Structure of the Portfolio

Vice-Provost (Academic Programs) portfolio
It is my pleasure to present the

2015 Annual Report

of activities in the Vice-Provost (Academic Programs) portfolio

I am proud of the expertise, dedication, and innovative spirit of staff across the Academic Programs portfolio. The programs and services of each and every team are devoted to supporting the student academic experience, from recruitment and registration through to the learning environment and opportunities for lifelong learning. But we recognize none works alone; collaboration is the key. The theme of this report, partnerships, underscores the importance of collaboration not just among the teams in the portfolio but with many campus partners as well.

Throughout this report you will find accounts of initiatives that succeeded because of effective partnerships. In many cases a part of the solution came about through technical and system development, but a careful review of process often provided the critical foundation for that development. Innovation flourishes where there is a willingness to explore alternatives to “the way we have always done things,” and the openness of many partners on this campus to consider process change is yielding important outcomes in support of the student academic experience. I hope you enjoy reading this celebration of partnerships at Western, and if some of the stories trigger ideas for further innovation in your unit, the Academic Programs portfolio will help wherever we can.

Sincerely,

John Doerksen, PhD
Vice-Provost (Academic Programs)

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Improving Systems and Increasing Efficiencies

In a collaborative effort, the campus academic counselling offices, WISG, and the Office of the Registrar are developing enhancements to systems that will facilitate an easier path for students through course registration, progression, graduation and overall academic policy. This team has successfully drawn in other resources from multiple groups to achieve improved outcomes to students and staff.

A Streamlined Academic Considerations Process

One of the biggest impacts to date is the implementation of a workflow process entitled “Academic Considerations”. Development of the Academic Considerations workflow involved an online automation of the communication, tracking and recording of the student medical accommodation process for the counsellors and professors. The new system has been quickly and widely adopted by the campus community, most notably because consultation expanded beyond the Academic Counsellors Working Group (ACWG) to include instructors and departmental representatives.

Since launching in September 2014, there have been 15,490 academic consideration requests made by the counsellors through the service.

Implementing the Academic Considerations workflow management system has saved the counselling community an estimated 1,549 working hours.

A very positive response has been received for this initiative from all parties involved. Comments reference the benefits of a standardization of considerations and an increase in the turnaround times and transparency of the process. Additionally, Western now has data available on students and the medical notes process that was not previously available.
Extending Timelines to Add Courses Online

Based on student demand, the ACWG piloted an initiative that extended the undergraduate online course undergraduate registration period for January-April courses through the Student Center. Prior to the pilot initiative, the final days of the add/drop period were spent facilitating a paper process which had students lining up in multiple offices around campus waiting for appropriate signatures.

Although the basic rules of registration remain unchanged, the ability for students to continue to control their own registration process online rather than to spend time in line ups with paper forms was a success for everyone involved. Equally, this initiative encouraged students to ensure that any special permissions for course registration was received in advance; with lineups in faculties reduced, counsellors had more time to dedicate to counselling students.

Self-Service Certificate Printing

In November of 2014, a new service was launched through the Student Center where eligible students from participating faculty partners gained the ability to print their own Dean’s Honor List certificate. Empowering students through self service capabilities also assists in standardizing practices and making transparent routes to results.

"I wanted to let you know how pleased we are in Social Science Counselling with the new Academic Considerations in the Extranet. We are finding it to be very efficient and a terrific organizational tool. Thank you all for your hard work to create it.”

Academic Considerations have been managed by the new systems since September 2014

Academic Counsellors Working Group (ACWG)
Western Information Systems Group (WISG)
Academic Counsellors
Office of the Registrar

Improving processes for Western students

Counsellors have more time to dedicate to counselling students
ARTICULATION AGREEMENTS AND TRANSFER CREDIT

Pathways to Western

Articulation Agreements make it easier for incoming postsecondary students to navigate through the postsecondary education system, and reach their preferred educational destination more quickly. Having transfer students in the classroom creates opportunities for student-to-student learning as they often have experience with the applied learning techniques that dovetail with the theoretical applications they learn in university. These agreements are only possible through the partnership of institutions.

The university transfer agreement between Fanshawe and Western is awesome. My diploma studies at Fanshawe couldn’t have worked out better and now I’m finishing up my degree at Western — all in just four years. It’s perfect preparation to earn my professional accounting designation that will open up work opportunities both in Canada and China."

Keija (Julia) Xu, China
Fanshawe College & Western University Graduate

During the past year, the following Western-Fanshawe Articulation Agreements were renewed or developed to provide pathways for students coming from Fanshawe College.

**Fanshawe College, Chemical Laboratory Technology - Science Laboratory & Environmental Technology Diploma Programs and Western’s, Bachelor of Science (Chemistry & Environmental Science modules)**

This renewal was a complete overhaul of an agreement that has existed since 2008. In this renewal, the agreement was changed from a course-to-course to a block transfer agreement. This was done to create simplicity for the transferring student as well as flexibility for both institutions regarding small course changes that would previously have to be revisions put through Senate. This agreement was passed at the June Senate meeting.

**Fanshawe College, Theatre Arts Diploma and Western’s Bachelor of Arts (Major in Theatre Studies)**

This new agreement was a course-to-course evaluation where graduates of the Theatre Arts Diploma would received 4.0 transfer credits to be used towards graduation from a four-year Bachelor of Arts with a Major in Theatre Studies. This agreement was passed at the June Senate meeting.

**Fanshawe College, Business (Accounting) Diploma and King’s University College, Bachelor of Management & Organizational Studies (Accounting)**

This new agreement was developed as a block 2+2 agreement with graduates from Fanshawe’s Accounting Diploma transferring into Year 3 of the Accounting program at King’s. Passed through Senate and the Board of Governors in March and April.
Western has articulation agreements with the following Fanshawe programs:

- Business - Accounting
- Business - Finance
- Chemical Laboratory Technology
- Child and Youth Worker
- Computer Programmer Analyst
- Early Childhood Education
- General Arts and Science - University Preparatory Studies
- General Arts and Science - First Nations Studies
- Police Foundations
- Social Service Worker
- Theatre Arts
- Environmental Technology
- Science Laboratory Technology

Fanshawe College, General Arts and Science (First Nations Studies) Diploma and Western’s Bachelor of Arts (Specialization or Major in First Nations Studies)

This agreement was renewed at Fanshawe’s Fall Equinox Ceremony October 23, 2015.  
*Photo courtesy of Fanshawe College.*

Fanshawe College, Business (Finance) Diploma and Western’s Bachelor of Arts (Major in Economics or Major in Financial Economics)

This new agreement is also a block 2+2 agreement with graduates from Fanshawe’s Finance Diploma entering into Year 3 of the Major in Economics or the Major in Financial Economics at Western. This agreement was passed at the June Senate meeting.
PARTNERSHIPS WITH UNDERGRADUATE RECRUITMENT

Out of Province Recruitment

Western’s Strategic Plan calls for at least 10% of the first-year incoming class to be comprised of students from Canadian provinces outside of Ontario. Undergraduate Recruitment and Admissions has employed several initiatives in an effort to achieve this goal including partnerships across the University and our Alumni community.

A Warm Western Welcome in Major Canadian Cities

In the Spring, applicants to Western from Canadian provinces outside of Ontario were sent invitations to attend a Western Information Session in their choice of location: Vancouver, Victoria, Calgary, Winnipeg, Fredericton or Halifax. Liaison staff and several faculty members travelled to each location, and engaged applicants and their families with lively presentations and discussions pertaining to London and the Western community, academic programs, support services, residence and student life. Close to twenty enthusiastic Alum from the areas, also came out to the events to share their memorable Western experiences and encourage applicants to become part of the Western family. The events were very well attended and the time and effort Western made to connect face-to-face with applicants and their families, who live so far away from Western, was very much appreciated.

Summer Academic Orientation

Liaison Officers worked in partnership with the Student Success Centre over the course of six weeks, from June until the end of July, supporting the Summer Academic Orientation (SAO) program. Liaison Officers conducted 301 phone and in-person academic counselling appointments for out of province students, as well as Ontario high-school students who live more than 4 hours from London and were not able to attend in person. Adding a personal touch, Liaison Officers also made phone calls to students who had not registered for Summer Academic Orientation in an effort to engage with them, respond to their questions or concerns, and provide encouragement.

Read about the Registrarial IT Solutions Group’s involvement with SAO, please see page 19.
The Undergraduate Recruitment and Admissions Office, and virtually every Faculty and ancillary unit on campus worked together to plan and host two highly successful on-campus events for prospective students and their families: March Break Open House and Fall Preview Day. From the months’ long development of activities (facility and campus tours, mock lectures, lab demonstrations, department displays, Q&A sessions, etc.) to promotion, logistics, and execution of the day, all units worked hand in hand resulting in two of the most successful events with the highest number of registrations in the history of Western: 13,204 visitors for Fall Preview Day and 6,175 visitors for March Break Open House. Western’s participation in the 3-day Ontario Universities’ Fair in Toronto is also organized by the Undergraduate Recruitment and Admissions Office in conjunction with the Faculties, and Housing and Ancillary Services. This is another very successful event that saw a growing number of prospective students and families (approximately 35,000+) this past year.
Supporting Students’ Financial Needs

In the past year, Financial Services has partnered with various units to increase efficiencies and to better align with our strategies and goals for financial aid.

Summer Bursary Decision Streamlining

Prior to the Summer of 2015, all bursary and work-study decisions were made manually. With the assistance of the Registrarial IT Solutions (RITS) group, Financial Services built two independent auto-calculations. The work-study autocalc ran every day and notified students of their work-study decision immediately. The bursary autocalc had two components to it: 1) identify the students who should receive a bursary decision (and conversely, those who should be denied or be left for a counsellor to review); and 2) determine the bursary amount.

The bursary autocalc ran during the last week in May for the first time, with the hope of capturing some of the early adds/drops that occur between the summer sessions. At that time, there were 494 students needing a bursary decision. The autocalc ran and made decisions on 475 of them, and the remaining were identified by the system as needing special consideration due to circumstance. The decisions were checked and found to be accurate. The value of the bursary was calculated based on a regression analysis between Financial Assistance Profile (FAP) and OSAP data.

The autocalc dramatically reduced the manual decisions that were required. In the previous year, decisions were made by the team in Student Financial Aid as well as by four additional staff in Student Financial Services and Student Central. Email volumes in the generic bursary account dramatically decreased in summer 2015.

zero
Helpline calls regarding the timing of Summer Bursary decisions
The Net Tuition Calculator was an effort between Student Financial Services, Student Financial Aid and Admissions to create a calculator that reflects the costs of attending Western, as well as an estimate of the resources available to students entering directly from high school. It is a tool that helps users understand the many different financial programs that work together to make a Western education possible.

The request for a calculator originated from the President’s Office. Using Harvard’s model as a guide, RITS built a template that uses key financial aid fields. Users are directed to visit the OSAP estimator and input funding estimates into our Financial Resource Calculator. Estimates of bursary and scholarship funding are provided based on intended program of enrolment. The calculator presents a residual funding gap (if any). A user guide has been posted to YouTube.

Eligibility Variables

- Summer session type (unique variable, which considers overlapping sessions: intersession, summer day, summer evening, in any combination)
- Course load at the time of decision
- Resources for summer study period (OSAP, work-study, other)
- Cap bursary at tuition
- Overall need, based on available resources
- Home province
- Marital status
- Study agreement
- Fall/winter OSAP levels
- OSAP unmet need for summer

Students Receiving Summer Bursary Funding Within One Week

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>60%</td>
</tr>
<tr>
<td>2014</td>
<td>4%</td>
</tr>
</tbody>
</table>

Financial Resource Workboook

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Since the ratification of Western’s Institutional Quality Assurance Process, the Office of the Provost has been working on developing ways to refine and manage the many steps and processes involved in the cyclical review of its undergraduate and graduate programs.

The Office of the Vice-Provost (Academic Programs), The Office of the Vice-Provost (School of Graduate & Postdoctoral Studies), Information Systems (School of Graduate and Postdoctoral Studies) and Registrarial IT Solutions have been working collaboratively on the design, development and implementation of software to support the quality assurance process.

The software named UWORKFLOW is a web-based project tracking system that facilitates cross-campus collaboration through centralized task and resource management. It aids in the administration of program reviews across campus and helps to further the teaching mission of the university through innovation and implementation of best practices.

“The development of UWORKFLOW has made the tracking and monitoring of the IQAP process so much easier. The system is easy to navigate and streamlines the reporting and follow up required. Thanks to the development team from SGPS and VP (AP) for their expertise and dedication to this project.”

Candace Loosley
Office of the Vice-Provost
School of Graduate and Postdoctoral Studies

776 Files uploaded to UWORKFLOW

128 Users across campus consisting of faculty, staff and senior academic and administrative leaders

42 Undergraduate and Graduate Cyclical Program Reviews have been administered since 2013
Greater Accountability and Flexibility

UWORKFLOW responds to the requirement for accountability and transparency at every stage in the program review process which is critical for the University to ensure compliance with our Institutional Quality Assurance Process. UWORKFLOW provides improved tracking and monitoring of all program review activities at Western for appraisal, external auditing and reporting purposes to The Ontario Universities Council on Quality Assurance, the provincial body responsible for assuring the quality of all undergraduate and graduate programs offered by Ontario’s publicly assisted universities. The software is very user friendly and all templates, tasks, stages, steps and timelines can be easily manipulated and customized. UWORKFLOW improves flexibility in the management of the quality assurance process and the software can easily respond to requests from the program or changes in policy and allows for easy tracking and notification of all steps and stages in the process. The Web Developers in SGPS and RITS continue to improve the functionality of UWORKFLOW with a new version of the software which will incorporate new tools such as reminders, email, enhanced editing abilities and a re-designed landing page that will allow for a snapshot view of all programs currently in review.

Enhanced Support for Faculties and Affiliate University Colleges

UWORKFLOW was first introduced in 2013 and the software has since been expanded to provide document management and support to all Faculties and the Affiliated University Colleges to assist with the preparation process leading up to program review. This has facilitated the responsive collaboration with Departments and Programs in a proactive way and has improved and enhanced our communications regarding quality assurance.

Improved Online Form for New Program Proposals

In 2015, following collaboration and consultation with the Office of the University Secretariat and the Senate Subcommittee on Program Review – Undergraduate, the existing form for Undergraduate New Program Proposals was replaced with a new online version of the form created within UWORKFLOW with improved functionality, an online approval process and an incorporated curriculum mapping tool.

UWORKFLOW is currently managing 164 different WORKFLOWS containing 2,477 stages and 450 individual tasks
Coordinating Access to Services Across Campus

The Western ONECard functions as an identification card, a library card, and a meal plan card, and can be used for door access and vending machine purchases. It is also required to access Campus Recreation and to pick up a parking permit or keys. Ensuring this card gets into the hands of every student at Western is no small feat — and Student Central is always seeking new avenues for efficiencies.

Western ONECard Initiatives

- Student Central created and distributed Western ONECards to all new Western students. This process included collaborating with Housing and Ancillary Services to distribute Western ONECards to all first year students moving into residence. As well, Student Central worked with the Faculty of Education, the Faculty of Law, the Schulich School of Medicine and Dentistry, the Ivey Business School, Brescia and Huron University Colleges, Western International, and various graduate departments to distribute Western ONECards to all of their new students. These cards could not have been produced without the support of the Registrarial IT Solutions who ensured the photo ID equipment was always working at its best.

- Student Central and the Registrarial IT Solutions worked together to create a new service that allows Western’s new medical residents to pay for their Western ONECard at the time that they upload their photo. As a result, the Schulich Postgraduate Medical Education office no longer needs to collect cash payments for the Western ONECards during their orientation.

- The Office of the Registrar has been working with a group of Western ONECard partners that includes representatives from Advancement Services, Campus Police, Campus Recreation, Hospitality Services, Housing, Human Resources, ITS, King’s University College, and Western Libraries. This group has met twice since January 2015 and has begun the process of learning how each of these stakeholders use the Western ONECard, their challenges with the card, and where efficiencies and improvements might be made. As a result of this group, the Office of the Registrar has initiated a project to allow students to report when they lose their Western ONECard. When cards are reported as lost, the OOR will share the information with the various Western ONECard partners in order for them to take action on their systems. Overall, our goal is to move towards a more coordinated Western ONECard process.
**Future Initiatives**

- The London Transit Commission (LTC) and University Students’ Council have approached the Office of the Registrar about using the Western ONECard as the bus pass instead of having a separate, paper bus pass. Doing so would eliminate the lines in September of students picking up their bus passes. Testing is underway to determine how adding a new technology to the existing card will impact our campus systems such as the building door access systems and the Campus Recreation access system.

- As mentioned above, Student Central will be creating a process for students to report when they lose their Western ONECard.

- Student Central plans to implement a system that would allow students to request and pay online for a replacement Western ONECard. This new system would build upon the Lost Card Reporting System and would be an extension of the current Western ONECard Photo Upload system and the Medical Resident payment system.

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**Lost your Western ONECard?**

Student Central will email you at your Western @uwo.ca account if your most recent card is returned to our office.

**Found a Western ONECard?**

Please return the card to Student Central, Western Student Services building, Room 1120.
TEACHING SUPPORT CENTRE INITIATIVES

Engaging Western’s World-Class Faculty

From new e-learning initiatives and innovative classroom facilities, to outreach and training, the Teaching Support Centre initiatives have focused on increasing the ability of Western’s faculty to engage students in deep learning in the classroom.

Western Active Learning Space (WALS)

The WALS classroom allows students and faculty to work together in a hands-on, collaborative learning space and utilize a variety of exciting new technologies.

WALS is a collaborative undertaking among the Teaching Support Centre (TSC), Information Technology Services and the Instructional Technology Resource Centre, Facilities Management and the Classroom Management Group, and Institutional Planning and Budgeting at Western University.

WALS enables faculty to:

- Experiment with new technologies and pedagogies
- Promote collaboration and active learning among students
- Connect with other instructors to share ideas, solve problems, and design solutions collaboratively

WALS enables students to:

- Engage in learning that is interactive and collaborative
- Explore new technologies for learning
- Connect with other students to share ideas, solve problems, and design solutions collaboratively

“WALS is a much better environment that can foster more than just traditional, didactic learning. Future lecture hall designs should learn from WALS’ structure.”
“...I am excited when I walk into a classroom because I know that I will learn something new each and every time. I believe students really are interested in their classes and I am intrigued by the search for that something which triggers their interest and pulls them into the interactive educational process.”

Peter Ferguson, Assistant Professor Political Science Department

Award-Winning Faculty

In May 2015, Health Studies professor Aleksandra Zecevic was named one of five North American winners of the 2015 Brightspace Innovation Award in Teaching and Learning. Presented by the Society for Teaching and Learning in Higher Education (STLHE) and D2L, the annual award celebrates post-secondary teachers with innovative approaches to student-centred teaching and learning. STLHE and D2L recognized the innovative pedagogy of 4711: Gerontology and Practice, a community service-learning course Dr. Aleksandra Zecevic taught in WALS in Fall 2014.

The Teaching Fellows Program

Teaching Fellows are outstanding University teachers and educational leaders selected to work collaboratively with the Teaching Support Centre and their Faculties to enhance teaching innovation at Western. Our 8 current Teaching Fellows engage in curriculum innovation in areas such as technology enabled learning, experiential education, interdisciplinary learning, as well as international education and the mentorship of global ready graduates. For example,

- Dr. Dan Belliveau (Health Sciences) launched a new a Massive Open Online Course in June 2015 to support the successful transition of incoming first year Health Sciences students to their discipline.
- Dr. George Gadanidis (Education) and his graduate students are building an open-access math-for-teachers textbook for teacher candidates, featuring classroom documentaries, animations, and interactive content.
- Dr. Sarah McLean (Schulich School of Medicine) has created online laboratory simulations that allow students to test-drive common laboratory experiments prior to completing the “real lab”; enabling them to evaluate their understanding of key concepts and increase their confidence. Students can now dissect a rat online in real time in their introductory anatomy course.

44% increase in usage

31 weekly hours of class WALS booked each week in 2014-2015

43.5 hours of class WALS has already booked for each week of 2015-2016
DEVELOPING RELATIONSHIPS WITH THE FOREST CITY AND ALUMNI

Western’s Connections Beyond Campus

Western Continuing Studies’ mission is to act as the bridge between the University and the community. Strengthening community partnerships through practicum and offering lifelong learning to Alumni are among the many ways we fulfill Western’s strategic priorities.

Western Alumni Career Management Learning Sessions

Western Alumni Career Management and Western Continuing Studies have partnered to provide a series of Lunch and Learn professional development sessions for Western Alumni. The learning sessions are brief, highly focused workshops that tackle relevant and unique topics for professionals.

In addition to developing live professional development learning sessions, Western Alumni Career Management’s goal is to provide access for alumni living all over the globe. In a partnership with WCS and the Instructional Technology Resource Centre (ITRC), the sessions are filmed and will be posted on OWL for alumni to view the content.

The first lecture in the series, “How to Talk so People Listen,” sold out in less than 48 hours. Feedback from session participants was overwhelmingly positive. Future Lunch and Learn professional development sessions have been planned for fall 2015, and spring 2016.

“The expertise and collaborative spirit of the Continuing Studies team has made a true impact on the outcomes of our programming and is a clear example of a successful partnership.”

Sarah Dawson, Alumni Career Coach

Western Continuing Studies
Alumni Career Management
Western Alumni
The Instructional Technology Research Centre (ITRC)
Fanshawe College
Pillar Nonprofit Network
Practicium Partners in London and beyond

Diverse and multi-faceted educational offerings
Sponsorship of Pillar Nonprofit Network Professional Development Programming

Western Continuing Studies and Fanshawe College partnered to co-sponsor the Pillar Nonprofit Network Professional Development Program. The workshops focus on topics that are related to nonprofit management including marketing, strategic planning, leadership and risk management and benefit an estimated 1,600 participants. This partnership promotes lifelong learning and strengthens the local nonprofit sector.

In addition to providing financial support, Western Continuing Studies is collaborating with Pillar to strengthen professional development programing and cross-promote additional professional development at Western Continuing Studies for those individuals looking for the next step. To make programming more accessible, Western Continuing Studies is offering Pillar Members a 10% discount off all of the professional development courses and students completing Pillar’s leadership program will receive credit towards the Professional Certificate in Leadership offered by Western Continuing Studies.

Diploma Program Practicum Placements

Western Continuing Studies offers 10 unique post degree diploma programs that are designed to help recent university graduates diversify their educational and professional experience. The practicum is the capstone course that is completed subsequent to the course component of the program. With previous sites such as Maple Leaf Sports and Entertainment, Sportsnet, the Royal Ontario Museum, Labatt Canada and Stratford Festival Theatre, WCS has developed a strong foundation of prominent partnerships.

Our students continue to impress their supervisors with their professional and academic skill. One testament to our student success is a recent Public Relations graduate who was hired by her practicum site, Red Rhino in London, as a full-time employee. As one of our new partners, we were thrilled to have such a positive start to our relationship with Red Rhino and hope to work with them in future. This is just one of many practicum partnerships that WCS explored over the past year, which further strengthens our ties to the local community.

“For the first time ever, I feel I have so much clarity about my future and confidence in myself. I feel positive and knowledgeable about what I hope to achieve.”

Kristen, Arts Management Graduate (completed practicum at Mirvish)
A SHARED VISION OF EXCELLENCE

Leveraging Western’s Technology Systems

Keeping ahead of changing technology is no small task that the Registrarial IT Solutions Group (RITS) coordinates. Working with a variety of campus partners, below are several examples of projects that aim to ease processes and create efficiencies that reflect Western’s commitment to innovation.

Updates to the Faculty of Law Systems

The course registration and grading system “Lawsys”, used in the Faculty of Law, was modified and extended a number of times, which created a system difficult to maintain and upgrade. The RITS team worked with Law to phase out the system and created a new system that integrates with existing University systems, including PeopleSoft and OWL. Faculty, Staff and Students at the Faculty of Law began using functions in the new systems in July 2014 for the 2014/15 academic year.

The Lawsys Replacement Project was important for Western both in terms of reducing the ongoing maintenance and support of the legacy application, as well as the utilization of the corporate technology solutions available on campus. Together, these actions connect Western Law into the overall technology strategy offered through all of the support units available.

Consultation and scope of project since September 2013

- Faculty of Law
- Law Students
- RITS group

Various systems supporting transition:

- ACTUS: the Law community directory (a RITS web application with data sourced from Peoplesoft HE and HR)
- Course Bidding and Bid Refunding (in Peoplesoft HE, extending the existing course enrollment functions)
- Class waitlists (in Peoplesoft HE)
- Anonymous Grading (in Peoplesoft HE and in ITS’ Online Western Learning-OWL system)
- Small Group Assignment (in Peoplesoft HE and in ACTUS)
- Student Awards (in Peoplesoft HE)

Completed in May 2015

| 20,000 | 11,000 | 1,700 | 175 |
| Logins to ACTUS | Bidding, enrollment and wait list transactions | Anonymous grading IDs | Small group assignments during pre-registration |
Summer Academic Orientation

Summer Academic Orientation (SAO) is the single largest collaborative event for incoming students. Run by the Student Experience (SE), partners include the Office of the Registrar (OOR), the Faculties, and Western International. It orients new students to Western, helps them to select and register for appropriate courses and welcomes them to our campus.

As the 2013 SAO programming came to an end, a need was identified to revamp the process, and representatives from all these partners joined a working group. Following an analysis of the current process, the group committed to a year long improvement process. A significant outcome was the updated online system, provided by the RITS team.

3,926 Students accessed the SAO system

4,842 Advising forms flowed to Laserfishe

20,000 Course enrollments

STAR REZ

Housing had purchased a new database to help modernize their approach to marketing their services to potential applicants and to existing students at Western. A re-design of their current ability to load students into their database was required and was accomplished during August and September 2014, a very busy time for Western.

38,000 Students were loaded into the new system

ATLAS

Western International had purchased a new database to help them with their incoming exchange students and the Western students going to study in foreign countries.

To help them manage their business, they need the students’ personal information loaded into their database to determine eligibility for their programs.

For the incoming students, they needed to be able to quickly set up the personal data of all the foreign students, and a student loader was created to smooth the process for these students.
THE CULMINATION OF AN ACADEMIC CAREER

Convocation: a Western Tradition

Convocation is a wonderful time to be on campus with students, families and friends sharing in the achievements of our graduates. The Office of the Registrar is an integral part of Convocation, and their contributions and collaborations with other groups on campus ensure that the ceremonies are always a success, and a cherished memory for students as they complete their studies at Western.

Spring Convocation

The largest Convocation ceremony is in the Spring, yet planning begins in February when students can begin to apply to graduate through their self-service Student Center page. From these applications the Communications and Publications team, in consultation with others areas in the Office of the Registrar and the Bookstore at Western, prepares a postcard to send to each potential graduate. A series of communications from various departments follows to ensure that students have all the information they need to make their Convocation day go smoothly.

After the students who applied to graduate have had their eligibility determined by their faculties and Student Records, the diplomas and programs are printed, and the graduating awards are determined. Coordinating the graduation eligibility of the 7000+ graduating students is done on a per student basis in Student Records and demonstrates Western’s commitment to ensuring that each student’s academic time at our institution is appropriately reflected. The Convocation programs are coordinated by Communications and Publications, and they work closely with the University Secretariat as well as departments such as Western Alumni, Communications and Public Affairs, academic faculties and The Office of the Registrar. This past June, recognition for academic excellence for over 120 University of Western Ontario Gold Medal recipients during Western’s Spring Convocation period was facilitated through the dedicated work of Student Records, Communications and Publications and academic Faculty partners. Equally, each degree, diploma and certificate is manually verified, matched and placed in order by Student Records to ensure that individuals receive their proper accolades after they cross the convocation stage.

Tickets are distributed through the Office of the Registrar as well as the faculties (nearly 19,000 were ordered Spring 2015) and Western partners with Gradimages Canada so that students can receive a complimentary 5x7” professional portrait taken at their ceremony.

“Convocation is the single most important time of celebration in the life of the University.”

President and Vice-Chancellor Dr. Amit Chakma, addressing Convocation
Autumn Convocation

The Autumn 304th Convocation marked the University’s largest Autumn Convocation to date, with over 2,300 graduating students: 1,200 from the School of Graduate and Postdoctoral Studies and 1,100 Undergraduates. There were also approximately 200 students walking across the stage as “walk-ons,” having graduated in a previous session. For the first time in Western University history, 30 students were awarded the Master of Public Health degree.

...ours is the most collegial and best natured group I have ever worked with at Western. We do Convocation because we enjoy doing it. We also know that our efforts contribute to making Convocation such a special day for each graduate, their families and friends.”

Donna Peterson, Director of Convocation

Office of the Registrar Contributions to Convocation

- Adjudication
- Grades
- Name changes
- Managing sealed records
- Printing and preparing the diplomas
- Managing the Convocation website
- Coordinating walk on candidates
- Coordinating guest ticket orders and extra tickets requests
- Coordinating special arrangement candidates
- Producing the official programs
- Overseeing the professional photographers
- Overseeing the ticket scanning/management system
- Managing the graduates as they line-up on the day of graduation
- Fielding a plethora of questions from graduates and parents
- Working at the Convocation ceremonies