ARUCC 2010
VANCOUVER

June 27-30

Full Program

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Contents

Conference Welcome

Welcome to *Partnering for Student Success: We're in this together!* We look forward to welcoming you to Vancouver, BC in June 2010.

Partnering for Student Success: We're in this together highlights one of the most inspiring aspects of our roles in Canadian higher education. Partnerships develop formally and informally, they develop within our institutions, among our institutions, and with many others in the community at large. ARUCC 2010 will explore these many partnerships that have developed and continue to develop.

We are planning for an invigorating and rewarding series of sessions, great dialogue and opportunities to network with your colleagues from across the region.

We welcome each of you to the conference website at www.arucc.ca/conference.htm where you will find information on the conference program, registration, hotel reservations and the hospitality awaiting you in Vancouver.

See you all in Vancouver in June 2010!

Maggie Hartley
ARUCC 2010 Conference Chair
Associate Registrar and Director,
Records & Registration,
Student Information Services
and Undergraduate Admissions
University of British Columbia

Keynote Speakers

Megan Wing and Aaron Lowe

Opening Plenary Session
Monday, June 28

Megan and Aaron started skating together at the Riley Park FSC in Vancouver in 1986. Their achievements in skating include being 10 time Canadian Senior Ice Dance Medalists, 5 time World Team members, 2 time Four Continents Bronze Medalists, and competing for Canada at the 2006 Olympics. Both skaters were also very active in their sport off the ice, volunteering on numerous committees within the Canadian Sport System. Aaron was the Skate Canada National Team captain from 2002-2006, Skate Canada's athlete representative at the International Skating Union, and a board member for AthletesCAN. Megan was the athlete representative on the Skate Canada Board of Directors, International Committee, and National Teams Committee. Both skaters served as the Athlete Ambassadors for the 2001 World Championships held in Vancouver BC. In addition to their heavy involvement on the volunteer side of the sport both Megan and Aaron earned their Master's Degrees, Aaron in Human Kinetics with a major in Sport Management and Megan in Applied Social Psychology.

In 2006, Megan and Aaron retired from eligible competition. In the year following their retirement, they performed and coached in Sun Valley, Idaho, performed in German Stars on Ice tour, and choreographed programs for up and coming dance teams. In the spring of 2007 they moved back to their hometown of Vancouver and have been coaching and choreographing. They coach at the BC Center of Excellence. They are striving to help other skaters achieve their athletic dreams.

Dr. Ross H. Paul

Lunch Keynote Speaker
Tuesday, June 29

A bilingual native of Montreal, Dr. Ross H. Paul recently retired after completing two terms (10.5 years) as President of the University of Windsor after serving almost seven years as President of Laurentian University in Sudbury, Ontario. Now resident of Vancouver, he is an Adjunct Professor at UBC where he is writing a book on university leadership in Canada.

Dr. Paul is a graduate of Bishop's University (B.A., Mathematics and Economics, 1964), McGill University (M.A., Educational Administration, 1968) and the University of London (Post-Graduate Certificate in Education, 1965 and PhD., 1973).

He has teaching and administrative experience at all levels of education, starting his career as a teacher at Montreal's Lower Canada College (1965-67, 1968-69).

After a stint at Bishop's University, where he was Alumni Secretary and Lecturer in the Graduate School of Education (1969-71) and following completion of his doctorate in London, he spent seven years at Dawson College in Montreal where he held the positions of Dean of Arts and Academic Dean. Beginning in 1980, Dr. Paul spent 11 years at Alberta's Athabasca University, 10 as Vice-President Academic and the last as Acting President before assuming the Presidency of Laurentian in 1991.

Dr. Paul's research interests include the sociology of organizations and the management of higher education. He is best known for his 1990 book, *Open Learning and Open Management: Leadership and Integrity in Distance Education* and is a frequent contributor of book chapters and journal articles on the management of technology and higher learning.

Long active in the Council of Ontario Universities (COU), he served at various times as its Chair, Chair of the Policy and Planning Committee and long-serving member of its Executive and Government Relations Committees and the Working Group on University Capacity. He represented Canadian universities on the Canadian Automotive Partnership Council (CAPC) and co-chaired its Innovation Working Group. He has just completed his term as an inaugural member of the Ontario Minister's Advisory Committee for Arts and Culture and continues as an International Ambassador of the Shaw Theatre Festival.

He is a past Chair of the Board of World University Service of Canada (WUSC) and was founding Chair of both the Optical Research Advanced Network of Ontario (ORANO) and CREAD, the distance education network for all of the Americas. He also served a term as Vice-President, North America, for the International Council of Distance Education (ICDE). He served six years as a Board member of the Windsor and District Chamber of Commerce and, prior to that, in the same capacity on the Sudbury Regional Development Committee.

He has travelled and consulted widely on management and distance education issues, notably through CIDA or WUSC projects in Thailand, China, Sri Lanka and Jordan; comparative education tours of the former Soviet Union, Israel (two), and the United States (two); as a visiting professor in New Zealand and the United Kingdom and through conference and speaking engagements throughout Europe, South Asia, China and Latin America. He recently led a group of Deans on a tour of Russia to pursue opportunities related to research and training in the fledgling automotive industry there.

For his widespread community activities, he was awarded the Governor General's Medal for the 125th Anniversary of Confederation in 1992 and the Queen's Golden Jubilee Medal in 2002. He received the Bishop's University Award of Merit in 2000 for contributions to higher education and was one of the "internet pioneers" to receive an inaugural ORION Award from ORANO in 2005. Dawson College awarded him an Honorary Diploma and named its highest academic award, the Ross Paul Award, in 1980. Dr. Paul plays the piano and guitar and has authored and performed in a number of satirical musical revues. He is married to Dr. Jane Brindley, a psychologist with an international reputation in distance education, who shares his love of theatre and the visual arts, and has two sons, David (a journalist and economic development officer) and Jonathan (a teacher).

Martha Piper

Closing Plenary Speaker
Wednesday, June 30

From 1997 to 2006, Martha C. Piper served as the eleventh president and vice-chancellor of the University of British Columbia, one of Canada's largest and most prestigious research universities. Piper is deeply committed to working with students and faculty in strengthening UBC's position as an international leader at the forefront of learning and research.

Born in Lorain, Ohio, Piper received her BSc in physical therapy from the University of Michigan, her MA in child development from the University of Connecticut, and her PhD in epidemiology and biostatistics from McGill University. Upon completion of her PhD, Piper was appointed director of the School of Physical and Occupational Therapy at McGill University. In 1985, she joined the University of Alberta as Dean of the Faculty of Rehabilitation Medicine, and was appointed vice-president, research in 1993. The portfolio was expanded in 1995 to include external affairs.

Piper's teaching and research interests have focused on early identification of the developmentally delayed infant, and assessment of specific approaches used in the treatment of physically and mentally handicapped children. She has published extensively in her field and, in 1995, co-authored the book *Motor Assessment of the Developing Infant*.

Through her commitment to advancing research, Piper has been established as a leader in the research community. She has served as a board member of the Alberta Research Council, the Canada Israel Industrial Research Foundation, the Edmonton Economic Development Board, Telecommunications Research Labs, the Centre for Frontier Engineering Research, and the Interim Governing Council of the Canadian Institutes for Health Research. Prime Minister Chrétien appointed Piper to the National Advisory Board on Science and Technology in 1994 and, in 1996, to the board of the Advisory Council on Science and Technology, a position she held until 2004. In 1997, Piper was appointed as a member of the Canada Foundation for Innovation. In 1998, she was appointed to the board of directors of the Association of Universities and Colleges of Canada, and became a member of the Canada Millennium Scholarship Foundation. In 2001, Piper was appointed by the premier of British Columbia to the BC Progress Board. She was also the 2001 General Campaign Chair for the United Way of the Lower Mainland. In 2002, Piper was appointed a member of the board of directors for the Pierre Elliot Trudeau Foundation, and the Singapore Minister of Education appointed her to the National University of Singapore Council. Piper was appointed a public governor of the board for the Canadian Academies of Science in 2005 and became a member of the board of directors for PrioNet Canada in the same year.

Piper has been awarded sixteen honorary degrees: in 2003, Piper was named an officer of the Order of Canada. She was named Educator of the Year by The Learning Partnership in 2004. In 2005, Piper was named a recipient of the Order of British Columbia. In Mexico in 2006, The Instituto Technologico de Estudios Superiores de Monterrey held a special ceremony to recognize Piper for her contributions to higher education, which marked the first time that a non-Mexican has received such an honour. The Martha C. Piper Research Prize is awarded annually to a faculty member at the University of Alberta.

@ ARUCC 2010

Going Green

It's not easy being green – but we are giving it our best!

The Planning Committee for ARUCC 2010 has worked to make the conference as eco-friendly as possible. We are introducing a number of features which will help us all leave a lighter carbon footprint including:

No printed program – your conference kit will only include a printed Program at a Glance with a list of each day's activities and room details.

Eco Badge – it won't work for Scouts or Brownies but it will help save some trees. See the bottom of each page of the conference web site to learn more about how you can save information from the web as a pdf or email it to your mobile device.

Water and Coffee – the lifeblood of all conferences and a major way we can all save energy. There will be no bottled water at the conference and we urge everyone to bring and use a reusable water bottle and/or coffee mug at the water stations provided. There will be a daily draw with prizes for those who bring and use their reusable containers.

Canada Line at YVR – the train will take you right from the domestic terminal to downtown Vancouver in 26 minutes. Trains run every 7 minutes and offer a fantastic view of the city from above.

Swag Bag – we have made a concerted effort to limit the items in the conference bags that will eventually end up in our landfills. The conference bags themselves are made from recycled plastic bags and we encourage you to either reuse the bag after the conference, or recycle it with your regular plastic recycling to help close the loop.

Daily Green Champion

By using your coffee mug and/or water bottle, you will be eligible for a daily "Green" door prize. The more you use them, the better your chances to win.

Connect with your Colleagues

Find us on Facebook and Twitter for up to date information about conference social activities, events and discussions.

Wireless Internet Access at the Conference

If you booked your room at the Sheraton Wall Centre at the special conference rate, wireless Internet access is free in your room.

During the conference, wireless Internet access is available at no charge within the conference area. A password is required and will be provided by organizers during the conference.

Dining in Vancouver

Name	Location	Type of food	Features	Price
Bridges	*Granville Island* 1696 Duranleau St 604.687.4400 (reservations recommended)	Pacific Northwest, Seafood	Huge patio, accessible from the Granville Island ferries, water, mountain and city views	$$$
Tanpopo	*West End* 1122 Denman St. 604.681.7777	Japanese, Sushi	All you can eat sushi and robata, large rooftop patio	$$
Raincity Grill	*West End* 1193 Denman Street 604.685.7337 (Reservations Recommended)	Fine dining, fish & chips, Pacific Northwest	Great location by English Bay beach, local ingredients, tasting menu with wine pairing	$$$$
The Mill Marine Bistro	*Coal Harbour* 1199 West Cordova St. 604.687.6455	Pacific Northwest, pizza, seafood	Largest patio in Coal Harbour, mountain and ocean views, casual dining	$$
Cardero's	*Coal Harbour* 1583 Coal Harbour Quay 604-669-7666 (Reservations recommended)	Pacific Northwest, regional, seafood	Patio on the water, overlooking Coal Harbour with views of Stanley Park and the North Shore mountains	$$$
Lift Bar Grill View	*Coal Harbour* 333 Menchion Mews 604.689.5438	Pacific Northwest	Expansive view, formal contemporary dining, raw bar with sushi	$$$$
Chill Winston	*Gastown* 3 Alexander St. 604.288.9575	Tapas, Pacific Northwest	Busy atmosphere, trendy, lounge-style dining	$$$
Cactus Club Café	*Downtown* 588 Burrard Street 604.682.0933	Eclectic, International, Steaks	Casual fine dining, busy atmosphere, crowd-pleaser	$$$
Yaletown Brewing Co	*Yaletown* 1111 Mainland St. 604.681.2739	Pizza, burgers, steak, Pasta, Stir-fries, Salad	In the heart of Yaletown, Great people watching, busy atmosphere, casual dining, brew pub	$$
Hamilton Street Grill	*Yaletown* 1009 Hamilton Street, 604.331.1511	Contemporary, steakhouse, seafood, tapas	Great people watching, atmosphere, open late	$$$

Special Events

Sunday, June 27

New Member Orientation
4:30-5:30 pm
Port Alberni, North Tower

First time at ARUCC? Join other new members to learn more about ARUCC and how you can be involved.

Welcome Reception
5:30-7:30 pm
Pavilion Ballroom, North Tower

Come join your colleagues, check-in for the conference and pick up your conference kit. Stay a while and enjoy refreshments and contemporary orchestral music provided by UBC students while you get to know other attendees.

Monday, June 28

Lunch & Awards Ceremony
11:30-1:30 pm
Grand Ballroom

National Inclusive Education Award Ceremony
12:30 – 1:15 pm

The Honorable Dr. Moira Stilwell, British Columbia Minister of Advanced Education and Labour Market Development will honour Mr. Brian Silzer, former Associate Vice-President (Enrolment Services) and Registrar at both the University of British Columbia and University of Alberta with the National Inclusive Education Award.

Brian Silzer is being commended for his role in developing a way for students with developmental disabilities to attend the University of British Columbia and his work with the community organization, STEPS Forward, in accomplishing this.

This award is being presented by Mr. Michael Bach, Executive Vice-President of the Canadian Association for Community Living. Also present to honour Mr. Silzer will be Mr. Brian Sullivan, Vice-President, Students at the University of British Columbia.

Tuesday, June 29

Banquet & Trivia Tournament
Cocktails: 6:00 pm
Banquet: 6:45 pm
Grand Ballroom and Foyer

This year's ARUCC Banquet theme is Trivia! During dinner there will be an interactive, pub-style quiz—winning tables will be awarded great prizes! Quiz questions will focus on post-secondary education, but will also incorporate a healthy dose of pop culture and other 'trivial pursuits'.

The grand prize for this prestigious event will include the coveted ARUCC Trivia

Tournament Trophy.

Wondering what to wear? Think "quiz show chic": enough to make Trebek proud, but won't give Vanna a run for her money. More than jeans, less than a tux…or feel free to ham it up!

Speeches and the ARUCC awards ceremony will follow dinner.

For the dance portion of the evening, the Retainers, a band of legal-minded musicians from around Vancouver, will play your favourite top 40 from the last 40 years.

Introducing, **The Retainers:**

John Shewfelt of Miller Thomson, drums
Mark Hopkinson of Peak Products, vocals, guitar, flute and saxophone
Robin Bajer of Bajer & Associates, vocals, guitar and harmonica
Rich Johnson of Oyen Wiggs Green & Mutala, bass guitar
Bruce Green from Oyen Wiggs Green & Mutala, vocals and guitar
Chad McCarthy from Absolute Software, keyboard
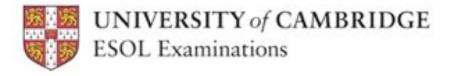 **Pam Then** from the Department of Justice, vocals

Would you like to bring a guest to the banquet? Additional tickets can be purchased through the registration page of the ARUCC 2010 website until June 23rd.

Sponsors & Exhibitors

Sponsors

We would like to thank the following sponsors for their generosity in contributing to the support of ARUCC 2010.

Gold

Bronze

Sponsor

Exhibitors

The following companies will have an Exhibitor table at ARUCC 2010 in Vancouver. Visit the tables to learn more about the latest products and services available.

Booth 105

Booth 10

Booth 1

Booth 7

Booth 6

Booth 106

Booth 104

Booth 5

Booth 2

Booth 4

Booth 8

Booth 9

Booth 102

Booth 103

Acknowledgments

As the host of ARUCC 2010, the University of British Columbia gratefully acknowledges the contributions from the following institutions to the 2010 conference planning activities:

Host Institution:

Participating Institutions:

ARUCC 2010 Organizing Committee

Maggie Hartley - Conference Chair
Deirdre Brown
Jennifer Chin
Katja Clark
Karen Crossett
Jody Gordon
Fred Jacklin
Mark Johnston
Raymond Kaan
Louise Legris
Jorie Ludvig
Paul Poole
Karen McCredie
Rella Ng
Sam Saini
Kristine Smalcel-Pederson
Coby Thurmeier
Trina Valin
Fred Vogt

Prize Sponsorship

We gratefully acknowledge the generous support provided by Brian Sullivan, Vice President Students, University of British Columbia for sponsoring the Grand Prizes at the ARUCC 2010 Banquet.

Our thanks...

Heidi Dale-Johnson and the UBC Conferences and Accommodations team for website development and support, and registration assistance.

UBC Communications Services

Pre-Conference Workshops

Sunday, June 27

Registration and Light Breakfast
9:00 – 9:30 am

Session 1 Workshop
9:30am - 12:30pm

Lunch and Session 2 Registration
12:30 – 1:30 pm

Session 2 Workshop
1:30 – 4:30pm

Lunch will be provided for workshop participants.

Session #1: Strategic Enrolment Management in Canada: A Framework for Success

Whether you're a new registrarial professional in the postsecondary sector, a seasoned "expert" in your office, or just wondering how to break down those academic and administrative silos – come and learn about Strategic Enrolment Management (SEM) and how it provides a new way of understanding and doing our work. We'll review key SEM concepts and principles, explore how SEM is being implemented across Canada, and share challenges of trying to implement a SEM framework in our own institutions.

Session #2: SEM Planning: Where Do You Start?

You understand the basics of Strategic Enrolment Management and think your institution could benefit from changing how you recruit and retain students.   But where do you begin? And how do you convince your colleagues across the institution to join you in the SEM enterprise?

Join us as we review the major components of the SEM planning model, provide examples drawn from actual SEM plans, and provide you with tools and resources that can help guide you in the development of a SEM plan.

Clayton Smith, Ed.D
University of Windsor

Clayton Smith has 25 years of broad experience in enrolment management in both Canada and the United States. He currently serves as Vice-Provost, Students & Registrar at the University of Windsor. Dr. Smith has served as an enrolment management consultant in the U.S., Canada and abroad, and is a frequent conference presenter on enrolment management topics.

Susan Gottheil, M.A.
Mount Royal University

Susan Gottheil has over 29 years of leadership experience in the Canadian postsecondary sector. She currently serves as Associate VP Enrolment Management at MRU where she has helped the institution transition from a college to a university and roll out new undergraduate degree programs. Susan previously held senior enrolment management and student affairs positions at Carleton University and taught for nearly a decade at Vanier College Cegep in Montreal. Over the past few years she 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 three Canadian Enrolment Management Summits.

ARUCC Conference Schedule

Sunday, June 27

9:00 am	Conference Registration Opens	Gulf Island Foyer
9:00- 9:30 am	Breakfast	Inner Port Foyer & Port Hardy (4th floor)
9:30-12:30 pm	Pre-Conference Session #1	Port Alberni
12:30- 1:30 pm	Lunch	Inner Port Foyer & Port Hardy (4th floor)
1:30- 4:30 pm	Pre-Conference Session #2	Port McNeil
4:30- 5:30 pm	New Member Orientation	Port Alberni
5:30- 7:30 pm	Welcome Reception	Pavilion Ballroom

Monday, June 28

7:30- 4:30 pm	Conference Registration	Gulf Island Foyer
7:30- 8:30 am	Breakfast	Grand Ballroom
8:45- 9:00 am	Conference Welcome	Grand Ballroom
9:00 10:00 am	Opening Plenary Session Megan Wing and Aaron Lowe	Grand Ballroom
10:00-10:30 am	Break	Grand Ballroom
10:30-11:30 am	Concurrent Sessions "A"	(See session descriptions)
11:30- 1:30 pm	Lunch & Awards Ceremony	Grand Ballroom
1:30- 2:30 pm	Concurrent Sessions "B"	(See session descriptions)
2:30- 3:00 pm	Break	Grand Ballroom
3:00- 4:15 pm	Concurrent Sessions "C"	(See session descriptions)
4:30- 5:30 pm	Roundtables "D"	(See session descriptions)

Tuesday, June 29

Time	Event	Location
7:30- 4:30 pm	**Conference Registration**	**Gulf Island Foyer**
8:00- 9:00 am	**Breakfast** Academica Group's "Top Ten" Live with Ken Steele	**Grand Ballroom**
9:00-10:00 am	**Concurrent Session "E"**	**(See session descriptions)**
10:00 10:30 am	**Break**	**Grand Ballroom**
10:30-11:30 am	**Concurrent Session "F"**	**(See session descriptions)**
11:30-1:30 pm	**Lunch & Keynote Speaker** Dr. Ross H. Paul	**Grand Ballroom**
1:30- 2:30 pm	**Concurrent Session "G"**	**(See session descriptions)**
2:30- 3:00 pm	**Break**	**Grand Ballroom**
3:00- 4:15 pm	**Concurrent Session "H"**	**(See session descriptions)**
4:30- 5:30 pm	**Regional Meetings**	**(See session descriptions)**
6:00- 6:45 pm	**Cocktail Reception**	**Grand Ballroom Foyer**
6:45-11:00 pm	**Banquet & Trivia Tournament**	**Grand Ballroom**

Wednesday, June 30

Time	Event	Location
8:30- 9:30 am	**Breakfast & ARUCC AGM**	**Grand Ballroom**
9:45- 10:45 am	**Concurrent Session "I"**	**(See session descriptions)**
11:00-11:45 am	**Closing Plenary Speaker** Martha Piper	**Grand Ballroom**
11:45 -12:00 pm	**Conference Closing**	**Grand Ballroom**

Track Descriptions

Student Affairs

Sessions in this track focus on student engagement beyond the classroom. Presenters will discuss services and programs offered by learning centres, advising, disability services, aboriginal services, health services, counselling services and student associations, just to name a few, aimed at increasing student persistence and student success by improving student life on our campuses.

Strategic Enrolment Management

Sessions in this track are represented by two broad themes: integration of services and programs to improve the student experience and mining data for making evidence-based decisions. From recruitment to retention, presenters will discuss their efforts to reduce barriers to post secondary access, to increase student persistence among at-risk populations, and to enhance our awareness of how data can improve our decision making.

Recruitment and Orientation

Sessions in this track focus on attracting students to your post-secondary institution. Presenters will discuss tools used to analyze demographics to focus on and programs designed to attract targeted students.

Admissions

Sessions in this track focus on policy, practice and processes involved in the admissions area for both undergraduate and graduate studies. Learn about best practices, lessons learned, process reviews as well as trends for now and in the future.

Technology

Sessions in this track will explore how the use of technology continues to transform how we conduct our day to day work in an effort to increase the efficiency and effectiveness of services and processes.

Records, Registration and Scheduling

Sessions in this track will provide tangible examples of how data, information and technology can be used to improve services and processes to meet and exceed student's expectations with regards to records, registration and scheduling.

Professional Development

Sessions in this track focus on developing and enhancing the skills of those employed in the registrarial and student services profession.

Concurrent Sessions "A"

Monday, June 28 | 10:30-11:30 am

A 1: The Student Transitions Project: Measuring Student Success Across the BC Post-Secondary System

Presenters: Joanne Heslop, Manager, Student Transitions Project

Devron Gaber, Associate Director, BC Council on Admissions & Transfer

Track: Strategic Enrolment Management

Room: Junior Ballroom D

The Student Transitions Project (STP) in British Columbia is a highly collaborative research project that measures student movement from the K-12 to post-secondary education systems using a unique Personal Education Number. All public post-secondary institutions, both education ministries, and the BC Council on Admissions and Transfer are involved in the partnership, which has now collected seven years of transitions data.

The presenters will show how the longitudinal nature of STP's research allows it to report out on the movement and success of students over time. This includes reporting on grade 12 graduation rates, transition rates to post-secondary, movement among post-secondary institutions, stopouts who leave post-secondary and return, dropouts who have not returned yet, and post-secondary completion rates. Data are reported according to a number of demographic variables, such as Aboriginal students. This wealth of information can be used by both education systems to recruit students, monitor student retention and improve student success.

A2: Trade in Your Old Ways, Partner

Presenters: Warren Stokes, Director, Registration & Student Information Systems, Kwantlen Polytechnic University

Zena Mitchell, Director, Admissions & Records, Kwantlen Polytechnic University

Track: Admissions

Room: Junior Ballroom C

Administering Trades programming has been a challenge for many Registrar's offices. The often repeated "Trades is different" has been used as a reason (or perhaps an excuse?) as to why business processes have not evolved over time.

In this presentation, we will discuss the changes thrust upon the institution by the provincial apprenticeship authority; the manual processes used in tracking applicants and registrants; and the disconnect between the real timetable and our SIS. The frustration felt by those in Scheduling, Admissions and Records departments helped to forge invaluable partnerships not only with each other, but also with the Dean's Office. We'll discuss how these partnerships helped us to "trade-in" our old ways, create solutions, and allow us to do some real-time reporting of Trades enrolment.

A3: Kuali Student - Overview of a Next Generation Student System

Presenters: Gord Uyeda, Project Manager/Technical Architect, Enrolment Services, University of British Columbia

Kelli Fitzmaurice, Change Management Facilitator, University of British Columbia

Track: Technology

Room: Junior Ballroom B

Kuali Student (KS) is a community-source software project committed to the development of the next- generation Student Services System. Attendees will learn about the KS project scope, timeline and how a consortium of institutions is working to develop a student system that will surpass the capabilities available today.

The University of British Columbia is participating in the development and is planning on implementing the first release of this next generation student information system. Presenters will discuss the status and functionality of the first module of the system - Curriculum Development and Management. Presenters will discuss the vision for how KS can substantially improve the educational quality and experience for UBC students and support efficient administrative and management practices for faculty and staff.

Attendees will see a demo of screens, workflow and functionality of the Curriculum Development and Management module. Ample time will be left for questions from the audience.

A4: StepUPP - A Flight Plan for First Generation "Helicopter" Parents

Presenters: Lorretta Neebar, Associate Registrar, Admissions, Recruitment & On-Campus Evens and StepUPP Project Director, University of Toronto Mississauga

Track: Recruitment & Orientation

Room: Port Alberni

StepUPP - Student Transition Education Program, University Preparation for Parents is a series of seminars and communications developed to help educate Grades 11 and 12 first generation families about post-secondary education. This program was modeled after the University of Toronto Mississauga's successful first-year transition program - StepONE (Student Transition Education Program - ONE). The Office of the Registrar received funding from the provincial government to develop an initiative that would help increase the participation rate of first generation students in Ontario. StepUPP addresses some of the issues of first generation students and combines the phenomenon of the "helicopter" parent to help encourage a collaborative effort among families regarding choosing post-secondary education. The program focuses on how to choose the right pathway for post-secondary, the application and admissions process, understanding the financial aid system in Canada, and information about transitioning into first year.

This presentation will focus on the simplicity of the program design, the success and participation rates and will address some of the challenges encountered in launching this type of initiative.

A5: Travel Registry

Presenter: Heidi Emami, Assistant
                 Registrar, McGill University

Track: Records, Registration &
                 Scheduling

Room: Port McNeil

A group of your students are participating in a Field Studies semester in Mexico, and there is an H1N1 outbreak. Do you have the necessary information to locate and contact them?

At McGill University, we have developed guidelines to manage international travel activities, and designed an online system to record the necessary student details such as travel itinerary, contact information at destination, travel insurance, etc.

In our system, a travel activity can be linked to a course section; for example, the travel activity can be linked to all students registered in the course or it can be independent of a course and linked to an individual participating in a conference or workshop. This session would be of interest to all institutions that require or recognize a travel component for university-related business.

A6: Enterprise-Wide Scheduling with Infosilem EnCampus

Presenter: Pierre Guay, Director of
                 Sales, Infosilem Inc.

Room: Junior Ballroom A

This session will discuss the latest in enterprise-wide scheduling at institutions at higher education and demonstrate Infosilem EnCampus^{TM} - Enterprise. Learn how you can benefit from the integrated nature of EnCampusTM - Enterprise to management resources and services associated with all activities taking place on campus as well as provide visibility on campus-wide events with real-time and accurate web calendars.

See also how you can leverage web self-service efficiencies of the Enterprise Portal to increase operational efficiencies by reducing staff clerical work while you increase customer services.

Concurrent Sessions "B"

Monday, June 28 | 1:30-2:30 pm

B1: Shifting Towards a Culture of Evidence: From Faculty-Centric to Student-Centric Course Scheduling

Presenters: Jody Gordon, Associate Vice President, Students, Kwantlen Polytechnic University

Warren Stokes, Director, Registration & Student Info Systems, Kwantlen Polytechnic University

Track: Records, Registration & Scheduling

Room: Junior Ballroom C

Higher education is increasingly shaped by accountability measures. Language such as "return on investment" held only for the business world is now finding a place in education. Outputs (graduates) are as critical now as inputs (applicants) 10 years ago. A student's ability to get the right courses at the right time can be a significant barrier to graduation.

The presenters will discuss how student services shifted the culture at their institution towards a more student centric scheduling system through the use of evidence, accountability measures and outcomes reporting.

By measuring historical trends in enrolment and aggregating data drawn from the academic history of current students overlaid with our degree audit program completion rules, we have created an undergraduate timetable that better reflects our students' actual course needs.

This has resulted in: 1) an increase in student satisfaction with support services; 2) a decrease in the number of students dissatisfied with their ability to get the courses they desire; 3) higher proportion of students graduating within 4 years then when compared to other universities in our region; and 4) a sharp increase in our rate of converting applicants to registrants resulting in increases and/or stabilization in enrolment during a downturn at other institutions.

B2: The Stealth Ninja Application Project: What I Learned About What You Do

Presenter: Fred Jacklin, Registrar and Director of Enrolment Services, Vancouver Island University

Track: Admissions

Room: Port Alberni

In recent years the Admissions Office at Vancouver Island University has undergone a major restructuring exercise including a dramatic change in our business practices. After a thorough review of our business practices, we made a lot of changes. Then we reviewed again and made some more changes. We thought we were doing a pretty good job, but we wanted to know for sure, so we submitted applications to twenty other institutions, most from BC but others from across the country. This presentation will share with you what we learned from this exercise.

B3: Using Technology to Enhance Student Success - NVIT Retention Alert

Presenter: Kylie Cavaliere, Director, Enrolment Services & Registrar, Nicola Valley Institute of Technology

Track: Student Affairs

Room: Junior Ballroom B

As an Aboriginal post-secondary institution, Nicola Valley Institute of Technology (NVIT) has unique student needs and support systems for students. Learn how NVIT was the first institution in Canada to implement Datatel's Retention Alert Module to assess and meet those needs. We'll talk about business processes, successes, lessons learned, and plans for 2010 and beyond. Also discover how NVIT used this tool to assist with the monitoring, communicating and reporting of H1N1 cases within its dual-campus operations.

B4: Staffing the Registrar's Office: Getting the Right Mix

Presenters: Mairead Barry, Associate Registrar & Director of Admissions, Dalhousie University

    Asa Kachan, Assistant Vice President Enrolment Management & Registrar, Dalhousie University

Track: Professional Development

Room: Junior Ballroom D

Since there's no degree in Registrarial Arts and Science, how do we find the right person for the job? In this session, we will explore the skill set needed to do work in enrolment management and services, and how to build capacity within the Registrar's Office. We'll also discuss non-traditional academic qualifications and work experience, and how to select the appropriate candidates for the job.

B5: Electronic Marks Submission (WEB APP)

Presenters: Sandra Speller, Assistant Registrar, Academic Standards & Examinations, University of Toronto Mississauga

    Cesar Mejia, Manager, Information Technology, University of Toronto Mississauga

Track: Technology

Room: Port McNeil

Accuracy, timeliness and ease-of-use are the hallmarks of the Electronic Marks Submission (EMS) process in the Office of the Registrar at the University of Toronto Mississauga. It replaces a cumbersome and organic marks submission process that involved the data re-entry, paper records and site specific usage into on that seamlessly gathers, processes and transfers marks data from applications (such as Blackboard and CCNet) to centralized student information systems (such as PeopleSoft, Banner, or in-house programs). It removes the often error-prone method of keying data from one incompatible system to another.

The web-based EMS process is a single-point application that allows multiple users to undertake their work activity (approvals, reports, logs, security) anywhere there is an Internet connecting, meeting the high demands of a highly mobile staff and faculty contingent. The result is not only a successfully reengineered business process, but a service that provides students with marks in a timely and accurate manner.

B6: What's New and Different About the GRE® and TOEFL® Tests

Presenter: Doug Ronson, Country Manager, ETS

Room: Junior Ballroom A

During this session, ETS staff will provide information about the GRE® General Test, including the test content, skills measured, and the benefits of using GRE® test scores. An update on the planned changes to the General Test to be introduced in 2011 and the new ETS Personal Potential Index (PPI) introduced in July 2009 will also be provided. The ETS PPI is a web-based evaluation tool that provides feedback on personal dimensions such as teamwork, resilience, and ethics and integrity. Staff will also discuss how other English-language tests measure up to the TOEFL® test. Learn how the 100% academic test design and the unmatched scoring methods of the TOEFL® test provides you with the most qualified applicant pool. Also, find out about new opportunities for institutions to increase your visibility, such as our new TOEFL® Destination Directory Advanced Search Tool and posting videos on our TOEFL®TV channel.

Concurrent Sessions "C"

Monday, June 28 | 3:00-4:15 pm

C1: Supporting the One Stop Vision: Five Years Later

Presenter: Joanne Duklas, University Registrar, York University

Debbie Hansen, Director, Client Services, York University

Track: Strategic Enrolment Management

Room: Junior Ballroom D

In 2003, York University created and launched a new one-stop frontline service area, a new student services building and a new organized structure. After five years, many refinements and changes have occurred as a result of lessons learned. The Office of the Registrar and Student Financial Services plays a significant role in enhancing and supporting the one stop vision. The new reality necessitated a complete modification of organizational structure, culture, training, business process and systems tools and required close partnerships with areas across the University.

Joanne Duklas, the former Project Director who supported the creation of the one stop reality and who is now York's University Registrar, will take session participants through this five-year journey. Best practice tips and strategies for encouraging success will be shared.

C2: Two Solitudes? How We Learned to Work with Marketing… and Thrive

Presenters: Susan Gottheil, Associate Vice President, Enrolment Management, Mount Royal University

Lucille Gnanasihamany, Director of Marketing, Mount Royal University

Track: Strategic Enrolment Management

Room: Junior Ballroom C

Enrolment service folks have often been wary of the professionals within our institutions who want to "brand", "position" and "sell" our organizations, programs and services to "customers".

They can't possibly know our prospective and current students the way we do—right? In the midst of launching new degree programs, transitioning from a college to a university, implementing new recruitment initiatives and adopting a Strategic Enrolment Management framework Mount Royal University intentionally broke down the silos. Enrolment Services and External Relations have collaborated closely with each other and our academic colleagues to re-position the institution and support student success. Listen to our story of how we gained trust and respect and exceeded our goals and expectations. Consider our "lessons learned" and engage in an interactive discussion on how marketing and external relations colleagues can be key partners in our work.

C3: The Effect of Merit-based Aid on Student Aspirations, Choice, & Participations

Presenter: Kate Ross, Senior Director & Registrar, Student Enrolment, Simon Fraser University

Track: Strategic Enrolment Management

Room: Junior Ballroom B

This session will provide the findings from one institution's use of merit-based aid in the form of entrance scholarships. Institutional merit-based aid is viewed as a competitive recruitment tool to attract students who have demonstrated they are academically capable and have the greatest attributes for success. This is viewed as desirable to institutions as it assists them to attract the best and the brightest by crafting a class with the greatest potential to succeed and bring prestige to the institution. Typically, in Canada, institutional merit-based aid that is provided as part of an admission offer is broken into two categories: automatic entrance scholarships based on academic performance only or academic performance plus additional attributes such as leadership capability and community service. Evidence suggests that these attributes are correlated with higher socio-economic status (Cabrena & La Nasa, 2000; Ehrenberg, Zhang, & Levin, 2006; Frenette, 2007). This raises the questions of whether merit-based aid enables access to students of all backgrounds or primarily supports the participation of the middle and upper income students who would participate independent of aid.

C4: You Can't Change Learning with that Old Curriculum Management System: Designing the Next-Generation System

Presenters: Richard Spencer, Executive Director, Office of the Vice-Provost, Information Technology, University of British Columbia

Deirdre Brown, Communications Change Manager, University of British Columbia

Cindy Nahm, Associate Director, Enrolment Services, University of British Columbia

Track: Technology

Room: Junior Ballroom A

Institutions are adapting to serve a variety of learners and learning styles, developing curricular offerings that are vastly different and more complex than what traditional curriculum management software is capable of supporting. Through the Kuali Student (KS) project, a consortium of institutions is addressing these issues and more. Hear what we have learned.

The KS project has created the framework to allow institutions to generate meaningful curricula that can be associated with more modern qualifiers about ownership, delivery and educational relevance.

This unique project provides an alternative for upgrading student information systems, while also demonstrating methodology for flexible curriculum management design.

Since 2007, UBC has been working with 10 other universities to build KS through a community-source development model.

Presenters will discuss the role of KS in transforming the course approval process at UBC including a review of problematic issues in the current approval process, the impact of a new course approval recommendations on curriculum development, and how the KS tool will be utilized at UBC to support and transform the curriculum approval process.

C5: Partnering for Academic Skills Instruction

Presenter: Michael Lisetto-Smith, Coordinator: Study Skills & SI Centre, Wilfrid Laurier University

Track: Student Affairs

Room: Port McNeil

Academically successful students are those individuals who have been able to further develop their learning and research strategies to adjust to the university or college environment. At Wilfrid Laurier University, the department of Learning Services and the Library have partnered to deliver a course-integrated academic program to both support student learning and increase retention rates.

This innovative model uses senior near-peer mentors to run weekly hands-on active learning sessions that encourage the integration of learning strategies instruction into the review of course material while also integrating research strategies instruction using the course's major written assignment as the learning medium.

Initial results illustrate that program participants receive higher final course grades, are less likely to receive grades of D or F, and have learned transferable learning and research skills. In this presentation, we will review the project and its outcomes, and give tips for successful instruction partnerships with other campus units.

Roundtables "D"

Monday, June 28 | 4:30-5:30 pm

D1: Communication with Students - Best Practices

Facilitator: Shona Perry-Maidment, Memorial University of Newfoundland

Room: Junior Ballroom D

Come share your ideas and best practices on communicating with students.

D2: Technology - Cool Ideas, Challenges, and Best Practices

Track: Technology

Facilitator: Ken Scullion, Ryerson University

Room: Junior Ballroom C

Come share your creative ideas about your Student Information System and take home some good ideas to implement.

D3: Registrars

Track: Professional Development

Facilitator: Dawna Mackay

Room: Port McNeil

ARUCC is a great resource to meet with your professional colleagues and to learn from each other. This round table session gives Registrars a chance to ask questions, talk about strategies or come up with solutions to take back to your institution.

D4: Policy Development

Track: Strategic Enrolment Management

Facilitator: Rosalie Vlaar, Senior Policy Analyst, Enrolment Services, University of British Columbia

Room: Parksville

Are you interested in or do you provide support for the research, development, analysis, consultation or approval of new admission, academic or student policies at your institution? If so, come and join a group of similarly occupied individuals from other institutions. Let's talk about structures and strategies, barriers and best practices.

D5: Transfer Credits

Track: Admissions

Facilitator: Jim D'Arcy, Athabasca University

Room: Port Alberni

Are you interested in or do you provide support for the evaluation of transfer credits at your institution? If so, come and join your fellow colleagues to talk about strategies, barriers and best practices.

D6: Registration and Scheduling

Track: Records, Registration & Scheduling

Facilitator: Brenda Winter, Lakehead University

Room: Junior Ballroom A

Want to talk to Registration and Scheduling colleagues about what is happening in their offices. If so, come and explore ideas with your fellow colleagues about concerns, strategies, and best practices.

D7: Admissions

Track: Admissions

Facilitator: Marjorie Budnikas, Corpus Christi and St. Mark Colleges

Room: Junior Ballroom B

Want to talk to other Admission colleagues about what is happening in their offices. if so, come and talk about strategies, barriers and best practices

Concurrent Sessions "E"

Tuesday, June 29 | 9:00-10:00 am

E1: The IB Diploma: Criterion Referenced Assessment of Achievement, Curriculum Mastery and Preparation for Post-Secondary Success

Presenter: Sandra Wade Pauly, University and Government Liaison, International Baccalaureate

Track: Admissions

Room: Junior Ballroom B

International Baccalaureate™ (IB) is a recognized leader in the field of international education. IB has gained respect from the world's leading universities. This session will increase your knowledge and understanding of the IB programme and its criterion referenced assessment of achievement and curriculum mastery, currently acknowledged by Atkinson and Geiser (2009) as representative of fair and effective assessment for college admissions. Research data on student performance and graduation rates will be provided. With this information you will be able to develop and/or revise your IB recognition policy to increase your institutions' IB visibility to attract these well prepared and highly sought after students.

E2: Working Together: Effective Partnering with Student Associations

Presenter: Lyn Benn, Director, Student Development and Success, Kwantlen Polytechnic University

Jody Gordon, Associate Vice President, Students, Kwantlen Polytechnic University

Catherine Wilkinson, Student Services Manager, Kwantlen Student Association

Eddie Lee, Health & Recreation Manager, Kwantlen Student Association

Track: Student Affairs

Room: Junior Ballroom C

One key factor in student persistence and success is the quality of student life. Post-secondary institutions are constantly striving to provide high quality, accessible services and programs that support learning, are developmentally holistic, enhance student life and encourage student participation. At Kwantlen Polytechnic University (KPU), both the Student Services and Student Affairs departments are constantly working to improve access to services and programs that support degree or credential completion, student life, the learning process, and personal development. However, resources are often stretched.

KPU's Student Association had a desire to develop a more enriched student presence and campus life on all four campuses. With this in mind the Student Association put a number of services and programs to referendum for student financial support. These included the START Volunteer Program, Peer Counselling, Social Justice, and Clubs and Events proposals, all of which were supported by our students. This has afforded Student Services, Student Affairs and the Student Association an opportunity to work effectively and efficiently in providing a depth and breadth to student support programs that could not have been achieved by one or the other independently. In addition, various KPU departments have combined with the Kwantlen Student Association to produce a Health Fair to promote better personal and community health across campuses.

This presentation will outline the ways in which partnerships have been established between Student Services, Student Affairs, Faculties, Human Resources, students and the Student Association, to avoid potential overlap and confusion, and to provide the best possible services and programs for our entire campus community.

E3: The Role of Tuition and Student Finances in Student Success at Vancouver Community College: A Case Study

Presenters:	Deanna Rexe, Interim VP Enrolment and Strategy, Vancouver Community College
	Mark Chapman, Director of Research and Strategic Services, Vancouver Community College
Track:	Strategic Enrolment Management
Room:	Port McNeil

The role of tuition and its affect on student success is complex, and cannot be separated from a larger discussion that includes institutional finance (government funding), student aid (grants, loans), and the market economy, perspectives on social equity, and definitions of affordability and access. There is an abundance of system-level research and data, which often focuses on the universities and can seem conflicting. This session will present the most current research and data of interest to community colleges, and from Vancouver Community College (VCC) in particular, regarding tuition and student financing within the context of VCC and its learners.

E4: The Chessboard and the Registrar's Office - Using IT to Transform our Institutions

Presenter:	Richard Spencer, Executive Director, Office of the Vice-Provost, Information Technology, University of British Columbia
Track:	Technology
Room:	Junior Ballroom D

Since the beginning of the industrial revolution, we have used technology to dramatically raise the quality of a vast range of goods and services, while increasing output and lowering unit cost. The power of information systems, measured by either unit cost or total capacity, is increasing exponentially. Information technology is widely used in our universities and colleges, including our Registrar's offices, but it has not been used as a transformative agent to raise quality in learning and research while enrolling more students and lowering costs. Some argue technology cannot improve learning while lowering cost. I will discuss how we can use technology to enable more learning at lower cost, while continuing to radically improve business processes and levels of service.

I will outline how we can use information technology to transform our institutions, discuss some of the issues, and look at opportunities, responsibilities and challenges for the Registrar's Office.

E5: How Neighbourhood Intelligence Translates into Smarter Recruiting Efforts

Presenter:	Rupen Seoni, Vice President, Environics Analytics
Room:	Junior Ballroom A

As competition for student recruitment grows for many institutions, using segmentation and data analysis tools can help them better understand who they are attracting, who they are leaving behind and where there is high potential for increased recruitment.

Geodemographic techniques will be shown in this session that allow linkages to be drawn between applicant database, census demographics, social values and behavioural data sources. This approach creates a more complex view of applicants allowing institutions to communicate more effectively and have their communication placed in the right media and locations. This presentation will show techniques used by various post-secondary institutions.

E6: Higher Education Strategy Associates (HESA)

Room: Port Alberni

Concurrent Sessions "F"

Tuesday, June 29 | 10:30-11:30 am

F1: Implementing an Integrated Service Centre: The Nuts and Bolts
(Presented in English)

Presenters: Jocelyne Younan, Assistant Registrar, McGill University

Janice Johnson, Manager, Services and Operations Service Point, McGill University

Rittu Sehgal, Manager, Communications Manager, Service Point, McGill University

Kathleen Massey, University Registrar and Executive Director, Enrolment Services, McGill University

Track: Strategic Enrolment Management

Room: Port McNeil

In 2008, McGill University began the work to develop an integrated service centre for students. The presenters will tell the McGill story about the development of the new organizational structure, working with planners and architects to design and build new space, selecting technologies and measuring effectiveness.

Two of the goals of McGill's service integration project are to: 1) bring together services currently offered in 6 different locations in 4 different buildings; 2) end the needless run-around that students have described, at best, as frustrating.

Services which have been or will be integrated include: admissions services, registration services, student accounts, some financial aid, graduate studies services, some student affairs office functions from the Faculties of Arts and Science, the provision of health cards to international students, photo-id cards for all students, and other related services. This is a practical and unvarnished look at the implementation of integrated services at a large, urban university.

F2: Automating the Academic Calendar Revision/Submission Process

Presenters: Barb Davis, University Registrar, Brock University

Gloria Gallagher, Associate Registrar, Enrolment Management, Brock University

Track: Technology

Room: Junior Ballroom C

Streamlining the Calendar revision/submission process using current technology. One University's progress towards the development of a web based system for updating the University Academic Calendar. This need has been driven by years of problematic technological processes (uploads/downloads, emailing, formatting/reformatting) and the need to simplify existing manual editorial processes.

The system introduces electronic signoff and lockout that disables the document from re-writeable to read only; automatic track changes function ability; logging of all the editing; submission status bar at all security levels; elimination of uploads/downloads; system supported Calendar Copy regulations. The presentation will focus on the progress of development and first year implementation results.

F3: Creating New Models for Degree Partnerships

Presenter:	Kate Ross, Senior Director and Registrar, Simon Fraser University
	Catherine Carlson, Douglas College
Track:	Admissions
Room:	Port Alberni

This session will describe the development of a degree partnership between Douglas College and Simon Fraser University. It will cover the development of the MOU, the implementation process, lessons learned, and future plans.

F4: Simple Strategies for Building Better Partnerships

Presenter:	Barbara Crocker, Director, Student Financial Assistance & Awards, University of British Columbia
Track:	Student Affairs
Room:	Junior Ballroom D

As a university, we often function in isolation within our respective units, helping students solve problems. However, if we want to more effectively support our students, we must collaborate and provide seamless service across campus.

Join Student Financial Assistance and Awards at the University of British Columbia as we explore simple strategies to build new and improved existing partnerships.

Together, we will continue the discussion, share new ideas and strategies, and strive toward a common goal of supporting student success on our campus.

F5: Millions of Transfer Students, One Solution: The Transfer Evaluation System (TES®) from CollegeSource

Presenter:	Troy Holaday, President, CollegeSource, Inc.
Room:	Junior Ballroom A

TES® is an innovative service for researching, evaluating, tracking, managing, and reporting transfer course equivalencies online. Desktop access to over 42 million course descriptions and a suite of powerful tools means tremendous time savings for transfer credit evaluators and fast, accurate service to transfer students.

F6: FAST Student Reporting

Presenter:	Lynda Pattie, Executive Director, Millennium Professional Services, Ltd
Room:	Junior Ballroom B

Millennium's FAST Student provides self-service reporting for key stakeholders including the Registrar's Office, Faculty and Faculty Administrative Assistants. The Registrar's Office can monitor important aspects of student activities such as admission, registration and grading. Faculty and Administrative Assistants can generate operation reports such as class lists, schedules and student lists. In this session, Millennium will show you how to use FAST Student to fulfill all your reporting needs for key stakeholders, including the registrar's office, faculty and administrative assistants. FAST Student is a robust, yet flexible toolset that enables academic administrators to pull operational and transactional reporting to accommodate their enrolment trending and analysis, resource planning and course planning needs. Completely web based and platform independent, FAST Student allows institutions to decentralize reporting and grade entry while maintaining security and student confidentiality.

Concurrent Sessions "G"

Tuesday, June 29 | 1:30-2:30 pm

G1: Looking Inside the Box - International Admissions Process Review at the University of Alberta

Presenters: Lihong Yang, Assistant Registrar, International Admissions, University of Alberta

Pat Dalton, Associate Registrar and Director, Enrolment Management, University of Alberta

Track: Admissions

Room: Junior Ballroom C

The International Admissions unit at the University of Alberta has grown in the past years from a one-person desk to a group with over ten staff members. However, the operation and admission process remained the same. The unit was constantly criticized as being slow in processing applications; rigid in receiving required documents; and lacking transparent communication with prospective students. To better serve international applicants and faculties, the unit went through an internal process to identify challenges, risks, and opportunities in the areas of people, process, policy and technology. Implementations of the first priority recommendations have led to improved efficiency and better communication with stakeholders. In this session we will share the recommendations and implementation strategies.

G2: Connecting Student Information Systems in BC

Presenters: Randy Bruce, Director, Student & Data Exchange Services, BCcampus

Track: Technology

Room: Port Alberni

Between the 25 public post-secondary institutions in British Columbia, there are 27 different student information systems being used. The provincial government is using BCcampus to connect these different student information systems through a secure network. By establishing these connections, critical information can flow more efficiently between the SIS's and this can help improve the service being provided by the school and add efficiencies to the service to students.

This session provides an overview and status update on the project. It zeros in on the Camosun College, one of the pilot test schools and the first to incorporate all the transactions that are made possible by the connector service.

Topics to be covered include the funding, governance model, the origin of the project, the technology supporting service, who has been involved, the admission and registration policy and procedure issues that had to be addressed, privacy matters, and the hurdles that had to be overcome.

G3: Revisions to the Postsecondary Student Information System (PSIS) Definitions and Codesets: Moving towards Harmonized Pan-Canadian Public Postsecondary Enrolment and Graduate Data

Presenter: Chantal Vaillancourt, Survey Manager, PSIS, Statistics Canada

Track: Records, Registration & Scheduling

Room: Port McNeil

The Postsecondary Student Information System (PSIS) is the survey that enables Statistics Canada to publish nationally comparable information on enrolments and graduates from Canadian public postsecondary education institutions. In October 2008, a PSIS Definitions and Codesets Review working group was created to revise and clarify problematic data elements within PSIS.

This presentation will describe the work that the group has accomplished in terms of revisions to existing PSIS variables and the development of a Reporting Guide. The presentation will also show how data reported under these new definitions will allow greater comparability at the national level as reporting moves away from institution-based definitions towards program-based definitions. Also, with the Reporting Guide serving as a companion tool to the revised codesets, harmonization of reporting is ensured and users of PSIS data will have documentation that will help to understand the data.
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G4: University Island - Partnering for Student Success

Presenters: Tamara Leary, Director of Student Services, University of Prince Edward Island

Kathy Kielly, Registrar, University of Prince Edward Island

Barbara Campbell, RN PHD, Director of the Webster Centre for Teaching and Learning, Associate Professor School of Nursing, University of Prince Edward Island

Track: Strategic Enrolment Management

Room: Junior Ballroom D

Anticipating the evolving needs of first-year, continuing and returning students the University of Prince Edward Island uses its unique "advantage of scale" in developing a best practice approach for recruitment, admissions, and successful retention - three pivotal components of student success. "University Island" connects the dots from "we're all in this together" perspective.

G5: A Day in the Life of a Recruiter - It Just Got Better

Presenter: Neche Dwyer, Senior Sales
                Consultant, Datatel

Room: Junior Ballroom A

A recruiter's day has dramatically changed over the years - new technologies, more personal communications, bigger goals, less aid, and more savvy students. All of which necessitate new strategies and approaches to meeting your enrolment goals. During this session, you will learn about new processes and technologies that empower college and university recruiters and strengthen their strategic enrolment management.

G6: Education Verification Efficiencies

Presenters: Lisa Mackie, Vice President
                Institute Liaison, AuraData

Room: Junior Ballroom B

External demands on the registrar's office are causing excessive workloads for staff. Learn how AuraData can reduce all of the issues regarding education verifications and the fraudulent use of degrees and diplomas. This Canadian company has a service that will simplify, automate and virtually eliminate the handling of these inquires. The presentation will cover how business perceives education fraud and where verifications are really coming from. A demonstration of how the system handles tens of thousands of enquiries while exceeding the demands of privacy legislation. We will show you how easy it is and what it takes to see your staff work load decreased this year in a 24/7 world. You have a question and we have an answer.

Concurrent Sessions "H"

Tuesday, June 29 | 3:00-4:15 pm

H1: ABC, 1-2-3, You Can "Un-Withdraw" Me? Student Success Initiatives

Presenters:	Jody Gordon, Associate Vice President, Students, Kwantlen Polytechnic University
	Joshua Mitchell, Director, Student Engagement, Kwantlen Polytechnic University
Track:	Strategic Enrolment Management
Room:	Junior Ballroom C

Intervention that addresses multiple barriers to success can improve student performance leading to successful graduation. Kwantlen Polytechnic University's student services division collaborated across the division to launch 3 programs focused on student retention – Early Alert Referral System (EARS), Academic Boost Camps (ABCs) and the "Un-Required" to Withdraw Contract. All three programs are jointly delivered by staff and faculty in Student Awards and Financial Assistance, Learning Centres, Counselling Services and Educational Advising. Come hear about the design and implementation of these programs that have led to student successes.

H2: The Role of Financial Aid in Canadian SEM

Presenter:	Peter Dueck, Executive Director, Enrolment Services, University of Manitoba
Track:	Strategic Enrolment Management
Room:	Port McNeil

Financial aid is often an important lever used by institutions in the United States to accomplish strategic enrolment management (SEM) goals. Because student aid is packaged not by institutions but by provincial governments in Canada, the role of financial aid in Canadian SEM differs significantly from its role in the USA. This session will compare the two systems and then focus on how financial aid is currently used to support SEM initiatives at Canadian institutions.

H3: Student Parents: Working Together to Ensure Their Success

Presenter:	Howard Magonet, Director, Counselling and Development, Concordia University
Track:	Student Affairs
Room:	Port Alberni

Student parents face special challenges when trying to pursue their education. This is especially true for single parents. It is a well-documented fact that single parents, the majority of whom are women, face special conditions when trying to access educational opportunities.

Generally older, student parents are less likely to attend post-secondary education and especially to pursue post-graduate studies and are more likely to delay entry and leave their studies prematurely. If they do study, they must also work part-time and are more likely to drop out due to financial and family pressures as well as feelings of alienation and lack of flexibility by institutions when addressing their needs. The number of student and single parents in already disadvantaged groups such as Native communities is disproportionately high.

A number of colleges and universities are now setting up support services for this important student population.
Concordia University's new Concordia Student Parents Centre (CUSP) is helping to identify the issues and find solutions to over 2,000 students who are also parents.

This discussion will include but would not be limited to examining those obstacles most often faced by student parents and a review of the various strategies, coping mechanisms and support services available to assist and enrich both their parenting skills and student experiences.

H4: Panel Discussion: Partnering with the Grassroots: Working Together to Include Young Adults with Intellectual Disabilities at Universities/Colleges in BC

Presenter: Jessica Humphrey, Director of Community Development, STEPS Forward Inclusive Post Secondary Education Society

Brian Silzer, Retired Registrar, University of British Columbia

Judith Mosoff, Associate Professor, Faculty of Law University of British Columbia

Dr. Vianne Timmons, President and Vice-Chancellor, University of Regina

Dr. Richard Pickard, Senior Instructor, Department of English, University of Victoria

Track: Student Affairs

Room: Junior Ballroom B

STEPS Forward Inclusive Post Secondary Education Society is a provincial non-profit society that works with government and universities across British Columbia to ensure opportunities for young adults with intellectual disabilities to be fully included in all aspects of campus and academic life. University of British Columbia (UBC) was one of the first institutions in the province to partner with this grassroots organization. Together, STEPS Forward and UBC found ways for students who do not meet academic prerequisites to experience life as a typical undergraduate.

Enrolment Services at UBC was central to the success of this initiative. STEPS Forward and UBC continue to work together with a registration and graduation process that entitles students who do not meet academic prerequisites to seamlessly access all privileges and resources of a post-secondary institution.

H5: The Role of the Registrar: Perspectives on the Profession

Presenter: Maggie Hartley, Associate Registrar & Director, Records & Registration, Student Information Services and Admissions, University of British Columbia

David Hinton, Registrar, University of New Brunswick Fredericton

Stefanie Ivan, Associate Vice President Student Services, Grant MacEwan University

Neil Marnoch, Registrar, University of Manitoba

Karen McCredie, Registrar & Director of Enrolment Services, Vancouver Community College

Track: Professional Development

Room: Junior Ballroom D

Join this panel discussion to share perspective on the role of the Registrar as individuals discuss the multitude of skills necessary to fulfill the role of Registrar: soft skills like relationship building and communications, "hard" registrarial skills and how they are learned, and survival skills for being a leader in the Registrar's Office and your institution. Presenters will also share their thoughts and opinions on what is next for the profession and how to continue to progress.

H6: Perceptive Software

Room: Junior Ballroom A

Regional Meetings

Tuesday, June 29 | 4:30-5:30 pm

AARAO   Junior Ballroom A

CREPUQ   Junior Ballroom B

OURA   Junior Ballroom C

WARUCC   Junior Ballroom D

Concurrent Sessions "I"

Wednesday, June 30 | 9:45-10:45 am

I1: Implementing an Integrated Service Centre: The Nuts and Bolts
(en français)

Presenters: Jocelyne Younan, Assistant Registrar, McGill University

Janice Johnson, Manager, Service and Operations Service Point, McGill University

Rittu Sehgal, Manager, Communications, Service Point, McGill University

Kathleen Massey, University Registrar and Executive Director, Enrolment Services, McGill University

Track: Strategic Enrolment Management

Room: Port McNeil

In 2008, McGill University began the work to develop an integrated service centre for students. The presenters will tell the McGill story about the development of the new organizational structure, working with planners and architects to design and build new space, selecting technologies and measuring effectiveness.

Two of the goals of McGill's service integration project are to: 1) bring together services currently offered in 6 different locations in 4 different buildings; 2) end the needless run-around that students have described, at best, as frustrating.

Services which have been or will be integrated include: admissions services, registration services, student accounts, some financial aid, graduate studies services, some student

affairs office functions from the Faculties of Arts and Science, the provision of health cards to international students, photo-id cards for all students, and other related services.

This is a practical and unvarnished look at the implementation of integrated services at a large, urban university.

I2: Didn't One of our Committees Already Review That?

Presenters: Andrew Speed, Manager, Systems Development, Vancouver Island University

Fred Jacklin, Registrar and Director of Enrolment Services, Vancouver Island University

Track: Technology

Room: Junior Ballroom A

Do you have a bookcase full of binders with various committees' meeting agendas, minutes, and supporting documentation from the past several years? Have you ever spent hours looking for a document that you just know is in one of those binders? Have you ever wondered how many documents are generated annually by committees and departments on campus, never to be seen again? If you answer 'Yes' to any of those questions, this is the session for you! Vancouver Island University has developed a system that lets all committees and departments archive their documents (restricted or public-access), and allows them to be searched both hierarchically and by content. All aspects of this document archiving system will be reviewed.

I3: Examining Examinations: Would Your Institution Get an A+?

Presenter: Sandra Speller, Assistant Registrar, Academic Standards & Examinations, University of Toronto Mississauga

Cesar Mejia, Manager, Information Technology, University of Toronto Mississauga

Wendy Norman, Examinations Coordinator, University of Toronto Mississauga

Track: Records, Registration & Scheduling

Room: Junior Ballroom D

Attendance at University of Toronto Mississauga final examinations is recorded by scanning the student's ID card barcode using our homegrown solution – Student Examination Attendance Tracker (SEAT). An automated e-mail is immediately sent to absent students advising them of the deferred examination online registration and payment procedure which must be completed within 72 hours. Students write their deferred exam the week following the regular examination period – when they are back to good health and already prepared to write.

This change to our deferred examination process has resulted in a reduction by half of our no-show rate for deferred examinations. Requests for further deferred exams have also decreased markedly.

Chief Presiding Officers, hired and trained by the Office of the Registrar, have created an examination environment focused on fairness and minimizing academic offences.

Share in our discussion of why administering exams to promote student success should be your enrolment management goal.

I4: Is Delegation without "Downloading" Possible?

Presenter: Gillian Robinson, Graduate Associate Registrar (Services and Awards), University of Calgary

Track: Admissions

Room: Junior Ballroom C

This pilot project, which delegates admitting authority from the Dean of Graduate Studies to the academic directors of graduate programs, has become an exercise in adjusting the perception (and the actions) of the Faculty from that of gatekeeper to facilitator.

The pilot project began with five graduate programs and had added another ten by end of December 2009. Ten additional programs will be joining in Winter 2010. The first audit of Fall 2009 admissions through the project has been successfully undertaken.

In the current climate of resource restrictions and increasing pressure to attract qualified graduate students, every school is looking for an advantage in managing workload while improving results.
This presentation will assess one solution to that challenge, examine the motivations behind the project, goals, roadblocks, evolution of the process, and the outcomes identified to date.

I5: Helping Your Students in Distress: Resources and Support

Presenter: Concetta Di Francesco, Manager, Student Academic Appeals, Simon Fraser University

                Carolyn Hanna, Senior International Student Advisor, Simon Fraser University

                Ron Snitz, Learning Specialist, Centre for Students with Disabilities, Simon Fraser University

Track: Student Affairs

Room: Port Alberni

Different universities have different approaches when dealing with students in distress. At SFU, we help students by centralizing our services and partnering our expertise so that we can refer students to the area best suited to help them in times of trouble. By helping students connect to departments and student service areas, our goal is to support and graduate successful students while assisting them in optimizing their university experience.

During the workshop, we hope to open up a dialogue of information focused on discussing areas of partnerships that your universities are undertaking to help us learn more about what collaborative efforts are being used to help students in distress.

I6: IB Students and First-Year University Performance: An Undergraduate Admissions Model

Presenters: Andrew Arida, Associate Director, Enrolment, University of British Columbia

                Michael Bluhm, Associate Director, Undergraduate Admissions, University of British Columbia

                Philip Varghese, Student Recruiter-Advisor, University of British Columbia

Track: Admissions

Room: Junior Ballroom B

It is currently estimated that the International Baccalaureate (IB) reaches over 762,000 students worldwide and grows by 10% annually. With over 130 diploma programmes and a presence in every Canadian province, the IB has doubled its national presence in seven short years. As such, Canadian post-secondary admissions officers can expect to see more and more IB applicants in the years to come.

Since 2003, the University of British Columbia (UBC) has worked closely with the local IB community to obtain a better understanding of the unique assessment and grading practices of the Diploma Programme. These efforts, coupled with comparative data on student success in the first year of university, have resulted in UBC refining its methods of evaluating IB students for admission. This session will provide an overview of UBC's findings on IB grading practices related to first-year performance and show how to construct an evidence-based method of evaluating IB students for post-secondary admission.