



Japanese Noh master Fusataka Homma, here a heavenly maiden, brought the mystery of a 600-year-old drama to a recent performance at the Museum of Anthropology

Noh an enigma and a delight

by Gavin Wilson

For some North American audiences, watching a Japanese Noh theatre troupe picking mushrooms is a comment on the Viet Nam war. For others, cockroaches come to mind.

Traditional Japanese theatre may seem enigmatic, but its appeal still shines through, as UBC audiences found during a

recent visit by a Noh troupe.

Actor Yukio Ishida said he is often surprised — and delighted — at the way Western audiences react to performances of traditional comic skits known as Kyogen theatre.

The 15-member Hoshō theatre troupe, led by Fusataka Homma, performed at the

Noh continued on Page 2

Recruit students from abroad, task force urges

by Gavin Wilson

UBC should actively recruit more undergraduate students from foreign countries, a task force has told president David Strangway

Barriers to admission for international students should be dismantled to boost their numbers to four to six per cent of total undergraduate enrolment from the current level of less than one per cent, said the final report of the President's Task Force on Liaison, Recruiting and Admission.

It also suggested the university abolish differential fees for foreign students, or at least turn revenues from the fees back into scholarships, bursaries, support for faculties and student services.

UBC's current level of international undergraduates is among the lowest of major Canadian universities. The report urges that UBC be brought into line with other institutions which court students from overseas.

Dr. John Vanderstoep, head of the subcommittee which drafted the report, stressed the educational value of increasing enrolment of international students.

"Perhaps the greatest contribution international students can make is to enrich teaching and research by providing new and different perspectives. In this way Canadian students can learn about other countries and cultures," he said.

Because competition for admission is keen, the report recommends that only the most outstanding academic achievers be recruited. It suggests minimum academic standing of 3.5 and scores of 570 or more on the Test of English as a Foreign Language.

Task force chairman Daniel Birch, vice-president, academic, said the recommendations would extend the principles at work in graduate student recruitment to the undergraduate level.

International students account for more than 20 per cent of undergraduate enrolment.

"The goal is consistent with our overall sense of mission, to actively recruit the most promising, the most outstanding international students as an integral part of raising the overall academic level of the institution," said Birch.

Among the 21 recommendations contained in the report:

- UBC increase international undergraduate students from 0.9 per cent in 1986/7 to an overall range of four to six per cent of new admissions each year. Individual faculties should be allowed "reasonable divergence" from overall university norms.
- Students should be recruited from a diversity of cultural and economic regions.
- Tuition fees be waived or full cost scholarships established for deserving students from those countries the United Nations defines as "least developed."
- The university actively solicit grants and bequests from abroad to offset the additional costs of increasing international student enrolment.
- Services for international students, such as housing, counselling and financial aid, should be upgraded.
- Faculties which currently do not admit international students should be encouraged to review their policies Medicine and Dentistry, for example, restrict entry due to limited program space.

One of the recommendations, to delete from the calendar a section that prohibited international students from applying for admission from schools in North America, was adopted by the Senate at its February meeting to meet printing deadlines.

President Strangway said that in order to stimulate discussion on campus, a copy of the report will be distributed as an insert in UBC Reports.

MLA named to review uses for UEL lands

by Debora Sweeney

John Jansen, a Social Credit MLA from Chilliwack, has been appointed to explore options for the future of the University Endowment Land.

Jansen said he hopes to represent "everyone's point of view" as he outlines possible uses of the UEL and reports back to the provincial Cabinet by April 15.

The land has been the subject of debate for decades. Jansen plans to study reports, correspondence and other information submitted in the past before coming up with a set of options.

He admitted the task will not be easy. "It's a difficult issue," said Jansen, "it's not clear cut."

UBC President David Strangway said he is glad that the province is trying to resolve the issue.

"The university hopes it will be wisely and sensibly resolved," said Strangway.

UBC's proposal for the UEL includes setting aside 1,300 acres for parkland; 287 acres for the university to generate income through a residential development scheme; and 100 acres for an expanded research park.

Competing for the land are the provincial government, which also has plans to build housing, and citizens groups who want to preserve the UEL as forest and develop a regional park.

Jansen said he brings a fresh perspective to

the issue, because he has not been associated with the UEL debate.

He added he plans to work closely with Point Grey MLA Kim Campbell, who has said she wants as much land as possible to become a regional park.

UBC professors named to systems institute

Three UBC professors were among those honored Tuesday as founding fellows of the B.C. Advanced Systems Institute at a reception given jointly by the federal and provincial governments.

Dr. Dale Cherkas, Mechanical Engineering, Dr. David Kirkpatrick, Computer Science, and Dr. Peter Lawrence, Electrical Engineering, were named as fellows. Three faculty members from other B.C. universities were also given the honor.

Each fellow will receive \$70,000 per year for three years to be used to further their research in computer-related areas.

The B.C. Advanced Systems Institute was formed to coordinate research in computers at B.C.'s three universities, especially in areas such as artificial intelligence, robotics, microelectronics and computer systems.

The presentations were made by Frank Oberle, federal Minister of State for Science and Technology and Stan Hagen, provincial Minister of Advanced Education and Job Training, at a reception at the B.C. Enterprise Centre.

Enhance services of Registrar, study says

by Debora Sweeney

Enhancing the level of service is the chief goal of the recommendations of a report of a task force which examined the Office of the Registrar.

The recommendations call for a thorough review of student services, staffing and space needs, and the internal organization of the office.

According to the task force report, the registrar's office handled 1.3 million transactions through registration/records, data control, graduation and counter enquiries last year. In addition, the registrar is responsible for scheduling classes and examinations, while maintaining Senate and faculty secretariats.

The task force found the work load has led to organizational problems — many of which are beyond the control of the registrar and not unique to UBC.

While comments made to the task force confirm that most senior officers of the university appreciate the office's supportive role, students, faculty members and interested members of the public are not always as enthusiastic.

The report states, "Ironically, the underlying reasons for student dissatisfaction are often the various university policies and procedures which

the Office is asked to implement on behalf of the university. As often happens, the 'agent' is stuck with the blame."

Highlights of the recommendations are:

- No major changes to the current mandate of the office.
- An advisory committee should be established by the President's Office to consider staffing, management style and the university's commitment to improving registrarial services to students.
- The President's Office should charge the registrar with the tasks of critically examining the level and quality of registrarial services to students with a view to improving the services.
- The internal organization of the office must make provision for managing new technology. Comprehensive training programs for all staff in the use of the technology should be instituted as soon as possible.
- A thorough analysis and reappraisal of the internal functional organization and staffing need of the office is necessary.
- The space needs of the office should be given a high priority.

The task force report is contained in a special supplement in this issue of UBC Reports.

Debate slated to discuss key issues on Meech

by Lorie Chortyk

Some of Canada's top constitutional experts will gather at UBC March 19 for a public debate on the Meech Lake Accord.

The debate, sponsored by the Centre for Continuing Education, will provide background information on Meech Lake and examine some of the key issues surrounding the accord. The debate takes place in Lecture Hall 2 of the Woodward Building and is free of charge.

"The Meech Lake Accord is the second largest constitutional change in Canada's history. There's no question that it's a significant document for all Canadians," said UBC political scientist Alan Cairns, who will chair two of the debate's four sessions.

Cairns said some of the key issues slated for discussion include whether the federal government has turned over too much power to the provinces in an effort to bring Quebec into the constitution, why special interest groups are unhappy with the accord and whether the process that brought about the accord is acceptable to Canadians.

"I think we have to look seriously at why a document of this significance was drafted by 11 individuals meeting twice in secret, with no meaningful participation from Canadians as a whole," said Cairns.

At the opening session at 9:30 a.m. Professors Alan Cairns and Richard Johnston of UBC's Political Science Department and Prof. Robin Elliot of the Faculty of Law will provide background on the accord. The 10:30 a.m. session on "Redefining Federalism: Spending Power, Supreme Court, Senate Reform — The Beginning or the End?" will be led by Paul Weiler, a visiting professor from Harvard University, with former B.C. Liberal Party leader Gordon Gibson and Bryan Williams, past president of the Canadian Bar Association.

At 1 p.m. UBC Anthropology/Sociology head Patricia Marchak will chair a session on "Redefining Canadian Society" with political scientist Orest Kruhlak and Thomas Berger, Lynn Smith and Douglas Sanders of UBC's law faculty. The final session at 3:30 p.m., entitled "What does this mean for Canada?", will be chaired by UBC Dean Emeritus of Law George Curtis, with Alan Cairns and Edward McWhinney, a SFU professor of constitutional law.

For more information, contact the Centre for Continuing Education at 222-5238.

Swedish royalty visiting campus

King Carl XVI Gustaf and Queen Silvia of Sweden will spend several hours on campus Friday, March 18, as guests of the university.

The royal couple will be welcomed by UBC Chancellor Les Peterson and Mrs. Agnes Peterson. After attending a luncheon at the Norman MacKenzie house with UBC President David Strangway and Mrs. Alice Strangway, the King Gustaf and Queen Sylvia will visit the Museum of Anthropology.

Royal watchers will be able to catch a glimpse of the King and Queen as they leave MacKenzie house about 2 p.m. to walk the few hundred metres along Marine Drive to the museum entrance.

Noh from Page 1

Museum of Anthropology, did workshops at the Asian Centre and sold out the Vancouver East Cultural Centre.

Noh actors and musicians dedicate their lives to this ancient art form, which combines elaborate costumes with song, dance, masks and music. Equally committed are the artisans who make the costumes and musical instruments

One skit depicts a monk's vain attempts to pluck mushrooms faster than they pop out of the ground. U.S. audiences in the 1960s saw this as a comment on the Vietnam War, Ishida said. The monk was President Lyndon Johnson and the mushrooms, Viet Cong.

Times change. When the same play was performed in New York three years ago, some members of the audience were reminded of the city's cockroach problem.

"Perhaps it is because it is such a simple play that audiences put so many interpretations into it," Ishida said through the interpretation of UBC professor Dr. Leon Zolbrod after a theatre workshop on campus.

"Even though it is a 600-year-old tradition, I want people to see something fresh, something different in each Kyogen performance," he said.

Dance and other stage movements in a Noh production are highly symbolic, stylized and, to modern Japanese as well as Western eyes, often interminably slow.

Homma cheerfully admitted to an appreciative UBC audience that, even in Japan, Noh has a reputation for being "boring." But it's beauty is mesmerizing and it has remained popular enough to thrive in the 20th century.



Photo by Josef Vorlicek

UBC's team won the 14th Annual Great Northern Concrete Toboggan Race on Mt. Seymour. From the left: Jerry Dobrovlny, Jody Evans, Anton Benes, Graham Long, Vince Maddalozzo and Kevin Rox.

Scholar to describe life in Gorbachev's Russia

by Lorie Chortyk

Soviet science historian and philosopher Aleksey Levin will present a first-hand account of life in the Soviet Union under Gorbachev at this month's Dal Grauer Memorial Lectures.

UBC President David Strangway said Dr. Levin's visit offers a unique opportunity to learn about the issues and opportunities in Soviet science.

"Having recently emigrated from Russia, he'll be able to provide some interesting insights into the changing scene," he said.

For UBC philosopher Ed Levy, the visit represents a victory for the international academic community. Levin was issued an exit visa only after researchers from SFU and UBC brought pressure on the Soviet government to allow him out of the country.

"A letter from Levin appeared in a 1982 issue of Science magazine asking for assistance from the international research community," said Levy. "Because he was active in exchanging information with scholars outside the Soviet Union, he had been dismissed from his position at the U.S.S.R. Academy of Science and blacklisted from pursuing his profession."

Levy collaborated with SFU researchers Robert Anderson and Kathy Mezei on a letter-writing campaign requesting Levin be allowed to visit, and Dr. Strangway and SFU President William Saywell issued formal invitations from the two universities.

"We responded to what we considered questionable treatment of a colleague and a

Brownie pack changed course of Canadian language education

by Lorie Chortyk

When Mary Ashworth started a Brownie pack 30 years ago she had no idea she was changing the course of education in Canada.

But the volunteer post led Ashworth, a CN Railway stenographer at the time, into a teaching career and a life-long crusade to improve English-as-a-second-language instruction across Canada. In honor of her upcoming retirement, Vancouver Mayor Gordon Campbell has proclaimed March 13-19 "ESL and Professor Mary Ashworth Week."

Campbell said Ashworth's contributions to Vancouver "reflect the best in terms of commitment and vision."

Ashworth says it was the multicultural nature of the Brownie pack that sparked her interest in ESL teaching.

"The girls came in all shapes, sizes and colors. I had arrived recently from Britain and it was my introduction to multicultural Canada," she recalls. "I loved my volunteer work and one day I realized how ridiculous it was to be working at something I didn't like when I could be pursuing something that I loved."

Ashworth earned her teaching qualifications and taught in elementary and secondary schools in Vancouver from 1955 to 1967 before joining UBC's Faculty of Education.

"During my years as a teacher I became aware that there were a lot of immigrant children in our school system and I wasn't very satisfied with what was being done for them," said Ashworth.

Today Ashworth is an internationally recognized expert on ESL instruction and has become what colleague Ernest Hall describes as Canada's "statesman" for the profession.

"On the international scene, Mary's name is synonymous with ESL teaching in Canada," said Hall, who is the program coordinator for UBC's English Language Institute and president of Teachers-of-English-as-an-Additional-Language, a provincial organization.

breach of academic freedom," said Levy. "I understand that our model has been used by other academic institutions to bring researchers out of the Soviet Union."

Levin will give three public lectures on the changes taking place in Soviet institutions under Gorbachev's Glasnost reforms. On March 16 at 3:30 p.m., he will speak on "Science as a Sociocultural System: The Social Relations of Science" in the Buchanan Building Penthouse. On March 21 at 12:30 p.m., he will lecture on "Conflict and Ideology in the Soviet Academy of Sciences: The Luzin Affair and Others" in Room 104 of the Buchanan Building, and on March 23 at 7:30 p.m. he will speak on "Gorbachev's Reforms and Soviet Science" at the Robson Square Media Centre.

Traffic rerouted for construction

Road blocks will be up on Student Union Mall beginning March 17 as construction begins on the new multi-story parkade to be located on the SUB surface lot next to the Gage Residences

Traffic will be rerouted to temporary parking until construction is completed in January, 1989.

Alternate faculty and staff parking is available between Westbrook Mall and McInnes Field, where two outdoor tennis courts were located.

Visitors will be directed to temporary parking on the north side of the Student Union Building. The grass circle and meters have been removed to provide a total of 95 spaces.

TEAL's annual conference, which takes place March 18 and 19, is dedicated this year to Ashworth. Hall said the calibre of international speakers coming to Vancouver to pay tribute to Ashworth is a sign of her reputation.

Pat Wakefield, a long-time UBC colleague, agrees. "Mary has an incredible rapport with people," said Wakefield. "She makes students feel as if talking with them and helping them is the most important thing in the world."

Dye lecturing on finance

Canada's Auditor General Kenneth Dye will give two public lectures at UBC next week as the 1988 John V. Clyne Lecturer.

Dye will speak on "Accountability: Value for Money and the Public Purse" at 12:30 p.m. on March 17 in Room 110 of the Henry Angus Building, and on "Financial Management and the Federal Deficit" at 8:15 p.m. on March 19 in Lecture Hall 2 of the Woodward Building.

A Chartered Accountant since 1962, Dye took up his appointment as Auditor General of Canada in 1981. He has been at the forefront of developments in legislative auditing and a leading proponent of stronger accountability for Crown corporations and better financial reporting by governments.

The J.V. Clyne lecture series was initiated in 1985 to honor former UBC Chancellor John Clyne, who served as a B.C. Supreme Court judge, Chairman and CEO of MacMillan Bloedel and director of Canadian Pacific, the Canadian Imperial Bank of Commerce, Phillips Electronics and Canada Trust. The series brings to Vancouver world leaders in the areas of business, law, government and the arts.

8 selected to receive honorary degrees

by Jo Moss

UBC will award eight honorary degrees in 1988 for outstanding contributions to society.

Receiving honorary degrees are: John D. Allan, Chairman, President and CEO of Stelco Inc.; Ian A. Barclay, former Chairman of the Pulp and Paper Research Institute of Canada (PAPRICAN); H. Clark Bentall, Chairman of the Bentall Group of Companies; Jean Coulthard, well-known Canadian composer; Dr. Leroy Hood, acclaimed biologist; Bel Nemetz, program chairman of the Vancouver Institute lecture series; UBC Prof. Beryl March, internationally recognized nutritionist; and the Hon. Bertha Wilson, Supreme Court of Canada judge.

The honorary degrees will be awarded during UBC's 1988 spring Congregation ceremony May 25, 26 and 27.

John Allan joined Stelco in 1947 after graduating from UBC and went on to become President of Canada's largest steel company. He has tirelessly promoted the interests of the industry and played a key role in the formation of the Canadian Steel Trade and Employment Congress which he co-chairs. Allan is also Director of the International Iron and Steel Institute.

From 1974 to 1983, Ian Barclay served in various leadership positions in the Pulp and Paper Research Institute of Canada (PAPRICAN) including Chairman of the Board. He directed the efforts to establish two new laboratories at UBC: the Pulp and Paper Centre for academic activities, and the Vancouver Laboratory of PAPRICAN for applied research. Barclay is also former chairman of Canada Place Harbour Corp.

A pillar of the Vancouver community for several decades, H. Clark Bentall is a prominent B.C. businessman and Chairman of the Bentall Group. He was involved in the construction of many notable buildings, including the Bentall Centre in downtown Vancouver, and was instrumental in the construction of Carey Hall, UBC's theological college, as well as 20 significant churches and synagogues in Western Canada. Clark has served on several major boards of Canadian corporations and was an active board member of Expo '86. He was instrumental in setting up the Charles Bentall Foundation.

Jean Coulthard's composing career has encompassed nearly six decades. Hailed as one of Canada's most important and mature composers, she is best known today for her piano compositions, songs and chamber sonatas. A UBC Instructor Emeritus, she taught composition and music theory on campus for 30 years.

Chairman of the Division of Biology at the California Institute of Technology, Leroy Hood pioneered a new era in biological science by developing automated procedures for determining the structure of proteins and genes and synthesizing them from their basic building blocks. These machines are now found in biotechnology laboratories around the world.

In her 16 years as volunteer Program Chairman of the Vancouver Institute, Bel Nemetz has almost single-handedly made the Institute into the most successful public forum in North America, playing host to more than 300 notable speakers to date. A recipient of the Queen Elizabeth Silver Jubilee Medal, Nemetz was also a founding member of the B.C. Civil Liberties Union.

Recently retired UBC professor Beryl March has made landmark contributions to the science of poultry and fish nutrition, particularly in the areas of protein quality, and carbohydrate and vitamin metabolism. A fellow of the Agricultural Institute of Canada and the Royal Society of Canada, March is chairman of the Agriculture and Food Committee of the B.C. Science Council.

Supreme Court of Canada judge Bertha Wilson was first called to the Ontario bar in 1959. She has served on the Board of Trustees for the Clarke Institute of Psychiatry and on the Executive Committee of the Toronto School of Theology. Currently involved with the Judicial Committee of the United Church of Canada, she has received honorary degrees from nine other Canadian Universities.

Early deadline for nominations for degrees

An early deadline is in effect for nominations for next year's honorary degree recipients.

The UBC Tributes Committee is inviting nominations for outstanding candidates to be awarded honorary degrees in 1989. Nominations will close June 30.

Nominators can address their recommendations to UBC's Ceremonies Office at 228-2484.

PRESIDENT'S TASK FORCE TO REVIEW THE OFFICE OF THE REGISTRAR

March 1987

Chairman:

Dr. K. D. Srivastava
Vice President, Student & Academic Services

Membership:

Professor John Gilbert
Director, School of Audiology & Speech Sciences & Acting Director, School of Rehabilitation Medicine

Professor Stanley Oberg
Associate Dean, Faculty of Graduate Studies

Professor Anne Piternick
Associate Dean, Faculty of Arts

Professor R.C. Thompson
Department of Chemistry

Dean Nancy M. Sheehan
Faculty of Education

Ms. Iris Thomson
Counsellor, Counselling Centre

Mr. Tim Bird (Student Nominee)
Alma Mater Society

Mr. Bill McNulty (Alumni Nominee)
3271 Williams
Richmond, B.C. V7E 1H8

APPENDIX B

REGISTRARS CONSULTED

1. University of Alberta
Mr. B. Silzer
2. Simon Fraser University
Mr. W.R. Heath
3. University of Victoria
Mr. C. Thomas
4. University of Western Ontario
Mr. G. Smiley

APPENDIX D

STUDENT INFORMATION SYSTEM OVERVIEW

The chart on the following page entitled "Student Information System Conceptual Overview" presents in graphical form the functional interrelationships and data requirements that must be managed in a comprehensive Student Information System.

The Registrar has a primary responsibility for (a) the data input functions of admissions, registration, progress evaluation, courses and curriculum, and the scheduling of courses and rooms and (b) the administrative functions of graduation and congregation, maintaining student records, providing

advisory support, and scheduling examinations.

The Registrar works closely (i.e. there are data management interface responsibilities) with departments such as Finance, Awards, Alumni, and Budget, Planning and Systems Management.

Most important, of course, is the overall responsibility of the Registrar, in this complex data management environment, to support the academic objectives of the University - as the administrative arm of Senate, a support service for students, and a source of information and service to academic units.

1. INTRODUCTION

The academic service role of the Office of the Registrar is crucial to the educational mission of the University. In broad terms its mandate includes:

- a) maintenance of student records from admission to graduation;
- b) provision of information on programs, admission requirements, academic regulations, enrolments, registration procedures and students' academic progress to students, prospective students and faculty;
- c) provision of data to support university and educational planning and budgeting, and provision of information as appropriate to interested publics;
- d) effective deployment of the university's centralized teaching facilities;
- e) conduct of elections, including the election of the Chancellor, and participation as official recorder in convocation and installation ceremonies;
- f) through the senate and faculty secretariat, contribution to and participation in the development of the university's policies affecting academic programs, student admissions, promotions and graduation.

In April 1987 the position of the Registrar of the University of British Columbia fell vacant due to the untimely death of Mr. Ken Young. Mr. Young had been the Registrar since 1977, and had been instrumental in leading the registrarial services in new directions. Computer technology was introduced in the Office some years ago with the student record system, including on-line enquiry access, and the academic progress reports. These systems are now seriously in need of a complete overhaul. A major step in the direction of applying computer technology was the introduction of the on-line admissions system in 1983. The

Office now has embarked on an ambitious plan to completely computerize the procedures for managing student information. The first step is the implementation of the touch-tone telephone registration in 1988. The Office plans to further improve the student information and record systems over the next four or five years.

At the University there are other parallel developments. In 1986 the University decided to establish a separate office for School and College Liaison - a function previously performed by the Student Counselling and Resources Centre - and in 1987, President D.W. Strangway established a Task Force on Admissions, Liaison and Recruitment. The Task Force, under the Chairmanship of Dr. D.R. Birch, Vice President Academic and Provost, was given a broad mandate to examine the university policies on admissions and our relationship with schools and colleges in the Province and elsewhere.

It was in the above context of the evolving role of the Registrar's Office that President Strangway requested that a review of the university's registrarial services be conducted before initiating the formal search for a new Registrar. The Task Force was requested to review and make appropriate recommendations on the following:

1. The past history and present status of all functions performed by the Office of the Registrar.
2. The relationship between the Office of the Registrar and
 - (a) academic faculties
 - (b) academic and student services departments.
3. The impact of modern technology on the operation of the Office of the Registrar.

The Task Force has had several meetings during the Summer and Fall, 1987, and has consulted widely on campus. In addition, Registrars from four other Canadian universities were invited to visit UBC and offer their advice. The membership of the Task Force and the list of individuals consulted formally is shown in Appendices A and B.

2. THE ROLE AND ORGANIZATION OF THE OFFICE OF THE REGISTRAR

2.1 Registrar's Position as Defined in the Universities Act of British Columbia (1979).

Part 11, Section 61 of the Act reads thus:

61.1 (1). There shall be a registrar, who shall keep the records and perform the duties

that the board or senate may require.

61.1(2). The registrar is secretary of convocation, the senate and of each of the faculties, but has no right to vote as such.

2.2 Present Organization of the Office of the Registrar

The Office of the Registrar is an essential academic service unit of the university. Its principal role within the University is to implement policies on academic programs, established by the Senate and the Board of Governors, and to maintain official records pertaining to student admission, promotion and graduation. The Office plays a central role in developing appropriate regulations and procedures for the execution of the above policies. In addition, the Office provides a variety of services to the students, faculty and the university community at large. Clearly, the Office is an essential public relations interface between the university administration and its various publics such as students, faculty and staff inside the university, and other interested individuals and organizations outside the university. If the Office is to discharge its mandate effectively, its services must be friendly and helpful. In a large university there is always the danger of such service units in fact becoming impersonal and bureaucratic.

Canadian universities differ a great deal in the specific tasks assigned to the Office of the Registrar, and the functional organization within the Office. In the main such differences arise from institutional history and tradition. There is no "preferred" set of tasks or an "ideal" functional organization.

At UBC several student service tasks are performed by units other than the Office of the Registrar, for example, Graduate Studies, School and College Liaison, Campus Housing and Awards and Financial Aid. Currently the Office is divided into five major sections:

- a. Senate/Faculty Secretariat, University Calendar and Elections
- b. Admissions
- c. Registration and Records
- d. Course Scheduling and Room Bookings
- e. Office Support Services

A brief description of the above functions is given below.

2.2.1 Senate/Faculty Secretariat, University Calendar and Elections

The functions of this section include secretarial services to the Senate, its major committees, and to all the faculties and schools; the co-ordination of elections; and

the annual publication of the University Calendar, University/College Transfer Guide, and the Admissions Guide.

The section relies heavily on support staff from other areas of the Office for duplicating material for meetings of Faculties and Senate; for the preparation of notices of faculty meetings; and for assisting with elections and with preparation of the course section of the calendar.

Clerk to Senate

The Registrar acts as Recording Secretary for meetings of Senate and principal committees of Senate, including the Agenda, Nominating and Curriculum Committees. In this capacity, he calls meetings and prepares agendas; prepares reports for submission to Senate; co-ordinates materials required for Senate approval and discussion and maintains liaison with Faculties and Senate committees in transmitting resolutions and on follow-up matters; writes Senate minutes and Senate Curriculum Committee minutes. He maintains mailing and membership lists for Senate and various committees. He researches and extracts data and information from historical Senate minutes, as and when required.

Clerk to the Faculties

The Registrar acts as Recording Secretary for 18 Faculties and School Councils, and attends 55 to 60 meetings each academic year (September to May). The number of meetings for each Faculty/School ranges from 2 to 6 per year. He is responsible for the preparation of the minutes of meetings for transmission to Senate and for the maintenance of the current mailing lists for Faculties and School Councils.

Co-Ordinator of Publications and Elections

a) Publications

The Registrar is responsible for co-ordinating the production of the University Calendar, Admissions Guide, College/University Transfer Guide, and the Registration Guide. A Program Planning Guide will be added with the introduction of telephone registration. This involves documenting all changes approved by the Board and Senate that affect these publications; working with Faculties, Schools, Departments, schools and colleges, printing companies and mailing companies. He must ensure that all sections of these publications are reviewed by the appropriate people and that they include approved items only. All proofs must be edited and the production timetable for all publications must be monitored. The Registrar is responsible for the distribution of the Calendar and the Transfer Guide both on and off campus.

b) Elections

The Registrar is responsible for organizing, scheduling and running the annual elections of student representatives from each of 25 constituencies to the Faculty of Arts and from each of 15 constituencies to the Faculty of Science; of Directors to the Staff Pension Plan, of Trustees to the Faculty Pension Plan, of Student Representatives from the student body at-large to the Board and Senate, and of student representatives from each of 12 Faculties to Senate. Every third year the Office is responsible for 17 additional elections made up of the election of a Chancellor, Convocation Senators, faculty and staff representatives to the Board of Governors, faculty members at-large and representatives from each of the 12 Faculties to Senate, and a representative of the professional librarians to Senate. In addition, there are various other elections as required. These include representatives of faculty to various committees including, for example, search committees for university officials such as presidents or deans. In order to conduct elections it is necessary to maintain a separate faculty membership list. This data

base is maintained by the Office.

<u>Volume of activity (1986-87)</u>	<u>Annual</u>
Senate Meetings	9
Senate Committee Meetings	25
Faculty & School Meetings	56
Calendar Publications	1
Admissions Guide	1
University/College Transfer Guide	1
Elections	56 (+ 17 triennially)
Faculty Membership change forms processed	1,000

2.2.2 ADMISSIONS

This section of the Office is responsible for dealing with a high volume of enquiries from or on behalf of prospective students and other interested individuals and organizations, and for the processing of undergraduate applications for admission, readmission and transfer credit. This includes the receipt and acknowledgment of all applications, the evaluation of completed applications, the issuing of acceptance and refusal notices and the assignment of transfer credits.

The On-line Admissions System (OAS) is an integral part of the admissions process and must be maintained and updated in response to internal and external policy changes. Data captured through the OAS is used to create the student record file.

The senior staff are responsible for initiating and implementing admission policies and procedures in coordination with the Faculties and Schools. This involves the annual review of admission policies and the monitoring of provincial and international education systems. The Office also participates in some high school and college liaison activities.

Volume of Activity (1986-87)

Applications for admissions and readmission (1987-87)	18,359
Offers of admission issued	11,216
Refusals issued	3,880
Incomplete applications	1,115
Other categories	2,148
Telephone calls processed	40,000
Correspondence processed	too numerous to be recorded
In-person enquiries	too numerous to be recorded

2.2.3 RECORDS AND REGISTRATION

This section of the Office is responsible for all undergraduate and graduate records and registrations, fee assessments, examinations, transcripts, graduation, data control and front counter and telephone enquiries. These activities occur for the Winter session, each of the Spring and Summer sessions and for supplementals, correspondence and off campus programs. Each of these functions involves a high volume of transactions. Constant interaction with faculty, students and the interested public is required. Policy changes approved by the Senate and Faculties involving curriculum, grading, fees and examinations have major implications for this section.

The storage and maintenance of all student records is a major task with 8,000 new records being added each year. Standard and ad hoc reporting from the Student Record System (SRS) is managed by the Records and Registration section. This involves liaison with faculty, administrative staff and Information Systems Management (ISM). Problems frequently arise as a result of the limitations of the Student Records System. The SRS was developed in 1975 and is no longer capable of capturing many of the required current data elements. As a result, reporting functions are limited, and attempts to make revisions to the SRS are often impossible,

or frustrating and time consuming. The new registration system, to be implemented in 1988, will provide greater flexibility for maintaining records of the registration process; the SRS however, will remain unchanged. Plans have been prepared for a new SRS.

Volume of activity under current system (1986-87)

<u>Registration/Records</u>	
Registrations issued	43,000
Course cards produced	300,000
Course changes processed	70,000
Class lists produced	20,000
Broadsheets produced	27,000
Report of Grade Sheets produced	50,250
Transcripts produced/updated	30,000
Record cards filed	46,360
Transcript requests filled	52,910
Exam sections scheduled	18,000
Supplemental examinations	6,750

Data Control

Batching of coding forms for keypunch (forms)	272,700
Error reports received (pages)	172,550
Transfer Credit revisions (forms)	8,500

Graduation

Applications to graduate processed	6,750
Diplomas ordered and processed	6,000
Coding transactions for graduation file	9,870

Front Counter Enquiries

Course Change forms received	46,000
Student Loan forms checked and signed	27,000
Name and address changes	31,000
Fee transactions (late payment, cancellation)	6,500
Withdrawals processed	1,050
Telephone calls processed	48,000

2.2.4 COURSE SCHEDULING AND ROOM BOOKINGS

This section of the Office is responsible for establishing and maintaining the schedule and room assignments for all credit course offerings. This also involves maintaining a current file on all curriculum changes. In addition, they handle the classroom assignments for all courses as well as room bookings for non-credit offerings, conferences, and off-campus requests. The maintenance of the university calendar and a current file of all curriculum and program changes is also their responsibility.

This section is currently staffed by two full-time clerks and one part-time clerk (September 1 - March 31). The staff complement was reduced by (5/12th) FTE Clerk 3 during the last retrenchment.

Volume of activity (1986-87)

Interim Course Schedule Listing	14,000 entries
Total Classrooms on file	559
General purpose classrooms on file	325
September course schedule revisions processed	1,500
Temporary Room Bookings: Sept - March	500/month
Temporary Room Bookings: April - Aug	50/100/month
Conferences	varying requirements

2.2.5 OFFICE SUPPORT SERVICES

This section of the Office provides a support function by handling accounts, personnel, word processing, mailroom and printshop. This section was reduced by one full-time staff (printshop) in the last retrenchment.

Volume of activity (1986-87)

Accounts- \$1.9M

Personnel - records for 53 full-time, 16 sessional, 132 casual staff members

In addition, this section handles very large volumes of correspondence, word processing and printing.

2.2.6 STAFF AND ORGANIZATION

The current personnel complement is 53 full-time staff, 16 sessional staff hired during the peak admissions and registration periods (March-August), and an additional 132 casual staff hired during the in-person registration week. As mentioned above the complement of the Office has been reduced by approximately 1.4 FTE in recent years.

Appendix C shows the current functional organization of the Office. The 1987-88 budget of the Office is approximately \$1.9 million, excluding one-time costs associated with the telephone registration project.

3. INTERACTIONS WITH OTHER CAMPUS UNITS

The Office interacts, on both a regular and ad hoc basis with several departments in the university, for example,

- Office of the President
- Academic Deans and Department Heads and their offices
- Student Awards and Financial Aid
- Institutional Systems Management and Budget Planning
- School and College Liaison
- Financial Services
- Continuing Education

Appendix D shows a schematic representation of the complex relationships between the Office of the Registrar and the other interest groups and university departments. The Task Force received comments from a variety of sources on the interaction between the Office of the Registrar, the campus community and other interested individuals and organizations outside the university. These comments are summarized below.

3.1 Relationship with the Faculties

From the comments received by the Task Force it is clear that, with the resources available, the Office is viewed by the Deans, and their office staff, as doing a good and effective job. While the opinions of the Deans and their staff of the Office of the Registrar might be high, individual faculty members are not always as enthusiastic. This appears to be largely because of the numerous operational problems associated with the Office which irritate them, for example, scheduling of courses and examinations and delays in obtaining grades and other information and data. The experience at UBC is not unique in this respect. However, many of these operational difficulties arise from problem sources outside the control of the Office of the Registrar. For example, the job of classroom scheduling is made more difficult by the shortage and poor geographical distribution of large classrooms on campus and the reluctance of faculty to teach at certain hours of the day. Similarly, the responsibility for ensuring that examination grades are submitted on time rests with the individual faculty members and academic Departments rather than with the Office of the Registrar.

At UBC, providing the secretariat support to the Faculties adds a considerable workload to the Office of the Registrar. The Registrar personally attends almost 60 Faculty or

School Council meetings per year, in addition to the meetings of the Senate and its Committees. In many Canadian universities the faculties provide secretarial services for their own faculty meetings and a central university secretariat supports the major university committees. Usually, to provide long-term continuity and advice, the Registrar or his/her delegate is an *ex-officio* member of all faculty councils. The other two British Columbia universities, although governed by the same provincial legislation have, in practice, separated the secretariat tasks from the main registrarial functions. The University of Victoria has two Registrars: an Academic Registrar performing the secretariat function and an Administrative Registrar for the main registrarial functions.

In a large and established university, such as UBC, in addition to the academic policies established by the Senate and the Board of Governors, there is an accompanying set of rules and procedures for implementing the policies. Often the procedures are established by the various academic units and committees in consultation with the Office of the Registrar. Over time these procedures change and evolve. In some instances, the original rationales for the rules and procedures may no longer be relevant but the Registrar is still expected to enforce them. In general, it would appear that the process of ensuring that department and faculty advisors understand the rationale for a multitude of rules and procedures has not received the needed attention at UBC. The current university policy of term appointments for academic administrators further exacerbates the problem of continuity in administering academic policies affecting programs, student admission progress evaluation and degree completion. All this has been a further cause for irritation in relations with the academic units on campus.

3.2 Relationship with Some Other Service Units

Although the Office of the Registrar interacts, on a regular or casual basis, with a large number of service units on campus, the Task Force enquired into its relationship with three particular service departments - Financial Services, Awards and Financial Aid and School and College Liaison.

3.2.1 Financial Services

At registration, student fees are assessed by the Office of the Registrar, and the students are expected to pay their fees to Financial Services. A fairly large number of students request special arrangements, for example, deferred fee payment for some scholarship or award winners or for students receiving financial aid. During the month of October, the Office of the Registrar initiates procedures for collecting late fees and cancelling registration. Every year there is a significant number (approximately 1000) of cases requiring special attention. The relationship between the two departments is good. However, inevitable delays in updating the fee status of individual students sometimes cause concern. The introduction of telephone registration will result in changes in procedures for collecting fees. Moreover, the proposed deposit of \$100 at initial registration and the earlier fee collection date should substantially reduce the number of defaulting students.

3.2.2 Awards and Financial Aid

The Office of the Registrar has regular and frequent interaction with the Office of Awards and Financial Aid. Although the applications for awards and financial aid are assessed by the Office of Awards and Financial Aid, the successful applications are processed by the Office of the Registrar. The reasons for this split responsibility are not clear. The estimated workload for this

function is approximately equivalent to that of one full-time clerk. With the introduction of telephone registration it will be necessary to rationalize these tasks.

3.2.3 School and College Liaison

At UBC the liaison with schools and colleges has not been an integral part of the Office of the Registrar. Until recently the Student Counselling and Resources Centre has assumed a primary role in providing liaison services for prospective undergraduate students. In addition, other initiatives are undertaken by faculties, departments, student groups and individuals on campus. The Office of the Registrar often delegates staff from the Admissions Section to participate in school visits. In 1986 the President's Office established a separate School and College Liaison Office, and since summer, 1987, this Office has assumed primary responsibility for the school and college liaison function.

Frequently, the Office of the Registrar receives enquiries concerning awards, financial aid and campus housing, etc., in addition to enquiries regarding university programs and admissions. Usually such requests are forwarded to the respective departments for response. Suggestions for coordinating the university's response to all enquiries from prospective students have been made in the past. However, there is no procedure in place for offering "one-stop-shopping" for the initial enquiries from prospective students.

In many Canadian universities the school and college liaison function is an integral part of the Office of the Registrar. Such an organizational re-arrangement was discussed by the Task Force. However, there appears to be no compelling rationale for disrupting the present structure.

It is conceivable that over the next few years, some rationalization of tasks and functions between the Offices of the Registrar, School and College Liaison, and Awards and Financial Aid may become necessary. Monitoring of the functions of the new early registration system might indicate that such rationalization would increase overall effectiveness.

3.3 Student Interface

For almost all students the Office of the Registrar is an essential, unavoidable and sometimes frustrating point of contact with the university administration. An effective, helpful and friendly Office of the Registrar should be the goal of any educational institution. Ironically, the underlying reasons for student dissatisfaction are often the various university policies and procedures which the Office is asked to implement on behalf of the university. As often happens, the "agent" is stuck with the blame! At UBC there are additional aggravating factors. For example, the physical space occupied by the Office is, split between two floors, inadequate and poorly designed; the registration process is archaic, cumbersome, time-consuming and inefficient; and the staff turn-over at the service counters is very high.

Some of the statistics about the present registration system are illustrative of many cumbersome procedures currently in place:

* 26,000 students register for classes each September.

If each student takes an average of five courses all the registering students have to collect a total of more than 130,000 program/course section cards.

* An average student would spend five hours registering, walking across campus and waiting in long lines.

* On an average registration day, 6500 students move through the registration process in the War Memorial Gymnasium at the rate of about 800 students per hour.

* Many UBC professors spend the week of registration advising and handing out computer cards to students.

* During the first week of classes, a great many students stand in lines again in order to make a total of 50,000 course changes.

In the past, previous Registrars have unsuccessfully tried to obtain additional physical and financial resources to improve the services offered to the students. The late Mr. Ken Young was finally able to obtain university commitment to install a computerized registration system, and to modernize the student record system.

The Task Force received numerous comments and suggestions about improving the student service aspects of the registrarial functions.

4. PERSPECTIVES, PROSPECTS AND RECOMMENDATIONS

In Canadian universities the Office of the Registrar plays a key supportive role in the development of academic policies and procedures affecting academic programs and student admissions, academic progress and graduation. The Office is the principal executor and enforcer of these policies. Of necessity, in the process of implementing university academic policies the Office wields considerable discretionary power in interpretation and enforcement of rules and regulations. There is always, however, the danger that the exercise of this legitimate power may cause its clientele to perceive the Office as arbitrary, inconsistent and bureaucratic. Such perceptions are further exacerbated during periods of technological innovation, financial constraint, frequent changes in university administration and management style and rapid evolution of the university's role in the Province.

In the supportive role of developing policies the Office interacts frequently with the Senate and its committees, and the other academic councils and committees of the University. On the other hand, in the implementation of the policies the students, faculty members, prospective students and others in the outside community are at the receiving end of the registrarial services. As expected, the comments made to the Task Force confirm that most senior academic officers of the University are very appreciative of the supportive role of the Office of the Registrar. The students, faculty members and interested members of the outside community were not always so complimentary. In some instances, even the staff in the Office acknowledged with regret that they are sometimes seen as cold and impersonal "enforcers" and "gate-keepers".

The perceptions and prospects for the Office of the Registrar, as seen by the Task Force, are summarized below under the following categories:

1. role and function of the Office;
2. relationship with client constituencies;
3. impact of modern computer and information technology; and
4. office organization and management.

4.1 Role and Functions

The secretariat and record keeping role of the Office is the only clearly defined role in the Universities Act. Over the past several years a range of additional academic and student services have been assigned to the Office, for example, class-room scheduling, processing of financial aid applications, and occasional help with school and college liaison. Although the Task Force did receive suggestions for re-assigning the faculty secretariat and class-room scheduling functions to other Departments, there appears to be no strong reason for doing so. The secretariat role allows the Office to offer advice to the faculty council on a variety of matters affecting academic programs. The Registrar also serves as a link between the Faculties and offers a university wide perspective. It does not, however, seem necessary that the Registrar should attend all meetings of the Faculties and School Councils.

The development of the course schedule is an integral part of the planning for the registration of students. The allocation of class-room space must be centrally controlled. Faculties and departments do not "own" buildings. The Registrar has developed priorities and procedures for the effective utilization of class-room space. Although the maintenance of a university space inventory is the responsibility of the Department of Budgeting and Planning, the use of space devoted to teaching is, and should remain, the responsibility of the Registrar.

The function of school and college liaison in many universities is housed in the Office of the Registrar. As noted above, at UBC the Office of the Registrar has not played, for whatever reasons, a strong pro-active role in liaison with the schools and colleges in the Province and elsewhere, and the Office is perceived primarily as an enforcer of admission quotas and standards. The mandate of the Office of School and College Liaison is different from but complementary to that of the Office of the Registrar. In the opinion of the Task Force the new Office of School and College Liaison should remain separate and develop its role as a focus of contact with schools and colleges and as a facilitator for prospective undergraduate students.

The Office of the Registrar should, however, continue to cooperate with the Office of School and College Liaison, and the two offices should reconsider how the responsibility for university publications intended for schools and colleges is to be shared.

With the introduction of tele-registration, the deadlines for tuition fee collection will be more strictly enforced. It is important to minimize any bureaucratic delays in the evaluation and processing of applications for awards and financial aid. The Office of the Registrar has already recommended that this function should be completely transferred to the Office of Awards and Financial Aid. Clearly there are resource implications, and the President's Office should come to a decision about this matter very early in 1988.

The distribution of functions between the Office of the Registrar and the Faculty of Graduate Studies appears to be satisfactory. No changes in the current arrangements are warranted.

It does not appear necessary for the Registrar and a secretary to attend meetings of the Faculties or School Councils at which no matters within the jurisdiction of the Senate are to be discussed. Some rationalization of the tasks of agenda and minute preparation for all meetings of the Faculties and School Councils may also be possible.

RECOMMENDATION 1

It does not appear to be necessary or desirable to make any major changes in the current mandate of the Office of the Registrar. However, some sharing of tasks with Faculties and Schools and reassignment of some functions to other student service units may be desirable.

4.2 Relationship with Client

Constituencies

As mentioned above the relationship between the Office and the Senate and its committees is excellent. The Office provides the principal support for the development and implementation of academic policies. It would appear, however, that the functions of regular and frequent feedback to Deans, Heads and Directors on student enrolment and academic progress, and of campus wide consultation on policy implementation procedures need strengthening. Clearly, enhancing the feedback and consultation functions has resource implications not only in terms of budget priorities but also in terms of faculty, staff and student time commitment. However, with the goal of an open management style, it goes without saying that consultation and feedback are necessary prerequisites.

Experience at one Canadian university suggests that a joint consultative/ advisory group for the Office of the Registrar may help. Moreover, the Office should maintain an ongoing update of the policies and procedures on student admissions, promotions and graduations. With rapid turnover in these positions, this kind of information exchange and update has become critical.

RECOMMENDATION 2

An advisory committee for the Office of the Registrar should be established by the President's Office with the Vice President, Student and Academic Services, and the Registrar as ex-officio members. The Dean of each Faculty and Director of each School, or their delegate, should be members. The membership may include representatives from offices, such as Awards, Finance, and Budget and Planning, that work closely with the Registrar.

The interface with students and prospective students has not, to date, received the attention it needs and deserves. In the opinion of the Task Force, several factors have contributed to feelings of frustration and disbelief. At UBC, students have experienced poorly designed reception areas, archaic registration policies and procedures, inadequately trained counter staff and a general lack of interest.

Prospective students, current students and alumni often come away from the Office of the Registrar questioning the university's attitude towards providing service to its clientele. Serious considerations of staffing, management style and the university's commitment to improving registrarial services to students should be addressed by the Registrar and the President's Office.

RECOMMENDATION 3

The President's Office should charge the Registrar with the tasks of critically examining the level and quality of registrarial services to students and of preparing a plan for the improvement of these services.

4.3 Impact of Computer and Information Technology

The academic progress reports (APR), introduced in 1978 and the on-line admissions system (OAS), introduced in 1985,

were developed on the MTS computer operating system. The telephone registration and future developments in student records will be on the MVS computer operating system. As a consequence, both the APR and OAS will require redevelopment. This will, of course, provide an opportunity to improve these services.

Phase 1 of this project includes telephone registration, on-line course scheduling, support for student advising, and procedures for the control of registration, access to courses, and student programs. This phase will be implemented in 1988. Future plans call for a complete restructuring of the student record system that will provide for an interface with awards, housing, and other student service units as well as enhancements, as noted above, to the academic progress reports and on-line admissions systems.

In addition to the above projects there is an urgent need to modernize the present manual filing system for the students' records. The manual filing system has two parts: the docket files and the permanent records.

Currently, there are approximately 108,000 docket files stored in the Office and the number of files increases by approximately 8,000/year. An average file contains 8 documents; that is, the number of documents stored is increasing at the rate of 64,000/year! Managing these student records is very labour intensive. Approximately 250 documents are sorted and filed on a daily basis. During peak periods approximately 40 files are retrieved and refiled every day.

The Office has an approximately equal number of new permanent records and these

are also increasing at a rate of 8,000/year. In addition, approximately 180,000 old permanent records are stored in a vault.

Transcript production requires retrieval and refile of approximately 65 records/day, resulting in approximately 200 transcripts/day.

The Office has been reviewing the suitability of optical storage and other automated file management systems.

The level of system automation in the Office at present is modest. With the phased implementation of a completely restructured Student Information Systems (SIS), however, the pace of modernization will quicken. The Task Force noted that currently there is no identifiable user systems group in the Office. Much of the personnel support has come from external consultants and ISM. New automated systems, once installed, will not remain static.

The system will need continuous maintenance and updating. Clearly, there is urgent need to develop a systematic training plan for the staff in the Office of the Registrar. Moreover, the internal organization, particularly at the senior management level, must make provision for managing new technology.

RECOMMENDATION 4

The internal organization of the Office must make provision for managing new technology. Moreover, comprehensive training programmes, for all staff, in the use and management of information technology should be instituted as soon as possible.

4.4 Office Organization and Management

The internal organization of the Offices of Registrars in Canadian universities vary widely. Some offices are organized by

function (admissions, records, etc.) and some by Faculty and Colleges. Both systems work quite effectively but the latter tends to be more expensive in terms of personnel and related costs. Success and effectiveness depend on the quality of people and the calibre and style of management. At UBC, except for the separate admissions function in Graduate Studies, the Office is organized along functional lines. With respect to the organization, management and staffing the visiting Registrars made the following observations:

1. The overall staffing appears to be somewhat light. Some of the Office staff also felt that they could handle the work load and provide better service with the current staff level if computer systems were improved and some staff positions upgraded.

2. Compared to other similar institutions, there is a larger proportion of junior staff in the Office. It is unreasonable to expect junior clerical people to adequately handle the complexities of many of the present day registrarial functions. The Task Force felt that the staff at the reception counters ought to be fully familiar with the university academic programmes, policies and procedures. Some members felt that they should preferably be university graduates, as is the case at some other universities.

3. The staff job descriptions have in the past been too narrowly specified. This leads to an inflexible workforce and makes it very difficult to provide adequate backup during busy periods, and in cases of illness, holidays or staff turnover.

4. There is a serious shortfall in the number of personnel in the management and planning group. The managers are too busy handling daily routine matters, and as a result, the process of forward planning and instituting changes has not occurred in an orderly manner.

5. Perhaps due to inadequate staffing in the Office, it has not been possible to establish a systematic staff training and development programme. Moreover, a lack of manuals dealing with the implementation of university policy on admission, academic progress, re-admission and graduation makes it difficult and frustrating for the Office to offer a satisfactory level of service to its clientele.

The Task Force is in general agreement with the above observations of the visiting Registrars.

The structure of the Office, as shown in Appendix C, implies a level of authority (that is, an Associate Registrar) intervening between the Registrar and those responsible for the primary registrarial functions of Admissions, Records and Registration. The Task Force recognizes that organizations do not necessarily operate according to their organization charts, but nevertheless, we have to consider the possibility that the current structure interposes an unnecessary "distance" between the Registrar and his Assistant Registrars responsible for important primary functions, and this may affect their perceptions of status, mandate and authority.

At present, in fact, the death of the last incumbent has resulted in a defacto amalgamation of the two positions of Registrar and Associate Registrar. From the comments received by the Task Force, it appears that this fusion of job functions has had some positive results and has been helpful in the internal management of the Office. Some of the visiting Registrars also expressed a preference for a "flatter" organizational structure, which would give higher status, authority and responsibility to the primary operational divisions of Admissions, Records and Registration.

Appendix E shows senior staffing structure in the offices of the Registrars at selected Canadian universities. Specific recommendations for staffing would, however, require a more detailed study.

RECOMMENDATION 5

A thorough analysis and reappraisal of the internal functional organization and the staffing needs of the Office of the Registrar is necessary. The Office of the Registrar, in consultation with the President's Office, should undertake such a review, as soon as the Registrar is appointed.

The Task Force received numerous comments regarding the inadequacy of the space currently occupied by the Office. The staff are housed in the GSAB building on two separate floors. The current physical arrangement is frustrating and irritating for the staff and students, and is inefficient and wasteful. In the new master plan for the administrative and student services on campus, provision has been made to consolidate all student service areas in and around Brock Hall.

RECOMMENDATION 6

The space needs of the Office of the Registrar, both in the short and long term, should be given a high priority by the University.

5. SUMMARY OF RECOMMENDATIONS

Recommendation 1

It does not appear to be necessary or desirable to make any major changes in the current mandate of the Office of the Registrar. However, some sharing of tasks with Faculties and Schools and reassignment of some functions to other student service units may be desirable.

Recommendation 2

An advisory committee for the Office of the Registrar should be established by the President's Office with the Vice President, Student and Academic Services, and the Registrar as ex-officio members. The Dean of each Faculty and Director of each School, or their delegate, should be members. The membership may include representatives from offices, such as Awards, Finance, and Budget and Planning, that work closely with the Registrar.

Recommendation 3

The President's Office should charge the Registrar with the tasks of critically examining the level and quality of registrarial services to students and of preparing a plan for the improvement of these services.

Recommendation 4

The internal organization of the Office must make provision for managing new technology. Moreover, comprehensive training programmes, for all staff, in the use and management of information technology should be instituted as soon as possible.

Recommendation 5

A thorough analysis and reappraisal of the internal functional organization and the staffing needs of the Office of the Registrar if necessary. The Office of the Registrar, in consultation with the President's Office, should undertake such a review, as soon as the Registrar is appointed.

Recommendation 6

The space needs of the Office of the Registrar, both in the short and long term, should be given a high priority by the University.

