

ARUCC 2020 CONFERENCE PROGRAM OUTLINE – THRIVING IN A TIME OF DISRUPTION

(Sessions offered in French are listed in French; All sessions take place at the Sheraton on the Falls Hotel)

	TIME	SESSION													
Sunday, June 21	9:00AM – 4:00PM	Pre-Conference Workshop 1: Creating an Effective Architecture for Change <i>Melissa Padfield, Norma Rodenburg, University of Alberta</i>													
	9:00AM – 12:00PM	Pre-Conference Workshop 2: SEM 101: Building a SEM Plan <i>Clayton Smith, University of Windsor</i>													
	1:00PM – 4:00PM	Pre-Conference Workshop 3: International Strategic Enrolment Management (ISEM) <i>Alain-Sébastien Malette and Sylvie A. Lamoureux, University of Ottawa, Joe Stokes, Ontario Tech University</i>													
	9:00AM – 4:00PM	Working Group Meeting for ARUCC Groningen & Student Mobility Project <i>(By invitation only)</i>													
	4:00PM – 6:00PM	Conference Registration Desk Open													
	5:00PM – 6:00PM	Welcome Reception – <i>Check in for your conference registration materials then join your colleagues for an informal reception before heading out to enjoy the sights in Niagara Falls</i>													
Monday, June 22	7:30AM – 8:45AM	BREAKFAST													
	8:50AM – 10:00AM	OPENING REMARKS (ARUCC President) and PLENARY SESSION I: The Power of Healthy Tension – <i>Tim Arnold, Leaders for Leaders</i>													
	10:00AM – 10:40AM	EXHIBITS OPEN / REFRESHMENTS / SILENT AUCTION													
	BLOCK A 10:50AM – 11:50AM	<table border="1"> <thead> <tr> <th>Inspiring Leadership & Governance</th> <th>Inter- and Intra-Institutional Collaborations</th> <th>Strategic Enrolment Management</th> <th>Retention & Student Success</th> <th>Best Practices in Operations & Systems</th> <th>Innovations in Client Service, Communications and Marketing</th> <th>Personal and Professional Skillset Development/Other</th> </tr> </thead> <tbody> <tr> <td>A1 – Increasing the Value and Influence of Registrars’ Offices in Ontario: An Evolving Case Study in Restructuring for Relevance <i>J. Stokes, OTU, R. Darling, U of Guelph</i></td> <td>A2 – Speed Networking <i>A. McDonald, Sheridan College, J. Hoover, Conestoga College</i></td> <td>A3 – Finding our North Star: Visioning and Strategic Planning in the Registrar’s Office at Dalhousie <i>A. Robertson, B. Cann, A. Murray, Dalhousie U</i></td> <td>A4 – Fall Break Retrospective: What has been the impact on students? (Roundtable) <i>G. Nycum, McGill U, S. de Celles, Concordia U</i></td> <td>A5 – Counteract Fraudulent Documents by Sampling <i>A. Gélinau, U of Montreal</i></td> <td>A6 – Seeing the World Outside the Funnel <i>K. Tippin, WLU, K. Kelly, CRi Inc.</i></td> <td>A7 – The Power of Healthy Tension Workshop <i>T. Arnold, Leaders for Leaders</i></td> </tr> </tbody> </table>	Inspiring Leadership & Governance	Inter- and Intra-Institutional Collaborations	Strategic Enrolment Management	Retention & Student Success	Best Practices in Operations & Systems	Innovations in Client Service, Communications and Marketing	Personal and Professional Skillset Development/Other	A1 – Increasing the Value and Influence of Registrars’ Offices in Ontario: An Evolving Case Study in Restructuring for Relevance <i>J. Stokes, OTU, R. Darling, U of Guelph</i>	A2 – Speed Networking <i>A. McDonald, Sheridan College, J. Hoover, Conestoga College</i>	A3 – Finding our North Star: Visioning and Strategic Planning in the Registrar’s Office at Dalhousie <i>A. Robertson, B. Cann, A. Murray, Dalhousie U</i>	A4 – Fall Break Retrospective: What has been the impact on students? (Roundtable) <i>G. Nycum, McGill U, S. de Celles, Concordia U</i>	A5 – Counteract Fraudulent Documents by Sampling <i>A. Gélinau, U of Montreal</i>	A6 – Seeing the World Outside the Funnel <i>K. Tippin, WLU, K. Kelly, CRi Inc.</i>
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11:55AM – 1:10PM

BLOCK B
1:15PM – 2:15PM

LUNCH (EXHIBITS / SILENT AUCTION OPEN 12:30PM – 1:10PM)

<p>B1 – Program and Project Management: A Functional Approach E. Rostoks, OCAD U</p>	<p>B2 – Modernizing Processes to enhance the Student Experience R. Ng, Douglas College</p>	<p>B3 – The Academic Transformation Project: Building the Bridge As We Walk On It A. Hughes, P. Garrity, Red River College</p>	<p>B4 – Now You See Them...Now You Still See Them M. Stiegemeyer, L. Mitchell, Concordia U, K. Kelly, CRi Inc</p>	<p>B5 – Communications – Your First Stop for Student Service L. Rosenthal, McMaster U</p>	<p>B6 – A Spotlight on Service: How a New Committee is Raising the Profile of Service Delivery at Ontario Universities J. Christie, K. Allison, Ryerson U</p>	<p>B7 – How Did We Get Here? Career Progression in the Registrar’s Office C. Rooney, Trent U, T. Nault, Memorial U</p>
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2:15PM – 2:45PM

BLOCK C
2:50PM – 3:50PM

EXHIBITS / REFRESHMENTS /SILENT AUCTION

<p>C1 – Lateral Approaches in a Linear World – Service in the Registrar’s Office K. Goodchild, U of Toronto, C. Rooney, Trent U</p>	<p>C2 – Keep Calm and Use PESC GEO Code! D. Holmes, OUAC</p>	<p>C3 – You Can’t Do it All: Strategic Communication in the Student Recruitment Process A. Murray, A. MacDonald, Dalhousie U</p>	<p>C4 – Promoting Student Success: A Review of U of T Mississauga’s Collaborative Model for Students at Academic Risk M. Kraus, T. Klubi, K. Martin, UTM</p>	<p>C5 – Shifting Onboarding Online - Leveraging Technology and Adult Education Theory to Modernize Training M. Melnyk, Brock U</p>	<p>C6 – Reducing Service to Provide A Better Student Experience: A Case Study of Ryerson University’s Student Financial Aid Department C. Basian, R. Parr, Ryerson</p>	<p>C7 – Se doter d’une directive relative au choix d’un prénom, d’un nom et d’un genre pour faciliter l’inclusion et la diversité K. Lagueux Dugal, U de Sherbrooke</p>
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3:50PM – 4:00PM

BLOCK D
4:00PM – 5:00PM

MOVE TO NEXT SESSION

<p>D1 – The Importance of Student Demographic Data in Equity, Diversity, and Inclusion Initiatives G. Nycum McGill U, C. Hack, Ryerson U, S. Pinchin, Queen’s U</p>	<p>D2 – Building National and International Education Data Networks J. Weaver, Parchment, R. Parr, Ryerson U</p>	<p>D3 – Development of an Enrolment Risk Register at Memorial University J. Porter, Memorial U</p>	<p>D4 – Looking Beyond Disruption Towards the Future: 15 Years of Evolution in Graduate Studies within a Large Research-Intensive University A. Malette, C.</p>	<p>D5 – Classeurs à vendre : est-ce réaliste d’avoir un dossier étudiant à 100% électronique? J. Frigault, U de Montréal</p>	<p>D6 – Leading Across: Navigating the Multi-Generational Workforce B. Marryshow, Ryerson</p>	<p>D7 – Shift Happens: Coaching in Support of Individual & Organizational Change Management P. Baca, UBC, D. Fernandez, York U</p>
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Tuesday, June 23

5:00PM – 6:15PM

RECEPTION IN THE EXHIBIT AREA (THEN FREE EVENING TO EXPLORE NIAGARA FALLS)

7:30AM – 8:45AM

BREAKFAST BUFFET

7:45AM – 8:45AM

ARUCC Biennial General Meeting (BGM)

8:55AM – 10:0AM

MORNING WELCOME AND PLENARY SESSION II: Disruption and What We Make of It – Michael Rahhal, Actor, Director, Comedian

10:00AM – 10:30AM

EXHIBITS / REFRESHMENTS / SILENT AUCTION

BLOCK E

10:35AM – 11:20AM

<p>E1 – Supporting Students in a Digital Age: A Back-Office Lens (Roundtable) O. Carew, J. Wilson, York U</p>	<p>E2 – Student Mobility in Quebec H. Emami, C. Spadafora, McGill U, A. Gélinau, U de Montréal</p>	<p>E3 – The SEM Journey at University of Manitoba J. Adams, U of Manitoba</p>	<p>E4 – Removing Barriers: Working Together to Support Students with Disabilities through the Special Consideration Process – a U of T Mississauga Collaboration Success Story E. Martin, M. Kraus, UTM</p>	<p>E5 – File Cabinet for Sale: Is it Realistic to have a 100% Electronic Student Record? J. Frigault, U de Montréal</p>	<p>E6 – Dollars and Sense: Laurier’s Response to Financial Literacy N. Martins, WLU</p>	<p>E7 – Disruption as a Catalyst for Growth: Group Discussion with Michael Rahhal M. Rahhal</p>
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11:20AM – 11:30AM

MOVE TO NEXT SESSION

BLOCK F

11:30AM – 12:30PM

<p>F1 – Intro to LEAN in Higher Education R. Parr, Ryerson U</p>	<p>F2 – Preparing for the National Network: The Provincial Hub Perspective K. McCredie, EducationPlannerBC, R. Blades, NSCAT, S. Stein, APAS, K. Creditor, OCAS</p>	<p>F3 – You Can Do It: Developing an Enrolment Plan Using Only Internal Resources T. Nault, Memorial U</p>	<p>F4 – Public-Private Partnerships: An Ontario College Context K. Holland, Georgian College, H. Chadwick, St. Lawrence College</p>	<p>F5 – Veille téléphonique et centres d'entraide à l'étude par les pairs: deux projets institutionnels d'appui à la réussite étudiante à l'Université de Sherbrooke</p>	<p>F6 – From Common Practice to SEM Practice: Our Story of Implementing Large-Scale Admission Change K. Verkerk, M. Peragine, J. Voong, SFU</p>	<p>F7 – Building your Collaboration Toolkit in Times of Significant Change M. Padfield, U of Alberta, J. Adams, U of Manitoba, A. Hughes, Red River College, A. McDaniel, Brandon U</p>
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Turenne Sjolander,
U of Ottawa

Wednesday, June 24	12:30PM – 1:45PM	AWARDS LUNCHEON						
	BLOCK G 2:00PM – 3:00PM	G1 – How Gen Z is Disrupting Higher Ed.: Why It’s Great & How You Can Thrive K. Overbeek, S. Curley, WLU	G2 – Canada on the Move: Developing Capacity for Learner Mobility C. Hack, R. Vadivel, J. Duklas, ARUCC Groningen Project	G3 – Launching a New Admissions Model - Here’s How We Did It in Six Months S. Miller, M. Peragine, SFU	G4 – Entrer dans le 21e siècle pour la gestion des horaires et des espaces J. Frigault, U de Montréal	G5 – Tools, Tips, & Techniques: How to Develop a SMART Operational Plan that Achieves Results J. D’arcy, U of Regina	G6 – Lessons From an AI Virtual Assistant Pilot Project at the University of Alberta J. Lee, C. Brunelle, U of Alberta	G7 – Thriving, Not Just Surviving Through Change N. Rodenburg, U of Alberta
	3:00PM – 3:30PM	EXHIBITS / REFRESHMENTS / SILENT AUCTION (Last chance to meet with exhibitors; Last chance to bid on Silent Auction Items)						
	BLOCK H 3:45PM – 4:45PM	H1 – Making an Impact: Instilling the Value of Collaboration in Our Daily Operations N. Douglas, A. Greenlaw, Dalhousie U	H2 – Ma carte U deS : multifonctions, multipartenaires K. Lagueux Dugal, S. Duplessis, U de Sherbrooke	H3 – (Award) Spring into 2020: Leveraging Technology in Today’s Student Awards Office S. Cavaliere, Ryerson U	H4 – Do, or Do Not...There is no Try: Comprehensive Undergraduate Admissions S. Saini, P. Baca, A. Arida, UBC	H5 – The Future of Academic Transcripts: Transcript innovation at the University of Toronto J. Minichini, U of T	H6 – Management of Timetables and Spaces for the 21st Century J. Frigault, U de Montréal	H7 – The Registrar’s Office as a Storytelling Organization C. Rooney, Trent U
	4:45PM – 6:00PM	RECEPTION (followed by free evening to explore Niagara Falls)						
	7:30AM – 8:45AM	BREAKFAST						
	8:45AM – 9:00AM	WELCOME to PCCAT ATTENDEES (PCCAT PRESIDENT); CLOSING REMARKS FROM ARUCC PRESIDENT						
	9:00AM – 10:00AM	JOINT ARUCC/PCCAT PLENARY SESSION III – Leadership Tools for High Performance, Ivan Joseph, Vice-Provost, Student Affairs, Dalhousie University						
	10:00AM – 10:20AM	REFRESHMENTS AVAILABLE/MOVE TO NEXT SESSION						
	BLOCK J 10:20AM – 11:05AM	J1 – All [On]board! A Step-by-Step Guide to Effective	J2 – Collaboration to Achieve Global	J3 – Roundtable – Financial Aid and	J4 – Roundtable – Making a Big Impact with Small	J5 – Contrer la fraude par l’échantillonnage	J6 – Redefining Service Values to Change Culture	J7 – Roundtable Discussion on Leadership Tools



11:05AM – 11:15AM

BLOCK K
11:15AM – 12:15PM

12:15PM

Employee Onboarding B. Marryshow, Ryerson U	Mobility M. Sessa, PESc	Student Awards R. Parr, Ryerson U	Resources J. Green, U of King's College	A. G�lineau, U de Montr�al	within the Registrar's Office A. Saweczko, U of Calgary (virtual presentation)	I. Joseph, Plenary Speaker
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MOVE TO NEXT SESSION

K1 – Increasing the Value and Influence of Registrars' Offices in Ontario: An Evolving Case Study in Restructuring for Relevance J. Stokes, OTU, R. Darling, U of Guelph	K2 – Transfer Patterns of Seneca's Business Students: Student Profile and Academic Success at Toronto Universities U. McCloy, K. Williams, Seneca College, S. Childs, York U, C. Hack, Ryerson U, P. Green, York-Seneca Partnership	K3 – Admitting Refugees Through Alternative Pathway Policies in Respect of UNESCO Qualification-Recognition Conventions N. Poli, CICIC, S. Madhany, WES, M. Manks, WUSC	K4 – Canada on the Move: Developing Capacity for Learner Mobility R. Vadivel, J. Duklas, ARUCC Groningen Project	K5 – Digital Diplomas at McMaster University N. Chawra, McMaster U	K6 – Dream-Teams are Real: Creating Value Through a Cross-Functional Project Team C. Brunskill, M. Bittle, S. Besenyei, WLU	K7 – Mindfulness Matters Wendy Stanyon, OTU
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ARUCC CONFERENCE CONCLUDES; PCCAT CONFERENCE CONTINUES WITH LUNCH FOR PCCAT ATTENDEES FOLLOWED BY AFTERNOON AND NEXT DAY SESSIONS.