

ARUCC newsletter

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Newsletter of the Association of Registrars of the Universities and Colleges of Canada
Bulletin de L'Association des Registrars des Universités et Collèges du Canada

PRESIDENT'S COLUMN

BRUCE SMART
Concordia University

President's Message

As I write this, Montreal and most of Canada, is in deep freeze and we are wondering if SPRING will ever come. Many of us are also wondering how we will every pay the bills for heating our homes. But inevitably spring will come and I'm sure that most of us will in the end manage to make our accounts balance. Many of our institutions find themselves in a similar state. Faced with budget restraint and rapidly escalating costs it is hard to envisage a time of recovery, however I have not the slightest doubt that the institutions will survive. We may even find a way to use this time of restraint to improve our operations.

For example, the huge jump in postal costs has caused many Registrars to take a hard look at their techniques in communication. Instead of automatically producing bulk mailings to students and enclosing large catalogues and schedules of classes, we are thinking of other ways of communicating. These ways may in the end prove to be more efficient. If our present problems motivate us to review the things we do and to use our imagination and creativity we may survive to that spring when governments release the budget pressures a little.

Turning to a more joyful note, there will be a reception for Canadians attending the AACRAO Conference in Kansas City in April. The time and location will be published in the Conference News or you can call me in Kansas for more details. We had an excellent turnout last year and I am sure that you will not want to miss this opportunity to get together.

CONTRACT

IT'S ALMOST HERE
 ARUCC NATIONAL CONFERENCE
 "THE CHALLENGE OF PROFESSIONALISM"
 MONTREAL JUNE 20 - 23
 Cohosts: Concordia & McGill

EDITOR'S UPDATE: MAILSTRIKE '81

THE RESPONSES CONTINUE

Miss Diane Morris
 Registrar
 Mount St. Vincent University
 Editor, ARUCC Contact
 166 Bedford Highway
 Halifax, Nova Scotia
 B3M 2J6

Dear Miss Morris:

The August issue of the ARUCC Newsletter has just reappeared (or perhaps I should say, resurfaced) in my In-basket and has served as a reminder that I had intended to respond to your call for contributions relative to living with the spectre of an annual mail strike.

Since Athabasca University offers continuous enrollment and relies almost entirely on the mails for distribution of course packages, the return of assignments and the administration of supervised examinations, it goes without saying that the advent of a prolonged mail strike could, therefore be a threat to our very existence.

We had prepared plans in 1980, anticipating a mail strike that year. Since the strike did not materialize we then had, in effect, a contingency plan when the strike was announced in the Summer of 1981. I am pleased to report that, with the assistance of several community colleges, further education council regional offices, educational consortia offices and a public library we were able to cope more than adequately with the majority of services to students.

This was made possible by making prior arrangements with the above agencies to act as "drop off" centres in the event of a postal strike. This provision enabled students to drop off their requests for course registration, examinations or other services at these locations and receive their course materials or other requisitioned services via the same office. Delivery both ways was effected by commercial courier with designated 'drop off' and 'pick up' occurring on the same day each week, with the exception of Calgary for which two scheduled drops per week were necessary.

It is an expensive alternative and to do more than just get by, as we did, requires a lot of help from your friends. Enough cannot be said about their willing co-operation and the disruption and inconvenience to their own day-to-day routines these procedures must have imposed.

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In short, these fall-back procedures worked well and, with minor modifications, will enable us to more confidently and effectively face any future situations of this kind.

I hope this is of interest.

Yours truly,

J.R. Scarlett

MORE ON COMMUNICATION:
TELECOMMUNICATIONS - NOW THE CHOICE IS YOURS

The problem facing most organizations is that they neither have the staff nor the experience to accurately control their telephone systems and the related costs. Therefore, many companies tend to overlook their telecommunications systems, until such time that management imposes budgetary cut-backs.

This was the case with Brock University. Faced with budget cut-backs, an investigation was initiated into all fixed costs. The review of the telecommunication expenditure revealed potential areas where significant dollar reductions could be realized.

As a result, we sought the aid of a consultant, knowledgeable in the telecommunications field, who could provide us with short term solutions to our existing system and its problems. In addition to this, a review of long term objectives and alternatives was conducted.

Telcost Limited, of Mississauga, Ontario, was chosen to assist Brock University, in our quest for reduced communications costs. Since Telcost is not affiliated with any supplier, they provided impartial analysis which identified substantial dollar savings on our rented telephone system.

Telecommunications has come a long way over the last 100 years, with Bell Canada controlling a monopoly in Ontario and Quebec. It was not until August 5, 1980, when the C.R.T.C. announced a landmark decision that allowed terminal interconnection of telephone equipment. This decision has permitted open competition with alternative systems and methods yielding quality products, through advanced technology at competitive prices.

When the C.R.T.C. ruled in favour of open competition, we reviewed our position with Telcost, and found that a purchased system could reduce our expenditures by approximately \$1,000,000.00 over the next ten years. In addition to the cost savings, and interconnected telephone system could provide a dramatic increase in service levels, and substantially more options.

In order to obtain the best possible system with the best prices and warranty, a tender package has been developed by Telcost and our purchasing department. This package permitted a variety of potential suppliers to bid on our new system, while ensuring our total protection. Throughout this procedure, rapport has been maintained with Bell Canada, since regardless of the system chosen, a good working relationship is necessary to avoid problems during installation.

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Due to the complexities and alternatives in the telecommunications industry, freedom of choice has imposed upon us as the consumer, a new decision making responsibility that can be overwhelming. How do managers, lacking extensive background and expertise in telecommunications technology, make an informed decision in selecting equipment and methods, all at the best possible price? How do we find the time to keep abreast of the latest developments in the telecommunications industry? Quite simply, it is not possible without professional expertise.

One word of warning to those organizations that are seriously considering the purchase of a telephone system and plan to utilize a consultant. "Be sure that the consultant has no equipment affiliations." Those associated with a specific supplier may recommend a system that will provide them with the rewards, and not necessarily provide you with the "best for the least."

The future is exciting with many options, for companies to consider, so tread carefully.

At this time I am not able to give specific information on the system chosen for Brock University since February 25 is the closing date for tenders. Our own decision deadline is early in March with a projected installation time of mid-July. Once a system has been chosen I will describe in a future edition of CONTACT, in more detail, the specific configuration outlining some of the special features. In a further issue of CONTACT, I will describe our experiences with the interconnect cut-over (mid-July) and any problems associated with that as well as an assessment and comparison of the new system versus the one we currently have.

L.A. Towe
Associate Registrar

HALIFAX EXPERIMENTS WITH NEW APPROACH
TO
THE DELIVERY OF EDUCATION

Mount Saint Vincent University and Maritime Tel & Tel Company Limited are combining resources and expertise to take education into industry and the business place.

In keeping with the Mount's commitment to human development and its responsiveness to community needs, the university proposes to initiate the planning and implementation of interactional/instructional television, in what is hoped will eventually become a province-wide system.

Interactional/instructional television consists of a live lecture broadcast from an originating classroom in which a class is present. A black and white picture is transmitted and received on a dedicated microwave channel in specially equipped classrooms at the business or industrial site. The picture is one way, and the audio is two-way so that lecturers and students, in both broadcast and receiving classrooms, can interact. This system can be adapted to operate in any number of classrooms simultaneously.

Obviously many questions will arise about the effectiveness and acceptability of the system and with this in mind the Mount and Maritime Tel & Tel will be implementing a pilot phase of the development of interactional/instructional television in the greater Halifax-Dartmouth area. Mount Saint Vincent proposes to provide all courses, counselling, testing and evaluation for this pilot project which will last for four months, commencing on January 4, 1982.

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Maritime Tel & Tel has agreed to provide the necessary hardware to create interactional links with four receiving centres in Bedford/Sackville, Burnside Industrial Park, Woodside Industrial Park and downtown Halifax. The microwave equipment will be installed on a temporary basis.

Given a satisfactory evaluation at the end of the pilot project and adequate provincial support, the metropolitan system would then be installed on a permanent basis and expanded to allow course contributions from the other metropolitan universities. The Mount envisions an extension of the system that could extend across the province, possibly by the Fall and Winter of 1983-84, when a dedicated channel to Sydney becomes economically feasible allowing other Nova Scotia universities to eventually participate.

Interactional/instructional television is, from a technological point of view, not only feasible but simply and relatively inexpensive. It relies on technology that is already tested and established. Two such systems have operated in the United States for more than ten years; at the Association for Graduate Education and Research in north Texas and the Stamford Industrial Television Network. There is also a system in British Columbia, but it extends only from one educational facility to another. Here in Nova Scotia, for the first time in Canada, an educational institution will be bringing classes on site to industry and business.

During the pilot project, the Mount will broadcast from one classroom, 20 half-unit courses (three hours per week for four months) which have been selected from the university's timetable. These will go to industry participants and will include business and secretarial studies courses during the working day and specialized courses in the late afternoon and evening. Negotiations have begun in each of the four metro areas with sponsoring industries.

Interactional/instructional television is expected to have many benefits. For industry, the cost of using such readily available courses for the purpose of professional training is far less than comparable package programs from "for profit" professional training companies. The university benefits because there is no disruption of the normal classroom format and faculty can remain on campus, without losing travel time, while at the same time obtaining additional registration for their courses.

The benefits to Nova Scotian society from the kind of university/industry co-operation that the system entails must not be underestimated. At a time when every government and every businessman's organization is calling for such co-operation, the Mount's proposal is a most significant and imaginative step. It is hoped that it will play a major role in Nova Scotian human resources development strategy if implemented provincially.

PROBLEMS, PROBLEMS - HEALTH INSURANCE SCAM

1981-10-26

Mr. L. Ainsley Towe
Assistant Registrar
Brock University
East Block, Room A-206
St. Catharines, Ontario
L2S 3A1

Dear Mr. Towe:

I am writing to you in your capacity as Secretary-Treasurer of the Association of Registrars of Universities and Colleges of Canada (ARUCC).

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It has been brought to the attention of the Association of Universities and Colleges of Canada by the Department of Employment and Immigration Canada that some foreign students entering the country are being pressured into buying health insurance at the point of entry by insurance companies advertising at these posts. We have been asked to ensure that the universities, when corresponding with foreign students, explain the alternative forms of coverage available in provinces where they are not covered by the government health insurance plan.

Would you be kind enough to bring this subject up at your next meeting, and to have a brief explanation of the problem included in your next newsletter to the membership of ARUCC to ensure that all registrars include complete information on health insurance in the admission information sent to foreign students.

The Department of Employment and Immigration will monitor the advertising practices of insurance companies at the ports of entry and will take steps to control any direct approach to or pressure on foreign students.

Thank you for your prompt consideration of this matter.

Sincerely,

Gail Kun,
Information Officer

PROFESSIONAL DEVELOPMENT

In times of financial constraints & diminishing resources, can any of us afford not to improve our productivity?

CENTRE FOR CONSTRUCTIVE CHANGE

An American organization that promotes "achieving the future you want" published the Journal for Constructive Change and runs a series of short courses & seminars for people interested in (or forced in to) making significant changes in their personal and/or professional lives. For further information write:

The Centre for Constructive Change
166 Strafford Avenue
Durham, New Hampshire 03824 (USA)

THE CANADIAN ASSOCIATION OF UNIVERSITY BUSINESS OFFICERS sponsors and annual UNIVERSITY MANAGEMENT COURSE in Banff

Course of Study/Schedule

The course will focus on developing an awareness and an understanding of the Principles of University Management, Labour Relations, Financial Planning, and Management of Change/Stress. A variety of teaching methods appropriate to adult learning will be used. These include lectures, group discussions, case studies, and small group exercises. The schedule of activities will be rigorous. Participants should expect to work evenings.

For further information, contact

C.A.U.B.O.
University Management Course
Vice-President Administration
University of Manitoba
Winnipeg, Manitoba
R3T 2N2

IS MICROFILMING IN YOUR FUTURE? DR. ARNOLD TINGLEY, REGISTRAR OF DALHOUSIE UNIVERSITY MADE THE CHANGE TO MICROFILMED RECORDS SEVERAL YEARS AGO AND REPORTS

Several years ago the Registrar's Office at Dalhousie made a major study of the paper flow with particular reference to filing and records retention.

The results were interesting. On the one hand they confirmed that the handling and storage of paper are both very expensive, more expensive than is generally recognized. On the other hand, it was determined that economies could be effected while at the same time problems of security and retention of documents could be solved.

Some (but only some) of the changes made as a result of the study involved microfilming. This is, of course, an old and well-known art. The only unusual aspect at Dalhousie is its use for current files. All documents are filmed immediately and after the necessary checking, all originals are destroyed.

There is a single 4"x6" plastic jacket for each student. Thus the storage space required for files is negligible. There is no question of how long a document need be kept since it is kept permanently, as microfilm. A duplicate film is stored in a separate building, assuring security.

The capital cost of our equipment was about \$7500. Almost immediately this was recaptured several-fold since we were able to release considerable space which had been used for storage for use by other departments. Furthermore, it is estimated that the economies made possible by the system amount to at least the initial cost each year.

One word of caution. Anyone getting involved should be very careful when choosing a supplier!

For further information, contact Dr. Tingley
 directly c/o Dalhousie University
 Halifax, Nova Scotia
 B3H 4H6

ARUCC ACTIVITIES

TO FURTHER THE AIMS OF ARUCC TO ADDRESS NATIONAL REGISTRARIAL CONCERNS, THE CURRENT EXECUTIVE HAS DEVELOPED A PROPOSAL FOR A TASK FORCE ON STUDENT RECORDS:

Objective

To make recommendations to ARUCC concerning the production of guidelines on:

- a) Confidentiality of student records.

The issues addressed should include such topics as:

- who should have access to what?
- procedures to be used for transcript requests (should we accept phone-in requests from students? etc)
- the legal and professional aspects of requests from the RCMP to examine records

(continued)

- what information may we give to Immigration Canada?
- what documents, or copies thereof, may be given to the students?
- other aspects which the Task Force may consider important

b) Retention of Documents

The issues addressed should include such topics as:

- what documents should be retained?
- for how long?
- duplicates for security

It should be stressed that these are to be guidelines and the ARUCC does not wish to trespass on local practices.

Method

A Task Force of 3 or 4 persons is to be established. The concerns should be the same across the country, hence regional representation is not absolutely necessary. Consideration may be given to compromising regional representation to save in the costs of meetings.

The Executive should establish a budget figure and a reporting deadline.

The Task Force should consider a questionnaire to a representative (anglophone/francophone, large/small, east/centre/west) sample of Universities to obtain input.

This proposal, and others, for future nation-wide study & interaction will be considered at the ARUCC National Conference in Montreal, June.

Included as an addenda to this issue is a listing of all paid ARUCC members as of February 12, 1982. If you notice any discrepancies or omissions, please contact:

Mr. L. Ainsley Towe
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East Block, Room A-206
St. Catharines, Ontario
L2S 3A1

IN A LIGHTER VIEW:

After graduating from McGill University in Montreal, an American friend of mine returned to the United States to look for a summer job. Eventually her diploma arrived in the mail. She was dismayed to see that the McGill registrar's office had attached a customs declaration sticker to the package which read: "Diploma, no commercial value."

Truth is stranger than fiction

A Registrar recently received a letter from a graduate of the 60's whose house had been consumed by fire. Among the contents was her BA degree parchment. He was surprised, as he read further, that her letter did not contain the request he had assumed it would. Rather, her letter turned to recount the profound effect this disaster had had on her spiritual life and how it had turned her towards professing herself as a Christian. Part of the process, she went onto explain, of becoming a true follower of Christ was to confront & confess one's sins. The purpose of her letter, this Registrar learned in amazement, was to confess that she had obtained several degree credits by cheating on final examinations and by plagiarizing term papers. Her letter closed not with a request for a duplicate parchment, but for the forgiveness of the university for her transgressions. The last time I spoke with this registrar, a reply had not been drafted

AROUND AND ABOUT

From the U.S.:

A Little Enrollment News

The National Center For Education Statistics reports a record 12.3 million students enrolled in college the fall of 1981. Total enrollment grew 1.9 percent from 1980-1981 with most of the increase attributable to a 5 percent increase by two-year institutions. Public institutions enrolled almost 78 percent of all students in 1981, a 2.1 percent increase from 1980. Private institutions enrollment rose 1 percent this year. The NCES report also indicates that women now make up 52 percent of all students in higher education, up from 45 percent a decade ago.

According to the National Institute of Independent Colleges and Universities, freshman classes at private colleges and universities are about 2 percent smaller this fall than in 1980. The NIICU study was based on data from 634 private institutions.

A study by the American Association of Medical Colleges indicates that women entering medical school is at an all-time high. Women compose nearly one-third of the 1981-82 freshman medical class; a 7 percent increase over 1980-81. Women account for 27.9 percent of all medical school students in 1981-82.

From Canada:

Mad. Morris,

Je viens de recevoir le dernier "Newsletter" de l'ARCC. Je veux simplement vous aviser que Monsieur Gérard Comier, qui était le Registraire du Centre universitaire de Moncton est décédé subitement le 17 juillet 1981.

Depuis le mi-octobre 1981, j'ai été nommé directeur du Registrariat du Centre universitaire de Moncton remplaçant M. Gérard Cormier dans ses fonctions.

Veillez agréer, Mad. Morris, l'expression de mes meilleurs sentiments.

Viateur Viel
 Directeur du Registrariat
 Université de Moncton
 Centre Universitaire de Moncton
 Moncton, Nouveau-Brunswick
 ELA 3E9

Quebec Budget Cuts Subject of Workshops

Quebec education minister Camille Laurin is holding a series of four workshops in Montreal in preparation for drafting a new policy on universities. The workshops address the following themes: (November 20) mechanisms and practices of consultation and coordination; (November 27) financing of universities; (December 4) the role of the academic staff - academic duties, workload, participation in administration; (December 11) the role of the students - student rights, participation in program planning and development of student organizations. The minister presides over each four-hour workshop; the universities are represented by six administrators, six professors and six students designated by their respective associations.

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Addressing the workshop on financing universities, Gilles Boulet (Universite du Quebec), president of the Conference of Principals and Rectors of Quebec Universities, warned that if the government does not ease the magnitude and timing of budget cuts, the future of the Quebec university system will be threatened. Starting in 1982-83, the universities are being asked to absorb cuts amounting to \$180 million over three years (20%); this is the equivalent of 6,000 positions or of the annual budget of a university the size of Laval, according to Boulet. He reminded the minister that the universities have already been subjected to cuts in the order of \$220 million over the four fiscal years ending in 1981-82, and that these reductions have forced the institutions to reduce maintenance, freeze replacement hiring and reduce accessibility. Both McGill and Sherbrooke have proposed that academic and support staff settle in 1982-83 for 12 to 13% salary increases, rather than the 16 to 17% being offered in the public sector, to avoid large-scale layoffs. McGill principal David Johnston and other senior administrators will donate to the university any salary increases given them in 1982-83.

Pierre Bordeleau (Montreal), spokesman for the professors at the second workshop left the meeting taking the entire faculty group with him after delivering an indictment of the government's cut-backs and resulting loss of faculty positions.

Trent To Suspend Graduate Studies in Chemistry, Physics and History

At the request of the Ontario Ministry of Colleges and Universities, the senate of Trent University passed in October a resolution to suspend master's programs in chemistry, physics and history. An arrangement is currently being completed with Queen's University for joint graduate studies. Trent will not accept new students, except those now in their honours year, in the three disciplines. Vice-president (academic) B. Heeney said there was no question in his mind but that compliance with this request from the province was a condition of "our continuance as a university". Trent received the first provincial "differentiation grant" in 1981-82 in a plan to encourage universities to develop unique features and programs. Trent was asked to concentrate its resources on developing undergraduate programs.

NOTE: IF YOU'RE ATTENDING AACRAO IN KANSAS CITY:

AACRAO Freshman Orientation

If you are a freshman member of AACRAO or if you are planning to attend your first AACRAO meeting this April in Kansas City, we hope you will join us for some wine and cheese on Sunday, April 18, in the Presidential Suite of the Crown Center Hotel, and again on Monday, April 19, for an orientation session about AACRAO. You will have an opportunity to meet some other newcomers and to meet some others who have been around AACRAO for awhile. In addition, you can see a video introduction to the AACRAO organization, publications, services, and you will have the chance to meet members of the Executive Committee and talk to them about how to get involved, how to enjoy the annual meeting and how to get the most of your membership in AACRAO.

Check your AACRAO program for more information on these important sessions.

.....from the AACRAO Committee
on Orientation of New Members

EDITOR'S NOTE:

The next issue of CONTACT will appear almost immediately. If you have something to convey, something to question, anything to contribute, please get in touch with me now!

DIANE MORRIS, EDITOR CONTACT
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Halifax, Nova Scotia
B3M 2J6

or phone me at 902-443-4450, ext 362