on-campus admissions to the Certificate, as noted in our last report, have been closed). University Senate also approved a Ph.D. in Education.

Another change in programming sees the introduction of a new Casual Student Program this spring. If imitation is the sincerest form of flattery, then the University of Calgary has reason to feel flattered, as the new program is modeled on U of C's unclassified non-degree program, which perfectly suited our needs for a part-time program that is easy and quick to enter, and equally easy and quick to exit if performance does not measure up! The U of R is also implementing earlier application deadlines for most undergraduate faculties, which we expect to be a two-year process because of the number of forms and brochures "out there" with the old deadlines.

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**In March, the University was delighted to welcome Marilyn Miller as the new Director of the Centre for Continuing Education. Dr. Miller came to us from Mount Royal College, and everyone has been quick to point out that her move bucks the trend of the Saskatchewan exodus into Alberta!**

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### Quote

“There are three things I always forget. Names, Faces...the third I can't remember.”

- Italo Svevo

### @ St. Peter's College

by: Jenny Irwin

#### New scholarship

The College Scholar program will provide five full entrance scholarships for students who reside in, or have graduated from a school in region 3, 4 or 5. These awards will be given for the 2001-2002 academic year and will be reviewed annually. Valued at \$3,000.00 each, these five scholarships will be awarded based on merit, financial need and community involvement. High-school students must be recommended for these awards by their school principal or guidance counsellor. Adult students can apply for these awards.

“This initiative is part of a renewed vision of the College which is grounded in tradition...reaching for the future,” says Chancellor Abbot Peter Novecosky.

At the direction of the Board of Governors, these scholarships are designed to encourage capable young people in our region. “There are many high school graduates who should take up the challenge of university. If our communities thrive, it is because of the energy and ideas of our young people,” says Board Chair Marlynn Rogstad.

These scholarships are part of a larger vision that St. Peter's is working to realize over the next decade. “We are planning for the long term, not on a year to year basis,” says Rogstad. The growth in east central Saskatchewan has been exceptional and the College is part of that growth. Students are coming from across the province because we provide an excellent start to their university career. The board has begun to discuss how to meet the academic, residential and social needs of our students. These scholarships are part of our long-standing tradition of offering a caring, encouraging and supportive environment for our students.

For more information about the St. Peter's Scholar Program, you can contact us at 306-682-1755 or at [stpeterscollege@stpeters.sk.ca](mailto:stpeterscollege@stpeters.sk.ca)

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## Remember to register for

# Warucc 2001 - It's in Calgary

— check out the web site at: <http://www.ucalgary.ca/warucc2001>

# What's happening in Manitoba

@ University of Manitoba

by: Richard Levin, Director, Student Records - rlevin@Ms.UManitoba.CA

## Changes

In the Student Records Office, Trudi Racz, Assistant to the Director, will be retiring at the end of June after 14 years of service. Diane Benoit, currently a student services representative in the office, will be taking Trudi's place. Lynn Hamilton will be moving to the Student Records Office from her position as Executive Assistant to the President in June. Lynn will be responsible for overseeing production of the Calendar, as well as some of the ceremonial aspects of Convocation previously coordinated in the President's office.

Bill Norrie, former Mayor of Winnipeg, is the University of Manitoba's new Chancellor, effective June 1. Mr. Norrie, a U of

M graduate, succeeds Arthur Mauro, who is completing his third consecutive term as Chancellor. Formal installation of the new Chancellor will take place at October Convocation.

Last November, the U of M received a welcome infusion of \$50M over five years in capital funding from the provincial government. The University was recently advanced \$8M of this amount.

The University is co-sponsoring the "Striving for Excellence" program with CKY-5 television. This program recognizes young people between the ages of 10 and 18 who are a positive influence on the people around them through their activities and achievements. Selected recipients receive a certificate, are interviewed by the television station, and recognized on the University web site.

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@ Brandon University

Darcy Bower, Registrar - bower@brandonu.ca

Brandon University is taking a new and energetic approach to its recruitment and retention initiatives. Last fall, the Enrolment Management Unit was renamed the Enrolment Services Unit, a more appropriate title for its purposes, and a campus-wide Enrolment Services Steering Committee was formed to encourage and recognize contributions from all areas of the institution. New initiatives include the hosting of academically promising Grade 12 students at the President's home for an opportunity to meet with faculty and staff, the regular publication of a newsletter for high school guidance counsellors, the production of a new television commercial, and the planning of a commencement ceremony to welcome new students during orientation. The Committee has generated enough new ideas to keep us all busy for the next millenium, and it continues to

tackle issues as broad as the University's mission statement and as specific as the wording of the signage on the parking lots.

The development of policies and infrastructure for Prior learning Assessment and Recognition has progressed over the last year. Dr. Gary McNeely, PLAR Facilitator, has been working with faculties to clarify the principles of PLAR and to help individual members with the assessment process. He and two colleagues have been invited to make a presentation at the 2001 CAEL Conference in Florida in November.

Our new Calendar is now on our website (www.brandonu.ca). It is incredibly easy to use and much faster than flipping paper pages. We invite everyone to check it out.

On May 25, the first graduates of the First Nations and aboriginal Counselling program will receive their degrees. Many have jobs waiting for them, and the others are continuing in graduate or other professional programs.

We continue to work on the development of web registration and degree audit systems. At this time of year, however, Convocation claims most of our energy.

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tidbit



Larry Hogue, Registrar of Assinibione Community College, has been appointed to the Board of Directors of the Brandon Regional Health Authority.

# Critics corner...a book review

## Nuts! : Southwest Airlines' Crazy Recipe for Business and Personal Success

By Kevin & Jackie Freiberg

Broadway Books; ISBN 0767901843

Reviewed by Brent L. Vose

**Nuts!**, although aptly titled, is not an in-depth look at life in higher education. Rather, it is the story of how vision, determination, and a healthy dose of LUV can lead to the success of an organization.

This book describes the story of how Southwest Airlines, led by its flamboyant founder Herb Kelleher, produced a service that flew in the face of conformity and revolutionized the airline industry. Fueled by a dedication to superior quality and service Southwest Airlines set itself apart from its competitors by listening to its customers, putting its employees first, and above all, by having fun.

From the cocktail napkin birth of this upstart airline to the numerous praises of happy passengers, the authors describe an organization that is very personable and boundaryless in its pursuit of its goals. Employees work together, union boundaries are non-existent, and job satisfaction is not an issue. Southwest Airlines serves as a prime example of how any organization can become successful through teamwork, communication, vision, and celebration.

For insight and principles that will help in any leadership position, whether it be at the office, school, home, church, or club, make sure to read this book. But before you do, make sure your tray table is in the full upright and locked position ... and enjoy the read.



## Reaching the top Everyone a Leader: A Grassroots Model for the New Workplace

by Horst Bergmann, Kathleen Hurson, Darlene Russ-Eft

John Wiley & Sons; ISBN: 0471197637

Reviewed by Stephen Morris

The authors of Everyone a Leader: A Grassroots Model for the New Workplace use an acrostic to explain their more participatory model of leadership:

- Create a compelling future
- Let the customer drive the organization
- Involve every mind
- Manage work horizontally
- Build personal credibility

The 'C' requires leaders to create and articulate vision and, in doing so, to motivate others to respond to. Leaders successful at this skill will almost over-communicate their message, using opportunities to share a new direction with every available ear. However, the authors caution, it is important for this vision to be open to correction with customers' wishes in mind.

Of particular importance to admissions is the balance that the authors insist has to be struck between serving the external (students) and internal (other departments) customers. When the staff sees themselves at the mercy of the customers - rather than part of a team designing systems that enable them to provide excellent service - their morale suffers, turnover is higher, and ultimately service suffers as well.

# WARUCC

## Assistantship Criteria

The “WARUCC Assistantship Fund”, established for the purpose of creating Assistantships, will be awarded to staff of WARUCC Institutional members who are engaged in Research, Education or other Professional Activities that will be of benefit to the Registrarial Profession.

WARUCC has made a commitment of up to \$5000.00 annually to assist with the costs associated with professional development initiatives, to members of WARUCC. It is further proposed that the Assistantships are available to any registrarial employee of WARUCC. The Institutional member funds are intended to assist with costs associated with research, attending computer seminars, communications courses, personnel seminars, marketing and research, publication, management skills, team building skills, conflict management skills etc. The Assistantships are *not* intended to finance attendance at WARUCC conferences.

### Eligibility Criteria

- ⇒ Assistantships shall be limited to employees of a WARUCC Institutional member involved in a registrarial function for a minimum of two years.
- ⇒ Applicants must have demonstrated to their Registrar/Director a clear and proven interest as well as a potential to make a valuable contribution to the registrarial profession. The Registrar/Director must endorse the application before the WARUCC Awards Committee can consider it.

### Awards Committee

The Awards Committee shall comprise the four Provincial Members-at-Large and WARUCC’s immediate Past-President, who shall chair the committee. If a Member-at-Large applies for an *Assistantship* then that Member-at-Large abstains from the discussion and decision of granting the award.

### Procedures

- 1 Applicants must have completed and submitted the application form April 30 to their Registrar/Director, who must endorse the application in writing for the application to be considered by the WARUCC Awards Committee. Late applications may be considered if funds are available.
- 2 The Registrar/Director is to submit endorsed applications to the Member-at-Large by May 15. Member-at-Large will ensure that copies of all endorsed applications are circulated to the other members of the Awards Committee by June 1.
- 3 The Awards Committee will review and consider all the award applications they have received and make recommendations. The Chair of the Awards Committee shall contact all applicants with a copy to the Secretary Treasurer and advise them of the results.
- 4 Where possible, no institution will receive more than one Assistantship at one time to ensure distribution across WARUCC institutions.
- 5 Assistantships will be in one installment, by cheque, to the recipient.
- 6 A summary of the applicant’s project, completed as a result of the Assistantship must be submitted to the recipient’s Member-at-Large within six months of the project’s completion. The recipient is encouraged to present the project’s results at the next WARUCC Conference as a conference paper for presentation or general circulation, in order to provide feedback to the Association.

# WARUCC Assistantship Award Application

Name \_\_\_\_\_ Position held \_\_\_\_\_

Home Address \_\_\_\_\_ Years of Service in University/College position \_\_\_\_

\_\_\_\_\_  
Province \_\_\_\_\_

Postal Code \_\_\_\_\_ Telephone (    ) \_\_\_\_\_

Amount of Funding requested \_\_\_\_\_ Date \_\_\_\_\_

Institution Name \_\_\_\_\_

Institution Address \_\_\_\_\_

Endorsed by Applicant's Registrar \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Date \_\_\_\_\_

Telephone (    ) \_\_\_\_\_

Applicant Signature \_\_\_\_\_

Provide a brief description of proposed program and its costs

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Discuss how the proposed program relates to your duties

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Cowtown Hoetown Countdown

Don't forget to register  
for the



**WARUCC 2001 Conference**

**in**

**Calgary, Alberta**

**July 1 to July 4, 2001**



— check out the web site at: <http://www.ucalgary.ca/warucc2001>