CONTACT

President's message   Ron Heath

Rather than trying to prepare an inspired message to you all, I thought I'd take this opportunity to bring you some news from the recent meeting of the ARUCC Executive, which was held in Ottawa on November 19th. The agenda included two presentations—one from Canada Post and the other from StatsCan, who also hosted the Executive to lunch.

Norman McKee of Canada Post provided us with information about its fledgling University Mail Incentive Program. They have been working with a number of institutions on various possible applications of interest to universities in general, and we were impressed by two of the objectives—cheaper rates and potentially faster service. They are also a rallying point in that some movement has been initiated with Revenue Canada for the production of the Education Deduction Certificates!

I expect there will be presentations in English and in French at the June Conference, but for further information, you might contact one of the following representatives: Atlantic Canada-Bill Smith (902) 628-4409; Montreal-Guy Desmarais (514) 468-9579 or Serge Favreau (514) 345-4525; Quebec City-Claude Dumas (418) 624-6619; Ottawa-Norman McKee (613) 734-1842 or Simon Piché (613) 734-2410; Toronto-Suruj Ramdewar (416) 204-4586; Edmonton-Ron Nekolaichuk (403) 944-3119; Vancouver-Cosimo Spagnuolo (604) 734-1544.

We discussed various data elements with StatsCan as well as the possibility of changes to new or existing data sets. It was also suggested that they participate at the conference in June in Victoria.

Two new memberships were approved. Guy Morazain, Directeur, Ressources Informatique at La Cité Collégiale in Ottawa is a new regular member while Jeff Stull, Research Officer with Alberta Labour, Professions and Occupations was accepted for Associate Membership.

Most of you will have seen or used the fraudulent document service offered through ARUCC. In sending forward notices of discovered and verified fraudulent documents, please use the following language: "Anyone receiving an application for admission from the following student should contact xxx at Institution XXX." Further, don't assume that because institution XXX received a fraudulent document that the documents your institution received also are fraudulent—make the call to check that you have the same document. This shouldn't preclude you checking other documents that you may have, but don't assume guilt without verification!

Thanks to the efforts of Karen LeDrew and Ken Clements and his staff at the ARUCC Secretariat, we have a new format for the ARUCC Directory. A lot of data got manipulated to get this new version and we apologize if any of you got messed up in the exercise. We're especially keen to pick up EMail addresses for everyone, but

also please take a minute to let us know if there are corrections or changes to the information for your institution so next year's edition can be even better. Send corrections to the ARUCC Secretariat in Ottawa. By the way, they have a new address: 350 Albert Street, Suite 320, Ottawa, Ontario K1R 1B1.

Finally, a reminder about the meeting coming up in Victoria in June, 1994. The Committee is working hard to make the program meaningful. We recognize that budgets all across the country will be tight, but this will be a very cost effective way to find out how your colleagues are coping with the same problems you're facing. This is also the occasion on which the Association can recognize former members who have retired or members who will be retiring from the profession. If you'd like to nominate someone for Honorary Membership, send along your nomination to any one of the current Executive Members.

Le message du président   Ron Heath

Au lieu d'essayer de vous tenir des propos inspirés, j'ai jugé préférable de vous faire part de ce qui s'est passé à la réunion récente du Comité exécutif de l'ARUCC qui a eu lieu à Ottawa le 19 novembre. L'ordre du jour comportait deux exposés, l'un de la Société canadienne des postes et l'autre de Statistique Canada qui a également invité le Bureau à déjeuner.

Norman McKee de la Société canadienne des postes nous a fourni des données sur son nouveau programme incitatif pour le courrier des universités. La Société canadienne des postes collabore avec un certain nombre d'établissements à diverses applications possibles susceptibles d'intéresser les universités en général, et nous avons été frappés par deux des objectifs, une baisse des tarifs et peut-être même un raccourcissement des délais de livraison. La Société constitue également un point de ralliement en ce sens que des contacts one été pris avec Revenu Canada pour la production des certificats de déduction d'impôt pour les étudiants.

J'espère qu'il y aura des exposés à ce suject en anglais et en français à la conférence du mois de juin, mais pour plus de renseignements, je vous conseille de vous adresser à l'une des personnes suivantes: Atlantique Canada-Bill Smith (902) 628-4409; Montréal-Guy Desmarais (514) 468-9579 ou Serge Favreau (514) 345-4525; Québec-Claude Dumas (418) 624-6619; Ottawa-Norman McKee (613) 734-1842 ou Simon Piché (613) 734-2410; Toronto-Suruj Ramdewar (416) 204-4586; Edmonton-Ron Nekolaichuk (403) 944-3119; Vancouver-Cosimo Spagnuolo (604) 734-1544.

Avec Statistique Canada, nous avons discuté de divers éléments d'information et de la possibilité de modifier les ensembles de données nouveaux ou existants. Nous avons également abordé la possibilité que Statistique Canada participe à la conference de juin à Victoria.

L'adhésion de deux nouveaux membres a été approuvée. Guy Morazain, directeur des Ressources Informatiques à la Cité collégiale à Ottawa, est un nouveau membre ordinaire alors que Jeff Stull, chargé de recherche auprès du ministère du Travail et des Professions de l'Alberta a été reçu comme membre adhérent.

La plupart d'entre vous ont vu ou utilisé le service de documents frauduleux de l'ARUCC. Pour envoyer un avis de faux documents que vous avez vérifiés, veuillez suivre la présentation suivante: quiconque reçoit une demande d'admission de la part de l'étudiant suivant est prié de s'adresser à xxx à l'établissement XXX. En outre, il ne faut pas présumer que le simple fait que cel établissement ait reçu un document frauduleux signifie que les documents que votre établissement a reçus le sont également un simple appel vous permettra de savoir si vous avez reçu le même document. Cela ne vous empêche pas de vérifier d'autres documents que vous pouvez avoir en votre possession, mais faites toutes les vérifications nécessaires avant de désigner un coupable!

Grâce aux efforts de Karen LeDrew et de Ken Clements et de son personnel au Secrétariat de l'ARUCC, le répertoire de l'ARUCC a un nouvel aspect. Il a fallu manipuler beaucoup de données pour produire cette nouvelle version et nous vous prions de nous excuser si certaines s'avèrent inexactes. Nous tenons beaucoup à connaître l'adresse de

courrier électronique de tout le monde, mais nous vous demandons également de prendre une minute pour nous dire s'il y a lieu de corriger ou de modifier les données sur votre établissement pour que l'édition de l'an prochain soit encoure plus meilleure. Veuillez adresser vos corrections au Secrétariat de l'ARUCC à l'Ottawa. À propos, l'ARUCC a changé d'adresse: 350, rue Albert, suite 320, Ottawa, Ontario K1R 1B1.

Enfin, un mot de rappel sur la réunion qui doit se tenir en juin 1994 à Victoria. Le comité travaille d'arrache-pied pour proposer un programme vraiment intéressant. Nous savons bien que les budgets sont serrés dans tout le pays, mais ce sera un moyen très rentable de savoir comment vos collègues font face aux mêmes problèmes que vous. C'est également une occasion pour l'Association de reconnaître d'anciens membres qui ont pris leur retraite ou d'autres qui sont sur le point de la faire. Si vous tenez à présenter la candidature d'un collègue au rang de membre honoraire, veuillez envoyer votre formulaire à l'un quelconque des membres du Comité exécutif.

1992-1994 ARUCC Executive Committee

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État final des revenus et dépenses, ARUCC 1992

Revenus

Frais d'inscription
39x325 $	12 675 $	
121x295 $	35 695 $	
Remboursement	(590 $)	
		47 780.00 $

Avance des universités de l'atlantique	9 800.00
Droit des exposants	5 499.52
Subvention du Gouvernement du Nouveau-Brunswick	750.00
Subvention de la Banque Nationale	1 000.00
Billets (Frolic au Pays de La Sagouine)	1 125.00
TOEFL	600.00
Intérêts sur placement	1 635.50
Total des revenus du Congrès	68 190.02 $

Dépenses

Communications
Service de traduction	3 853.50 $	
Poste	2 389.07	
Conception graphique et programmation	775.00	
Matériel, papeterie et imprimerie	1 093.31	
Posters, programmes et publicité	2 896.40	
Téléphone et Fax	394.47	
		11 401.75 $

Conférenciers
Cachets	2 900.00 $	
Transport et séjour	1 846.39	
Cadeaux	1 079.69	
		5 826.08 $

Frolic au Pays de La Sagouine
Souper	7 089.63 $	
Transport	900.32	
Divertissements	1 500.00	
Médaillons laissez-passer	640.00	
		10 129. 95 $

Palais Crystal
Restauration, cocktail et services	11 358.30 $	
Divertissements & décorations	1 310.81	
		12 669.11$

Frais généraux
Comités	2 013.37 $	
Pochettes	1 502.84	
Main-d'oeuvre	3 776.62	
Divers	472.30	
		7 765.13 $

Total des dépenses réelles du Congrès	47 792.02 $
Remboursement Universités de l'atlantique	11 435.50 $
Total des déboursés	59 227.52 $

Total des revenus du Congrès	68 190.02 $
Total des déboursés	59 227.52 $
Excédent de revenus sur les dépenses	8 962.50 $

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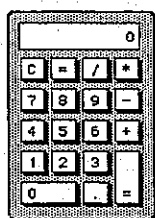
1992 CAUBO Quality and Productivity Awards

A record number of 72 submissions were received for the sixth annual awards program. The prize winners and two honourable mentions are as follows:

First Prize ($10,000)
Université du Québec à Montréal

Second Prize ($5,000)
University of Regina

Third Prize ($1,500) (tie)
Mount Allison University

Third Prize ($1,500) (tie)
Trent University

Honourable Mention
Carleton University

Honourable Mention
Dalhousie University

Since the 1992 competition was revised to include Quality, in addition to Productivity, the impact of improvements in quality of service, enhancement of institutional image, better working conditions, etc, were included as criteria for judging the 1992 applications. The measurement of cost savings and/or revenue generation, often in conjunction with quality factors, was also taken into account in the selection process. It is interesting to note here that the innovative ideas, initiated by the 31 participating universities, result in annual savings or recovery of almost $7 million.

In addition to an increased recognition of the quality of service, another feature which applies to seven of the entries is the involvement of other institutions. Not surprisingly in light of current concerns for violence in the world, four of the submissions, including two of the six winners, are involved with safety programs and the quality of life on university campuses. It was also noticed that in many cases the projects indicate a significant review and revision of the operations of whole departments or service areas.

The contribution of the corporate sponsors—the Royal Bank of Canada and Xerox Canada Ltd—is gratefully acknowledged. Significant financial support and invaluable assistance with the selection process was provided. The expertise of these two well-known companies in how to measure and evaluate Total Quality Management (TQM) techniques also complemented the 1992 program. This practical added support provides an ideal opportunity for CAUBO member institutions to work and learn together with these two continuing sponsors in the application of TQM on university campuses.

K. Clements
Executive Director, CAUBO

congratulations!

Le programme de prix de la qualité et de la productivité de l'ACPAU–1992

Un nombre record de 72 dossiers de candidature ont été reçu à l'occasion du 6e programme annuel de prix. Les récipiendaires et les universités qui font l'objet d'une mention honorable sont les suivants:

Premier prix (10 000 $)
l'Université du Québec à Montréal

Deuxiéme prix (5 000 $)
University of Regina

Troisième prix (1 500 $) (à égalité)
Mount Allison University

Troisième prix (1 500 $) (à égalité)
Trent University

Mention honorable
Carleton University

Mention honorable
Dalhousie University

Depuis que le concours de 1992 a été revu de manière à inclure la qualité en plus de la productivité, l'effet des améliorations apportées à la qualité des services, l'amélioration de l'image institutionnelle, de meilleures conditions de travail, etc, ont été ajoutées à la liste des critères qui ont servi à juger les dossiers de candidatures reçus cette année. La mesure des épargnes réalisées et (ou) des revenus générés, très souvent de concert avec les facteurs de qualité, ont également été pris en compte à l'étape de sélection. Il est intéressant de noter que les idées novatrices présentées

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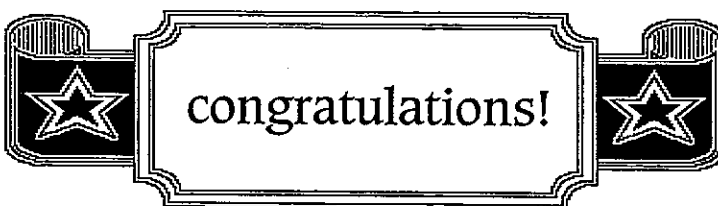
ici ont permis aux 31 universités participantes d'épargner ou de générer des revenus pour un montant approchant les sept millions de dollars.

En plus d'une reconnaissance accrue en faveur de la qualité des services, un ature élément qu'il faut mentionner est la participation d'autres établissements, qui s'applique à sept des candidatures présentées ici. Considérant la violence qui nous entoure, il n'est pas surprenant de constater que quatre des candidatures, dont deus des six vainqueurs, font état de programmes de sécurité et de qualité de vie sur les campus universitaires. Aussi, dans de nombreux cas, les dossiers qui nour ont été soumis, révèlent des revues en profondeur des opérations de départements et de services entiers.

Le soutien des commanditaires du secteur privé, la Banque Royale du Canada et Xerox Canada ltée, s'est avérée un élément important de cette édition du concours et nous les en remercions sincèrement. Ils nous ont apporté un appui financier et administratif et financier pour passer au travers l'étape de sélection; d'ailleurs, pour ce qui est de las mesure et de l'évaluation de la Gestion de la qualité totale (GQT), les compétences reconnues de ces deux sociétés réputées ont été mises à profit au cours de cette édition du concours. Ceci s'est avéré une occasion rêvée d'apprendre plus sur les techniques de gestion de la qualité totale et les établissements membres de l'ACPAU ont apprix beaucoup de leur travail en collaboration avec ces entreprises. Cette collaboration leur a permis de bien comprendre les rouages de l'application de la GQT sur les campus universitaires.

K. Clements
*Directeur exécutif, ACPAU*

AACRAO gives back

As chairperson of the Professional Schools Issues Committee, Jim Menzel reports that the AACRAO Board has approved the committee's proposal to initiate a "Giving Back" project at the 1994 annual conference in Boston. The project will be supervised by Frank Hrabe, in the School of Health Professions at the University of Alabama, Birmingham.

To support the project, AACRAO members will be solicited to donate a food or clothing item to one of two Boston-area charities: DOVE (domestic violence ended for women and children), where a tin of food is welcome; Northeast Shelter for Homeless Veterans, where an item of new men's clothing would be welcome. Collection boxes will be located at the Mariott in the conference registration area.

AACRAO members are urged to tuck into their suitcase one small item for either or both of these charities.

This is one way our organization can express our enthusiasm for being in the city hosting the conference. And in these days when colleges and universities are coming under fire for irresponsible management and for failing to educate, as educators we might do well to consider giving something back to those we serve that demonstrates our good intentions!

Please join the Professional Schools Issues Committee in promoting the "Giving Back" project.
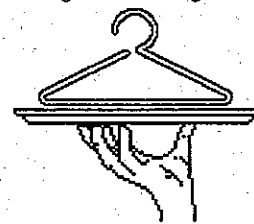
New address for CAUBO

Effective November 1, 1993 the Secretariat for the Canadian Association of University Business Officers (CAUBO) and its member organizations will be relocated to:
350 Albert Street, Suite 320
Ottawa, Ontario K1R 1B1
(613) 563-1236, Fax 563-7739

Member organizations of CAUBO:
Association of Registrars of the Universities and Colleges of Canada (ARUCC)
Canadian Association for University Continuing Education (CAUCE)
Canadian Organization of Part-time University Students (COPUS)
Canadian Society for the Study of Higher Education (CSSHE)

Nouvelle adresse pour ACPAU

A compter du 1er novembre 1993 les services de secrétariat du Association canadienne du personnel administratif universitaire (ACPAU) et de ses organismes membres relèveront de:

350 rue Albert, bureau 320
Ottawa, Ontario K1R 1B1
(613) 563-1236, Fax 563-7739

Organismes membres du ACPAU:
l'Association des registraires des universités et collèges du Canada (ARUCC)
l'Association pour l'éducation permanente dans les universités du Canada (AEPUC)
Organisation canadienne des étudiants universitaires à temps partiel (OCEUTP)
La société canadienne pour l'étude de l'enseignement supérieur (SCEES)

Inscriptions/registration

La CRÉPUQ vient de publier un aperçu des inscriptions préliminaires dans les universités pour l'automne 1993. La clientèle de plus de 250 000 étudiants, demeure presqu'inchangée depuis 1992 accusant une diminution de 0.3%. Malgré des inscriptions plus nombreuses à plein temps avec une hausse de 1.6%, et aux cycles supérieures, le total a diminué de 0.3%, le premier cycle a diminué de 1% car le temps partiel accuse une baisse de 3.9%. Les augmentations au deuxième cycle sont de 2.5% et de 6.0% au troisième cycle. Quatre établissements affichent des augmentations entre 1% et 4.2% alors que cinq établissements, dont le réseau de l'Université du Québec, ont connu des baisses entre 0.4% et 5.7%.

The Conference of Rectors (CREPUQ) has released preliminary university enrolment figures for Fall 1993. The student population of more than 250,000 remains virtually unchanged from 1992 with a decrease of 0.3%. There are more full-time and graduate level students whereas the undergraduate level has declined 1%. This is due to a 3.9% drop among part-time students and despite an increase of 1.6% for full-time undergraduates. Increases of 2.5% and 6.0% were recorded for masters and doctoral level students. Four institutions had increases ranging from 1% to 4.2%, and five, including the Université du Québec network, had declines of 0.4% to 5.7%.

*Report from Quebec
Jean-Paul Schuller
McGill University*

Droits/fees

Le gouvernement du Québec a annoncé son intention de voir les droits de scolarité dans les universités québécoises rejoindre la moyenne nationale. Ces droits, d'environ de 1 500$ par année en 1993/94, accuse un retard de quelque sept à huit cents dollars vis-à-vis les autres provinces. Reste à savoir quelle échéance sera retenue mais il est évident que si l'objectif visé connait une tendance à la hausse, il faudra plusieurs augmentations d'envergure pour y arriver. La dernière fois que le ministère a autorisé une hausse, elle sechiffrait à 350$ par année pendant deux ans. Une hausse additionnelle de 700$, au cours des deux prochaines années, serait nécéssaire pour combler le présent retard d'ici 1995/96 et une autre tranche de 350$ en 1996/97 pour tenir compte des augmentations qui auront probablement été imposées dans les autres universités pendant de temps

The Québec government has announced its intention to increase tuition fees at provincial universities to the national average. At some $1,500 per year, they are seven to eight hundred dollars less than in the other provinces. No target date has been set for achieving the objective, but it is clear that, if the national average continues to rise, several substantial increases would be needed in order to catch up. The last time the government allowed fee increases they were of $350 per year for each of two years. A further $700 increase over the next two years would be needed to make up the current difference by 1995/96 and a further $350 in 1996/97 to account for probable increases at other universities in the meantime.

Stats Canada

Depuis plusieurs années déjà, les universités québécoises transmettent au gouvernement provincial des données informatiques sur leur clientèle. Connue sous le sigle RECU (Recensement des Clienteles Universitaires), la banque de données permet des analyses statistiques et le calcul du financement. Suite à une entente conclue entre le Ministère de l'Enseignement supérieur et de la Science (M.E.S.S.) et Statistiques Canada, le système RECU alimentera dorénavant la banque d'information fédérale sur la population étudiante. Les registraires universitaires integrerent actuellement dans leur système d'inscription les quelques éléments manquants qui leur permettront, une fois transmis à RECU, de répondre au exigences de Statistiques Canada. La transmission de données RECU–StatsCan évitera aux universités du Québec une double déclaration tant pour les étudiants inscrits que pour les diplômés.

For several years now, universities in Québec have provided electronic data on their students to the provincial government. Known as RECU (for census of university clients) the data bank is used for statistical analysis and grant calculation. As a result of an agreement between Statistics Canada and the Ministry of Higher Education and Science (M.E.S.S.), the RECU system will soon feed data to the federal student data system. University registrars are currently adding the few missing data elements to their registration systems which, when reported to RECU, will allow the StatsCan data requirements to be met. The exchange of data between the two systems will eliminate one level of data reporting for both registrants and graduates.

Indicateurs de l'activité universitaire/data on university activities

La publication d'un recueil de renseignements sur certaines facettes de l'activité universitaire, une première pour le Québec et pour le Canada, s'inscrit dans une démarche qui vise à rendre compte de l'utilisation des fonds publics mis à la disposition des universités. L'ouvrage contient non seulement des données historiques sur l'ensemble du système universitaire québécois, mais aussi une fiche détaillée pour chaque établissement. Ces fiches traitent de la population étudiante, du personnel enseignant, des diplômes décernés et de la recherche subventionnée et commanditée. Pour la ministre de l'Enseignement Supérieur et de la Science, une telle approche permet a la fois "de rendre plus concrète la présence des universités et de décrire le chemin parcouru depuis le début des années 70". La ministre a insisté sur le fait que les indicateurs, qui présentent des résultats bruts, ne permettent pas de mesurer la qualité ou la performance. "Pour parler de qualité et de performance, il nous faudrait établir des standards auxquels les données brutes seraient comparées. Néanmoins, les indicateurs publiés aujourd'hui constituent le point de départ d'une réflexion plus poussée et d'analyses plus fines". Elle a évoqué l'intérêt d'étudier "les taux de fréquentation par région, les admissions, le taux de passage du collège à l'université, la durée des études, les changements de programmes, les abandons, les collaborations entre les universités pour offrir des programmes conjoints, l'importance des bibliothèques et les coûts par programme et par diplôme décerné".

Voici quelques faits saillants de la publication:

L'évolution de la population étudiante
Entre 1971 et 1991 la population masculine augmentait de 80% alors que l'effectif féminin s'accroissait de près de 325%. Pendant la même période, le taux d'inscription universitaire pour les 18 à 29 ans est passé de 7.4% à 18.9%. Plus de 50 000 personnes sont diplômées chaque année et 90% d'entre elles trouvent un emploi, mais qui n'est pas toujours lié au champ d'études. 82% des détenteurs de maîtrise trouvent du travail dans leur domaine alors que seulement 73% des détenteurs des doctorats ont le même succès.

Le personnel enseignant
De 2 350 en 1960, le nombre de professeurs d'université est maintenant passé à plus de 8 500. L'âge moyen est passé de 39 ans en 1971 à 47 aujourd'hui. Un poste sur cinq est occupé par une femme.

La recherche
Les sommes consacrées à la recherche universitaire se sont multipliées par quatre entre 1981 et 1991, passant de 141 à 569 millions de dollars. Cette recherche est surtout financée par le gouvernement fédéral (37%), par le gouvernement québécois (20%) et par le secteur privé (32%). Cette dernière source de financement est en forte hausse, puisqu'elle ne représentait que 12% du total en 1981. Les sommes consacrées à la recherche est particulièrement importante en sciences de la santé (171 millions), en sciences pures (166 millions), en sciences appliquées (122 millions) et en sciences humaines (42 millions).

As part of an effort to account for public funds spent on universities, the Québec government has published data on various aspects of university activity. The publication has both historical data on all universities in the province as well as on individual institutions, covering student and staff data, graduation and research information. For the Minister of Higher Education and Science, the endeavour brings to the fore the role of the universities and the changes since the early 1970's. The statistical indicators cannot be said to measure quality or performance. To do so would require establishing standards against which the raw data would be compared. However, the information does provide a basis for further study and more refined analyses. The Minister expressed a particular interest in studies on registration rates by region, applications for admission, the transition rate from CEGEP to university, the average length of studies, program changes and withdrawals, joint programs, libraries and the average cost per programme and degree granted. Here are some of the highlights:

Changes in the student population
Between 1971 and 1991 the number of male students increased by 80% whereas the number of female students rose by 325%. During the same period the percent of 18 to 29 year olds attending university went from 7.4% to 18.9%. More than 50,000 students graduate each year and 90% find work, thought not always in areas linked to their studies. 82% of graduates with Master's degrees find work in their field whereas only 73% of doctorates are as successful.

Academic staff
Between 1960 and the present the number of academic staff has grown from 2,350 to over 8,500. Their average age has risen from 39 to 47. One academic appointment in five is held by a female.

Research
Funds for university research have grown fourfold between 1981 and 1991, going from $141 to $569 million. The federal government finances 37% of this amount, the provincial government 20% and the private sector 32%. The latter is a substantial increase from 12% in 1981. Research is concentrated in medical science ($171 million) other sciences ($166 million), engineering ($122 million) and social sciences ($42 million).

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New transfer credit policy for Ontario's universities

Following up on the Baker Commission report, which advocated freer, or "virtually equivalent" transfer credit policies among Ontario's universities, the Council of Ontario Universities (COU) has commissioned a group to examine ways and means of implementing a system-wide transfer credit approach.

The Transfer Credit Implementation Committee will be considering:

- a common policy guide for the transfer of course credit;
- common residence requirements for similar programs;
- equitable treatment of internal and external transfer credit;
- a common data base to be used as a transfer guide;
- the use of electronic data interchange (EDI).

Karen LeDrew, of the University of Waterloo, recently presented the Committee with an overview of the use of EDI to facilitate admissions and transfer credit processing. The presentation was warmly received and much follow-up work is planned.

The Committee's interim report is due before the end of the year. I'll keep you posted on their progress.

Report from Ontario
Ken Scullion
Ryerson Polytechnic
University

Review of joint university liaison programs

The Ontario University Registrars' Association (OURA) recently announced the creation of a commission to review joint university liaison programs.

The review should help to ensure that OURA and the university sector continue to meet effectively the needs of their client groups through the most efficient management of liaison resources.

An interim report from the commission is due by year end.

High school changes

Ontario's high school system has introduced "destreaming." Starting in September of this year, students entering grade 9 are no longer "streamed" into one of a basic, general, or advanced cohort. Some schools, funding permitting, may continue to offer the advanced stream.

While it is believed that there will be no immediate effect on Ontario Academic Credits (OACs), there is concern that an eventual watering down of the curriculum will occur as a consequence of the destreaming.

Destreaming may be extended to the grade 10 level and beyond if the experience with the grade 9 situation is found to be a positive one.

Ontario's Minister of Education has expressed support for standardized testing in High Schools. In an attempt to increase public confidence in the educational system, standardized reading and writing tests will be introduced to the grade 9 cohort this year. The tests are designed to target weaknesses and measure the system in non-pass/fail terms.

Funding news

In June of this year the Ontario Government imposed a 5% reduction on grant payments to universities and colleges as part of their overwhelming "Social Contract Legislation." The legislation, effective until March 31, 1996, amounts to the equivalent of up to 36 days of unpaid leave over the three-year period for employees earning more than $30,000 a year. In addition to the rollback in grant income, all salaries of over $30,000 have been frozen until April 1, 1996.

Many institutions were able to partially offset the reduction in funding without having to resort to the full unpaid leave situation by dipping into pension surpluses and making greater sacrifices in other areas.

Ontario's newest university

Lastly, and perhaps most importantly (from a strictly personal point of view), Ryerson Polytechnical Institute received a new charter and, as of June of this year, became Ryerson Polytechnic University, Ontario's newest university.
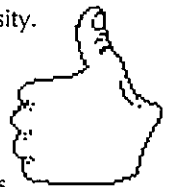
Coincidently, Ryerson will play host to OURA's annual conference and workshops in February '94. Anyone interested in receiving a preliminary program, due out in December, may contact Ms. Nancy Jackson, Co-Chair, OURA '94 Organizing Committee, c/o Registration and Records, Ryerson. I'm happy to pass on e-mail requests (scullion@acs.ryerson.ca) for the preliminary program if you wish.

ARUCC directory

The collaborative effort of the ARUCC Secretariat and the First Vice-President, Karen LeDrew, has resulted in a polished, crisp look to this year's ARUCC Membership Directory.

While the Secretariat provided updated membership information in response to the July appeal from Karen (for submission by August 15), Karen undertook to reformat the entire layout with a view to ease of use. In order to provide a comprehensive reference manual, she included a section on the Constitution and omitted other sections which appeared to have no practical value.

French translations were done by the Secretariat (with some assistance from staff at the Ontario Universities' Application Centre). These were forwarded to Karen on diskette so that bilingual information would be available for all relevant sections.Because of the co-operative approach taken to this project, as well as the adherence to strict deadlines, the Directory was produced in record time! Submissions from most member institutions were received by August 15 (a few trickled in up to the FINAL deadline of September 1); the Directory went to press on September 15; the job was completed September 30 (as projected) and delivered to the Secretariat for mailing to members on October 1.

Those institutions who missed out on sending in their revised information can get prepared to target next year's deadline when it is announced at the General Meeting! It goes without saying that effective communication among the membership will be better supported if the Directory information is reliable!

Karen is eager for feedback from ARUCC members about other revisions they might like to see included to make the Directory even more functional.

Cross-Canada Report on EDI Activity

The 57 Canadian attendees at the SPEEDE/ExPRESS Workshop held in Vancouver October 17 to 19 made the most of the opportunity to share experiences and ideas on the EDI front!

It is clear, however, that more effective communication of ideas and representation of same is required (once a consensus has been achieved this side of the 49th parallel).

To assist in the communication process, Vic Chapman has set up an email discussion group. You may join this group by sending a message to: arucc_edi-l-request@admissions.carleton.ca

There should be NO subject for the message and NO signature. In the first line of your message indicate: SUBSCRIBE arucc_edi-l Your Name (for example, SUBSCRIBE arucc_edi-l Karen LeDrew).

Thus far, representatives from all provinces or regions in Canada have signed onto the list and will soon be exchanging EDI information. Highlights of the activities currently underway across Canada include:

British Columbia

- A successful pilot between the University of British Columbia and Simon Fraser University using the SPEEDE message standard and transmitting on a VAN (BCTel).
- A linkfile project is being funded by the BC Ministry of Education. UBC plans to send transcript data using EDI to the British Columbia Institute of Technology to support longitudinal studies on the progress of students through high school and post-secondary studies.
- The BC Registrars have passed a motion supporting transcript data exchanges using EDI.

- EDI is being considered for the BC post-secondary application centre when it is established.

Alberta

- The TEDI project has been successfully completed using SPEEDE.
- Currently evaluating Supply Tech and SCT translation software

Saskatchewan

High school grades have been successfully transmitted to the University of Saskatchewan and the University of Regina using a modified SPEEDE format. Both universities are considering the EDI transmission of transcripts.

Manitoba

To date, EDI has been used primarily for purchase orders.

Ontario

- A successful pilot project using SPEEDE message standard and transmitting via the Internet by File Transfer Protocol has been completed. (See the *Report from Ontario* this issue.)
- In November, an EDI Training Workshop will be held at Ryerson Polytechnic University for representatives from all Ontario universities
- There is also considerable interest in using EDI to support credit transfers among Ontario universities.

Hopefully, we'll hear news of developments from Quebec and the Maritimes in the near future! Let's look for more EDI workshops at ARUCC '94!!!!

Karen LeDrew
University of Waterloo

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An EDI Client/Server for Internet

Given the existence of a message standard for communicating transcripts electronically (ANSI X12–Transaction set 130) and access to a common network, the Internet, an obvious application for EDI by educational institutions is the electronic interchange of transcripts. Currently, transcripts on the Internet are being transferred via two methods: email and FTP.

Email

With email, transcripts are attached or included in a message and sent to another institution. Email is most nearly analogous to the manner in which paper transcripts are now exchanged between institutions and is vexed with the same inherent problems: the sender does not know if the transcript was received, and the receiver has no way of telling if the transcript was really sent by the sender indicated.

Another problem is that email messages can sit on intermediate hosts for an indeterminate period of time. And email is not particularly suited for sending large messages. (An EDI envelope containing numerous individual transcripts can easily amount to a 3MB file).

File Transfer Protocol

Transcripts are sent and received between institutions using a File Transfer Protocol (FTP). Non-anonymous FTP used between two consenting institutions resolves some of the problems inherent with email in that the person initiating the FTP session must be able to log into the partner's computer system and have the appropriate access. This approach is excellent when there are a limited number of partners, but is not suitable on a larger scale involving numerous institutions.

A major problem inherent with both email and FTP is one of confidentiality. The Internet can easily be tapped and sensitive data like transcripts viewed by casual (unauthorized) users. And while encryption/decryption using email or FTP is possible, it also does not yet work well.

EDICS

A proposed third option for transferring transcripts using the Internet is the EDI Client/Server aka EDICS. EDICS is a more specialized method of transferring transcripts that would resolve the problems inherent in either email or FTP. EDICS would consist of three main components: a Client, a Server and a Registry.

The EDI Client
This is a computer program which understands enough about the SPEEDE/ExPRESS protocol that it can extract the destination address from a transaction, and understands enough about the Internet that it can connect to the destination's EDI Server and transmit an encoded EDI transaction to it.

The EDI Server
This is a program which runs in the background on a computer connected to the Internet, and waits for a client to connect. When connected, it enters into a dialogue with the client, which results in the reception, decoding, and authentication of an EDI transaction.

The EDI Registery
Each institution wishing to make use of the services provided by the EDI Client/Server would have to register the institution's Server by providing the

Internet addresses of its server and the interchange sender ID (ISI) as per the SPEEDE/ExPRESS standard.

The Registry Service would provide for address resolution service similar to that of the NIC (National Internet Center). It would be capable of translating a given ISI into an Internet address, and would also maintain a system of keys used in the encryption/decryption process. The Registry Service could be operated by ACCRAO or its duly appointed agent.

When an EDI client or server wished to use the service, it would establish a TCP connection with the EDI Registry Server and obtain the Internet address for a given ISI.

NOTE: EDICS is currently being developed by La Cité Collégiale in conjunction with Carleton University, and is in the alpha-testing phase. Full-scale beta-testing is scheduled for December 1993.

Note that after great debate Edics (EDI Client Server) has been renamed Edith (EDI Transaction Handler).

Guy Morazain, Directeur Ressources Informatiques La Cité Collégiale

SPEEDE/ExPRESS 1993 Workshop Report

The SPEEDE/ExPRESS Workshop, held in Vancouver, British Columbia, October 17-19, and hosted by Simon Fraser University, was a tremendous success. Held in one of the most beautiful cities I have ever visited, the workshop also attracted the largest attendance we have had to date. A total of 268 people met to gather information and discuss the implementation of EDI as it pertains to student records. Fifty-seven Canadians attended as well as representatives of 32 states "south of the line."

Although the attendance from the pre-K through 12 sector was low, interest in all of the sessions was high. Evaluations ranked very high, with session 8.3, "Electronic Transcript Exchange: The SFU/UBC Way!" garnering the highest ranking of all. This was a demonstration of the Simon Fraser University/University of British Columbia electronic transcript exchange system using EDI and the SPEEDE/ExPRESS format on both PC and Macintosh platforms.

There are approximately 20 workbooks left containing the papers that session presenters had submitted in advance of the workshop. These 20 copies will be for sale for US$50 from Betsy Bainbridge, AACRAO Office, One Dupont Circle, NW, Suite 330, Washington, DC 20036-1171, USA.

Both before and after the workshop proper, the SPEEDE Committee and the ExPRESS Technical Advisory Group met to discuss several issues, two of which may be of general interest to the SPEEDE/ExPRESS membership.

The SPEEDE/ExPRESS Strategic Plan has been finalized and has resulted in a lengthy document. Anyone interested in receiving a copy should contact Rich Hilpert, CCSSO at (202) 336-7054 or via Internet at NRA.CU.HIH.GOV. Copies are available at cost.

Also of interest was a lengthy meeting about the use of EDI over the Internet. Joining the Committees were David Crocker, a member of the Internet Engineering Task Force (IETF), and Kelly McDonald, a member of the WESTNet Board of Directors. In addition to speaking with the SPEEDE/ExPRESS Committees, both presented on their areas of expertise as part of the regular workshop program. David Crocker presented "Making EDI Over the Internet Pragmatic," which related Internet capabilities and possible courses of action for education's use of EDI over the Internet. McDonald's topic, "An Optimistic Future for the Internet," detailed the present controversy surrounding US government funding and commercial use. McDonald said that Internet's distributed management and sheer size will sustain its continued growth into the future.

The SPEEDE Committee will be pursuing the Internet issue with Vic Chapman, Jerry Bracken and Bob Morley, and working with David Crocker and the IETF in researching both the need and the support for changing a current protocol or for creating a new protocol for EDI over the Internet.

The SPEEDE/ExPRESS groups also solicited site locations for the 1994 Workshop. Can't you tell how excited we are all about this project? We can't wait to begin planning for next year's get-together!!! As soon as a site is selected, we will post that information on SPEEDE-L.

If any of you have specific questions about the workshop, please post them to the listserv and the SPEEDE Committee members, Betsy or Rich, will respond.

Thanks to all of you who attended and contributed to the success of the workshop. Special thanks to Don Wermers, Registrar at the University of Wisconsin-Madison, who had the Herculean task of Program Chair for the workshop; and Ron Heath, Registrar at Simon Fraser University, who—with his dedicated staff—did a terrific job of taking care of everyone as the Local Arrangements Committee. Kudos to you all!!! And kudos to all of our colleagues in Canada and the US who are pursuing or implementing SPEEDE/ExPRESS. This is an exciting project to be a part of!

Mary M. Neary
Chair of the SPEEDE Committee
and Associate Registrar
Arizona State University

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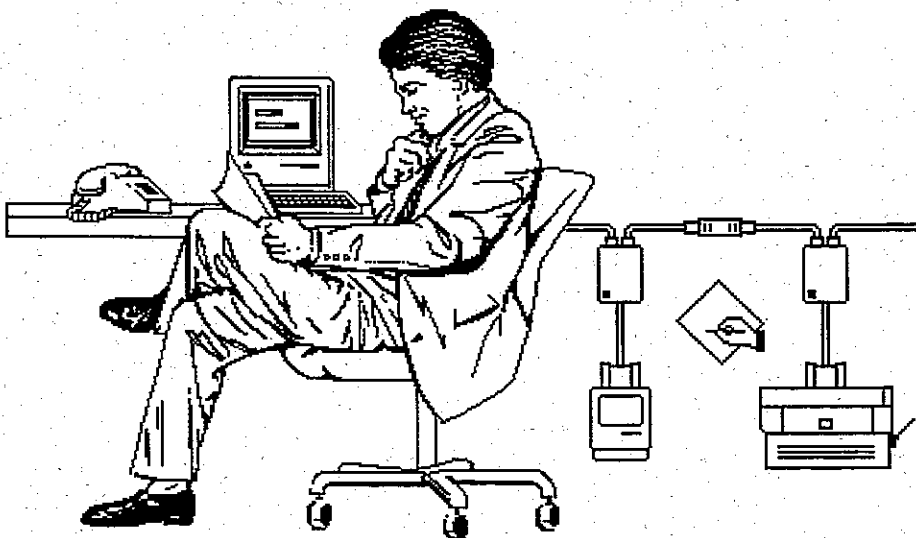
Positions available at the University of Alberta

Director of Records
Office of the Registrar

The University of Alberta invites applications for the position of Director of Records, a position beginning February 1, 1994.

Reporting to the Associate Vice-President and Registrar, the Director is a key member of the Registrar's Office management team and is responsible for planning and directing the activities in support of registration, record keeping and other academic support services for an annual population of 30,000 students. The Records Division is responsible for student registration and records policies, systems and procedures; course timetabling and classroom scheduling; and examinations administration and grade processing. The incumbent will be experienced in the administration of automated systems relating to these functions.

Candidates should possess a university degree and have a minimum of five years of management experience in a Registrar's Office environment. The successful candidate will have excellent interpersonal and managerial skills and a proven track record of administrative experience and accomplishment in the field. The Director is responsible for all aspects of the Unclassified Student program. The incumbent directs the efforts of a staff of 22.

The closing date for the competition is December 1, 1993. Letters of application should include a current resume, a brief statement of qualifications for the position, and the names, addresses and telephone numbers of three referees who are familiar with the applicant's professional experience.

Salary range for this Administrative Professional Officer position: $42,669 to $64,005.

The University of Alberta is committed to the principal of equity in employment. The University encourages application from aboriginal persons, disabled persons, members of visible minorities and women.

Applications should be sent to:
Mr Brian J. Silzer
Associate Vice-President & Registrar
Office of the Registrar
201 Administration Building
University of Alberta
Edmonton, Alberta T6G 2M7
Fax: (404) 492-7172

Director of Student Information Systems
Office of the Registrar

The University of Alberta invites applications for the Administrative Professional Officer position of Director of Student Information Systems, a position beginning March 1, 1994.

Reporting to the Associate Vice-President and Registrar, the Director is a key member of the Registrar's Office management team. Working in collaboration with registrarial colleagues, faculty and departmental representatives, and personnel from Computing and Network Services, the incumbent will provide leadership in the current transition from central mainfraime based student systems to a distributed client server environment.

Candidates should possess a university degree and have a minimum of five years of management experience in a student information systems environment. Experience with Oracle data base systems and systems re-engineering will be an asset. The successful candidate will have excellent interpersonal and managerial skills and a proven track record of administrative experience and accomplishment in the field. The incumbent directs the efforts of a staff of 12 who are responsible for the computer production, maintenance, security and development for systems that support student data needs of a major academic institution.

Salary range for this Administrative Professional Officer position: $42,669 to $64,005.

The closing date for the competition is January 1, 1994. Letters of application should include a current resume, a brief statement of qualifications for the position, and the names, addresses and telephone numbers of three referees who are familiar with the applicant's professional experience.

The University of Alberta is committed to the principal of equity in employment. The University encourages application from aboriginal persons, disabled persons, members of visible minorities and women.

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Human Performance and Technology
ARUCC '94 Conference

Victoria, BC, June 26–29, 1994

The 1994 Conference Committee encourages you to mark the week of June 26th, 1994 in your daytimers now.

We have reserved excellent facilities at three beautiful downtown Victoria hotels. The Coast Harbourside, the Harbour Towers, and the Hotel Grand Pacific are all within walking distance of the Conference Centre where all sessions will be held, and the Crystal Gardens where we will host the Sunday reception.

A salmon barbecue to be accompanied by authentic west coast entertainment has been confirmed for Tuesday evening at Sooke Harbour.

On the session side, the conference program will offer presentations from professionals within our organization and from the wider business community, all coming together around the conference theme of "Human Performance and Technology."

Suggestions for speakers and topics are still most welcome. We also need volunteers from the organization for session chairs and general conference assistance. Please complete the attached form and submit it to any member of the conference planning committee.

Here's to June '94 in Victoria! We're counting on having you with us.

Alan McMillan, Conference Chair
Emily Carr College of Art and Design
Granville Island
1399 Johnston Street
Vancouver, BC V6H 3R9

Ron Heath, President ARUCC
Simon Fraser University

Local Arrangements Committee
Cled Thomas, University of Victoria
Malcolm Knapman, Camosun College

Program Committee
Greg Link, Malaspina University College
Thorne Won, North Island College
Diane Larsen, Capilano College
Gaylea Wong, University of British Columbia

Registration
Nick Heath, Simon Fraser University

Budget
Jim Parker, Royal Roads Military College
Sylvain Paquin, Royal Roads Military College

ARUCC '94 Conference Questionnaire

Name _____ Position _____ Institution _____

Session topic(s): _____

[please include presenter(s)] _____

_____

Feature speaker(s): _____

_____

I would like to be a session presenter (see above)   yes ____   no ____

I would like to be a session recorder   yes ____   no ____

I would like to be involved in the Conference planning (please specify): _____

_____

Social/recreational activity: _____

Association des Registraires des Universités et des Collèges du Canada
The Association of Registrars of the Universities and Colleges of Canada

Proposed Publication
Schedule for *Contact*

Volume 10, No. 3
to be published March 1994

deadline for submissions: March 1, 1994

Volume 11, No. 1
to be published June 1994

deadline for submissions: June 1, 1994

Volume 11, No. 2
to be published October 1994

deadline for submissions: October 1, 1994

Congrès '94 de l'ARUCC questionnaire

Nom _____ Poste _____ Institution _____

Sujet de la session: _____

[y compris le/s présentateur/s] _____

Invité/s d'honneur: _____

J'aimerais présenter une session   oui ____   non ____

I would like to be a session recorder   oui ____   non ____

J'aimerais participer à l'organisation du congrès (veuillez spécifier comment): _____

Activités sociales/récréatives: _____