



CONFERENCE PROGRAM

Tuesday, February 14, 2017

6:30 pm – 7:30 pm
Bottom of the escalators

Registration desk open
Pick up your Conference badge, final program and registration package.

Wednesday, February 15, 2017

7:00 am – 5:30 pm
Bottom of the escalators

Registration Desk open

7:30 am – 8:45 am
Salon CD

Breakfast for All Attendees
All attendees are welcome to enjoy a hot breakfast before the opening remarks and Plenary session.

9:00 am – 9:10 am
Salon CD

Welcome and Opening Remarks
Serge Demers, OURA President and Registrar, Laurentian University

9:10 am – 10:10 am
Salon CD

Plenary Session I – Leading with Grit, Passion and People
Presenter: Michael Hyatt, Change and Innovation Visionary

Leaving school at 22 years old with no money, only to become a millionaire businessman by 25, would seem like the story of someone who got lucky with a great business idea. But Michael Hyatt shows you there's a lot more to his success than the idea itself. Success is the small steps you take, and a consistent march is the key.

In this presentation, Michael shares his candid business and leadership philosophies including: how to avoid common mistakes leaders make (but why sometimes failing is good); why asking powerful questions will lead you to the right answer (not just your answer); why you should hire people smarter than you and let them excel; how to win in the new demographic shift; and why supporting all members of your team is so important.

Filled with these and many more lessons Michael has learned throughout his journey, this upfront talk will inspire audiences to think differently in their approach to success.

10:10 am – 10:30 am

Refreshments and move to breakout session rooms

10:30 am – 11:05 am

BREAKOUT SESSIONS – Block A (35 minutes)

Trinity 4/5

A1 – COU, OURA, OUCA & More – Who Does What?
Presenters: Charmaine Hack, Registrar, Ryerson University
Marisa Modeski, Assistant Director, Undergraduate Recruitment, Ryerson University
Moderator: Julie Zahab, Director, Administration and Special Projects, Ryerson University

This session will provide a high-level overview about the various organizations, associations, councils and committees that frame discussions around issues and policy affecting universities and students sector wide. This session will provide an overview of their mandate, membership composition and how they work together, and will inform attendees about the wide-range of opportunities to get involved.

<p>Salon A</p>	<p>A2 – Understanding “Icky”: Resilience in Tough Situations in Student Affairs and Services Presenter: Chris McGrath, Associate Vice President, Student Experience & Registrar, Canadian Memorial Chiropractic College Moderator: Fiona Kay, Director, Academic and Financial Services, York University (Glendon Campus)</p> <p>We all make tough decisions in tough circumstances; and those of us whose focus is on students often encounter complex situations in which we must demonstrate resilience in the interest of student success. Resilience can be tough though, when we encounter situations where our moral and ethical worlds come into conflict – and we end up feeling “icky” about the decision ahead. “Icky” can begin to feel worse when the decision to be made, or the action to be taken, results in negative consequences for the student – who we like to keep at the centre of all that we do. This session is an opportunity to learn about sources of tension in our resilience, by exploring the ways we make tough decisions in tough times. By mapping and reflecting upon what Robert Nash describes as our “moral languages”, within the context of these tough decisions, we will move closer to an understanding of how we make tough professional choices – even when they feel “icky”.</p>
<p>Trinity 3</p>	<p>A3 – Attracting and Admitting Home-Schooled Applicants Presenter: Michael Klein, Admissions Officer, University of Waterloo Moderator: Erika Danziger, Admissions Manager, Assessment and Evaluation, Ryerson University</p> <p>This session considers two questions: First, how can schools do better to attract home-schooled applicants? Second, what qualifications do home-schooled applicants really need to be considered? As a former home-schooled student, the presenter will provide an overview of home-schooled education, discuss what values attract home-schooled applicants and their families to university programs, and present concrete ways to assess and admit these applicants with several measurements, not only grade 12 courses. This topic was recently highlighted by the University of Waterloo who revised their home school admissions policy for all faculties in 2016. The session will include a unique ‘Frequently Asked Questions’ document of questions that home-schooling parents and their students would want to ask Ontario universities in regards to admissions and requirements.</p>
<p>Salon B</p>	<p>A4 – Approaches to Net Tuition Presenters: Martin Hicks, Executive Director, Data and Statistics, HEQCO Linda Jonker, Technical Lead of Data and Statistics, HEQCO Moderator: Manuela Sheehy, Associate Registrar, Student Financial Services, University of Guelph</p> <p>Getting information to prospective students about bottom-line costs earlier is a key feature of Ontario’s OSAP reform package. Next year, Ontario will introduce a net-tuition system that effectively gives students the bottom-line cost of a postsecondary program. Ontario will be providing students with a much earlier estimate of their student aid entitlements.</p> <p>Will this work? The US experience with net tuition and with “prior-prior” year calculations suggests that this approach can successfully provide students with a much earlier assessment of aid eligibility that will be stable over time as the study year approaches. With costs nailed down in advance, students can then better plan for their education. The end goal: to help students make better postsecondary decisions and enhance accessibility.</p>
<p>Trinity 1/2</p>	<p>A5 – Turning Policy into Practice: Name and Legal Status at the University of Toronto Presenters: Joseph Minichini, Business Analyst, Registrarial Policy, University of Toronto Neil Neebar, Associate Registrar, Student Records, Registration and Graduation, University of Toronto Mississauga Moderator: Monica Corbett, Director, Admissions and Student Services, Queen’s University School of Graduate Studies</p>

	<p>The University of Toronto recently put into operation a new initiative that entailed verifying the name and legal status of all new incoming students to the University. This session explores the details of this unique initiative, the approach taken, challenges faced, and resulting best practices. Attendees of this presentation will take home practical knowledge of how name and legal status is verified at the University of Toronto, as well as how an overarching system was implemented to efficiently service students in a large, highly compartmentalized, and autonomous institution.</p>
York AB	<p>A6 – Facebook Live: Engaging in 2017 Presenter: Courtney Hern, Team Leader – Student Central Online and Telephone, Western University Moderator: Samantha Read, Manager, Communications, Ryerson University</p> <p>At Western University, we use Facebook Groups to engage with our students based on a “Class of” model. This year we went a step further by using Facebook Live to reach out and answer questions live. We started with our Class of 2020 and grew to a general, across- years chat on Student Financials. Join us as we discuss the joys and sorrow of what worked and what we would do differently.</p>
11:05 am – 11:20 am	Move to breakout session rooms
11:20 am – 12:20 pm	BREAKOUT SESSIONS – BLOCK B (60 minutes)
Salon B	<p>B1 – In Transition: Ontario University Funding Presenters: Jamie Graham, Registrar and Assistant Vice President, Institutional Planning, Nipissing University Brad MacIsaac, Assistant Vice-President, Planning & Analysis, and Registrar, UOIT Moderator: Geraldine Jones, Registrar, Brock University</p> <p>The purpose of this presentation is to contextualize and examine Ontario’s funding model for Ontario universities. A specific focus will be on the province’s most recent discussions on its funding formula which outlines the rules governing how the ~\$3.5 billion operating grant, managed by the Ministry of Advanced Education and Skills Development (MAESD), is distributed to the province’s 20 publicly-assisted universities to support their teaching, research and service missions.</p>
Salon A	<p>B2 – From the Registrar’s Office to the Front Line: Collaborating with Academic Advising to Improve Student Success Presenters: Melanie Buddle, Academic Advisor, Trent University Tina Fridgen, Academic Advisor, Trent University Moderator: Robyn Parr, Assistant Registrar, Student Financial Service, Ryerson University</p> <p>At Trent University, academic advisors and staff in the Registrar’s Office report to different units but work collaboratively to encourage student success. We are literally partners in change: when front-line advisors hear students are misunderstanding rules or email messages, for instance, we alert the Registrar’s Office and work to craft something that works. This presentation highlights the strengths of our collaboration and indicates our ability to be nimble and responsive to student need. We also showcase a system in which advising is not coordinated through the Registrar’s Office or academic departments. Trent advisors report to Student Services and support students in all disciplines. Ours is a birds-eye view that provides key feedback to the Registrar’s Office and this impacts student experience but also improves our responses to, and discussions about, university regulations. This presentation provides concrete examples of how our model improves students’ experiences of “the rules” of the institution, using case studies and best practices.</p>

Trinity 3	<p>B3 – How to Authenticate Academic Documents from China Presenter: Rachel Michael, Knowledge Analyst, World Education Services Moderator: Heather Brown, Associate Registrar, Admissions, Nipissing University</p> <p>This session will introduce you to tips and techniques used to obtain authentic academic documents from China and familiarize you with the roles both the China Academic Degrees and Graduate Education Development Center (CDGDC) and China Higher Education Student Information & Career Center (CHESICC) play in verifying the different types/levels of education in China. The session will highlight samples of commonly issued academic credentials from China and layout a thorough understanding of reliable documentation requirements and the importance of determining the legitimacy of awarding academic institutions. Gain insight into:</p> <ul style="list-style-type: none"> • Key characteristics of China’s system of higher education, institutions and university degree programs. • Essential academic documents and potential difficulties in acquiring them. • Insights about Chinese student mobility
Trinity 4/5	<p>B4 – Net Tuition Roundtable Facilitators: Valerie Sarkany, Associate Registrar, Student Financial Services, Western University Andrew Pocock, Associate Director, IT, Western University</p> <p>This roundtable discussion on Net Tuition will include representatives from institutions involved in the Net Tuition pilot project. Hear of their experiences and thoughts on the project and participate in a discussion on future strategies, agreements and more.</p>
Trinity 1/2	<p>B5 – How to Say “No” Presenter: Alice Miller, Registrar, University of Windsor Moderator: Karoline Fox, Associate Registrar, International and Transfer, University of Windsor</p> <p>Delivering bad news is never a fun task, whether as front-line staff or a senior manager. As registrarial professionals, we may find ourselves in the position of delivering some version of “no” many times a week – to students, parents and others. This session will give real-life examples of situations along with strategies for successfully handling them.</p>
York AB	<p>B6 –Teaching Students to be in Control of Their Digital Identity Presenter: Angi Roberts, Information Services Manager, University of Guelph Moderator: Melissa Pool, Registrar, McMaster University</p> <p>Your students represent your brand, they wear your school's swag and they identify themselves as students of your school. They are your ambassadors whether you want them to be or not; what they do and say and how they behave online is very much out of your control.</p> <p>Social platforms: it’s where they hang out, where they socialize, where they share their victories and defeats, where they celebrate year-end. It’s where they pose with their squad, show off their school swag, and their love for the team. And then there are those that show a lot more: nude photos, sexually inappropriate content, racial slurs, misogynist messages, and overall inappropriate behaviour – some of it illegal.</p> <p>In this session, we’ll discuss the benefit of teaching our students about how to be in control of their digital identity – we’ll draw on real life examples and learn how to leave students feeling savvier and empowered, and laughing at themselves.</p>

<p>12:20 pm – 1:20 pm Salon CD</p>	<p>LUNCH <i>All attendees welcome.</i></p>
<p>1:20 pm – 2:20 pm</p>	<p>BREAKOUT SESSIONS – BLOCK C (60 minutes)</p>
<p>Trinity 3</p>	<p>C1 – In Transition: Ontario University Funding (Repeat of B1) Presenters: Jamie Graham, Registrar and Assistant Vice President, Institutional Planning, Nipissing University Brad MacIsaac, Assistant Vice-President, Planning & Analysis, and Registrar, UOIT Moderator: Tracy Al-idrissi, Registrar, Trent University</p> <p>The purpose of this presentation is to contextualize and examine Ontario's funding model for Ontario universities. A specific focus will be on the province's most recent discussions on its funding formula which outlines the rules governing how the ~\$3.5 billion operating grant, managed by the Ministry of Advanced Education and Skills Development (MAESD), is distributed to the province's 20 publicly-assisted universities to support their teaching, research and service missions.</p>
<p>Trinity 1/2</p>	<p>C2 – Academic Advising for Graduate Students Presenters: Julie Birch, Records Supervisor, McMaster University Lara Santosuosso, Business Analyst, McMaster University Moderator: Rebecca Roome-Rancourt, Assistant Registrar, Admissions, Nipissing University</p> <p>In the legacy system, it was not possible to deliver academic advising functionality to graduate students. The graduate curriculum includes both course and non-course requirements, and the legacy system only had capacity to deliver academic advising based on a course based curriculum. This was a problem, as it meant that graduate students could not check completion of curriculum requirements in a systematic way. The only option available was a manual comparison of the graduate calendar and their transcript.</p> <p>With the arrival of the new Mosaic student records system launched in March 2015, consideration was given to configuring academic advising, and releasing this component to graduate students via the student center. A phased introduction was implemented in September 2016 for Master's students, with the expectation this service will be extended to all graduate students by the end of the year.</p>
<p>Salon A</p>	<p>C3 – OSAP Update Presenter: Noah Morris, Director, OSAP Transformation Branch, Ministry of Advanced Education and Skills Development Moderator: Necia Martins, Associate Registrar, Financial Aid & Services, Wilfrid Laurier University</p> <p>OSAP is a significant financial resource for many students and is currently undergoing the largest transformation in the program's history. The Director of Ontario's OSAP Transformation Branch will provide an overview of the changes to OSAP planned for 2017-2018.</p>
<p>Trinity 4/5</p>	<p>C4 – Education in France and French-Speaking Africa Presenter: David Pauwels, Credentials Assessor, Comparative Education Service, University of Toronto Moderator: Parisa Memari, Associate Director of Admissions, University of Toronto</p> <p>This session provides an overview of educational credentials of France, covering the transition from the "old" to the new "Bologna" system with a focus on what has changed, and what remains the same.</p> <p>The presentation will cover the following:</p>

	<ul style="list-style-type: none"> • Distinctive features of French education • Identification of nationally recognized academic credentials • Secondary education credentials in the academic, professional and vocational streams • Non-university tertiary credentials • University diplomas of the national public system • Grandes écoles: their recognized and unrecognized credentials • Professional certifications at various levels (RNCP) • Brief overview of education in French-influenced countries (e.g. Morocco, Algeria, Tunisia, Senegal); similarities and differences
Salon B	<p>C5 – Core Concepts in Strategic Enrolment Management Presenter: Joanne Duklas, Higher Education Consultant and Researcher, Duklas Cornerstone Consulting Moderator: David Marasco, University Registrar, Algoma University</p> <p>In recent years, North American universities have embraced strategic enrolment management (SEM) as a mechanism to deal with changing realities both on and off campus. It provides a useful paradigm to shape campus conversations and encourage the development of distinctive strategies and tactics tied to institutional mission and student success. This interactive session will introduce the core SEM concepts and provide participants with suggested tactics to help them with their on-campus efforts. Participants are encouraged to come prepared to share and discuss examples of what has or has not worked given their institutional context. If you are relatively new to SEM, this session will provide a useful introduction to SEM-related concepts, tools and tactics.</p>
York AB	<p>C6 – Exam Invigilation: Exam I.D. Validation Using Student Photos Presenter: Paul Day, Senior Client Representative, Enterprise Application and Solutions Integration, University of Toronto Moderator: Margaret Bura, Project Manager, Project Management Office, ITS, University of Toronto</p> <p>The Central IT department at the U of T is currently engaged in the design and roll-out of an enterprise-wide Exam Invigilator application. The solution builds on many of the design ideas presented previously at OURA by our colleagues from the University of Toronto Mississauga campus. The web application allows an invigilator to validate the identity of a student writing an exam using their official student photo. Key design considerations to accommodate university-wide requirements such as multi-factor authentication, real-time data exchange, and integration with the University’s student information system will be highlighted. The presentation will provide an overview of the application as well as lessons learned during a recent pilot with the University of Toronto Scarborough campus.</p>
2:20 pm – 2:40 pm	Refreshments and move to breakout session rooms
2:40 pm – 3:40 pm	BREAKOUT SESSIONS – BLOCK D (60 minutes)
Trinity 1/2	<p>D1 – Enrolment Modeling and Forecasting with @Risk Presenter: Carolyn Ford, Director, International Undergraduate Recruitment, Western University Moderator: Effie Gatsinos, Acting Associate Registrar – Admission Services, University of Guelph</p> <p>This presentation will introduce simulation models and visualization techniques for a fictional institution’s Year 1 enrolment. Institutional use of forecasting techniques ranges from bootstrapping off of one-point estimates (“We predict this year’s enrolments will be very much like last year’s.”) to sophisticated econometric analysis. In some cases, institutions purchase enrolment estimates from third-party vendors. Use of models will demonstrate that institutions can make use of forecasting techniques in house by using their own data combined with use of @RISK software by Palisade corporation. Extensions to forecasting models can cover</p>

operations budgeting, portfolio allocation for marketing operations as well as revenue management in a manner similar to the airline and hotel industries.

Trinity 4/5

D2 – OUAC Roundtable: Update and Brainstorming

Facilitator: Deanna Underwood, Manager, Communications, Ontario Universities' Application Centre

Join the OUAC team as they share the successes (and challenges) of AMS and look ahead to future enhancements and the OUAC current strategic plan. They welcome your feedback and ideas!

Salon B

D3 – Academic Advising: An Introduction to Models, Theories, and Key Terminologies

Presenter: Paul Sileika, Coordinator, University Academic Advising, Ryerson University

Moderator: Josie Lalonde, Registrar and Director, Student Services, Faculty of Kinesiology & Physical Education, University of Toronto

Academic Advising is quickly becoming a major area of interest across Canadian universities. While this role is well-established and considered a profession in American universities, Canada is still in the early process of recognizing the important role advising plays in student success.

This session introduces the different models, theories and key terminology of Academic Advising.

Salon A

D4 – How to Say “NO” (Repeat of B5)

Presenter: Alice Miller, Registrar, University of Windsor

Moderator: Erika Danziger, Admissions Manager, Assessment and Evaluation, Ryerson University

Delivering bad news is never a fun task, whether as front-line staff or a senior manager. As registrarial professionals, we may find ourselves in the position of delivering some version of “no” many times a week – to students, parents and others. This session will give real-life examples of situations along with strategies for successfully handling them.

York AB

D5 – A High-Tech Approach to a High-Touch Profession: Evolving Admissions at CMCC

Presenters: Chris McGrath, Associate Vice President, Student Experience & Registrar, Canadian Memorial Chiropractic College

Kimberley Kelly, Director, Student Success, Canadian Memorial Chiropractic College

Katherine Burke, Recruitment & Admissions Officer, Canadian Memorial Chiropractic College

Moderator: Shari Hodges, Manager, Engineering Admissions & Recruitment, Ryerson University

The Canadian Memorial Chiropractic College is focused on recruiting and admitting the highest quality applicants to its four-year Doctor of Chiropractic program, within a competitive landscape of graduate level health care education in North America. We will have the opportunity to share our experience of a swift evolution in our previously traditional admissions practices including: the shift towards behaviour-based admissions interviewing, the integration of broad-based admissions decision making, and the implementation of a video platform for admissions interviewing. We will highlight the ways in which leveraging technological solutions has not only allowed us to enhance the rigor of our admissions decisions and decrease budget demands, but also how doing so has helped us to recruit and admit the highest quality cohorts of students in the past 20 years. We will explore how our approach has enhanced accessibility of our admissions process to applicants, how it has created increased opportunity for diverse engagement of alumni and faculty, and how it has helped to further position CMCC as a leader in chiropractic education worldwide.

Trinity 3	<p>D6 – Case Study: McMaster’s One-Stop Convocation Management System Presenters: Sophia Holness, Associate Registrar, Records & Systems, McMaster University David Wu, Programmer/Analyst, McMaster University Moderator: Margaret Bura, Project Manager, Project Management Office, ITS, University of Toronto</p> <p>In this presentation, we will describe the web-based convocation management ecosystem developed at McMaster University, which includes a graduate RSVP and an academic minor application centre. Graduates can apply for minors, order tickets, or notify us if they would prefer to pick up their diploma or have it mailed to them. The system also collects (optional) post-ceremony information about the graduate for alumni engagement purposes, including extra-curricular activities, updated contact information, and any new employment. The ecosystem also includes a procession registration for faculty, and an administrative back-end used by staff to create reports, manage students’ responses and payments, and extract names for diploma printing and presenter cards. The administrative back-end syncs with our PeopleSoft/Mosaic SIS to ensure the accuracy of the graduate’s information.</p>
3:40 pm – 4:00 pm	Refreshments and move to breakout session rooms
4:00 pm – 5:00 pm	BREAKOUT SESSIONS – BLOCK E (60 minutes)
Salon A	<p>E1 – Admissions Roundtable and Annual General Meeting Facilitator: Erika Danziger, Chair, Standing Committee on Undergraduate Admissions</p> <p>Whether this is one of your first OURA Conferences or you are a seasoned attendee, plan to join your admissions colleagues for an update on the Undergraduate Admissions Standing Committee’s activities over the past year and an opportunity to participate in the selection of the 2017-2018 Standing Committee Executive. A short roundtable discussion provides an opportunity for the sharing of ideas and information related to key issues of interest to undergraduate admissions. Please plan to attend.</p>
Bay	<p>E2 – Graduate Studies Roundtable and Annual General Meeting Facilitator: Almey Tse Soriano, Chair, Standing Committee on Graduate Studies</p> <p>Whether this is one of your first OURA Conferences or you are a seasoned attendee, plan to join your Graduate Studies colleagues for an update on the Graduate Admissions Standing Committee’s activities over the past year and an opportunity to participate in the selection of the 2017-2018 Standing Committee Executive. A short roundtable discussion provides an opportunity for the sharing of ideas and information related to key issues of interest to graduate admissions. Please plan to attend.</p>
Trinity 1/2	<p>E3 – Records & Systems Roundtable and Annual General Meeting Facilitator: Neil Neebar, Chair, Standing Committee on Records & Systems</p> <p>Whether this is one of your first OURA Conferences or you are a seasoned attendee, plan to join your records & systems colleagues for an update on the Records & Systems Standing Committee’s activities over the past year and an opportunity to participate in the selection of the 2017-2018 Standing Committee Executive. A short roundtable discussion provides an opportunity for the sharing of ideas and information related to key issues of interest to records & systems. Please plan to attend.</p>
Trinity 3	<p>E4 – Scholarships & Awards Roundtable and Annual General Meeting Facilitator: Valerie Sarkany, Chair, Standing Committee on Scholarships & Awards</p> <p>Whether this is one of your first OURA Conferences or you are a seasoned attendee, plan to join your scholarships & awards colleagues for an update on the Scholarships & Awards Standing</p>

	<p>Committee's activities over the past year and an opportunity to participate in the selection of the 2017-2018 Standing Committee Executive. A short roundtable discussion provides an opportunity for the sharing of ideas and information related to scholarships & awards. Please plan to attend.</p>
York AB	<p>E5 – Undergraduate Recruitment Roundtable and Annual General Meeting Facilitator: Marlin Gold, Chair, Standing Committee on Student Recruitment</p> <p>Whether this is one of your first OURA Conferences or you are a seasoned attendee, plan to join your recruitment colleagues for an update on the Undergraduate Recruitment Standing Committee's activities over the past year and an opportunity to participate in the selection of the 2017-2018 Standing Committee Executive. A short roundtable discussion provides an opportunity for the sharing of ideas and information related to undergraduate recruitment. Please plan to attend.</p>
Salon B	<p>E6 – Academic Advising Roundtable Facilitator: Paul Sileika, Coordinator, University Academic Advising, Ryerson University</p> <p>New! If you are involved in Academic Advising, plan to attend this roundtable discussion on hot topics and issues of interest and concern to Academic Advising. We want your input and ideas (and enthusiasm) so please plan to attend!</p>
5:00 pm – 6:00 pm Trinity 4/5	<p>Reception – Hosted by Ontario Universities' Application Centre <i>Join OUAC staff and members of the AMS team at this reception which celebrates the launch of the new Application Management System.</i></p>

Thursday, February 16, 2017

7:30 am – 5:00 pm Bottom of the escalators	<p>Registration Desk Open <i>If you are arriving today, stop by the desk to pick up your Conference badge and registration package.</i></p>
7:30 am – 8:45 am Salon CD	<p>Breakfast for All Attendees <i>All attendees are welcome to enjoy a hot breakfast before the AGM and Plenary session.</i></p>
7:50 am – 8:45 am Salon A	<p>OURA Annual General Meeting <i>Immediately following breakfast, the formal business of the Association will be discussed at the Annual General Meeting. *Closed Session for OURA members only*</i></p>
9:00 am – 10:00 am Salon CD	<p>Plenary Session II – Remarks from the Ministry of Advanced Education and Skills Development Presenter: Sheldon Levy, Deputy Minister, Ministry of Advanced Education and Skills Development Moderator: Charmaine Hack, Registrar, Ryerson University</p> <p>Sheldon Levy was appointed Deputy Minister of the Ontario Ministry of Training, Colleges and Universities on December 1, 2015. The ministry became the Ministry of Advanced Education and Skills Development on June 13, 2016.</p> <p>Deputy Levy's responsibilities encompass a significant portfolio that supports Ontario's economy. Under his leadership, the ministry delivers employment and training programs that meet the changing needs of the province's labour market, and a high-quality, accessible postsecondary education system that is globally competitive. The work of this ministry drives the innovation that is vital to Ontario's prosperity.</p> <p>Sheldon has been recognized for championing an entrepreneurial education model, achieving global status with the Ryerson Digital Media Zone in Toronto, and an international network including partnership start-up incubators in India and South Africa. He has been dedicated to</p>

academic mission in the full range of programs and research, a focus on student engagement and success, and the core values of diversity, equity and inclusion as fundamental to Ryerson University's vibrant culture.

He was awarded a BSc, MA, and Doctor of Laws honoris causa by York University, and lectured in computer science and mathematics. He has been recognized among "The Power 50 Most Influential in Canadian Business Today" (Canadian Business) and "The 50 Most Influential" (Toronto Life).

10:00 am – 10:40 am

EXHIBITS OPEN/Refreshments Available

Take time to visit the 14 vendors in the exhibit area to learn about their latest products and services. Exhibits are open today only. Have your Exhibit Passport stamped at each booth you visit for a chance to win a free registration to the OURA 2018 Conference!

10:40 am – 11:15 am

BREAKOUT SESSIONS – BLOCK F (35 minutes)

Salon A

F1 – Leader Series: Prove It! How to Use Research to Support Policy and Process Proposals

Presenter: Ray Darling, Registrar, University of Waterloo

Moderator: Marisa Modeski, Assistant Director, Student Recruitment, Ryerson University

We are increasingly being called upon to provide research to support proposals for new policies and processes. In this session learn how to access resources to support proposals as well as suggestions and encouragement for exploring your own research projects to add to the registrarial canon.

Trinity 4/5

F2 – Ask Not What the New SAT Can Do for You; Ask What Questions You Have About the New SAT – Panel Discussion

Presenters: Michael Klein, Admissions Officer, University of Waterloo

Stuart Pinchin, Associate Registrar, Queen's University

Andrea Armstrong, Senior Policy Advisor, Enrolment Services, University of Toronto

Moderator: Jen Sugar, Director, Student Affairs, Carleton University

Each year, admission teams from across the province receive both SAT and ACT results from not only American applicants, but students from all systems of study. The new 2016 version of the SAT, complete with new sections and competencies tested, will mean new ranges of scores. Together we will discuss the new look of the SAT, and compare the new SAT with both the old SAT and the ACT. We will also examine different universities' policies for the SAT, how to interpret scores, the value of SAT Subject Tests, and other ways that the SAT can help inform admission decisions. Whether you are thinking of using the SAT as an admission tool, or already have posted SAT minimums and can lend your expertise, this session is for you.

Trinity 1/2	<p>F3 – Admissions Adjudication: From Paper to Digitization – Lessons Learned Presenters: Almey Tse Soriano, Manager, Student Affairs, Faculty of Graduate Studies, York University Andrew Wilson, Assistant Registrar, Graduate Assessment & Transfer Credit, York University Heather Moore, Manager, Graduate Studies, Osgoode Hall Law School, York University. Moderator: Deborah Russell, Graduate Admissions & Records Officer, Wilfrid Laurier University</p> <p>A discussion of the process and lessons learned as graduate admissions and adjudication at York University moved from a paper process to a digital one, over a 4-year period (2013-2017).</p>
York AB	<p>F4 – CIS: University of Toronto’s New Course Information System Presenters: Gerald Lindo, Senior Project Manager, Next Generation Student Information Services (NGSIS), University of Toronto Rachel Gauci, Business Process Analyst, Next Generation Student Information Services (NGSIS), University of Toronto Moderator: Mwinchande Chande, Assistant Registrar, Information Systems & Security, Brock University</p> <p>The University of Toronto’s Course Information system project is a multi-stream initiative that will ultimately touch every administrator, academic and student in the university. This presentation will speak to the project’s progress while also highlighting the need for phased development methodologies that take into account parallels with other projects within the university while still moving forward towards our promised goals.</p>
Salon B	<p>F5 – Message Received! Your Role in Effective Communications Presenters: Emily Kuchta, Communications Officer, Ryerson University Emily Polla, Communications Officer, Ryerson University Moderator: Serge Demers, Registrar, Laurentian University</p> <p>Consistent messaging across all platforms is essential to communicating with student audiences within higher education. Whether you are focused on print, email, web or social media content, it is important that uniform ideas are being presented to streamline messaging and support your institution’s overall goals. Also essential is an understanding of how students consume information, and how to cater your content to meet these needs across all platforms. Presentation attendees will learn strategies to effectively listen and communicate with students in today’s digital age.</p>
Trinity 3	<p>F6 – Launch Your Own Social Media Ambassador Program Presenter: Angi Roberts, Information Services Manager, University of Guelph Moderator: Janice O’Farrell, Director, Admissions Services, Carleton University</p> <p>Five students for five days. That’s the basis of our social media ambassador program at the University of Guelph. Engage your current students in your digital strategy. They represent the population of prospective and current students likely better than you! They’re already proud to show off their institution so get them to do it for you!</p> <p>In this session, we’ll discuss how to recruit from your current student population, how to train them on your institution’s social media etiquette and strategy, how to create a content calendar that they can stick to, and how to assign posts, all without making you work (much) harder than you already do! We will touch on successes, failures, and five things we learned about hiring five students.</p>
11:15 am – 11:30 am	Move to breakout session rooms
11:30 am – 12:30 pm	BREAKOUT SESSIONS – BLOCK G (60 minutes)

Trinity 1/2

G1 – Supporting Next Generation Credentialing Activities for Student Success and Transfer

Presenters: Joanne Duklas, Higher Education Consultant and Researcher, Duklas Cornerstone Consulting

Jean Bridge, Adjunct Professor (retired), Brock University

Moderator: Neil Neebar, Associate Registrar, Student Records, Registration and Graduation, University of Toronto Mississauga

Join us for a roundtable discussion about improving mobility and student data portability by reconceptualizing academic transcripts, diplomas and other institutional artifacts. Whether the goal is to improve transfer or enhance a student's employability, North American institutions are exploring new ways to recast and document learning and achievement of outcomes to complement the traditional transcript and diploma formats. Joanne Duklas is leading an ONCAT funded research project to examine how other exemplars document achievement of learning outcomes in a way that facilitates transfer. The goal with these alternate approaches include improving the transparency and clarity around student achievement. Now more than ever, students are seeking innovative ways to articulate their postsecondary learning experiences to enhance their mobility into other institutions and employment settings. Join the roundtable conversation to find out the latest initiatives underway in North America and to share your insights and expertise to inform the research for this project.

Salon A

G2 – Ryerson's ServiceHUB: An Innovative and Integrated Approach to Student Service

Presenters: Robyn Parr, Assistant Registrar, Student Financial Services, Ryerson University
Kevin Goodchild, Assistant Director, Client Relations, Ryerson University

Moderator: Soeun Outh, Manager, Student Recruitment, Ryerson University

In October, 2013, Ryerson's Registrar's Office was given a vacant cafeteria space on campus to envision what an integrated services operation may look like. In August, 2015, we launched ServiceHub! This session will take participants through the design and implementation of Ryerson's One-Stop. Through an examination of the project plan, space design, technology and training, we will walk through the process from start to launch. Join us to learn about an innovation approach to client services within the Registrar's Office.

Salon B

G3 – Alternative Academic Credential Evaluation for Refugees in Canada

Presenters: Beka Tavartkiladze, Assistant Director and Head of Evaluation Services, World Education Services

Sulaf A. Al-Shaikhly, Group Manager, World Education Services

Moderator: Heather Brown, Associate Registrar, Admissions, Nipissing University

Canada's refugee policy is driven by humanitarian values. In 2016, WES-Canada implemented a pilot project to facilitate the recognition of academic credentials held by Syrian refugees. WES is in a unique position. Having evaluated thousands of credentials for Syria over the years, it has precedent cases from over 117 Syrian institutions, therefore making it possible to reconstruct or corroborate coursework even when academic records are not available. This session will share WES' methods of evaluating refugees' academic credentials as well as the findings from the pilot project. Educational institutions can use these methods to facilitate the academic mobility and integration of refugees.

Trinity 3	<p>G4 – Financial Literacy Presenter: Maria Vranas, Manager, Financial Literacy, Financial Consumer Agency of Canada Moderator: Manuela Sheehy, Associate Registrar, Student Financial Services, University of Guelph</p> <p>In postsecondary, stress related to finances has a negative impact on academic success. Financial literacy is a life skill that benefits students during their postsecondary studies and beyond. Learn what resources are available from the Financial Consumer Agency of Canada that can assist universities to bridge the gap in students’ financial knowledge through in-person and online programming.</p>
Trinity 4/5	<p>G5 – Engaging Audiences Using Interactive Polls Presenters: Marlin Gold, Recruitment Officer, York University Sonia Cianfarani, Recruitment Officer, York University Moderator: Deanna Underwood, Manager, Communications, Ontario Universities’ Application Centre</p> <p>The Ontario Universities’ Fair is one of the most important and influential events we take part in each year. The York recruitment team recently re-imagined our presentation to stand apart from a standard one hour presentation and to be more engaging with our target audience. We wanted our prospective students and parents to immerse themselves into our presentation so they weren’t simply receiving a presentation – they were part of it. This robust session will explore:</p> <ul style="list-style-type: none"> • Audience participation best practices • Overview of the technology involved • Integration with our existing presentation • A roadmap for our implementation at the Convention Centre
York AB	<p>G6 – Space Management: What Happens After the Final Timetable? Presenter: Chrissy Doolittle, Scheduling and Examinations Officer, McMaster University Moderator: Lucy Bellissimo, Deputy Registrar, York University</p> <p>The Scheduling & Examinations Office at McMaster University is responsible for producing the Undergraduate Course Timetable, but what happens after the timetable is published? This presentation will provide an overview of Space Management beyond the Final Timetable when classroom space is at a premium. Discover how McMaster University is managing space across multiple campus locations with varying room ownership agreements, and how we are balancing academic and non-academic activities by leveraging the Infosilem EnCampus – Enterprise software. This session will cover where we’ve come from, where we are, and where we’re headed.</p>
12:30 pm – 1:45 pm Salon CD	<p>Awards Luncheon <i>Join your colleagues for a delicious lunch and an opportunity to recognize this year’s Award recipients.</i></p>
2:00 pm – 3:00 pm	<p>BREAKOUT SESSIONS – BLOCK H (60 minutes)</p>
Salon A	<p>H1 – A Tale of Three Departmental Reorganizations Presenters: Jennifer Casey, AVP, Enrolment Services & Registrar, Wilfrid Laurier University Ray Darling, Registrar, University of Waterloo Charmaine Hack, Registrar, Ryerson University Moderator: Tracy Al-idrissi, Registrar, Trent University</p> <p>Amidst an increasingly competitive post-secondary environment, the challenges and opportunities we face as leaders in achieving organizational effectiveness are significant. With a focus on student success, we balance the need for modernization of systems, increased stakeholder expectations, and exceptional service delivery against limited resources and traditional structures. And it’s all in a day’s work! Join this panel of three Registrars who will reflect upon the influences, processes, outcomes, and learnings of the organizational change they have led at each of their institutions.</p>

Trinity 1/2

H2 – Private Schools in Ontario

Presenter: Michael Rethazi, Education Officer and Private Schools Inspector, Private Schools and International Education Unit, Ministry of Education

Moderator: Erika Danziger, Admissions Manager, Assessment and Evaluation, Ryerson University

In this session, an Education Officer and Private School Inspector with the Private Schools and International Education (PSIE) unit of the Ministry of Education will provide an overview of the private school system in Ontario including the path to become a private school, both inspected and non. The major function of the PSIE unit is to ensure that private schools offering credits toward the Ontario Secondary School Diploma (OSSD) adhere to current legislative and policy requirements in place. Learn about the following:

- NOI
- Validation process
- Inspection process
- When things go well
- When things don't go so well
- Ties to OnSIS and OUAC
- Complaint procedures

This session may benefit those working with applicants to postsecondary education who present transcripts indicating attendance at private schools in Ontario.

Trinity 3

H3 – Facebook Live: Engaging In 2017 (Repeat of A6)

Presenter: Courtney Hern, Team Leader – Student Central Online and Telephone, Western University

Moderator: Laura Gordon, National Marketing & Recruitment Specialist, University of Waterloo

At Western University, we use Facebook Groups to engage with our students based on a “Class of” model. This year we went a step further by using Facebook Live to reach out and answer questions live. We started with our Class of 2020 and grew to a general, across- years chat on Student Financials. Join us as we discuss the joys and sorrow of what worked and what we would do differently.

Salon B

H4 – Examining Examinations and Student Experience

Presenter: Michelle Green, Manager of Examinations and Special Projects, Ryerson University

Moderator: John Arnou, Manager, Student Success, St. Jerome's University

We all know students suffer anxiety around exams, and while we may never make exams stress-free, it is worth considering if we can improve student mental well-being through exam procedures and supports. This session will present the results of a Canada-wide survey regarding exam procedures, and discuss newly-implemented changes at Ryerson, intended to support students while maintaining academic integrity. Participants will be encouraged to share their exam initiatives and challenges and discuss within the larger group.

Trinity 4/5	<p>H5 – What to Expect When the Ontario Ombudsman Calls Presenters: Sue Haslam, Director of Investigations, Office of the Ontario Ombudsman Wendy Ray, General Counsel, Office of the Ontario Ombudsman Moderator: Robyn Parr, Assistant Registrar, Student Financial Services, Ryerson University</p> <p>Ontario Ombudsman oversight of publicly-funded universities in Ontario began on January 1, 2016. The most common complaints during the past year related to requests for academic accommodation, parking, admissions, and issues with university programs. This session will cover how the Ombudsman’s Office handles complaints like these, along with specific case examples, and what you can expect when the Ombudsman calls.</p>
York AB	<p>H6 – Teaching Students to be in Control of Their Digital Identity (Repeat of B6) Presenter: Angi Roberts, Information Services Manager, University of Guelph Moderator: Necia Martins, Associate Registrar, Financial Aid & Services, Wilfrid Laurier University</p> <p>Your students represent your brand, they wear your school’s swag and they identify themselves as students of your school. They are your ambassadors whether you want them to be or not; what they do and say and how they behave online is very much out of your control.</p> <p>Social platforms: it’s where they hang out, where they socialize, where they share their victories and defeats, where they celebrate year-end. It’s where they pose with their squad, show off their school swag, and their love for the team. And then there are those that show a lot more: nude photos, sexually inappropriate content, racial slurs, misogynist messages, and overall inappropriate behaviour – some of it illegal.</p> <p>In this session, we’ll discuss the benefit of teaching our students about how to be in control of their digital identity – we’ll draw on real life examples and learn how to leave students feeling savvy and empowered, and laughing at themselves.</p>
Bay	<p>H7 – Vendor Session: Campus Scheduling at Ontario Universities Presenter: Olivier Melis, Vice President, Infosilem Moderator: Sarena Knapik, Assistant Registrar, Curriculum Management, Ryerson University</p> <p>Infosilem is the scheduling software provider of choice for Ontario Universities, and for good reasons. Several Ontario universities – 17 out of 22 – are long-time users of our Academic Scheduling Solutions to efficiently manage and optimize their course and exam schedules.</p> <p>Over the last few years, 12 Ontario universities have also embraced the management of their Campus Scheduling operations with our Enterprise solution. Come and see how Infosilem EnCampus™- Enterprise addresses the scheduling and reporting needs of Ontario Universities.</p>
3:00 pm – 3:30 pm Foyer	<p>EXHIBITS/Refreshments <i>Take time to visit the 14 vendors on-site today to discover what their products and services can do for your institution. Remember to have your passport stamped for a chance to win a free registration for the 2018 Conference.</i></p>
3:30 pm – 4:30 pm	<p>BREAKOUT SESSIONS – BLOCK J (60 minutes)</p>
Salon A	<p>J1 – Project Management for the Non-Project Manager Presenter: Robyn Parr, Assistant Registrar, Student Financial Services, Ryerson University Moderator: Julie Zahab, Manager, Administration and Special Projects, Ryerson University</p> <p>It’s becoming more common for established Registrar’s Office employees with institutional knowledge to find themselves managing projects that are broad in scope and short on time. The assumption being that if they know the operational business well, that they are equipped to manage these complex projects. Participants in this session will benefit from key insights into project management and learn from an experienced Project Manager, how to apply these to our work in the Registrar’s Office. We’ll cover such areas as planning, managing resources and</p>

project closure. Leave with some great resources on how to approach your next project.

Salon B

J2 – How to Give Students (almost) Everything They Want in a Campus Visit

Presenters: Andrea Santi, Manager, Visitors Centre, University of Waterloo
Julia Jones, Visitors Centre Supervisor, University of Waterloo

Moderator: Jody Berringer, Manager, Liaison, University of Waterloo

A campus visit is one of the most influential factors for a student making their post-secondary decision. At Waterloo, we recently underwent a two year-long campus visit overhaul that looked at all aspects of this activity and, as a result, completely changed what we were doing. We wanted prospective students to get the most out of their time on campus, and make all processes as simple as possible for both our visitors and on-campus stakeholders. In addition to hearing about our exciting changes, we'll provide insight into how we:

1. Formed an effective project team
2. Conducted meaningful consultation meetings with key stakeholders
3. Inspired and re-inspired groups
4. Measured success and adapted the plan

This session is beneficial for those who run tours, work with student teams, plan events, or anyone who works with multiple campus partners on their projects.

York AB

J3 – Scholarships and Awards Roundtable

Facilitator: Valerie Sarkany, Associate Registrar, Student Financial Services, Western University

Join your Scholarship & Awards colleagues in a discussion about current practices pertaining to scholarships and awards, including the use of awards as a recruitment tool, entrepreneurial awards, and best practices for award administration.

Trinity 3

J4 – Delivering an Innovative Approach to Academic Advisement

Presenters: Julie Birch, Supervisor, Student Records, McMaster University
Lara Santosuosso, Business Analyst, McMaster University

Moderator: Lucy Bellissimo, Deputy Registrar, York University

Academic Advisement for Graduate Studies has been created as a self-service tool for students and a curriculum audit for program staff and faculty. The tool has been configured to create efficient end of term processing as well as an innovative way for Graduate students to track their progress toward degree completion.

This session will focus on the holistic approach McMaster University has taken toward the implementation of this tool for the School of Graduate Studies. From initial configuration to go-live, we will discuss the strategies and processes implemented along the way.

Trinity 1/2

J5 – The Nuts and Bolts of 101 Admissions – Roundtable

Presenter: Ellen Dubelt, Manager, Ontario Secondary School Admissions, University of Toronto
Moderator: Lynda Onorati, Senior Admissions Specialist, University of Toronto

This roundtable session will focus on various issues and challenges involved in 101 application processing. Discussion topics will include:

- Decision timelines
- Minimum requirements for early selection
- English language requirements
- Assessment of applicants with extenuating circumstances
- IB predicted scores – are they useful?

	<ul style="list-style-type: none"> • Offer conditions – is the condition general or specific? • Refusing admission – alternate offers, timing, refusal messaging • Reviewing final grades – clearing conditions, collecting summer marks, rescinding offers • Any other issues you are facing at your institution <p>Please bring examples of your institution's challenges and best practices to share during the session.</p>
Trinity 4/5	<p>J6 – Enrolment Services and IT – A Match Made in Heaven Presenters: Necia Martins, Associate Registrar, Financial Aid & Services, Wilfrid Laurier University Shelagh Pepper, Associate Registrar, Registrarial Services and Systems, Wilfrid Laurier University Moderator: Alice Miller, Registrar, University of Windsor</p> <p>This session will provide details on how WLU's Enrolment Services and IT department are working together to improve student services, and in particular, registration practices. Come hear how WLU's Enrolment Services has evolved to make systems a priority for continuous improvement.</p>
4:30 pm – 5:30 pm	<p>Reception in Exhibit Area <i>Visit the 2017 exhibit booths a final time as you enjoy this end-of-day reception. You'll have a chance to win vendor-sponsored draw prizes AND we'll draw for a free registration to the 2018 Conference.</i></p>

Friday, February 17, 2017

7:30 am – 12:00 pm Bottom of the escalators	Registration Desk Open
7:30 am – 8:45 am Salon CD	Breakfast for All Attendees <i>Join your colleagues for a hot breakfast to kick-off the final day of the Conference.</i>
8:55 am – 9:55 am Salon CD	<p>Remarks from OURA President 2017-2018 Tracy Al-idrissi, Registrar, Trent University</p> <p>Plenary Session III – Supporting LGBTQ Youth and Their Allies Presenter: Dr. Spencer J. Harrison, Ontario Director, Camp fYrefly; Sessional Faculty, OCAD University</p> <p>As the Ontario Director of Camp fYrefly (the first national arts-based resiliency-building camp for lesbian, gay, bisexual, transgender, and queer youth and their allies), Dr. Spencer J. Harrison promises to help us rethink how we understand and support LGBTQ youth. As a professional storyteller and human rights activist, Spencer will share some pivotal moments in his life-story, stories of those in the Gay-Straight-Alliance he facilitates in a Toronto District School Board high school, and stories from his fYrefly campers giving us a deeper understanding of the shifts in levels of discrimination, trauma, and hope the LGBTQ&A communities face from the time when he was a high school student working towards attending university to the lives of present day students with similar dreams. He promises to make you laugh, possibly make you shed a tear or two, and think a bit deeper about the importance of the work you do and the lives you touch in his community.</p>
9:55 am – 10:10 am	Refreshments and move to breakout session rooms
10:10 am – 10:45 am	BREAKOUT SESSIONS – BLOCK K (35 minutes)

<p>Salon B</p>	<p>K1 – COU, OURA, OUCA & More – Who Does What? (Repeat of A1) Presenters: Charmaine Hack, Registrar, Ryerson University Marisa Modeski, Assistant Director, Undergraduate Recruitment, Ryerson University Moderator: Shelagh Corbett, Associate Registrar, Graduate Studies, Royal Military College of Canada</p> <p>This session will provide a high-level overview about the various organizations, associations, councils and committees that frame discussions around issues and policy affecting universities and students sector wide. This session will provide an overview of their mandate, membership composition and how they work together, and will inform attendees about the wide-range of opportunities to get involved.</p>
<p>York AB</p>	<p>K2 – Putting the Pieces of ACE@UTM Together: Growing Pains and Evolution of a Student Recruitment/Retention Initiative Presenter: Lorretta Neebar, Director, Student Recruitment and Admissions, University of Toronto Mississauga Moderator: Ray Darling, Registrar, University of Waterloo</p> <p>This presentation is about UTM's experience in program development when we had to address an immediate need on campus but without enough time to invest in perfecting the model before it was executed. Using the ACE@UTM program (Academic Culture & English at the University of Toronto Mississauga) as our example, this presentation focuses on the evolution of this initiative since 2011 through three major phases:</p> <ul style="list-style-type: none"> • Phase One: Recruitment/retention initiative identified as a good idea; ran with It • Phase Two: Ironing out the bumps and finessing stakeholder relationships • Phase Three: Refining the program and reviewing the data to measure success. <p>ACE@UTM program was designed for students who have been admitted to UTM but who require additional English language skills training and support for success in a rigorous academic environment.</p> <p>Participants will have the opportunity to ask questions about our journey through program development as well as discuss best practices. They will also come away with five key questions to ask when developing a new recruitment or retention initiative on their campus or in their organization.</p>
<p>Salon A</p>	<p>K3 – Message Received! Your Role in Effective Communications (Repeat of F5) Presenters: Emily Kuchta, Communications Officer, Ryerson University Emily Polla, Communications Officer, Ryerson University Moderator: Samantha Read, Manager, Communications, Ryerson University</p> <p>Consistent messaging across all platforms is essential to communicating with student audiences within higher education. Whether you are focused on print, email, web or social media content, it is important that uniform ideas are being presented to streamline messaging and support your institution's overall goals. Also essential is an understanding of how students consume information, and how to cater your content to meet these needs across all platforms. Presentation attendees will learn strategies to effectively listen and communicate with students in today's digital age.</p>
<p>Trinity 4/5</p>	<p>K4 – One Stop Shops: The Evolution of Service Laurier and Trent's Client Services – Part I Presenters: Necia Martins, Associate Registrar, Financial Aid & Services, Wilfrid Laurier University Christopher Rooney, Manager, Operations and Client Services, Trent University Moderator: Brenda Denomme, Manager, Undergraduate Awards, University of Waterloo</p> <p>Part I of this session provides an overview of two one stop shops – Laurier's Service Laurier and Trent's Client Services. We'll discuss the challenges and successes from each project's inception to launch and the evolution of the space and the services provided – now and in the future.</p>

Part II will serve as a roundtable discussion on one-stop shops and services within Enrolment Services/Registrars' Offices. Attendance in Part I is not required for participation in Part II.

Trinity 3

K5 – Turning Policy into Practice: Name and Legal Status at University of Toronto (Repeat of A5)

Presenters: Joseph Minichini, Business Analyst, Registrarial Policy, University of Toronto
Neil Neebar, Associate Registrar, Student Records, Registration and Graduation, University of Toronto Mississauga

Moderator: Serge Demers, Registrar, Laurentian University

The University of Toronto recently put into operation a new initiative that entailed verifying the name and legal status of all new incoming students to the University. This session explores the details of this unique initiative, the approach taken, challenges faced, and resulting best practices. Attendees of this presentation will take home practical knowledge of how name and legal status is verified at the University of Toronto, as well as how an overarching system was implemented to efficiently service students in a large, highly compartmentalized, and autonomous institution.

Trinity 1/2

K6 – Navigating Challenge: How to Have Tough Conversations That Will Help Prospective and Current Students Deal with Difficult Situations – Part I

Presenters: Olha Fihol, Assistant Registrar, Front-Line Services, UTM
Renu Kanga Fonseca, Assistant Registrar, Financial Aid and Scholarships, UTM
Andrea Carter, Assistant Dean, Student Wellness, Support & Success, Student Affairs
Jen Duggan, Student Recruitment Officer, UTM

Moderator: Effie Gatsinos, Acting Associate Registrar – Admission Services, University of Guelph

This session will explore situations that we have witnessed in recruitment/admissions/advising/financial aid, and then will explore our own best practices for the following:

- Being present during the conversation: Active listening, providing a safe space for conversation, being an empathetic listener
- Gaining/providing clarification of the situation (offer rescinded, required to withdraw from a program, ineligible to receive OSAP/unable to pay tuition etc.)
- Delivering options or consequences in a clear, concise and empathetic manner
- Collaboratively mapping out positive paths to future success for the student

10:45 am – 11:00 am

Refreshments and move to breakout session rooms

11:00 am – 12:00 pm

BREAKOUT SESSIONS – BLOCK L (60 minutes)

Salon A	<p>L1 – The <i>In Their Shoes</i> Project: Chapter 3 – Organic Chemistry and Empathy Presenter: Heather Lane Vetere, Vice-Provost, Students, Ryerson University Moderator: Charmaine Hack, Registrar, Ryerson University</p> <p>Heather Lane Vetere was a popular plenary speaker at OURA 2016, and this session is for anyone interested in hearing about the newest chapter of the <i>In Their Shoes</i> Project, or for anyone wanting to hear about it for the first time. The <i>In Their Shoes</i> Project is a program about what is possible when you try to understand the experience of your students in a real way that is rooted in empathy. A highly personal and unique idea, the <i>In Their Shoes</i> Project challenges you to go beyond asking students about their experience to actually having their experience. In chapter three of the project, Heather literally goes back to class by enrolling in an organic chemistry class – a subject she hasn’t studied since high school.</p>
Trinity 3	<p>L2 – From the Registrar’s Office to the Front Line: Collaborating with Academic Advising to Improve Student Success (Repeat of B2) Presenters: Melanie Buddle, Academic Advisor, Trent University Tina Fridgen, Academic Advisor, Trent University Moderator: Serge Demers, Registrar, Laurentian University</p> <p>At Trent University, academic advisors and staff in the Registrar’s Office report to different units but work collaboratively to encourage student success. We are literally partners in change: when front-line advisors hear students are misunderstanding rules or email messages, for instance, we alert the Registrar’s Office and work to craft something that works. This presentation highlights the strengths of our collaboration and indicates our ability to be nimble and responsive to student need. We also showcase a system in which advising is not coordinated through the Registrar’s Office or academic departments. Trent advisors report to Student Services and support students in all disciplines. Ours is a birds-eye view that provides key feedback to the Registrar’s Office and this impacts student experience but also improves our responses to, and discussions about, university regulations. This presentation provides concrete examples of how our model improves students’ experiences of “the rules” of the institution, using case studies and best practices.</p>
York AB	<p>L3 – CEGEP: More Than an R Score Presenters: Julie Pocock, Admissions Officer, University of Waterloo Janet Rodrigues, Admissions Officer, University of Waterloo Shahryer Ahmed, Senior Admissions Officer, University of Toronto Scarborough Moderator: Heather Brown, Associate Registrar, Admissions, Nipissing University</p> <p>Over the past few years, Ontario universities have collectively broadened their admission policies to provide more transparent and accessible transfer pathways for students in the community college sector. As an extension of this work, the University of Waterloo and the University of Toronto have explored the CEGEP educational system, and have focused on the development of more robust and equitable admission policies for students in this unique post-secondary sector. In this session, Waterloo and Toronto admissions experts will outline their current CEGEP admission policies for students completing 1-, 2- and 3-year diplomas, as well as how entrance scholarships and advanced standing is awarded. Participants will be encouraged to share their own CEGEP policies and best practices during round table discussions.</p>
Trinity 4/5	<p>L4 – One Stop Shops: The Evolution of Service Laurier and Trent’s Client Services – Part II: Roundtable Presenters: Necia Martins, Associate Registrar, Financial Aid & Services, Wilfrid Laurier University Christopher Rooney, Manager, Operations and Client Services, Trent University Moderator: Brenda Denomme, Undergraduate Awards, University of Waterloo</p> <p>Part I of this session provided an overview of two one stop shops – Laurier’s Service Laurier and Trent’s Client Services. Part II serves as a roundtable discussion on one-stop shops and services within Enrolment Services/Registrars’ Offices. Attendance at Part I is not required for participation in Part II.</p>

Salon B	<p>L5 – The 6-Month Orientation: Why, Who and How Presenter: Shari Sekel, Interim Director, International Market Development, Brock University Moderator: Tracy Cunningham, Associate Registrar, King’s University College</p> <p>How long is your new student orientation? A day, maybe a week? Brock University’s Shari Sekel, Interim Director of International Market Development and former Director of Graduate Programs in the Goodman School of Business, will present her six-month model for expanded orientation programming and walk participants through objectives and activities for each of the pre-departure, arrival, and post-arrival stages. Let’s share ideas on how we can help our students – particularly our international students – start off on the right foot!</p>
Trinity 1/2	<p>L6 – Navigating Challenge: How to Have Tough Conversations That Will Help Prospective and Current Students Deal with Difficult Situations – Part II Presenters: Olha Fihol, Assistant Registrar, Front-Line Services, UTM Renu Kanga Fonseca, Assistant Registrar, Financial Aid and Scholarships, UTM Andrea Carter, Assistant Dean, Student Wellness, Support & Success, Student Affairs, UTM Jen Duggan, Student Recruitment Officer, UTM Moderator: Effie Gatsinos, Acting Associate Registrar – Admission Services, University of Guelph</p> <p>A continuation of Part I.</p>
12:00 pm	Conference concludes.

Toronto Marriott Downtown Eaton Centre Hotel Convention Level – Meeting Room Floor Plan

