



2008 Conference

February 25-26, 2008

Post-Conference Workshops

February 27, 2008

Sheraton Fallsview Hotel and Conference Centre, Niagara Falls

2008 PROGRAM

Session Codes

A = Admissions	L = Liaison	S = Scholarships & Awards
G = Graduate Studies	R = Records & Systems	I = Interdisciplinary Session (covers more than one discipline)

Monday, February 25, 2008

7:30 am – 5:00 pm Oakes Foyer (2 nd Floor)	Registration Desk Open
7:30 am - 9:30 am	Arrival and Check-in <i>Continental Breakfast available 7:30 am - 9:00 am</i>
9:30 am - 9:40 am Oakes South	Opening Remarks Joanne Duklas, OURA President and University Registrar, York University
9:40 am - 10:40 am Oakes South	Plenary Session I <i>System Redesign: The Changing Landscape of Higher Education in Canada</i> Presenter: David Marshall, President, Mount Royal College (Calgary, AB) Moderator: Michelle Lea, Director, Admissions, Brock University There was a time when higher education in Canada was relatively simple to understand. Degree-granting universities focused on teaching and research, and diploma-granting career, technical and community colleges focused on applied teaching. With the world-wide shift to a knowledge-based economy, Canada has responded by creating a spectrum of degree-granting institutions that are challenging the traditional university-college model of higher education. These newer models of higher education are perplexing for many Canadians and the new qualifications are not easily understood by the university, college or workplace communities. Dr. Marshall will engage listeners with a brief historical account of the changing face of post-secondary education in Canada. He will then share his thoughts on current circumstances in post-secondary education, emerging trends, as well as implications for baccalaureate/undergraduate education in Canada.
10:40 am - 11:00 am Oakes Foyer	Refreshment Break

11:00 am - 12:15 pm	BREAKOUT SESSIONS
Oakes NE	<p>Interdisciplinary Session 1 (G1 and A1)– Institutional Recognition in an Era of Change in Higher Education. Presenter: Margit Schatzman, President, Educational Credential Evaluators, Inc. Moderator: Chris Goody, Graduate Admissions Officer, University of Guelph</p> <p>Life used to be easy! We looked for approval from the Ministry of Education to determine if an International institution was recognized. The higher education landscape is changing. We are encountering on-line degrees, new accreditation organizations, non-recognized institutions affiliated with recognized institutions, joint degrees where one partner is recognized and one is not, and other forms of recognition. How do we measure the standards of new organizations? What is official and what is dubious? This session will provide examples of new types of recognition and suggestions on how to develop policies for determining acceptance.</p>
Oakes NW	<p>R1 - Life Cycle of Development (Systems Development) – Round Table Discussion Presenters: Josie Lalonde, Senior Client Representative, SIS, University of Toronto, Terry Lago, Senior Client Representative & Project Supervisor Moderator: Lillian Zereneh, Evaluations Officer, Curriculum Advising, Ryerson University</p> <p>An ongoing challenge in student information systems development is building a system that meets the diverse needs of everyone who uses and relies on it in the university community. We will discuss our use of the Rapid Application Development (RAD) approach to systems development, including some of the successes and challenges that we have experienced in our development projects. Come prepared to share your ideas or questions and we will learn from each other some effective ways to approach student information systems development.</p>
Hennepin South (1st floor)	<p>S1- Canada Millennium Scholarship Foundation Research Projects and Update Presenter: Norman Riddell, Executive Director, Canada Millennium Scholarship Foundation Moderator: Rico Natale, Director, Student Awards and Financial Aid, Brock University</p> <p>Since 2000, the Foundation has delivered more than half a million bursaries and scholarships worth more than \$2.2 billion to students across Canada. Its millennium bursaries have assisted hundreds of thousands of Canadian students as they pursue their post-secondary education by reducing their student debt. Its millennium excellence awards have recognized thousands of high achieving and engaged students whose dedication to community service is an inspiration to all Canadians. This has been made possible through the Foundation's many partnerships and hundreds of volunteers across the country.</p> <p>Now reaching the end of its 10 year mandate, Mr. Riddell will reflect on the past successes and challenges of the Foundation as well as look ahead to the future of the program.</p>
Hennepin North (1 st Floor)	<p>L1 - First Generation Students on Campus: A look at recruitment and support programs Presenter: Danyal Martin, Admissions Coordinator, Queens University Moderator: Jody Reid, Manager, Liaison, University of Waterloo</p> <p>As publicly funded institutions in an increasingly competitive market, universities have a responsibility and an interest in ensuring that our message reaches as many students as possible. That said, we also know that there isn't one tactic that works for all students, especially those students who are often under-represented on university campuses, specifically first generation and aboriginal students. Through a combination of case studies and best practices, this session will look at what universities can do to better meet the needs of these students, but also how we can ensure that our message is successful.</p>

12:15 - 2:00pm Oakes South Ballroom	Luncheon and Plenary Session II
1:00 pm - 2:00 pm Oakes South	<p>Plenary II: Inside Eco-Challenge - Lessons for Survival in Life and Business Presenter: Yvonne Camus Moderator: Ray Darling, Registrar, Wilfrid Laurier University</p> <p>Yvonne Camus brings a message of success and survival highlighted by her experience at the World Championships of Adventure Racing - Eco-Challenge. Valuable insights about teamwork, commitment and enthusiasm for life are entwined in this presentation full of spectacular visuals and humorous stories. Ten years as a Senior Executive in a chain of top health and fitness clubs has given her insight into motivation that comes from existing each day in a living laboratory of human behaviour.</p> <p>In this presentation, Yvonne Camus demonstrates that ordinary people can accomplish extraordinary things. On the surface there is nothing remarkable about Yvonne. A former marketing executive and mom to three boys, she worries about many of the same things we all do. Drawing on her experiences in the Eco-Challenge - the world championship of adventure racing - she connects with audiences in a profound way, helping them see the potential for greatness in themselves, their co-workers, and their entire company. Much of what she shares has come from hard-won experience, through rising to the challenges of training, preparation and execution of her goal to compete in the Eco-Challenge, all the while working as a senior executive and raising her sons. The accomplishment of that goal (hers was the first rookie team to ever complete the grueling competition) has not stopped her interest in and participation in the sport. She continues to strive for excellence in this demanding team competition, providing new stories and insight for her fascinating presentations.</p>
2:10 - 3:25 pm	BREAKOUT SESSIONS
Oakes NW	<p>Interdisciplinary Session 2 (G2/R2) – Graduate & Undergraduate Studies: Integrating Their Growing Needs – A Panel Discussion Panel: Susan Salusbury, Registrar, Trent University Charlotte Sheridan, Associate Director, Faculty of Graduate Studies, Brock University Moderators: Charlene Schumm, Director, Scheduling, Examinations and Convocation, University of Waterloo Loretta Durst, Graduate Officer, Trent University</p> <p>This session will include a panel discussion of methods to integrate the growing needs of both graduate and undergraduate studies. The discussion will focus on the current and future challenges that affect the two groups including but not limited to space constraints, admissions, student information systems, grade submissions, academic regulations and deadlines and procedures. The session will engage participants in discussion in how both studies can effectively function in the university community.</p>
Hennepin North (1 st Floor)	<p>A2 - Planning Your Own Career in Post-Secondary Education - Considering Graduate Education for Yourself Presenter: Dr. Margaret (Peggy) Patterson, Professor, Graduate Division, Department of Educational Research, University of Calgary Moderator: John Smith, Director, Office of Admissions & Recruitment, Lakehead University</p> <p>Most of us have come to our positions through a series of stages and opportunities – only some of which are planned by us! In this session we will explore one model of professional development and how <i>you</i> are developing professionally. We can then discuss the new opportunities that exist in Higher Education Leadership or Higher Education Administration graduate degree programs and how they might benefit you and your career!</p>
Hennepin South (1 st Floor)	<p>S2 – Creating a Student Financial Services Marketing Plan Presenter: Angelique Saweczko, Associate Director, Scholarships & Bursaries, Student Financial Services, York University Moderator: Aaron House, Manager, Student Awards, Brock University</p>

	<p>Increasing student awareness of financial assistance opportunities is possible with a comprehensive outreach plan. This session will provide an overview on how to create and implement a marketing plan focused on financial services with the goal of increasing student awareness of the various funding sources and financial planning.</p>
Oakes NE	<p>L2 - University Branding: "Ontario is the Center of it ALL" Presenters: Marisa Modeski, Manager of National Recruitment, Ryerson University; Robert Perrier, Manager of Undergraduate Recruitment, Lakehead University Moderator: Holly Cox, Manager, Registrarial & Recruitment Services, Wilfrid Laurier University – Brantford Campus</p> <p>In our evolving efforts to enhance our strategic enrollment, Ontario universities are increasingly expanding Canadian recruitment initiatives. While the primary mandate is to retain our respective institutional message, it would be advantageous to explore the benefits of promoting the value of Ontario as a post-secondary destination. Observations include an increase in demographic shifting, competitive markets, as well as established and unified provincial branding in other Canadian post-secondary markets.</p> <p>This session will introduce the concept of Branding. We will discuss the fundamental advantages and disadvantageous of a solidified Ontario university brand, vehicles of communications as well as analyze our current practices and the practices of our competitors.</p>
3:25 pm - 3:45 pm Oakes Foyer	Refreshment Break
3:45 - 5:00 pm	BREAKOUT SESSIONS
Auditorium (1 st Floor)	<p>G3 – The Graduate Studies Software Suite – Slaying the Paper Dragon/Fanning the Flames of Efficiency Presenters: John Scime, Graduate Registrar & Secretary, Peter Self, Assistant Registrar, David Lu, Information Analyst, School of Graduate Studies, McMaster University Moderator: Jeanette Nugent, Assistant Director, Graduate Studies Recruitment & Admissions, University of Waterloo</p> <p>McMaster University Graduate Studies has designed, developed and implemented exciting and graduate studies specific software to eliminate paper (really this time!!) and increase efficiency across the graduate enterprise. The objective is to have a fully integrated, web based application, admissions management (within the graduate programs), interview scheduling (if required), program recommendation, offer letter, applicant response and applicant deposit where all information flows naturally and only decision making is captured at appropriate points.</p>
Canadiana Ballroom (3 rd Floor)	<p>A3– Admissions Roundtable: Reflecting on Trends in the Canadian Post-Secondary System Moderators: Michelle Lea, Director of Admissions, Brock University and Al Vaughn, Registrar, Niagara College</p> <p>This round table discussion will provide admissions personnel from higher education institutions with the opportunity to reflect on some of the ideas presented earlier in the day by Dave Marshall and Margit Schatzman. It is expected that attendees will come prepared with questions and comments that will promote discussion.</p>
Oakes NW	<p>R3 – Considering University Spaces: Enhancing the Learning Experience Presenter: Liwana S. Bringelson, PhD, Waterloo, ON Moderator: David Marasco, Assistant Registrar, Records & Scheduling, Algoma University College</p> <p>Universities are filled with learning spaces, classrooms, laboratories, libraries.... But, are they "designed" for learning or just for maximum capacity? What are the characteristics of space that affect students' learning? How can we consider these aspects of space and the learners as we schedule, remodel and use these spaces for one of the fundamental activities of the university? This presentation will explore both</p>

	physical and virtual spaces, and how their designs can enhance the learning experience.
Hennepin North (1 st Floor)	<p>S3 – End of Need Research Project Presenter: Alex Usher, Vice President, Educational Policy Institute Moderator: Elizabeth Seymour, Director, Student Financial Aid & Scholarships, McMaster University</p> <p>The Educational Policy Institute has completed two follow-up publications for the Canadian Association of Student Aid Administrators (CASFAA) following the release of the Student Aid Time Bomb in 2006.</p> <p>The first paper includes a new program and policy examination of all provincial student assistance programs and the Canada Student Loans Program since 1999. This analysis builds off work done for the Canada Millennium Scholarship Foundation and the Government of Canada including the following: Document changes in program spending for educational support measures in 11 jurisdictions.</p> <p>This session will include a detailed analysis of student financial assistance programs launched, modified or expanded since 1999. The following will be covered in the session:</p> <ul style="list-style-type: none"> ◆ All universal (tuition policy, tax credits and savings programs) and financial means-tested (scholarships, loans, grants and bursaries) programs will be examined; ◆ An outline of the current expenditure breakdown by type of student financial assistance; ◆ A series of student financial assistance cost estimates based on a series of interest rate projections. This task will include up to five different rate scenarios (over the next few years) and provide insight into potential fiscal issues; ◆ An examination of the current Canada Millennium Scholarship Foundation expenditures by jurisdiction.
Hennepin South (1 st Floor)	<p>L3 – UIP Review Roundtable Presenter: Robert Perrier, Manager, Recruitment, Lakehead University Moderator: Joanne Duklas, University Registrar, York University</p> <p>The University Information Program has served the university community for decades and the time has come to conduct a thorough review at both the strategic and operational level. This will be a facilitated session focused on sharing the latest updates regarding the review process as well as focus on gathering additional university liaison input into the consultation process.</p>
Oakes NE	<p>Interdisciplinary Session 3 - Developing Yourself, Managing Others and Feeling Great at Work Presenter: Dr. John Yardley, Managing Director, Workplace Health Research Laboratory, Brock University Moderator: Charlotte Sheridan, Associate Director, Faculty of Graduate Studies, Brock University</p> <p>Ever wondered why there is such variation in energy, engagement and productivity among work units in your university, maybe even within your own Registrar's Office? In this fast paced, energetic presentation, Dr. John Yardley will help you gain insight about yourself, and others, as well as the elements that create a compelling place for people to want to work. A magnet workplace, which attracts and energizes, is a place where staff and management work in collaborative, engaged, and aligned ways.</p> <p>This presentation will:</p> <ul style="list-style-type: none"> ◆ challenge you about how you influence others at work and how they influence you ◆ make you question what leadership truly is in a group situation, and ◆ tell you what you need to do if you truly want to create a "magnet" work

	<p>place, i.e.: one that attracts and retains great staff!</p> <p>The presentation will be a combination of conceptual and practical ideas, based on Dr. Yardley's consulting experiences and research work with over 150 public and private client organizations.</p>
<p>6:00 pm - 6:30 pm Oakes Foyer</p>	<p>Pre-Dinner Reception (Cash bar and light refreshments)</p>
<p>6:30 pm - 9:00 pm Oakes South</p>	<p>OURA Awards Dinner Join your OURA colleagues at this annual event that pays tribute to some long-serving OURA members.</p>

Tuesday, February 26, 2008

7:30 am - 5:00 pm Oakes Foyer	Registration Desk Open
7:30 am – 8:30 am "A Cut Above" Restaurant	Full Breakfast Buffet All registered delegates are invited to attend
8:30 am - 9:15 am Oakes NE Closed Session for OURA members only	Annual General Meeting <i>Immediately following breakfast, the formal business of the Association will be discussed at the Annual General Meeting</i>
9:25 am – 10:40am Oakes South	Plenary III - University Enrolment Management Presenter: Dr. Jim Black, President and CEO, SEM Works Moderator: Richard Levin, Vice President Strategic Enrolment Management, UOIT The president and CEO of SEM WORKS, Dr. Jim Black, is the founder of various enrolment management conferences, author of numerous articles and books on the topic of enrolment management and formerly served as the director of AACRAO's Strategic Enrolment Management Conference. Among his other published works is a monograph titled, <i>Navigating Change in the New Millennium: Strategies for Enrollment Leaders</i> and a book he recently edited, <u>The Strategic Enrolment Management Revolution</u> – considered to be a groundbreaking publication for the enrolment management profession, <i>Gen Xers Return to College</i> , and <i>Essentials of Enrolment Management: Cases in the Field</i> . As the enrolment management phenomenon permeates the higher education landscape and increasingly emerges as a strategic issue on college and university campuses, it is important to have a common understanding of enrolment management concepts, models, and related strategies. In this session, key concepts such as the relationship continuum, integration, the enrollment funnel, branding, marketing, student recruitment, student retention, and student services will be addressed. Participants will gain a broad understanding of enrolment management along with best practices in North America.
10:40am – 11:00 am Oakes Foyer	Refreshments
11:00 am - 12:15 pm Oakes NE	BREAKOUT SESSIONS G4 - Helping Students Prepare Award-Winning Scholarship Applications Presenters: Alison Samson, Director, Graduate Academic Services, Graduate Studies, University of Windsor, Charlotte Sheridan, Associate Director, Faculty of Graduate Studies, Brock University, Brock University Francine McCarthy, Professor of Earth Sciences & Great Books/ Liberal Studies Brock University Moderator: Monica Corbett, Registrar, School of Graduate Studies and Research, Queen's University Funding from the Tri-Council agencies (NSERC/SSHRC/CIHR), the Ontario Graduate Scholarship Program and other external sources is becoming increasingly competitive. Experience has shown that the students' success rates in these competitions can be linked, in large part, to the amount of effort put forth by the institutions to assist in the preparation of the applications. Examples of these activities will be shared and tips on preparing award-winning applications will be discussed.
Canadiana Ballroom	A4 - Making Sense of British Curriculum Presenter: David Stadnicki, Associate Director, Admissions, York University Moderator: Lois Wood, Associate Registrar, Admissions, Wilfrid Laurier University O Levels, A Levels, GCSE, IGCSE, GCE, GCE(AL), GCE(AS),...and the list goes on. The British education system can appear complicated and overwhelming to many North Americans including admissions staff at Canadian universities. In recent years the British schooling system has evolved and changed and is poised to do so again.

	David will provide a brief historical overview of British schooling, but will primarily focus on upcoming additions and changes to curriculum.
Hennepin North	<p>L4- – The Top Ten Recruitment Strategies Presenter: Dr. Jim Black, President & CEO, SEM Works Moderator: Beth Natale, Director, Recruitment & Retention, Brock University</p> <p>This workshop consists of an in-depth review of proven recruitment strategies while debunking some common assumptions of effective recruitment practices. The content is appropriate for those new to the recruitment profession as well as seasoned veterans. Participants will gain insights that can be applied at their institution—yielding immediate as well as long-term results.</p>
Oakes NW	<p>R4 – Still Paper Driven? Learn how the University of Calgary Reduced Admission Cycle Time from 8 Weeks Down to 2 Weeks. Presenters: Brooke Martin, Segment Manager for Higher Education, Microdea Inc. Colin Ruskin, VP of Business Development, Microdea Inc. Moderator: Thomas Good, Supervisor, Student Information, Brock University</p> <p>In this session we will explore the background for implementing a document management system; The Business Case – The Background - The Goals – The ROI – and the Benefits obtained by the University of Calgary. The admissions and record keeping process is a path often lined with document potholes and information sharing roadblocks. Learn how document imaging, management and workflow can help smooth the process from start to finish--creating a direct and effortless connection between you, your colleagues, and the documents you need.</p> <p>“With efficiency comes a decrease in application processing cycle time, and therefore quicker offer of acceptances to students, resulting in significantly improved enrolments” (University of Calgary).</p>
Auditorium (1 st Floor)	<p>S4 – Student Access Guarantee Presenter: Elizabeth Stayer, Senior Policy Advisor, Ministry of Training Colleges and Universities, Postsecondary Finance and Information Management Branch Moderator: Aase Houser, Director, Student Awards and Financial Aid, University of Windsor</p> <p>An update on the Student Access Guarantee. This will include: a description of Student Access Guarantee reporting processes; updates on progress of 2008-09 consultations with Council of Ontario Universities and Colleges Ontario; discussion of connections with other Ministry processes such as Multi-Year Agreement Report-Backs.</p>
Hennepin South	<p>Interdisciplinary Session 4 - FIPPA: A Year Later: Lessons Learned Presenter: Ilone Harrison, Freedom of Information & Protection of Privacy Coordinator, University of Toronto and Chair, COU FIPPA Coordinators Subcommittee Moderator: Elisabeth Paradis, Registrar, OCAD</p> <p>Since June 2006, Ontario universities have received a wide range of requests under FIPPA. Ilone Harrison will present a few case studies to demonstrate the types of requests being made and how they are being handled. She will also discuss the emerging best practices resulting from the heightened awareness surrounding freedom of information and protection of privacy as well as the impact this is having on current university business processes.</p>
12:15 pm – 2:00 pm Oakes South	Lunch and Keynote Address
1:00 – 2:00 Oakes South	<p>Keynote Address: The “Mercer Report” Presenter: Dr. Peter Mercer, President, Ramapo College Moderator: Joanne Duklas, University Registrar, York University</p> <p>Dr. Mercer is the fourth President of Ramapo College, which has been ranked number one among public comprehensive colleges in the north in <i>U.S. News & World Report</i>. He previously served from 1985 to 2005 in numerous capacities at The</p>

	<p>University of Western Ontario including dean of the law school, acting vice-president external and vice president (administration) and general counsel</p> <p>A former visiting research scholar at the University of Michigan, he has also been a faculty member at the University of Calgary, the University of Detroit and the University of Windsor. He has received Teacher of the Year awards at the University of Calgary and the University of Western Ontario, and a Distinguished Service Award from the Canadian Association of University Business Officers.</p> <p>A published author on the legal profession and professional ethics, Dr. Mercer earned his Ph.D. from the University of Cambridge, an L.L.M. at the University of Cambridge and an L.L.B. at the University of Western Ontario. Dr. Mercer continues to serve as a principal instructor at the Banff Senior University Administrators' Course held each June and is a continuing faculty member at the Harvard Seminar for New Presidents held in July. He will provide conference attendees with insights on leadership, governance and accountability in the Canadian postsecondary sector.</p>
2:10 - 3:25 pm	BREAKOUT SESSIONS
Canadiana Ballroom (3 rd Floor)	<p>G5 – Creating a Comprehensive Graduate Enrolment System and Normalizing Transcript Standards</p> <p>Presenter: Joanne Duklas, University Registrar and Stan Taman, Director, Systems, Communications and Academic Scheduling, York University Moderator: Loretta Durst, Graduate Studies Officer, Trent University</p> <p>In 2003, York University had close to 60 graduate transcript standards and an enrolment system that was inadequate to meet the needs of the existing graduate student population. With the anticipated growth in graduate enrolment and the need to extensively improve service delivery, the Registrar's Office embarked on a collaborative journey with the Faculty of Graduate Studies, graduate program departments and Computing Network Services to create an entirely new service model for graduate students. Today, there are three graduate transcripts and a comprehensive robust graduate enrolment system in place to serve the community. In this session, Joanne and Stan will provide an overview of the York experience and share specific best practice advice to those who may also be dealing with graduate enrolment and transcript challenges.</p>
Auditorium (1 st Floor)	<p>A5 - Admissions Offices: Document Imaging Revisited Two Years Later</p> <p>Presenters: Brandi Borman, Team Leader, Admissions, University of Western Ontario Eloisa Hammond, Assistant Director, Admissions, York University Moderator: Janice O'Farrell, Director of Admissions Services, Carleton University</p> <p>A handful of universities in Ontario have or are moving forward with document imaging in their admissions offices. This presentation will include information about challenges with implementation, the diversity of products and the results that document imaging has had on university admissions offices from around the province.</p>
Oakes NW	R5 – TBA

<p>Hennepin South (1st Floor)</p>	<p>S5 – University of Toronto Mississauga – Use of Swipe Cards Presenters: Lorretta Neebar, Assistant Registrar, Financial Aid & Scholarships, Office of the Registrar, University of Toronto Mississauga and Joe Wong, Programmer/Analyst, University of Toronto Mississauga Moderator: Karen Pypstra, Team Leader, Student Financial Services, University of Western Ontario</p> <p>The University of Toronto Mississauga has implemented a system that tracks many student transactions within the Registrar's Office, from petitions, academic advising, financial advising and grant applications to attendance tracking, The technology is being integrated into many of these functions.</p> <p>For financial aid, the system records details of the document pick-up process automatically. This allows for a detailed record trail for each student. This session will present the background and steps taken to implement this system.</p>
<p>Hennepin North (1st Floor)</p>	<p>L5 - Ontario Universities' Fair (OUF) Debrief Presenters: Effie Gatsinos, Assistant Registrar, Student Recruitment, University of Guelph; George Granger, Executive Director, OUAC; Deanna Underwood, Manager, Communications, OUAC Moderator: Mike Houston, Director, Office of Liaison and Student Recruitment, University of Windsor</p> <p>OUF 2007 represented a major turning point for Ontario university recruitment. Formerly a volunteer run initiative, a 2006 task force review of OUF resulted in OUAC taking responsibility for the administrative aspects of running OUF under the leadership of the newly established OUF Steering Committee. The OUF saw record attendance in September with over 92,000 visitors. The OUF of today requires sophisticated management and exists in a new era of accountability. Come hear an update on the OUF including a review of the latest challenges and considerations</p>
<p>Oakes NE</p>	<p>Interdisciplinary Session 5 – Developing Leadership Competence in the Post-Secondary Sector Presenter: Dr. Peter Mercer, President, Ramapo College Moderator: Elisabeth Paradis, Registrar, OCAD</p> <p>Dr. Mercer will share his insights on a variety of leadership issues including: how to reconcile plans with legal and governance obligations; balancing competing internal and external pressures; and identifying organizational norms and cultures. He will also deal with legitimizing agendas, fomenting transformational change, taking risks astutely, establishing outcome measures and fostering accountability.</p>
<p>3:25 - 3:40 pm Oakes Foyer</p>	<p>Refreshments</p>
<p>3:40 pm - 4:30 pm Oakes NE Closed session</p>	<p>Graduate Studies AGM and Roundtable Discussion (Includes Bologna Update) Moderator: Chris Goody, Graduate Admissions Officer, University of Guelph</p>
<p>3:40 pm - 4:30 pm Canadiana Ballroom Closed session</p>	<p>Admissions AGM Moderator: Michelle Lea, Director, Admissions, Brock University</p>
<p>3:40 pm - 4:30 pm Oakes NW Closed session</p>	<p>Records and Systems AGM and Roundtable Discussion Moderator: David Marasco, Assistant Registrar, Records & Scheduling, Algoma University College</p>
<p>3:40 - 4:30 pm Hennepin South Closed session</p>	<p>Scholarships & Awards AGM and Roundtable, Moderator: Monica Bertolo, University of Guelph</p> <p>An update to the Common Scholarship Application Proposal will be presented by Rico Natale along with a discussion on other topical issues.</p>
<p>3:40 pm - 4:30 pm Hennepin North</p>	<p>Liaison AGM Moderator: Beth Natale Chair, Standing Committee on Secondary School Liaison</p>

Closed session	
4:30 pm	Conference Concludes. Safe Traveling!

Wednesday, February 27, 2008

Post-Conference Workshops	
7:30 am - 4:00 pm Oakes Foyer (2 nd Floor)	Registration Desk Open
7:45 am - 9:00 am "A Cut Above" Restaurant	Breakfast Buffet <i>For all workshop registrants</i>
9:15 - 10:20 Oakes South Ballroom	Plenary Session: Re-Energize Your Work, Your Life! -- 10 Habits of Stress-Resilient People Presenter: Dr. Elaine Dembe, Health & Wellness Motivator Moderator: Michelle Lea, Director, Admissions, Brock University Dr. Elaine Dembe is one of Canada's outstanding authorities on stress resiliency, longevity and motivation. Known as the Passion Doctor™, she has an extraordinary ability to focus on the current issues blocking the path of the way we live and work and to inspire and re-energize her audience to live and work with purpose, passion, productivity and contentment. Elaine's current speaking engagements motivate individuals and employees to strengthen their mental and physical resiliency against multiple stresses and unpredictable times and to find joy in everyday living and working. A sought-after public speaker, media personality, best-selling author and celebrated chiropractor, Elaine has helped movie stars, pop stars, politicians, and professional athletes to work out their kinks - physically and mentally - with her dynamic, entertaining presentations.
10:20 - 10:40am	Refreshment Break
10:40 - 12:00 noon	WORKSHOP SESSIONS
Hennepin North (1 st Floor)	Workshop A1 - Safety and Security for Front Line Staff Presenter: Mario Deschamps, Special Constable, University of Guelph Moderator: Chris Goody, Graduate Admissions Officer, University of Guelph Staff on the front lines are normally the first contact for clients. This session will deal with how difficult situations can be dealt with effectively while maintaining a safe and secure environment.
Oakes NE	Workshop A2 – Emotion Work in Customer Service Positions: Are you an Emotional Labourer? Presenter: Julie Vecchi, B.A. (Hons), M.Sc., C.H.R.P. Candidate Moderator: Brandi Borman, Team Leader, Admissions, University of Western Ontario and Stuart Pinchin, Associate University Registrar - Undergraduate Admissions Although seldom explicitly stated, emotional labour is an undeniable requirement of many jobs today. Since emotions play an integral role in work settings the performance of emotional labour during employee-customer interactions may be crucial to the achievement of basic organizational goals. Unfortunately, it can also produce psychological discomfort for those who perform it. Emotional labourers themselves may not be familiar with the term 'emotional labour', as the concept is relatively new to psychological research. Julie will introduce the concept and dimensionality of emotional labour. She will then describe some of the negative effects that emotion work has on performers and outline how individuals can reduce these effects.

Oakes NW	<p>Workshop A3 – Delivering Innovative Communication Initiatives for both New and Continuing Students Presenters: Associate Director, VPS Communications, York University Barbara Brown, Senior Director, Admissions, Communications & Client Services, York University</p> <p>Explore interesting ways universities are connecting with the 'net generation'. From social networking sites (Facebook, Bebo, myspace) and interactive tours to weblogs, wikis and iTunes U, universities are integrating new media into their recruitment, conversion and transition strategies. This workshop will showcase several interesting approaches and provide some practical "next steps" for those looking to cross the digital divide.</p>
Hennepin South (1 st Floor)	<p>Workshop A4 – Student Awards and Financial Aid Information Marketplace Moderator: Rico Natale, Director, Student Awards and Financial Aid, Brock University</p> <p>Participate in an issues-based roundtable discussion focused on current challenges in the Student Awards and Financial Aid student arena</p>
12:00 - 1:15 pm	Lunch
1:15 - 2:35 pm	WORKSHOP SESSIONS
Oakes NE	<p>Workshop B1 – World Education Services - Strategies For Credential Evaluation Presenter: Hasmik Sargsyan, Credential Evaluator, World Education Services Moderator: Michelle Lea, Director, Admissions, Brock University</p> <p>This workshop will focus on strategies for credential assessment. Delegates will have the opportunity to practice techniques in a follow-up session (Admissions Information Marketplace).</p>
Oakes NW	<p>Workshop B2 – Records & Systems Information Marketplace Moderator: David Marasco, Assistant Registrar, Records & Scheduling, Algoma University College</p> <p>Participate in an issues-based roundtable discussion focused on current challenges in the registrarial records and systems community.</p>
Hennepin North (1 st Floor)	<p>Workshop B3 – Sustainable Institutional Practices Presenter/Moderator: Heather Brown, Assistant Registrar, Liaison, Nipissing University</p> <p>As institutions of higher learning, we should be leaders in utilizing sustainable practices. This roundtable session will facilitate discussion of current and possible future practices so that as a collective we can reduce the footprint that we leave in our world. Participants are requested to come prepared to share ideas and prepare guidelines for moving forward.</p>
Hennepin South (1 st Floor)	<p>Workshop B4 – Graduate Information Marketplace Presenter/Moderator: Alison Samson, Director, Graduate Academic Services, Graduate Studies, University of Windsor</p> <p>Participate in an issues-based roundtable discussion focused on current challenges in the graduate student arena. Topics will include (but are not limited to):</p> <ul style="list-style-type: none"> ◆ Privacy (FIPPA) - how is it handled by front line staff ◆ Difficult clients - how do you deal with them ◆ Multi tasking for front line staff ◆ Saying "no" to clients ◆ Safety and Security follow-up - feasibility of suggestions from earlier session
Hennepin South (1 st Floor)	<p>Workshop B5 - FIPPA: An Introduction and Review Presenter: Ilone Harrison, Freedom of Information & Protection of Privacy Coordinator, University of Toronto and Chair, COU FIPPA Coordinators Subcommittee Moderator: Elisabeth Paradis, Registrar, OCAD</p>

	Those new to the world of FIPPA or perhaps needing a refresher will find this session helpful. The breadth, depth and scope of the legislation newly introduced in June 2006 will be covered along with an update on available resources, emerging best practices and latest developments. There will be opportunity for discussion.
2:35 - 2:50 pm	Refreshment Break
2:50 - 4:00 pm	WORKSHOP SESSIONS
Hennepin South	<p>Workshop C1 – Graduate Information Marketplace - CONTINUED from B4 Presenter/Moderator: Alison Samson, Director, Graduate Academic Services, Graduate Studies, University of Windsor</p> <p>This session continues the discussion from Workshop 4B</p>
Oakes NE	<p>Workshop C2 – Admissions Information Marketplace Moderator: Michelle Lea, Director, Admissions, Brock University</p> <p>Come prepared to talk and share ideas with colleagues from other institutions about the day-to-day challenges associated with Admissions in our ever-changing environment.</p>
Hennepin North (1 st Floor)	<p>Workshop C3 – New Media and Recruitment Practices: Web 2.0 Presentation Presenter: Rich Lee, Technology Product Manager, Datatel, Inc. Moderator: Christine Lamothe, Liaison Manager, University of Ottawa</p> <p>Clearly institutions have understood that there is a movement afoot with regard to social networking and Web 2.0 services. The pace of change brought about by this new generation of technologies and services is often overwhelming to admission and marketing professionals. This session will illuminate some of the challenges and opportunities associated with this, and newer modes of communications.</p>
Oakes NW	<p>Workshop C4 - Enrolment Management and Projections Presenter: Gloria Gallagher, Assistant Registrar, Brock University; Barb Davis, Registrar, Brock University Moderator: David Marasco, Assistant Registrar, Records & Scheduling, Algoma University College</p> <p>The key to next term enrolment forecasting is accurately modeling student flow through an institution. This workshop will introduce concepts used in developing a Student Cohort Flow Through model and identify common problems encountered in forecasting enrollment.</p>