



## 2007 Conference

February 19-20, 2007

## Post-Conference Workshops

February 21, 2007

Sheraton Fallsview Hotel and Conference Centre, Niagara Falls

# 2007 PROGRAM

### Session Codes

<b>A = Admissions</b>	<b>L = Liaison</b>	<b>S = Scholarships &amp; Awards</b>
<b>G = Graduate Studies</b>	<b>R = Records &amp; Systems</b>	<b>FIPPA - Freedom of Information and Protection of Privacy</b>

\* Due to the number of emerging issues related to FIPPA, we have added a number of FIPPA-related sessions to replace standing committee options typically held during these times. OURA Conference registrants are encouraged to participate in these sessions.

### Monday, February 19, 2007

8:00 am – 5:00 pm Oakes Foyer (2 <sup>nd</sup> Floor)	<b>Registration Desk Open</b>
8:00 am - 10:15am Oakes South	<b>Arrival and Check-in</b> <i>Continental Breakfast available 8:00 am - 10:15 am</i>
10:30 am - 12:00 noon	<b>BREAKOUT SESSIONS</b>
Canadiana Ballroom (3 <sup>rd</sup> Floor)	<p><b>G1 - Leading Strategic Graduate Recruitment from a Centralized Perspective (Part I &amp; Part II)</b>  Presenters: Jennifer Phelps, Assistant Dean and Director, Graduate Enrolment Services, University of British Columbia  Sven Clarke, Strategic Enrollment and Recruitment Officer, University of British Columbia  Moderator: Peter Self, Assistant Registrar, Graduate Studies, McMaster University</p> <p>Recruitment of research-oriented grad students has traditionally been left to individual graduate programs and the efforts of their faculty members. What role can a centralized graduate admissions office play in marketing graduate programs, facilitating enrollment planning and recruiting students? The Faculty of Graduate</p>

	<p>Studies at the University of British Columbia has initiated a new Graduate Recruitment Initiative which is focused on marketing UBC Graduate Studies to a worldwide audience and supporting graduate programs in their own enrollment planning and recruitment efforts. We'll share our approach, strategies, challenges and successes from the first 18 months of this initiative.</p> <p>In Part II of this workshop we will take participants through a process of assessing their recruitment goals, their strengths as an institution and brainstorm strategies for working within their institution to enhance grad recruitment.</p>
Oakes NE	<p><b>A1 – Degree Recognition Across Canada</b>  Presenter: Terry Miosi, Senior Policy Advisor, Postsecondary Education Quality Assessment Board (PEQAB)  Moderators: Brandi Borman, Team Leader, Admissions, University of Western Ontario  Janice O’Farrell, Director of Admissions Services, Carleton University</p> <p>This session will detail the measures that PEQAB has taken with regard to its policies and standards in order to maximize the potential for the recognition - both across Canada and internationally - of the degrees that are awarded by programs which it assesses and which receive the Minister's consent.</p>
Oakes NW	<p><b>R1 - Business Continuity Planning – A Year Later Mission Accomplished? Not quite.</b>  Presenters: Pauline Bélanger, Manager, Registration and Records, Scheduling and Exams, University of Ottawa  Arlette Henry, Associate Registrar, University of Ottawa  Moderator: Charlene Schumm, Director, Scheduling, Examinations and Convocation, University of Waterloo</p> <p>A year later, we are still searching for some of the answers. In a project of this magnitude there are always some last-minute unexpected issues that arise. Throughout this presentation, we will help you identify some of the elements needed to prepare your BCP. We will also show you concrete examples of the four scenarios we have defined and the coordination of the work involved with your employees and faculties.</p>
Hennepin South (1st floor)	<p><b>S1- Athletic Scholarships in Ontario: Everything You Wanted to Know But Were Afraid to Ask</b>  Presenter: Dr. Lorne Adams, Director of Athletics and Associate Professor, 3M Teaching Fellow, Brock University  Moderator: Rico Natale, Director, Student Awards and Financial Aid, Brock University</p> <p>This session will review the history of "athletic scholarships" in Ontario and in the national context. The work of the Ontario Task Force on Athletic Financial Awards (AFAs) will be presented along with a summary of where we are now, what some schools are doing and what challenges the athletics department and financial award offices face.</p>
Hennepin North (1 <sup>st</sup> Floor)	<p><b>L1 - Collaborative Out-of-Province Recruitment Activities (roundtable discussion)</b>  Presenter/Moderator: Robert Perrier, Manager, Undergraduate Recruitment, Lakehead University</p> <p>With the interest in out-of-province recruitment and the increase in out-of-province counsellor events, there has been an increase in requests for Ontario universities to collaborate more on out-of-province recruitment activities. The focus of this discussion will be on British Columbia, Alberta and New Brunswick. The purpose of this session is to look at emerging trends in these areas and discuss the interests, benefits and downfalls of collaborative recruitment activities. In addition, discussions will review current practices in these provinces.</p>

12:00 noon - 1:00pm Oakes South Ballroom	<b>Luncheon and Plenary I</b>
1:00 pm - 2:00 pm Oakes South	<p><b>Plenary I: Healing, Humor and High-Level Wellness : The M.E.L.L.O.W. Approach</b>  Presenter: Dr. Martin Collis, Pioneer of Wellness  Moderator: Charlotte Sheridan, Associate Director, Graduate Studies, Brock University and OURA President</p> <p>Dr. Martin Collis is an educator, a humorist, a writer, a scientist and a singer. Above all, he is an informative, inspirational and life changing speaker. In this dynamic presentation that informs, entertains and inspires. Martin uses music and humor in providing some fascinating insights into the functioning of the human body/mind. The 6 elements of M.E.L.L.O.W. (Magic of the Mind, Exercise, Laughter, Love, Optimal Nutrition and Wonder) are used to point the way to lifestyle artistry and high-level personal and professional performance.</p> <p>A renowned authority on workplace wellness and personal and professional performance, he is also one of the first four Canadians to be designated a “Pioneer of Wellness”.</p>
2:10 pm - 3:25 pm Canadiana Ballroom (3 <sup>rd</sup> Floor)	<p><b>G2 - Leading Strategic Graduate Recruitment from a Centralized Perspective (Part I &amp; Part II)</b>  Presenters: Jennifer Phelps, Assistant Dean and Director, Graduate Enrolment Services, University of British Columbia  Sven Clarke, Strategic Enrollment and Recruitment Officer, University of British Columbia  Moderator: Peter Self, Assistant Registrar, Graduate Studies, McMaster University</p> <p>Recruitment of research-oriented grad students has traditionally been left to individual graduate programs and the efforts of their faculty members. What role can a centralized graduate admissions office play in marketing graduate programs, facilitating enrollment planning and recruiting students? The Faculty of Graduate Studies at the University of British Columbia has initiated a new Graduate Recruitment Initiative which is focused on marketing UBC Graduate Studies to a worldwide audience and supporting graduate programs in their own enrollment planning and recruitment efforts. We'll share our approach, strategies, challenges and successes from the first 18 months of this initiative.</p> <p>In Part II of this workshop we will take participants through a process of assessing their recruitment goals, their strengths as an institution and brainstorm strategies for working within their institution to enhance grad recruitment.</p>
Hennepin North (1 <sup>st</sup> Floor)	<p><b>A2 – Admissions Round Table</b>  Moderators: Michelle Lea, Director, Admissions and Recruitment, Brock University  Lois Wood, Acting Associate Registrar, Undergraduate Admissions, Wilfrid Laurier University</p> <p>This informal session will give the participants an opportunity to discuss a variety of admission-related issues. A list of suggested topics for discussion will be provided including (but not limited to): transfer credit best practices; new Ontario math curriculum; applied degrees; Prior Learning Assessment; supplementary application forms and international admissions.</p>
Oakes NW	<p><b>R2 – Instant Servicing – Keeping up with the Millennials</b>  Presenter: Angi Gallupe, Manager, Student Client Services, University of Guelph  Moderator: Josie Lalonde, Senior Client Representative, Student Information Systems, University of Toronto</p>

	<p>We live in a world where our students expect immediate service. The University of Guelph recently underwent extensive physical and organizational restructuring, amalgamating three different units in the Registrar's Office and launching Student Client Services - a literal one-stop shopping experience. Although our students are encouraged to perform most of their business online, our new Student Client Services area allows students to request an ID card, pay their fees, select courses, pick up their financial aid and request a transcript (among other things) all at once. Join us for an intriguing discussion into the Whys and Hows of this major transformation, how we managed our first year, and what we've learned about how this change has affected our students and our staff.</p>
Hennepin South (1 <sup>st</sup> Floor)	<p><b>S2 - Why Can't I Save? Opportunities and Perils of Moving Award Applications On-line.</b>  Presenter: Stéphane LeBlanc, Senior Awards Officer, Excellence Award Program, Canada Millennium Scholarship Foundation  Moderator: Emma McKee, Manager, Scholarships and Bursaries, York University</p> <p>This session will explore the planning, design and implementation of the Canada Millennium Scholarship Foundation's on-line application pilot project for the National In-Course awards as well as on-line renewal processes for our renewable students. We will discuss the pros and cons of going on-line, including why we've made the decision to do so for one of our awards and not the other. We will also discuss OUCA's request for a common online entrance scholarship application.</p>
Oakes NE	<p><b>FIPPA 1 - Freedom of Information and Protection of Privacy Act</b>  Presenters: Priscilla Platt, Counsel, Heenan Blaikie LLP  George Granger, Executive Director, Ontario Universities' Application Centre  Moderator: Harriet Lewis, University Secretary &amp; General Counsel, York University</p> <p>This broad session will introduce participants to the Act, its implications (e.g. purpose of the Act, Exemptions and Exceptions, responsibilities of the University under the Act, Best Practices for Recordkeeping) and how OUAC, as an example has responded at the undergraduate level.</p>
3:25 pm - 3:45 pm Oakes Foyer	Refreshment Break
3:45 pm - 5:00 pm Canadiana Ballroom (3 <sup>rd</sup> Floor)	<p><b>G3 - Widening and Deepening the Graduate Application Pool - Graduate Growth in Ontario</b>  Presenters: Jeanette Nugent, Assistant Director, Graduate Studies Admissions and Recruitment, University of Waterloo  John Scime, Graduate Registrar, McMaster University  Moderator: Chris Goody, Graduate Admissions Officer, University of Guelph</p> <p>This session provides an update on the Ontario Graduate Growth Working Group initiatives and ideas.</p>
Oakes NW	<p><b>R3 – Automation for Profitability: Automated Diploma and Certificate Systems</b>  Presenter: Louise Phaneuf, Director of Sales, Cyan7 Systems  Moderator: Angi Gallupe, Manager, Student Client Services, University of Guelph</p> <p>This system has been designed to completely automate the creation and manufacturing of diplomas and certificates issued by educational institutions. The five step process is custom-designed for each client because every diploma has a unique graphic design and each institution generally has different workflow requirements. The system is designed to replace manual or semi-automated approaches and provides additional modules that extend the functionality of the system. Some of the features include:</p> <ul style="list-style-type: none"> <li>• Total management control of the diploma/certificate creation process</li> <li>• Reduced production time</li> </ul>

	<ul style="list-style-type: none"> <li>• Significant error reduction</li> <li>• Ability to re-issue an exact copy of an existing diploma</li> <li>• Ability to correct and re-issue a diploma at convocation site</li> <li>• Additional modules for convocation booklet, presentation cards</li> </ul>
Hennepin North (1 <sup>st</sup> Floor)	<p><b>S3 - Roundtable: Student Access Guarantee</b>  Presenter: Liz Stayer, Senior Policy Advisor, MTCU  Moderator: Aase Houser, Director of Student Awards and Financial Aid, University of Windsor</p> <p>In this interactive session, we are pleased to welcome Liz Stayer who will give us up-to-the-minute details regarding the Student Access Guarantee. There will be lots to discuss so bring your questions and creative ideas with you!</p>
Hennepin South (1 <sup>st</sup> Floor)	<p><b>L3 - Ontario Recruitment: Looking at Emerging Trends with Ontario Secondary School Recruitment</b>  Presenters: Joanne Brown and Bill Kislasko, Ontario Guidance Leadership Association  Moderator: Marisa Modeski, Senior Liaison Officer, Undergraduate Admissions and Recruitment, Ryerson University</p> <p>Recruitment Perspective: The purpose of this session is to promote dialogue between Ontario Guidance Counsellors and universities on the effectiveness of Mini-Dialogues, Parent Information Nights, the University Information Program, Individual University Visits and other emerging recruitment trends. Joanne Brown, member of the Ontario Guidance Leadership Association (OGLA), will offer insight from a secondary school perspective on the benefits, challenges and demands of post secondary recruitment events. Together, universities and secondary school counsellors will collaborate and strategize on new and effective recruitment initiatives. In addition, we will discuss new initiatives to better collaborate with the counselling community through information-sharing events such as Regional and/or Provincial Dialogue, Counsellor Days, etc.</p>
Oakes NE	<p><b>FIPPA 2 - FIPPA Case Studies</b>  Presenters: John Metcalfe, Acting Director, University Information and Privacy Office, Wilfrid Laurier University  Harriet Lewis, University Secretary and Chief Legal Counsel, York University  Carolyn Heald, Coordinator, Information and Privacy Office and Director, Records &amp; Information Management, York University  Moderator: Lynn Giordano, Associate Registrar, Admissions, McMaster University</p> <p>This session will expand on the first FIPPA session and provide two actual case studies of universities that have responded to the Act (governance, organizational structures, procedures, phases, etc.).</p>
6:00 pm - 6:30 pm Oakes Foyer	<b>Pre-Dinner Reception</b> (Cash bar and light refreshments)
6:30 pm - 9:00 pm Oakes South	<b>OURA Awards Dinner</b> Join your OURA colleagues at this annual event that pays tribute to some long-serving OURA members.

**Tuesday, February 20, 2007**

7:30 am - 5:00 pm Oakes Foyer	<b>Registration Desk Open</b>
7:30 am – 8:30 am "A Cut Above" Restaurant	<b>Full Breakfast Buffet</b> All registered delegates are invited to attend
8:30 am - 9:15 am Oakes NE	<b>Annual General Meeting</b> <i>Immediately following breakfast, the formal business of the Association will be discussed at the Annual General Meeting</i>
9:30 am – 10:30 am Oakes South	<p><b>Plenary II - Demographic Trends: The Changing Nature of the Student Demographics in Ontario and the Implications for Postsecondary Education</b>  Presenters: Rob Tiffin, Vice President, Students, York University and Glenn Craney, Executive Director, Office of Institutional Research and Analysis, York University  Moderator: Joanne Duklas, University Registrar, York University</p> <p>Ontario will face five important demographic trends over the next 20 years:</p> <ol style="list-style-type: none"> <li>1. A population growth of 3.1 million - for a total population of 15.7 million by 2025;</li> <li>2. Growth resulting primarily from immigration;</li> <li>3. Growth concentrated in the GTA, which is projected to be home to almost 7.7 million people by 2025;</li> <li>4. The university-aged population (18-21) is expected to increase by 8% by 2015 and then decline to current levels by 2025. This growth will principally occur in the GTA, with the university-aged population declining outside the GTA,</li> <li>5. A slowing of the core working-age population (ages 15-64) from 1.6 per cent in 2005-06 to 0.2 per cent in 2024-25.</li> </ol> <p>These demographic trends in Ontario are going to change the shape of Universities. The population intensity in the larger urban centres as well as the decline in growth outside the larger cities will lead to a new reality for the postsecondary sector. Vice President Tiffin and Mr. Craney will walk conference attendees through these shifts and outline the implications in detail.</p>
10:30 am – 11:10 am Oakes Foyer	<b>Refreshments/Exhibits</b> Take time to visit the various exhibit booths to learn about the latest products and services available.
11:10 am - 12:25 pm Oakes NE	<p><b>G4 - Automated Work Process Flow from Application to Student Response</b>  Presenters: John Scime, Graduate Registrar, Peter Self, Assistant Registrar and David Lu, Information Analyst, School of Graduate Studies, McMaster University  Moderator: Shari Hodges, Graduate Admissions Officer, Ryerson University</p> <p>McMaster University Graduate Studies will give a demonstration of their automated work process flow from application to student response (all on web and interfaced into mainframe systems).</p>

<p>Canadiana Ballroom (3<sup>rd</sup> Floor)</p>	<p><b>A4 - IB Update – What’s New in IB</b>  Presenters: Lee Roe-Etter, President, IBSO  Bob Poole, Head, Recognition Services, International Baccalaureate North America  Moderator: Allan Barnfield, Assistant Registrar, Admissions &amp; Recruitment, Trent University</p> <p>What’s new in IB that university admission offices should be aware of? This session will cover current admission policies in Canada and how they impact IB students, how the HL mathematics course fits with recent changes to the 4U mathematics curriculum in Ontario, and university application trends from IB students.</p>
<p>Oakes NW</p>	<p><b>R4 – New Trends and Developments in Scheduling</b>  Presenter: Olivier Melis, President, Infosilem Inc.  Moderator: Pauline Bélanger, Manager of Registration, Records, Scheduling and Exams, University of Ottawa</p> <p>Olivier Melis, President of Infosilem, will provide an expert’s perspective on today’s latest trends and development in scheduling and how they relate to today’s Office of the Registrar. With the introduction of automated scheduling solutions by Infosilem in 1987 the world of scheduling was forever changed. Today, many Registrars’ Offices are accustomed to using some form of automated scheduling and many are beginning to push the limits of what’s possible. Come find who’s doing what, and how you can be at the forefront to better meet your student, faculty and management requirements.</p>
<p>Hennepin South (1<sup>st</sup> floor)</p>	<p><b>S4 - OSAP Access Window Update</b>  Presenter: Richard Jackson, Director, Student Support Branch, MTCU  Moderator: Ken Mclellan, Manager of Student Awards and Financial Aid, Nipissing University</p> <p>Richard Jackson, Director of the Student Support Branch, MTCU, will be presenting the Access Window. This new initiative is an important advancement in providing accurate information and improving access to post secondary studies.</p> <p><b><i>Conference delegates from admissions and liaison are urged to attend as this Access Window is key to promoting OSAP to prospective students, particularly given the provincial government’s recent increase in support through loans, grants and the Student Access Guarantee.</i></b></p> <p>The interactive Access Window is scheduled to début on the OSAP website in late January. Prospective students, parents, and other interested parties will be able to use this window to look at the true cost of going to university and to have a comprehensive view of all funding opportunities available. Mr. Jackson, a lively, engaging speaker, will discuss the modules: Financial Aid Estimator; Institutional Aid and Student Access Guarantee Information; Loan Repayment Calculator; Tax Credit Calculator; Loan Counselling Tool.</p>
<p>Hennepin North (1<sup>st</sup> Floor)</p>	<p><b>L4 - Hiring Practices for Liaison Contracts: Brass Tacks with Human Resources</b>  Presenter: Jennifer Peleikis, Acting Executive Officer, York University  Moderator: Pat Lafontaine, Manager, Liaison, Laurentian University</p> <p>Liaison Managers face unique challenges in their hiring strategies since they mostly hire brand new graduates who have never before had a serious full-time/career style job. Candidates are often sought, not necessarily for their knowledge, but more for their personalities and skills as public speakers. Jennifer Peleikis has had experience in Liaison and will discuss how to recognize our required skill sets from a résumé and</p>

	<p>an interview. We will also discuss the challenges of training people who may have never worked on a full-time basis and the responsibility of providing valuable work skills that these candidates will need for the rest of their careers.</p>
<p>12:25 pm – 1:30 pm Oakes South and Oakes Foyer</p>	<p><b>Buffet Lunch (Concluding remarks from OURA President)</b> <b>Dessert/Exhibits</b> Note that dessert and coffee/tea will be available in the Exhibit area to allow you more time to visit with the vendors. Exhibits close at 3:15pm following the afternoon break.</p>
<p>1:30 pm - 2:45 pm Oakes NE</p>	<p><b>G5 - What's on Your Mind? Graduate Studies Round Table</b> Moderator: Chris Goody, Graduate Admissions Officer, University of Guelph</p> <p>An informal discussion of current issues of concern to Graduate Studies Professionals.</p>
<p>Canadiana Ballroom (3<sup>rd</sup> Floor)</p>	<p><b>A5 - U.S. Secondary Schools Update</b> Presenter: Wendy Loat, Senior Admissions Policy Advisor and Manager, Comparative Education Service, Admissions and Awards, University of Toronto Moderator: Andrea Robinson, Associate Registrar, Admissions &amp; Liaison, Nipissing University</p> <p>US High School Grades: What on earth do they mean? Not all A grades were created equal. Seventeen students in a class could be "valedictorians". There is no rank below the 50th percentile. How can we possibly make sense of transcripts from US High School students? All studies show that high school is (so far) the best indicator of university success, but when a GPA of 4.0 may mean the student attends regularly and has never been caught with a weapon at school, it becomes increasingly difficult to interpret grades. This session will attempt to help you pick the best candidates in a world where "No Child Left Behind" means no one receives failing grades.</p>
<p>Oakes NW</p>	<p><b>FIPPA 3 - FIPPA-Making Sense of It All</b> Presenter: Brian Beamish, Assistant Commissioner (Access), Office of the Information and Privacy Commissioner of Ontario Moderator: David Marasco, Assistant Registrar, Records/Scheduling, Algoma University College</p> <p>This session will provide conference attendees with a Ministry perspective on the expectations and implications for postsecondary institutions with respect to the Freedom of Information and Protection of Privacy.</p>
<p>Hennepin South (1<sup>st</sup> Floor)</p>	<p><b>S5 - Scholarships and Awards AGM and Roundtable</b> Moderator: Elizabeth Seymour, Director Student Awards and Scholarships, McMaster University</p> <p>This interactive session will study such issues as the Access Window, exclusionary awards, first generation bursaries, a common application and nomination form and any other issues brought forward.</p>
<p>Hennepin North (1<sup>st</sup> Floor)</p>	<p><b>L5 - The Art of Engagement &amp; Booth Etiquette - What You Need To Know To Train Your Staff Effectively</b> Presenter: Dianne Smirl, CME, Manager, Training &amp; Education, The Portables Moderator: Robert Perrier, Manager, Undergraduate Recruitment, Lakehead University</p> <p>No matter what size booth you exhibit in, the secret to success is the staff. 85% of exhibitor's success lies in the performance of the staff. A customer identifies your company based on their interaction and perception of your exhibit floor staff. Research has shown that employees are the most influential factor in a buyer's</p>

	<p>perceptions of a company. Most employees mean well, but do not know how to represent your company to its best advantage. With practical skills training, you can help ensure that your message is communicated as intended. Join Dianne Smirl, CME, Manager of Training &amp; Education for this educational and informative session that will outline what you need to know before, during and after staff training in order to get the best results.</p> <p>You will learn:</p> <ul style="list-style-type: none"> <li>• Step-by-Step guide to perfect booth interaction.</li> <li>• How to motivate staff to achieve peak performance.</li> <li>• How to change bad behavior into positive interactions</li> </ul>
2:45 pm - 3:15 pm Oakes Foyer	<p><b>Refreshments/Exhibits</b> This is your final opportunity to visit with the vendors. Exhibits close at 3:15 pm</p>
3:15 pm - 4:00 pm Oakes NE	<p><b>Graduate Studies AGM and Roundtable Discussion</b> Moderator: Jeanette Nugent, University of Waterloo</p>
3:15 pm - 4:00 pm Canadiana Ballroom	<p><b>Admissions AGM</b> Moderator: Allan Barnfield, Trent University</p>
3:15 pm - 4:00 pm Oakes NW	<p><b>Records and Systems AGM and Roundtable Discussion</b> Moderator: David Marasco, Algoma University College</p>
3:15 pm - 4:00 pm Hennepin North	<p><b>Liaison AGM</b> Moderator: Marisa Modeski, Ryerson University</p>
4:00 pm	<p><b>Conference Concludes. Safe Traveling!</b></p>

Wednesday, February 21, 2007

<b>Post-Conference Workshops</b>	
7:30 am - 4:00 pm Oakes Foyer (2 <sup>nd</sup> Floor)	Registration Desk Open
7:45 am - 9:00 am "A Cut Above" Restaurant	<b>Full Breakfast Buffet</b> <i>For all workshop registrants</i>
9:00 am - 10:15am Hennepin South (1 <sup>st</sup> Floor)	Graduate Studies Workshop 1 <b>Overview of OURA followed by Graduate Studies Administrators' Roundtable Discussion</b> Presenter: Charlotte Sheridan, Associate Director, Graduate Studies, Brock University  <b>Roundtable Discussion</b> Moderator: Cathy Faye, Assistant Registrar, School of Graduate Studies, Ryerson University  An informal discussion of current issues of concern to Graduate Studies administrators.
Oakes NE	Admissions Workshop 1 <b>IB Review</b> Presenter: Lee Roe-Etter, President, IBSO Moderator: Brandi Borman, Team Leader, Admissions, University of Western Ontario  This session provides a review of differences between Certificate and Diploma and updates on individual subject groups.
Oakes NW	Records and Systems Workshop 1 <b>Intertwining in the Registrar's Office: The Importance of Complete and Correct Student Data to the University</b> Presenter: Josie Lalonde, Senior Client Representative, SIS, University of Toronto Moderator: Angi Gallupe, Manager, Student Client Services, University of Guelph  What is your role in ensuring high quality student records? How does the broader university community use the data that you generate? This roundtable discussion explores how your student information system reflects the business of the registrar's office, a fast-paced environment where service is paramount, time is of the essence, and accurate information is crucial. Join us and learn how to understand your system better and use it more effectively.
Hennepin North (1 <sup>st</sup> Floor)	Liaison Workshop I <b>Liaison Managers and Project Management</b> Presenter: Chris Read, University Housing Manager, University of Waterloo Moderator: Jody Reid, Manager, Liaison, University of Waterloo  In Liaison we are constantly challenged with running numerous projects simultaneously from on-campus events and tours to fall visits program to off-campus recruitment events. During this session we will explore some tips and tricks to ensure that our multiple projects run smoothly, how to get commitment from various players and how to maintain successful communication with all of them to ensure a smooth execution. Finally, we will look at ways to keep on track with documentation and reporting.
10:15 am - 10:40 am Oakes Foyer	Refreshment Break

<p>10:40 am - 12:00 noon Hennepin South (1<sup>st</sup> Floor)</p>	<p>Graduate Studies Workshop 2 <b>Freedom of Information and Protection of Privacy (FIPPA)</b> John Metcalfe, Acting Director, University Information and Privacy Office, Wilfrid Laurier University George Granger, Executive Director, Ontario Universities' Application Centre Rafael Eskenazi, Director of FIPPA, University of Toronto Moderator: Loretta Durst, Graduate Studies Officer, Trent University</p> <p><i>The Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (the "Act") is provincial legislation that came into effect on January 1, 1988. On June 10, 2006, universities in Ontario were added to the list of public bodies to which the Act applies. This session will address the main purposes of the Act, Exemptions and Exceptions, responsibilities of the University under the Act, Best Practices for Recordkeeping and Frequently Asked Questions.</i></p>
<p>Oakes NE</p>	<p>Admissions Workshop 2 <b>U.S. System of Study – Overview</b> Presenter: Trevor Corkum, International Admissions/Recruitment Officer, Trent University Moderator: Janice O'Farrell, Director of Admissions Services, Carleton University</p> <p>This session provides a review of the U.S. System of Study including AP courses, SAT, ACT and various grading schemes.</p>
<p>Oakes NW</p>	<p>Records &amp; Systems Workshop 2 <b>Meeting the Needs of Convocating Students</b> Presenters: Stan Taman, Senior Associate Registrar, Systems, Scheduling and Publications and Jill Oinonen, Assistant Registrar, IT and Publications, York University Moderator: David Marasco, Assistant Registrar, Records/Scheduling, Algoma University College</p> <p>Learn best practices for convocating students and the dos and don'ts of developing an online solution. With a graduating class of close to 8000 students at the June convocation and 2000 at the October convocation, York University was stretched to the limits when providing services to graduating students. The recent launch of an online convocation web site solved the dilemma. Graduands can now RSVP to their convocation of choice, apply to graduate, reserve a robe, pay a rental fee, and much more. This session will provide participants with an overview of the system.</p>
<p>Hennepin North (1<sup>st</sup> Floor)</p>	<p>Liaison Workshop 2 <b>Work-Life Balance: What's the Big Deal?</b> Presenter: Trevor Lewis, Off-Campus Recruitment Coordinator, Carleton University Moderator: Marisa Modeski, Senior Liaison Officer, Undergraduate Admissions &amp; Recruitment, Ryerson University</p> <p>This session will examine why we are suddenly preoccupied with work-life balance, as well as identify the potential pitfalls for those who do not prioritize work place health and well-being.</p>
<p>12:00 noon - 1:15 pm Oakes South</p>	<p><b>Lunch for all Post-Conference Workshop Participants</b></p>

<p>1:15 pm - 2:30 pm Hennepin South</p>	<p>Graduate Studies Workshop 3  <b>Paperless Office/Managing Email/Survival Tips</b>  Presenter: Lowell Williamson, Applied Health Sciences IT Specialist, University of Waterloo  Moderator: Jeanette Nugent, Assistant Director, Graduate Studies Recruitment &amp; Admissions, University of Waterloo</p> <p>Has email taken over your life? Are there stacks of paper piling up higher and higher around your work space? Are you looking for an island to get away from it all? Find out survival tips from Lowell on how to manage your email, reduce paper and even stress in the midst of chaos!</p>
<p>Oakes NE</p>	<p>Admissions Workshop 3  <b>Admissions- Sharing Best Practices</b>  Moderators: Allan Barnfield, Assistant Registrar, Admissions &amp; Recruitment, Trent University  Michelle Lea, Director, Admissions &amp; Recruitment, Brock University</p> <p>This informal session will give participants the opportunity to discuss a broad range of admissions issues. From transfer credit best practices, to IB curriculum questions/comments, and U.S. secondary school assessments and best practices. Come prepared to share your ideas or questions and learn how your colleagues approach admissions issues.</p>
<p>Hennepin North (1<sup>st</sup> Floor)</p>	<p>Liaison Workshop 3  <b>Best Practices: Emerging Technologies in Student Recruitment</b>  Presenters: Joe Stokes, Coordinator, Recruitment, University of Ontario Institute of Technology  Natasha Bijelich, Recruitment Officer, University of Toronto</p> <p>This session will look at new technologies that are currently being used for student recruitment. It will give an overview of some popular trends in millennial social networking activities, and attempt to draw connections to the greater picture of strategic enrolment management. Finally, it will explore these current trends within the context of the IPC (Information and Privacy Commissioner of Ontario).</p>
<p>Oakes NW</p>	<p>Records and Systems Workshop 3  <b>Portfolio Management: How to Manage System Implementations in a Complex University</b>  Presenters: Christiano Santiago, Project Manager, AI Regina, SIS Manager and System Architect, Stan Taman, Senior Associate Registrar, Systems, Publications &amp; Schedules, York University  Moderator: David Marasco, Assistant Registrar, Records/Scheduling, Algoma University College</p> <p>Is your university wrestling with pages and pages of system design and implementation projects, limited resources, and competing priorities? Are you finding it difficult to ensure timely rollouts? Are you having challenges meeting compliance needs and expectations from your faculty colleagues? If you answered yes to these questions, this session is for you. These presenters routinely deal with project implementations ranging from fairly simple initiatives such as online forms all the way through to major restructuring efforts including the creation of a new Faculty. The presenters will lead you through a methodology for dealing with multiple technology demands that has proven successful at York University. By the end of this session, you will gain an understanding of project life cycles, portfolio management, and how to manage multiple projects in a manner that ensures regular and timely rollout. In addition, the presenters will share examples of tracking tools currently in use at York.</p>

	<p>Handling system development in not-for-profit postsecondary institutions presents unique challenges that demand a level of flexibility and focus when implementing projects. Following an agreed upon approach across an organization can help to ensure projects are delivered successfully.</p>
<p>2:30 pm - 2:45pm Oakes Foyer</p>	<p>Refreshment Break</p>
<p>2:45 pm - 4:00 pm Oakes NE</p>	<p>Admissions/Graduate Studies Workshop 4  <b>Humour as Survival Training</b>          Presenter: Stephanie Brooks, Undergraduate Coordinator &amp; Advisor, Department of Sport Management, Brock University          Moderator: Michelle Lea, Director, Admissions &amp; Recruitment, Brock University</p> <p>The lighter you are, the longer you will last! Research has shown that humour and laughter decrease stress, increase creative problem solving and enhance relationships - all part of the formula for helping you sustain energy and wellbeing on the job. In this session, learn how chocolate, compliments and bad luck can help sharpen your wit and strengthen your funny bone to better meet the demands of daily work life, no matter what comes your way!</p> <p>Stephanie Brooks is the Undergraduate Coordinator and Advisor in the Department of Sport Management at Brock University and for many years taught a course on humour and well-being.</p>