Slot	Title	Presenter Information	Session Description
A1	Changes in European Education	Margit Schatzman Vice President Educational Credential Evaluators	The implementation of the Bologna Declaration will impact the structure of European higher education degrees. Canadian admissions professionals need information on the Bologna Declaration, how it is being implemented in signatory countries and strategies for evaluating credentials that will result from the new degree structures. They also need information on new document formats, ECTS credits, Diploma Supplements and other document and format changes that accompany the new structures. Addressing this issue before new degrees are presented for admission in Canada in any significant numbers will reduce the instances of unfounded expectations and resulting disappointments that could damage educational exchange. This session will provide a basic understanding of the Bologna Declaration, introduce clear examples of how the changes are being implemented and discuss approaches to evaluating the new credentials in the context of various institutional policies. A useful handout will provide a resource list and examples of new documentation.
A2	Aboriginal Student Services - Initiatives in Post Secondary Education	Christine Welter Academic Programs Coordinator Trent University Ian Peltier Aboriginal Counsellor/Student Recruitment Officer Four Directions Aboriginal Student Centre, Queen's University Jonathan Hamilton-Diabo Director First Nations House, University of Toronto Angela Recollet Native Education Manager Native Programs and Services, Laurentian University	There are approximately 40,000 aboriginal students in post secondary education institutions across the country. The latest data from Statistics Canada indicates that over the next decade an additional 200,000 aboriginal students will be eligible to enter the post secondary education system. Many institutions are extending their recruitment activities to this large cohort, adjusting their student support services to meet the needs of these students and working on ways to improve retention and graduation rates. Aboriginal students may face difficulties during the admission process or once at college or university, working through the transition from their home communities to the structure of a post secondary institution. This panel will have representatives from several institutions talking about their experiences, their initiatives and their needs of registrarial staff with respect to the recruitment, successful retention and graduation of aboriginal students.
A3	Not for Novelty Purposes: Fake diplomas, fraudulent transcripts and verification services	Louis Ariano Registrar McMaster University	Until recently the lucrative world of phony diplomas and fake degrees seemed to remind its population that these documents were to be used "for novelty purposes only." Now, more and more, this caveat emptor seems to be left off the offers for online diplomas and transcripts. A Google Search of the phrase "fake degree" results in a response of "about 242,000" pages being available on this topic – many being sites offering the sale of online documents. This presentation will begin with a brief examination of the FBI's Dipscam investigation, then review what diplomas, transcripts and verification services are available on the Web, and finally discuss what registrarial-types could be doing with respect to fake degrees and fraudulent transcripts.

Slot	Title	Presenter Information	Session Description
A4	Student-Centred Approaches to Re-Designing Service Space	Bob Hann Registrar Red Deer College Sean Kennedy Dean of Student Services & International Education Red Deer College	Red Deer College has redesigned student services and Registrar's Office space in response to the changing needs and expectations of prospective and current students. We now offer services related to admissions, registration, payments, student funding and awards, student records, academic advising, student recruitment, information services (welcome and call center) and campus security in a centralized area at the main entrance to the college. This presentation will detail the space redesign process from the initial research to the final design. The journey through the process will include brief stops to talk about a) research, b) issues related to securing space, c) student consultation and engagement, d) staff involvement, e) formation and function of task groups, f) working with architects and designers, g) names and signs, and h) grand opening celebrations.
A5	Prior Learning Assessment & Recognition - Forecasting Student Success	Joan Fraser Learning Accreditation Director Athabasca University	Are you frightened of Prior Learning Assessment because the faculty at your institution doubts the academic credibility of the process ? Have you heard the arguments that PLAR is unscientific and depends too heavily on subjective analysis, and not on objective analysis? If these statements are true for you and your colleagues, come and hear the results of a study being conducted at Athabasca University.
A6	Globalization of Higher Education, Quality Assurance and the Recognition of Qualifications in Higher Education	Yves Beaudin National Coordinator Canadian Information Centre for International Credentials	Globalization of Higher Education and the changing international postsecondary landscape can't leave us indifferent to the increasing mobility of international students and faculty. What impact will these changes have on institutions of higher learning? The presentation will demonstrate the importance of promoting quality assurance, accreditation and the recognition of qualifications. It will analyze these changes in the context of international UNESCO conventions and WTO trade agreements. How should institutions prepare, what mechanisms are in place? What about recognition of diplomas and degrees? Are there internationally recognized principles for good practice in the assessment of foreign credentials?
A7	Ready, Fire, Aim! A New Approach to Introducing a Campus Portal	Lea Pennock Director, Student Information Systems University of Saskatchewan Sharon Scott Manager of Communications & Web Development, Student and Enrollment Services University of Saskatchewan	The University of Saskatchewan acquired the Luminis Platform 3 Portal as part of its purchase of a Banner Student Information System in early summer, 2003. Suddenly we had a lot to learn : what is a portal ? how does it integrate with other campus systems ? what kind of team we needed to implement it ? We also had to make a lot of quick decisions : who are our target audiences ? what kind of information should we be putting into the portal ? what are the policy implications and who makes them ? do we roll this portal out before, after, or during our implementation of a new SIS ? what's the role of the portal vis-a-vis our 'one-stop Student Central' unit ? what should we call this new thing ? We successfully answered these questions and rolled out our portal over the summer (in about 8 weeks !), and had it ready to go when our students and faculty came back for the summer. Come and hear about what we learned, what advice we'd have to give, and how we delivered Personal Access to Web Services (PAWS).

Slot	Title	Presenter Information	Session Description
A8	PETE, PETE Moss, and Re-PETE: 21st Century EDI Transcripts -- Ontario college style!	Clay MacDougall Deputy Registrar Humber College Paul Bishop Associate Registrar Seneca College Barry Billing OCAS Doug Holmes OUAC	It's an 'all-or-nothing' approach, taking transcript data-sharing to another level for Ontario's colleges. Learn how 28 colleges and 1 application centre planned and implemented a data-sharing strategy that now has the entire Ontario Post-Secondary system 'talking'. From connecting EDI Hubs to implementing an XML solution, the Ontario Colleges successfully launched their EDI Hub in November 2003, 10 months following the initial meeting. Some colleges bought packages, others built interfaces and took on the XML, and some are using a newly designed interface to view and track documents. Join us to find out what worked, what didn't work, and where we are heading. Representatives from the Colleges, OCAS and OUAC will be present to discuss this ambitious project.
B1	International Student Admissions - Opportunities & Challenges	Gardiner Wilson Director of Public Policy & Research Canadian Education Centre Network	Canadian post secondary institutions have become much more engaged in international student recruitment both to culturally enrich the student body and as an increasingly important revenue stream. There are opportunities and challenges working in international student recruitment not least of which are those associated with admissions policies and practices - these will be explored during the presentation including how the Canadian Education Centre Network can provide assistance.
B2	On-line Application for Admission to Graduate Studies Project	Lynn Judge Director, Graduate Studies University of Waterloo Jeanette Nugent Assistant Director, Graduate Studies University of Waterloo Walli Fritz Technical Project Leader University of Waterloo	The University of Waterloo and the Ontario Universities' Application Centre (OUAC) recently implemented an on-line application service for Graduate Studies. This partnership was initiated to develop a self-service application for graduate studies applicants to the University of Waterloo. Other objectives included implementing data interfaces to populate the UW Student Information System by utilizing the OUAC facilities, designing an on-line application with standard edits, providing links to UW-provided supplemental forms, collecting application fees, the development of a distribution interface and an electronic applicant acknowledgement. Functional and technical project participants will discuss the project and demonstrate the application.
B3	Demystifying Enrolment Management – Connecting with the Student Experience	Cora Schneider Manager, Marketing & Student Recruitment University of Saskatchewan Kelly Saretsky Director of Info Technology, Communications & Research University of Saskatchewan	Retention, quality of student life and learning, expectations, recruitment, identification, encouragement, selection, transition, attracting, graduation…confused? This session will provide the basic principles of enrolment management theory – through best practice research. Join us for a discussion of how the University of Saskatchewan capitalized on an institutional commitment to enhancing the quality of student life and learning and the development and approval of an enrolment plan to transform student service delivery. We will share our student services reorganization process, and our student-centered service delivery model including our new portal, and show how we have utilized student research to develop an integrated plan. Join us for an entertaining look at how enrolment management practices influence student success.

Slot	Title	Presenter Information	Session Description
B4	Is it time to Retire the Position of Registrar?	Ron Heath Dean of Student Services and Registrar Simon Fraser University	SFU has recently installed the latest version of Peoplesoft, a version that includes a whole web-enabled student self-service module. We are also moving to a model where students have one point of contact on a whole range of student services from admissions through to graduation and beyond. So often, a student interaction is not limited to one set of criteria. For instance, a decision to drop a course may involve financial assistance, athletic eligibility, scholarship eligibility, etc. Is it really necessary in today's technical world to require the student to seek out these separate offices for advice or assistance? How do you get to the point where you 'think outside the silo'?
B5	Scheduling: The Use of Technology to Support Planning (A perspective from the Faculty of Applied Science and Engineering at the University of Toronto)	Leslie Becskei Director of Academic Scheduling University of Toronto Jim Warder Regional Manager Cyon Canada	The Faculty of Applied Science and Engineering at the University of Toronto has responsibility for scheduling over 4000 undergraduate students across 9 program areas. Each program area has differing requirements regarding course delivery, and various quality criteria are set against each year of study; the Faculty is part of a large campus where teaching space is at a premium. We will provide an overview of the various processes and procedures used to plan and subsequently refine our schedule, and demonstrate how technology is applied as a tool to support us through this annual challenge.
B6	Campus Canada - Creating a National Record of Learning and E-Portfolio	Gilbert Perras Registrar Athabasca University	Campus Canada is a partnership between government and post-secondary education aimed at providing learners greater access to university and college credentials through online learning. This session will describe the project by Campus Canada to create a National Record of Learning for students. This new national service is set to change the face of credit recognition in Canada. Within Campus Canada, a student's Record of Learning is part of an E-Portfolio that they can create. Come and explore the future of post-secondary education in Canada!
B7	The Web Experience: From Touchtone to Web Based Student Services	Anne Marie Lepine Assistant Registrar, Operations Carleton University Scott Gonsalves IT Coordinator Carleton University	This presentation will document the transformation of services from a telephone registration system to a web-based tool that offers a host of student services. We will describe the experience at Carleton University in moving to a new platform and a new way of offering student services as well as documenting those services. To conclude we will identify issues that need to be explored in any transformation of this sort.

Slot	Title	Presenter Information	Session Description
B8	Whose Idea Was That? : Opportunities and Constraints In Establishing a Registrar's Office	Richard Levin Registrar University of Ontario Institute of Technology John DeGrace Registrar University of Northern British Columbia Kathy Kielly Deputy Registrar University of Northern British Columbia	What if you could design the Registrar's Office from scratch? Three registration professionals bring to the table their experience and unique perspectives in new and start-up Registrar's Offices. John DeGrace arrived at UNBC, with certain expectations, from a well-established University. Kathy Kielly was there for much of the UNBC process, and explains how it was that less-than-perfect systems evolved from the administrative void. Richard Levin, today, finds himself in the throes of start-up at UOIT. Together, these three will enlighten new and experienced Registrars alike on the pitfalls and opportunities that attend radical administrative beginnings.
C1	The International Baccalaureate Diploma Program: Developments and Strategies for Recruitment and Recognition	Bob Poole Director, Vancouver Office International Baccalaureate Organization Sandra Pauly University & Government Liaison International Baccalaureate Organization	The International Baccalaureate Program is unique in providing both an integrated curriculum and an international standard of assessment. It is designed to prepare students for post secondary success. The number of students involved in the IB's Diploma program is growing rapidly in Canada and throughout the world. Post secondary institutions can expect a steady increase in the number of applicants with IB credentials. This session provides information about the current curriculum and assessment, details regional developments in North America and suggests some specific strategies to recruit, recognize and meet the needs of these highly desirable students.
C2	English Requirements for Admission: How Many Years Do They Need?	Janna Fox Assistant Professor School of Linguistics, Carleton University	There is no consistent policy in Canadian or American post-secondary institutions regarding the required number of years in an English-language high school for applicants with English as a Second Language (ESL). In fact, admission requirements vary dramatically. In the same year that institution A raised its requirement to 5 years of high school in English, institution B lowered its requirement to 3 years. This presentation will report on a study of the relationship between the number of years of high school in English and academic performance outcomes in order to fill this gap in admissions' policy and practice.
C3	Assessing the Maturity of your Registrar Services	Susan Menard Partner Dijon Group JD Senechal Partner Dijon Group	Is your service organization being buffeted by changes in administration, staff, and technology? Do you feel like the old rules are disappearing and more and different skills are expected? Are you succession planning in your Registrar's Office? This seminar will provide an overview of the Registrar's 'six domains of competency in the new millennium', including what the Registrar KNOWS, what the Registrar DOES and what the Registrar IS - how to use this framework to assess the maturity of your organization – and how to improve your service level using this assessment.

Slot	Title	Presenter Information	Session Description
C4	Knowledge Is Power, So Give It Away!	Stefanie Ivan Associate Registrar Grant MacEwan College Deborah Taylor Manager, Datatel Enhancement Project Grant MacEwan College Bernadette Fritz Manager, Registration & Communication Grant MacEwan College	"Knowledge is power, so give it away" is the keystone idea behind the year long training initiative of the Office of the Registrar and all Information Centres at Grant MacEwan College. Join us to discuss how we reconfirmed our commitment to give our staff the tools they need to do their jobs. Hear about our successful two day closure during which we launched our trifold training program, *We're Sharpening up for You*, that included general office orientation, specific unit orientation and roles and comprehensive student system retraining. In addition, we will share our values and goals, professionalism policy and Service Excellence Task Team focus and plans.
C5	Survivor - The University Series	Keith Alnwick Registrar Ryerson University	You're stranded in an organization where no matter how hard you work you fall behind. Even if you worked 15 hours a day, 7 days a week, you still wouldn't accomplish everything that you would like. Are your professional obligations compromising your life outside work , leaving you worn out when time finally comes for family? This session will focus on how to get above average results at work without sacrificing yourself, your family, or your health. You may often have to work long and hard on major initiatives. But don't set out to be the person who works the longest hours in your organization. Set out to be the person who works the most productive hours.
C6	Applied Degrees – How Do We Prepare for 2007?	Jamie MacKay, Vice President, Policy and Analysis, Council of Ontario Universities Don Baker, Director of the Secretariat, Post Secondary Education Quality, Assessment Board (PEQAB) Monica Corbett, Registrar of the School of Graduate Studies & Research, Queen's University, Jo-Anne Brady, Registrar, Queen's University	Applied degrees are now being offered by many Canadian colleges. The applied degrees are undergraduate bachelor degrees with an applied focus on a particular field and normally 4 years in length. Many of the colleges in Ontario started offering applied degrees in September 2003, and therefore the first graduating class will be in 2007. There are also a growing number of other new college/university partnerships in the form of combined degree-diploma programs, degree completion arrangements and other articulations. New students, as well as potential registrants, are demanding more clarity with respect to recognition of these programs and courses for the purpose of entering advanced or second entry degrees. There is a need to update graduate and professional school admission policy guidelines in light of the new programming initiatives.
C7	XML-Your Base Solution for Print and eCalendar	Jocelyn Raymond Systems Analyst Information Systems, University of Alberta Marjorie Morris Assistant Registrar – Communications University of Alberta	A major problem in the information industry is how to present one document—such as the Calendar—in many formats. This problem arises because we usually mix the content of the document with the layout or presentation attributes. In order to achieve this separation of concerns, we need to understand what is involved and how it can be accomplished. The University of Alberta team of Information Systems and Communications will talk about the challenges they faced and how they solved the problem of having one source for the Calendar document with several presentations. They will present the technologies that are involved and the new business process that has streamlined publishing the Calendar by producing both the print copy and the web version from the same document source.

Slot	Title	Presenter Information	Session Description
C8	Beyond Room Scheduling: The Triumphs and Pitfalls of Building a Student-Centered Schedule and Campus-Wide Efficiency.	Tom Shaver President/CEO Ad Astra Information Systems	Astra Schedule Platinum is a complete solution to the complex issues of curriculum management, faculty-to-section assignments, timetabling, and room scheduling. Learn how institutions have used Astra Schedule tools to offer the right quantity of the right courses at the right times in the right rooms. Also learn about ways to address the need to be more cost-efficient and centralize all of your academic and non-academic activities in one system and one campus-wide web calendar. Astra Schedule offers solutions for all groups: academic schedulers, event coordinators, resource managers and peripheral user groups like administrators, faculty and students.
D1	Administering Student ADE (Admission, Discipline, Expulsion) in Canadian Universities: The Legal Requirements	Dr. Peter Mercer Professor of Law University of Western Ontario	The session will identify standard processes regarding admission, as well as those required in order to discipline or suspend/expel a student. Case examples will be used to explain the legal requirements. Humour will be incorporated but the message will be serious and instructive.
D2	Transforming to an Electronic Application Services Model for Ontario Colleges	Greg Hughes CEO OCAS Bill McKee Director of Operations OCAS	In the space of a few years, Ontario college applicants have voluntarily abandoned a manual, paper-based college application system in favour of internet-based self-help application tools which enable them to research, apply, request transcripts, and pay on-line. What is the impact of this service transformation, what does it cost, and is it worth the pain?
D3	Best Practices in Web Calendar Publication - Report of the ARUCC Executive	Kathleen Massey President ARUCC Lea Pennock Past President ARUCC	Stumped by how to effectively present your calendar on the Internet? Curious about how other schools have handled major technology and policy implications involved in publishing e-calendars ? ARUCC began a project in 2002 with the objective of establishing the current status of the design, production, publication and distribution of calendars of programs and courses by postsecondary institutions across Canada, and ultimately to identify their most successful operations and to recommend desirable practices in this area. The ARUCC executive will present the final report to the membership and moderate a discussion of the strategies and best practices in place across Canada.

Slot	Title	Presenter Information	Session Description
D4	Millennial Students, Millennial Service: Shifting Our Sights On Today's Student	Chris McGrath Director of Residence University of Toronto at Mississauga	This session will expose audience members to a broad range of contemporary research that helps service providers better understand their role with students. We will look at Howe & Strauss' (2000) research on the millennial generation, Michael Adams' (1999) work on generational tribes, and the experiences of student affairs professionals from across Canada, to better understand the diverse needs of the largest cohort of students ever to attend post-secondary institutions in Canada. Throughout the presentation, the speaker will highlight various ways that service providers can enhance their interactions with their students, while working to understand their important role in supporting the overall development of the student. He will also demonstrate that many of the techniques used to engage and promote development among our own students can be easily mirrored to advance our own thinking and practice in providing the best possible academic support service to members of our campus communities.
D5	Taking Personal Responsibility for Stress Reduction	John Reeves Program Leader, Personal Fitness Trainer Program Northern Alberta Institute of Technology	What causes stress for you? Time management? Frustrations? Overwork? Time pressure? Financial worries? Relationships? We all have our own set of stresses in our lives. This presentation will focus on the causes of stress for you and how you can manage it effectively. The presentation will look at health issues, coping strategies, time management skills, managing change, action steps for goal setting and changing our attitudes, awareness and perceptions of the environment we live in. On the practical side the lecture/workshop will focus on breathing and relaxation techniques, muscle tension reduction and imagery techniques for the dissipation of stress symptoms. We, as individuals, have to take responsibility for our own stress reduction. If we wish to serve others more optimally we must take care of our own stress and health issues first. When the going gets tough we have to say, "Where am I going from here?". NIKE says, "Just Do It.", but realistically it should be, "Just Get Started".
D6	Process Streamlining: A Practical Path to Transform Services and Radically Improve Processes.	Maggie Hartley Assistant Registrar University of British Columbia Cindy Nahm Manager, Degree Audit University of British Columbia	At UBC Process Streamlining supports our e-strategy and e-business initiatives by streamlining and redesigning key business processes to take advantage of internet technologies. We have used this powerful and exciting results-oriented tool to transform the way people and units work together and provide service to their customers. Process Streamlining projects have been successfully completed in a variety of units at UBC and is proving to be a methodology that creates results that are implementable. A number of employees have been trained in the Process Streamlining methodology and are available to assist units wishing to undertake a project. Process Streamlining provides a way for institutions to position themselves to move into e-business and create a culture of empowerment and change.

Slot	Title	Presenter Information	Session Description
D7	Degree Audit and Graduation on the Web	Sylvia Franke Registrar McGill University Danielle Hay Degree Evaluation Officer McGill University Heidi Emami Manager, Student Records McGill University Steve Olive Associate Registrar McGill University	This session examines the challenges and successes related to the establishment of a centralized, web-based degree audit system at McGill University. The presenters will walk you through McGill's new web-based module for streamlining the graduation process amongst students, departments, faculty offices and the central registrar's office. Topics to be covered in this session include: technical challenges of setting up the systems; strategies employed for involving end users and promotion of these new services; advisor, staff and student response to the systems; our plans for future development.
D8	Advanced Placement Program Courses - an overview of the curriculum and Canadian University Practices	Gail Forsyth Manager, Undergraduate Admissions Wilfrid Laurier University Deb Bergen Admissions Officer Wilfrid Laurier University AP Representative *tba*	Canadian universities are seeing more secondary school applicants presenting enrichment programs such as Advanced Placement courses as part of their secondary school curriculum. This workshop is designed to provide Admission personnel with an overview of the curriculum delivered through the Advanced Placement Program and how some universities are assessing these courses and using them as part of the admission assessment.
E1	Admissions: Birds of a Feather		Topics will be discussed as proposed by delegates when registering for the conference.
E2	Graduate Studies: Birds of a Feather		Topics will be discussed as proposed by delegates when registering for the conference.
E3	Records & Systems: Birds of a Feather		Topics will be discussed as proposed by delegates when registering for the conference.
E4	Recruitment: Birds of a Feather		Topics will be discussed as proposed by delegates when registering for the conference.
E5	Scholarship & Awards: Birds of a Feather		Topics will be discussed as proposed by delegates when registering for the conference.
E6	Meet a Vendor: Birds of a Feather		Vendor representatives will be available to respond to delegate questions on topics that have been proposed when registering for the conference.

Slot	Title	Presenter Information	Session Description
E7	Registrars' Forum		New SIS implementations University/College Collaboration issues Enrolment Management Small College/University issues Recruitment & Admissions challenges (costs, major events/school visits, publications) Business Process Reengineering Other?
Mon 10:30	Student Service Expectations	Panel of students from Carleton University University of Ottawa	"The Service Transformation Summit" theme is meant to encourage discussion about the major changes taking place in the types of student services required and the ways in which these services are delivered by Registrar's Offices across Canada. In this session, a panel of students from local institutions will provide the audience with their perspectives on student service: their expectations, their satisfaction levels, and their suggestions on how student services could be improved.