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Shorter Lineups

It was oddly quiet and peaceful in the Registrar's Office the first week of September this year. Lineups of past years never appeared.

It all began in the month of August when the fee payment deadline approached. Staff wondered where the students were. They had time to work on prerequisite drops and processing last minute applications while dealing with the manageable number of students who popped into the office. Where were the lineups?

Flashback to September 2012 ... The Registrar's Office implemented a number system to manage the lineups. Students were able to take a number and come back within an hour or two when their number came up. Two people stood at a table to manage the influx of students, constantly handing out numbers.

This year, the number system was not necessary for the fee payment deadline day or for the first week of classes. The longest lineup was 20 - 30 students. Why was this happening?

From our perspective, students and parents are becoming familiar and comfortable with online self services. Students are moving to online registration, online payments, adding and dropping courses online and more.

Increased emails through the CRM system in the summer months are also keeping students on track with registration times, payment deadlines and more. Each email encourages students to go online. This has resulted in shorter lineups, giving the registration staff time to complete other work at this busy time of year.

CRM - 2012-13 Year in Review

Here is a snapshot of the CRM system during the 12-month period up to October 2013

CRM templates created (emails and targeted announcements): almost 200 and counting

CRM emails sent: > 150,000

CRM emails sent to personal (not myOkanagan) email addresses: 74%

CRM targeted announcements posted: > 134,000

Number of people opting out of emails via CRM*: 3

Preferred email addresses that are personal (not myOkanagan): 22% and rising

*Current applicants and students cannot opt out



Okanagan College
Registrar's Office

www.okanagan.bc.ca/registrar

October 2013

Education Council News

Education Council did not meet in October but will resume its regular [meeting schedule](#) in November.

Staff Updates

The Registrar's Office is very happy to introduce the new Scheduler, **Leanne Clare**. Leanne has been with the College since 2009, most recently in Continuing Studies. Leanne will be responsible for final exam scheduling, scheduling request changes and assisting with timetabling processes and procedures. She will also be a key part of the ongoing scheduling initiatives.

Dianne Tanner, International Advisor, will retire by the end of this month. Currently, Dianne is working Monday, Wednesday and Friday each week to assist with the transition. We wish her the best in her retirement!

You may have seen a familiar face sitting in the kiosk next to the Registrar's Office. **Darleen Lajeunesse** and the College switchboard have relocated to the kiosk from the previous location in the Student Services Administration office.

2014-15 Viewbook

The 2014-15 [Viewbook](#) is now available online.



Drop-in Advising

Students looking for education advising help are now able to drop into the Kelowna office Tuesday afternoons between 1 and 3:30 p.m. without making an appointment.

Summer Registration Dates

Summer registration dates are now available to view online at okanagan.bc.ca/dates.

Meet Drew

Find Out What It's Really Like

A new interactive video tour, featuring Drew, a fourth-year business student is now available. Drew will take you on a tour of the College and explain why Okanagan College should be a student's first choice. Find this tour by visiting: okanagan.bc.ca/videotour.



MUFFINS AND CUPCAKES

The Registrar's Office and Student Services' Third Annual **MUFFINS AND CUPCAKES** fundraiser for the United Way will be held Thursday, October 24, 2013 from 9 - 11 a.m. in the Atrium.

Bring your toonies and loonies

and visit us early to get your hands on the most popular muffins and cupcakes.

Career Fair 2013

The 32nd annual Career Fair will be held Sunday, November 3, 2013 from 10:30 a.m. to 3 p.m. at the Kelowna campus. The application fee will be waived for anyone applying to a program during Career Fair. Admission and parking will be free! Find more information at okanagan.bc.ca/careerfair.

Revised AACP Schedule

An updated AACP schedule is now available at okanagan.bc.ca/dates.

October 2013

- 14 Thanksgiving Day (College closed)
- 24 Muffins and Cupcakes Fundraiser in the Atrium
- 25 Last day to: withdraw from a course without academic penalty, change registration status from credit to audit
- 31 Grad application deadline for Winter Convocation

November 2013

- 1 Applications Open 8:30 a.m.
- 3 End of Daylight Savings Time (set clocks back one hour)
- 11 Remembrance Day (no classes)
- 18-22 International Education Week
- 28 'Tis the Season end of semester event

News from the Registrar's Office (Kelowna)

Scheduling Office News

Final Exams - Summary of remaining important dates:

Thursday, Oct. 10:

Finalized Kelowna schedule circulated for errors/omissions.

Tuesday, Oct. 15:

Error/Omissions "last chance" reporting deadline.

Wednesday, Oct. 16:

Finalized schedule for Kelowna campus Fall 2013 exams published.

Thursday, Oct. 17:

Deadline for other campuses' schedules to Scheduling Clerk for input/analysis.

Monday, Oct. 21:

TENTATIVE final exam schedule for Vernon, Penticton, Salmon Arm sent to those instructors by exam schedulers on those campuses.

Wednesday, Oct. 23:

Errors/Omissions "last chance" reporting deadline for Vernon, Penticton, Salmon Arm instructors.

Thursday, Oct. 24:

Finalized Vernon, Penticton, Salmon Arm schedules sent to Scheduling Clerk for final conflict analysis for any last minute changes.

Friday, Oct. 25:

Final Exam Schedule deadline for all campuses.



Darleen Lajeunesse

Switchboard Operator, Kelowna

Describe a typical day: I answer all phone calls coming into the College and transfer the incoming calls to the various departments and staff. I also direct students and the public where they need to go on the Kelowna campus and work with the staff in the registration office when needed.

Favourite part of your job: I really enjoy helping and directing students, staff, parents or the general public to get the information they require.

Hobbies outside of work: Cooking and baking is my relaxation at home. And I just love doing preserves and pickles every summer. My husband and I enjoy going for a cruise in our vintage car and maybe stopping at a winery and going on a picnic down the road. I also like teaching my granddaughters Ariel and Belle to sew. I have not sewed for years so all three of us are learning together and having fun with lots of laughs.

Family: Ivan (husband), Nicole (daughter), Cato (son-in-law), grandchildren Nikolai (11) and Catherine (9) who live in Bergen, Norway. Christopher (son), Dona (daughter-in-law) and granddaughters Ariel (8) and Belle (6) who live in New Westminster.

Dream vacation spot: I have been very lucky to have travelled a lot with my husband and family. We have seen a lot of nice places. We've been to New Zealand and the Cook Islands, Fiji, Europe, Eastern Canada, Maui and the USA. My dream trip would be a cruise on the Rhine River in Europe.

Where were you born/raised: Port Coquitlam.



Staff Spotlight