

From the Registrar

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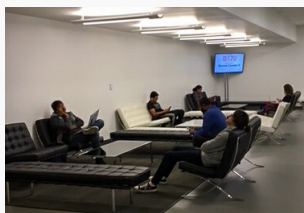
by **Sharon Kinasz, Registrar**

in the **Fall 2017 issue**

Welcome to the start of another exciting year. It has been a busy summer, graduating over 8,000 students through 14 memorable ceremonies in June, completing a record summer term with over 9,200 students attending classes, and finalizing enrolment for more than 120 programs this fall. To date, there are over 23,000 students enrolled and ready to start the 2017 Fall term.

With a declining high school applicant pool across the province, competition for new students has been stiff. Fortunately, Seneca was able to launch several new programs that attracted a large number of new applicants, and process significantly more offers of admission that converted to new student enrolments. A tremendous effort was put forward by the entire college community, to achieve these results and we are proud to be welcoming over 10,700 new students this fall: 8,200 domestic and 2,500 international.

With the launch of our new queuing system, Q-Flow, which was highlighted in the Spring 2017 edition of the Academic Newsletter ([A New Way to Access Service at Newnham Campus](#)), I am pleased to report we were able to process over 12,000 transactions during the month of August with an average waiting time of no more than 10 minutes. The wait time on the first day of school far exceeded the average 10 minutes, but with a new sound system, some great chocolates, and very comfortable seating, coming to the Office of the Registrar will be a whole new experience.



We will be piloting the mobile queuing application on a small scale this term and hope to have it fully launched for the winter intake. The mobile application will allow students to check the wait time for services remotely and queue themselves into line when it is most convenient for them to complete their transactions.



The primary objective for the Office of the Registrar this year will be

assisting with the review of the Academic Policy, moving more services on-line, preparing for the Ministry's mandated net billing process, and improving service delivery on all fronts.

Have a great term!

View the [Fall 2017 issue of the Academic Newsletter](#).

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