

DURHAM COLLEGE OF APPLIED ARTS AND TECHNOLOGY BOARD OF GOVERNORS REGULAR MEETING PUBLIC SESSION AGENDA

Date: Wednesday, March 7, 2012

Time: 6:00 p.m.

Location: Community Room

Gordon Willey Building, A144

Pages

1. CALL TO ORDER

*** Please Note:This is "Power of Pink" Day on campus.We challenge you to wear the colour pink as we compete for "best dressed in pink" at the Board meeting.***

2. INTRODUCTION OF GUESTS

Andrew Scuse, Corporate Training Services; Yash Sharma, and Natascia Bove, international students; Dave Hawey, Professor, School of Business, IT and Management; Mary Blanchard, Associate Vice-President, Academic Planning; Kathy Lasenby, Director of Health Services.

3. ADDITIONS/DELETIONS TO THE AGENDA

4. CONFLICT OF INTEREST DECLARATIONS

5. PRESENTATIONS

- 5.1 Andrew Scuse, Corporate Training Services (CTS) will make a 4 21 presentation regarding the services available at CTS
- 5.2 Yash Sharma and Natascia Nb international students will make a presentation regarding his educational experience at Durham College
- 5.3 Dave Hawey, professor, School of Business, IT and Management, will 22 40 make a presentation regarding teaching and learning
- 5.4 VERBAL UPDATE Drummond Report and Post-secondary Education
- 5.5 VERBAL UPDATE Pickering Learning Site Update Nevzat Gurmen

6. CONSENT AGENDA DETERMINATION OF ITEMS REQUIRING SEPARATE CONSIDERATION CIRCLE THE ITEMS YOU WISH TO CONSIDER SEPARATELY:

7.	APPROVAL OF PREVIOUS MINUTES			
	7.1	Approval of the Minutes of the Regular Meeting (Public Session) of February 8, 2012	41 - 49	
8.	ACTION	S ARISING FROM PREVIOUS MINUTES		
9.	CHAIR'S	R'S REPORT		
10.	PRESIDENT`S REPORT			
	10.1	President's Report - March 2012	50 - 51	
11.	COMMITTEE REPORTS			
	11.1	AUDIT AND FINANCE COMMITTEE (M. SIMPSON) 11.1.1 Audit and Finance Committe Report 5 of March 6, 2012 (walk in report)		
	11.2	EXECUTIVE COMMITTEE (D. SEWELL)		
		11.2.1 Executive Committee Report 6 of February 27, 2012	52 - 52	
12.	CONTINUING BUSINESS			
13.	NEW BUSINESS			
	13.1	New Program Approval - Activation Coordination in Gerontology	53 - 78	
	13.2	2012 - 2013 Ancillary Fees Report	79 - 81	
14.	OTHER BUSINESS			
	14.1	Program Advisory Committee Minutes	82 - 210	
	14.2	Quarterly Departmental Report – Donna McFarlane, VP Communications, Marketing and External Relations	211 - 213	
15.	INQUIRIES AND COMMUNICATIONS			
	15.1	A Case for Post-secondary Education – 2012 Pre-budget submission	214 - 221	
16.	UPCOMING EVENTS			
	16.1	Nominations and Election for Academic (Faculty) and Support Staff Governor – March 5 to March 16, 2012		
	16.2	Open House – Oshawa Campus – March 31, 2012		
	16.3	Joint Durham College/UOIT Pathways Event – Tuesday, April 10, 2012 at 4:30 p.m. in the Student Services Building, SSB Room 116		
	16.4	Special Board Meeting on Wednesday, April 11, 2012 at 3:00 p.m. in the Elgin Room at Wooden Sticks Golf Course, Uxbridge, followed by a special Open House Event at 6:00 p.m. at the Uxbridge Learning Site, Campbell Drive, Uxbridge		

- 17. MOVE TO IN-CAMERA SESSION
- 18. ADJOURNMENT

CORPORATE TRAINING SERVICES

LET OUR EXPERTISE WORK for you.

TRAINING SERVICES COLLEGE



March 7, 2012

Agenda

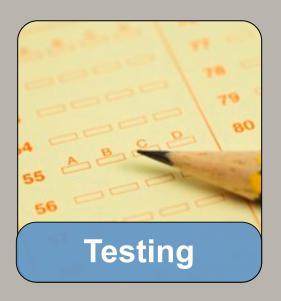
- Service Area Overview
- The Student Experience
- Customized Training Projects

Corporate Training Services



TRAINING SERVICES | CORPORATE | CORPORATE | CORPORATE | COLLEGE

Corporate Training Services







The Student Experience



TRAINING SERVICES DURHAM

Our Students

- Middle managers
- Front line customer service reps
- Sales professionals
- Technicians

Student Experience

- Development of objectives
- Performance indicators
- Delivery options
- Follow up

Customized Training Projects



TRAINING SERVICES | TRAINING SERVICES

General Motors



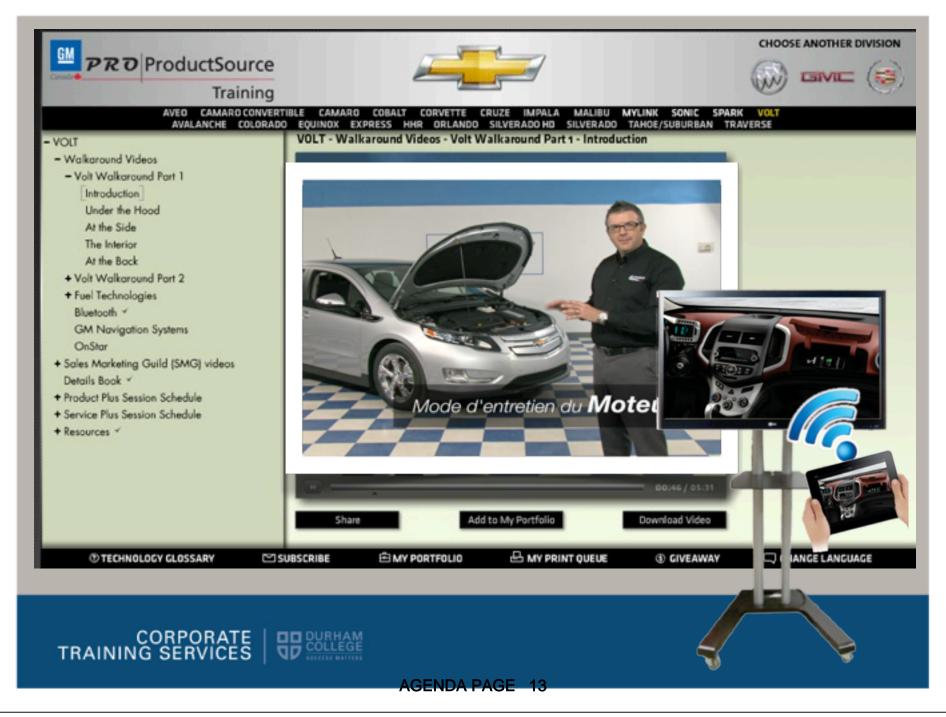
Client Need

 To deliver bilingual product and soft skills training to their dealer network

Fulfillment

- 15 years of training delivery in sales and service
- 5,000 employees trained annually
- Live, Video on Demand, Virtual Classroom
- English and French





The MEARIE Group



Client Need

 To provide customized training to Ontario Energy Sector LDC employees

Fulfillment

- Customized training for Managers and Supervisors
- Developed 4 online customer service training modules



Custom Training Development



TRAINING SERVICES

OLG



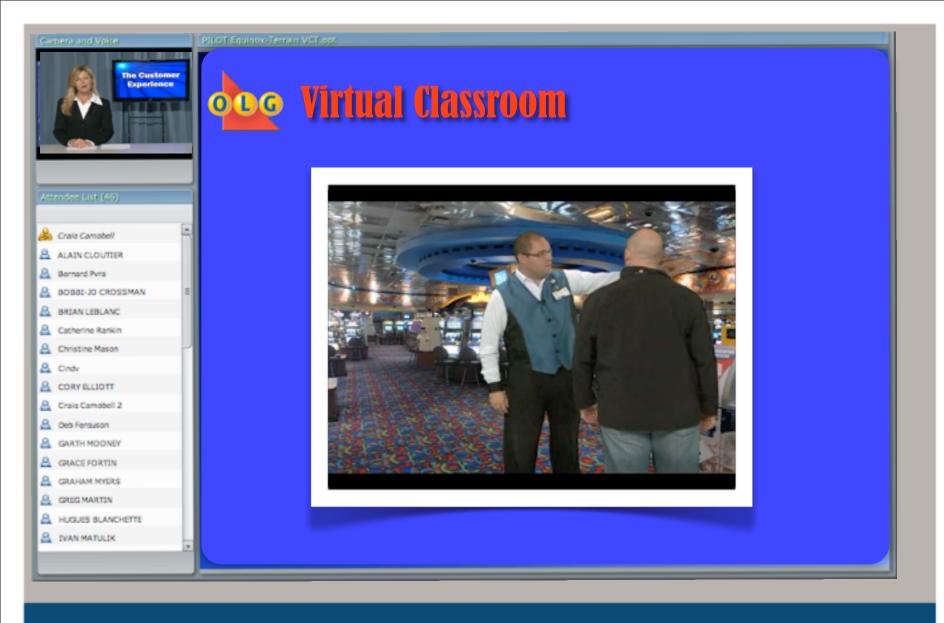
Client Need

Increase employee engagement

Fulfillment

- Developed a virtual classroom course
- Focused on Coaching High Performers
- Delivered the course live to Ontario trainers
- Provided training on Adobe Connect





TRAINING SERVICES DURHAN COLLEGE

Financial Services Commission of Ontario

Client Need

 A vendor to generate, administer and proctor exams in Ontario, Yukon, New Brunswick

Fulfillment

- Exam creation, registration, scoring, proctoring, results reporting
- 800 exams per month
- Special needs exams including blind, learning disabilities





Questions?



TRAINING SERVICES

CORPORATE TRAINING SERVICES

LET OUR EXPERTISE WORK for you.

TRAINING SERVICES DURHAM COLLEGE



March 7, 2012



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Our Partners











Central Collegiate
Vocational Institute

Our Programs:

- Culinary Skills
- Hospitality Management
- OYAP Cook

Coming next year:

Cook Apprentice, Level 1

Food Lab







Food Lab



Food Lab



Culinary Golf Classic 2010, 2011



Oshawa Golf Club- Chefs on Tour Dinner 2011



Phase 3 Ground Breaking





THE ART OF TRANSITION TOURISM SUMMIT CREATIVE AWARDS



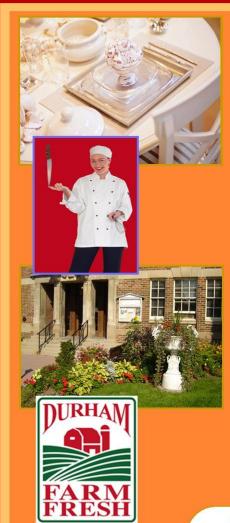












Harvest Brunch

Prepared by

Durham College Hospitality Management and
Culinary Skills Students

SUNDAY, OCTOBER 23RD, 2011

Two Sittings - 10:30 to 12:00 or 12:30 to 2:00 \$20 per ticket or Table of 8 - \$160

Reservations Only

For Tickets call (905) 987-3856 or email: communityhall@newcastle.on.ca

NEWCASTLE HORTICULTURAL SOCIETY & NEWCASTLE COMMUNITY HALL
IN SUPPORT OF THE NEWCASTLE HERITAGE GARDEN

Thornloe Cheese Research



Guest Speaker – Cooking with Pears



AGENDA PAGE 36

Alger Press Building Opening



Photography Class Project

Culinary Promo Photos

















2011









DURHAM COLLEGE OF APPLIED ARTS AND TECHNOLOGY BOARD OF GOVERNORS PUBLIC MINUTES

Date of Meeting: Wednesday, February 8, 2012

Location: Community Room

Gordon Willey Building, A144

Members Present: Darrell Sewell, Chair

Ron Chatterton Rhonda Christian

Thomas Coughlan, via teleconference

Garry Cubitt

Kevin Dougherty (4:09 p.m.)

Zach Eastman
President Lovisa
Doug McKay
Mary Simpson
Judith Spring

Franklin Wu, Vice Chair

Absent: Carlee Fraser

Pierre Tremblay

Michael Newell

Secretary: Leigh Doughty

Senior Staff: Ken Robb

Judy Robinson Margaret Greenley David Chambers

Tony Doyle Karen Graham Barb MacCheyne

1. CALL TO ORDER

The meeting was called to order at 4:02 p.m.

2. INTRODUCTION OF GUESTS

Donna McFarlane, Vice-President of External Communications and Marketing, introduced Rick Tidman, Professor, School of Science and Engineering Technology; Erin Emery and Tyler McGarrity, varsity students; Ken Babock, Director, Campus Athletic Centre; Scott Dennis; Sports Information & Marketing Coordinator; Campus Athletic Centre; Mary Blanchard, Associate Vice-President, Academic Planning; Peggy Forbes, Advisor, Aboriginal Student Centre, Vidal Chavannes, Manager, Program Development and Quality Initiatives, Office of Research Services; Barb MacCheyne, Director, Financial Operations; Beth Chapleau, Communications and Marketing, Ranzanalli Jaffar, Professor of School of Business and Information Technical Management; Kristen Callais, Metroland; Tony Poirier, School of Skilled Trades, Apprenticeship and Renewable Energy.

3. ADDITIONS/DELETIONS TO THE AGENDA

None noted.

4. CONFLICT OF INTEREST DECLARATIONS

None noted.

5. PRESENTATIONS

5.1. Biomedical Knowledge Portal Project

Judy Robinson, VP Academic introduced Rick Tidman.

Rick Tidman, professor, school of science and engineering technology made a presentation regarding the Biomedical Knowledge Portal Project.

Rick provided an overview of the unique equipment identification properties of the research project. This project will take advantage of bar code technology in the inventory, tracking and use of medical equipment. The pilot site locations include Ross Memorial, Lakeridge Health and Markham hospitals.

The global scanning feature allows the collection of information for review and advice. If we were to universally communicate we would be able to join all organizations to one system which would allow for the sorting, planning and costing of medical equipment, along with coordinating the purchase and use that occurs within the health care system. If recalls of a device were required, we would be able to cohesively track these devices through the various institutions and have them returned. It would be a synchronized system and at the LHIN level the system could be used for such things as disaster planning.

There are twenty Durham College students involved in the research project at the three hospital sites. We have been funded provincially and federally for this project.

5.2. Durham College Varsity

Erin Emery and Tyler McGarrity, varsity students made a presentation regarding their varsity experience at Durham College.

As student athletes, Erin and Tyler both advised that having the labs open late, as well as other student services available, has allowed them to complete study work late in the evenings - after varsity events.

The Chair asked Erin and Tyler what advice they could provide to the Board. Erin and Tyler indicated that more communication directed to students about student resources available at the College would be beneficial for potential and current students.

Erin Emery, Tyler McGarrity, Ken Babcock and Scott Dennis left the meeting at 4:10 p.m.

5.3. Quarterly Academic Report - Judy Robinson, VP Academic

Judy Robinson, VP Academic presented the quarterly academic report, highlighting our responsible strategic enrolment growth plan, current application rate at 4% and access to new programs.

We are accountable for all programs and they must receive ministry approval. We are meeting accountability requirements by ensuring student retention while continuing to work on pathways with UOIT and Trent University and other institutions outside the region and the province; as well as two Durham College degrees.

Durham College continues to work to enrich the student experience through such initiatives as the aboriginal student centre and our Durham Chinese cultural bridging centre.

We have a number of initiatives with faculty to ensure we measure our quality of teaching and learning including:

- Pickering Learning Centre
- Centre for Food Whitby Phase III expansion
- Revitalization of the Uxbridge Learning Site with post-secondary and continuing education programs
- New partnership with Parkwood Estate for the horticulture program

The report was received for information.

6. CONSENT AGENDA

The Chair presented the consent agenda.

Items 13.3, 13.4 and 14.1 were separated from the consent agenda.

Moved by Governor McKay

Seconded by Governor Simpson

That items 7.1, 10.1, 11.1.1, 11.2.1, 11.3.1, 13.1 and 13.2 be included as part of the consent agenda.

CARRIED

7. APPROVAL OF PREVIOUS MINUTES

7.1. Minutes of January 11, 2012

Moved by Governor McKay

Seconded by Governor Simpson

That the minutes of the Board of Governors meeting of January 11, 2012 be approved.

CARRIED

Minutes of the public Board of Governors meeting of February 8, 2012
Page 4

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8. ACTIONS ARISING FROM PREVIOUS MINUTES

None noted.

9. CHAIR'S REPORT

None noted.

10. PRESIDENT'S REPORT

10.1. President's Report for February 2012

Moved by Governor McKay

Seconded by Governor Simpson

That the President's report for February 2012 be received for information.

CARRIED

11. COMMITTEE REPORTS

11.1. AUDIT AND FINANCE COMMITTEE

11.1.1 Audit and Finance Committee Report No. 4 of January 31, 2012

Moved by Governor McKay

Seconded by Governor Simpson

That the Audit and Finance Committee Report No. 4 of January 31, 2012 be approved.

CARRIED

11.2. EXECUTIVE COMMITTEE

11.2.1 Executive Committee Report No. 5 of January 25, 2012

Moved by Governor McKay

Seconded by Governor Simpson

That the Executive Committee Report No. 5 of January 25, 2012 be approved.

CARRIED

11.3. GOVERNANCE REVIEW COMMITTEE

11.3.1. Governance Review Committee Report No. 2 of January 17, 2012

Moved by Governor McKay

Seconded by Governor Simpson

That Governance Review Committee Report No. 2 of January 17, 2012 be approved.

CARRIED

12. CONTINUING BUSINESS

None noted.

13. NEW BUSINESS

13.1. Interim Budget – Barb MacCheyne, Director, Financial Operations

Moved by Governor McKay

Seconded by Governor Simpson

That the Board of Governors approve this report on the Interim Budget Projection; and further

That this interim budget be submitted to MTCU.

CARRIED

13.2. Board Policy Renewals/Revisions

Moved by Governor McKay

Seconded by Governor Simpson

That the Durham College Board of Governors approve the following policies:

- a) Assessing the President's Performance
- b) Delegation to the President
- c) Communication and Counsel to the Board
- d) Emergency Executive Succession

CARRIED

13.3. Program Renewal Process Update - Judy Robinson, VP Academic

The Board had questions regarding the use of labour statistics to ensure that programs going forward will be relevant within the current market. Judy Robinson advised that labour market focuses on a review of existing programs rather than new programs. The College uses labour market data to determine if there is a sustaining market for the program. We identify areas for improvement to the curriculum, or determine if the program is no longer relevant. Our institutional research department completes this data analysis.

Moved by Governor Spring Seconded by Governor Chatterton

That the Board of Governors receives for information this report outlining an example of a program performance dashboard as used in the Program Review and Renewal process.

CARRIED

13.4. New Program Approval - IT Security Graduate Certificate - for implementation 2012

The Board remarked that this new program is very favorable and timely as security of information is such an important business objective.

Moved by Governor Simpson Seconded by Governor Eastman

That the Durham College Board of Governors approves the post secondary program of instruction for Information Systems Security – Computer and Network.

CARRIED

14. OTHER BUSINESS

14.1. Program Advisory Committee Minutes

The Board requested that the program advisory committee minutes be organized with the action sheets at the front of the package as the minutes themselves are detailed and lengthy. Staff will work to develop a more streamlined process.

Moved by Governor Cubitt

Seconded by Governor Spring

That the Program Advisory Committee minutes be received.

CARRIED

15. INQUIRIES AND COMMUNICATIONS

None noted.

16. UPCOMING EVENTS

- 16.1. Nominations and Election for Student Governor February 27 to March 9, 2012
- Nominations and Election for Academic (Faculty) and Support Staff
 Governor March 5 to March 16, 2012
- 16.3. Special Board Meeting Date— Wednesday, **March 7**, 2012 at 6:00 p.m., Community Room
- 16.4. Annual Donor Reception March 27, 2012 at 7:00 p.m. in the Student Services Building
- 16.5. Open House Oshawa Campus March 31, 2012
- 16.6. Special Board Meeting at 3:00 p.m. at Wooden Sticks Golf Course, Uxbridge followed by an Open House Event at 6:00 p.m. at the Uxbridge Learning Site, Campbell Drive, Uxbridge

Staff advised they are also coordinating a joint Durham College/UOIT Pathways event for April 10, 2012, with details to follow soon.

17. MOVE TO IN-CAMERA SESSION

Moved by Governor McKay

Seconded by Governor Spring

That the Durham College Board of Governors go into an in-camera session to discuss two items of corporate business respecting Durham College By-law No. 1(11-001) Section 22.3 (a) items of corporate business respecting human resources and (c) any matter determined by the Board to be confidential to the College; and one item under the Freedom of Information and Protection of Privacy Act, Section 15 (a) and (b) relations with other governments.

The public session recessed at 4:58 p.m.

The Board returned to public session at 6:04 p.m.

18. ADJOURNMENT

Moved by Governor McKay

That this meeting of the Board of Governors of Durham College adjourn at 6:04 p.m.

CARRIED

Darrell Sewell Board Chair

Leigh Doughty

Board Secretary



BOARD REPORT/EXECUTIVE SUMMARY

		Action Required:	
Public:	\boxtimes	Discussion	\boxtimes
In-Committee:		Decision	

DATE: March 7, 2012

FROM: Don Lovisa, President

SUBJECT: President's Report - March 2012

Our Students:

Ask the Presidents and Governor

• One of my favourite activities each academic year is the Ask the Presidents and Governor session with students. Student Association President Amy LaRue and Student Governor Zach Eastman joined me in Whitby and the Purple Pit area of Oshawa for the latest sessions, which encourage students to ask any of us a question about their program, services, the college in general or something else all together. It's a fantastic way to connect with students and I was very impressed by how comfortable Amy and Zach were in answering questions.

Measure up social media night

• A good crowd was on hand for the recent 'Measure Up' professional development evening, an informative event hosted by students in the final semester of our Public Relations program. The evening featured networking and a panel discussion focused on social media measurement for small- and medium-sized businesses, with representatives from three companies serving on the panel and sharing their views, experiences and expertise with students and business professionals in the audience.

Our People:

KPI volunteers spread out across campus

• The power of approximately 60 faculty, staff and student volunteers came together over a two-week period in early February to administer this year's Key Performance Indicator (KPI) surveys in more than 230 classes at our Oshawa and Whitby campuses. We truly appreciate the time these volunteers commit to training for and then visiting classrooms for this initiative, which is important to our college and the system in general. Almost universally we hear from the volunteers how rewarding and fun it is to be in the classrooms with students where they learn more about programs and student work.

Our Business:

PAC another successful event

• In what has become one of our most successful new partnership evenings, we were once again truly pleased by the response and discussion at our Program Advisory Committee (PAC) and Governors evening. The discussions and ideas were terrific and we are now compiling feedback into a report that will be used to inform actions moving forward. We're looking forward to continuing this annual session early in 2013.

MAD regional skills competition

• It was nice to have large numbers of high school students on campus the past few weeks for two popular events. In one case we hosted the Durham District School Board's REACH tournament, which is an academic Olympics-style event for secondary students. The School of Media, Art and Design also hosted our annual Regional Skills Competition, which sees students facing off in a number of different competitions such as photography, graphic design and character animation.

Our Community:

Black History Month

• With a fantastic keynote speaker, a live musical performance, visits by a well-known Canadian music personality, and a professional basketball game, our annual Black History Month celebration was another wonderful, well-attended event, this year with the GM Centre serving as the host venue. We were proud to host the event with UOIT, the Oshawa Power Basketball Team, Caribbean African Student Association, Women's Centre, and Club Carib of Oshawa INC.

Representing Durham College at:

- Annual Oshawa Mayor's Outlook lunch;
- Annual Ajax and Pickering Mayors' Address; and
- Lunch with Energy Minister Chris Bentley as part of a visit to Durham Region organized by local Liberal MPPs.

PUBLIC REPORT OF EXECUTIVE COMMITTEE REPORT NO. 6 OF MEETING OF FEBRUARY 27, 2012 TO THE DURHAM COLLEGE BOARD OF GOVERNORS FOR CONSIDERATION AT ITS PUBLIC MEETING HELD MARCH 7, 2012

THE EXECUTIVE COMMITTEE, AS A RESULT OF ITS MEETING HELD ON FEBRUARY 27, 2012 RECOMMENDS AS FOLLOWS:

1. Expense Reports

ACTION: That the expense reports for the President and the Board of Governors for January and February 2012 be approved.

CARRIED

All of which is respectfully submitted,

Darrell Sewell, Chair Executive Committee February 27, 2012



BOARD REPORT/EXECUTIVE SUMMARY

<u>Action Req</u>	<u>uired</u> :
Disc	cussion
Dec	ision 🖂

DATE: March 7, 2012

FROM: Don Lovisa, President

SUBJECT: Approval of New Postsecondary Programs of Instruction

A. Purpose

Public:

In-Committee:

To obtain approval from the Board of Governors for the following postsecondary program of instruction for the September 2012 intake:

1. Activation Coordination in Gerontology

• Duration: 2 semesters

· Credential: Ontario college graduate certificate

School: Health and Community Services

B. Background

A key deliverable of the Durham College Business Plan is a dynamic Strategic Enrolment Management plan that includes increased enrolment. The goal of 10,000 domestic students by 2015 will be achieved, in large part, through new program development. This report identifies one proposed new program that will contribute to enrolment growth, meet the labour market needs of our community, and provide meaningful opportunities to new students.

As per Minister's Binding Policy Directive 3.0 Programs, Framework for Programs of Instruction, a board of governors is responsible for approving programs of instruction a college will offer.

It is the role of the Board to ensure that programs of instruction are developed and implemented consistent with provincial standards where they exist; ensuring that all new and modified postsecondary programs of instruction lead to one of the following credentials — Ontario College Certificate, Ontario College Diploma, Ontario College Advanced Diploma, or Ontario College Graduate Certificate.

The Board will request validation that the programs of instruction conform to the Credentials Framework and are consistent with accepted college system principles, that such credentials are awarded to students on successful completion of their respective programs of instruction, and are consistent with the Credentials Framework.

We confirm that Durham College is in compliance with all Minister's Binding Policy Directives noted above, for programs of instruction.

C. Discussion/Options

1. Activation Coordination in Gerontology

The Activation Coordination in Gerontology program is designed for individuals interested in working with older adults. The primary goal of activation professionals is to design and deliver meaningful therapeutic activity programs that enhance the quality of life of older persons. Activation professionals find employment in a variety of settings such as community centres, day centres, retirement and/or long-term care facilities.

The third semester experiential component offers students the opportunity to integrate theory with practice in an institutional or community setting, under the close supervision of a professional practitioner.

Typical employers in this occupational field are hospitals, private nursing homes, senior citizen centres, old age homes, mental health centres, schools and colleges, clinics and health centres, public health offices and long-term care facilities. The roles and responsibilities of graduates in this field are diverse. Depending on the stream of work, various career roles can be identified such as research, administration, health care, mental health, leisure and recreation, policy planning, education, legal services, and housing for the elderly. Although hospitals and other health care facilities are the primary employment settings for most graduates, a few also find work in independent practices and private nursing homes.

Activation Coordination in Gerontology is a booming field, driven by a rapidly aging population. The field of Activation Coordination in Gerontology is relatively new; however, given the rise of baby boomers now retiring the growing population of individuals aged 65 or over has led to the demand of this occupation. There are an array of fields within this occupation that overlap with Gerontology, such as psychology, sociology and social work, but the primary goal of an Activation Coordinator/Gerontology is to design and implement therapeutic programs that will enhance the quality of life of elderly persons.

A proposal for the Activation Coordination in Gerontology program was developed and submitted to the CVS. On February 24, 2012 the proposal received validation and the program was assigned the Approved Program Sequence (APS) number DURH 01217.

The full submission for this program is attached to this board report.

Upon receiving approval from the board for this program, funding approval will be sought from the Ministry of Training, Colleges and Universities to offer the program as of September 2013.

D. Financial/Human Resource Implications

The projected enrolment of the above program will provide increased revenue to Durham College in accordance with the college's target net contribution ratio.

A new faculty hire will be necessary in the third year of operation, to ensure an appropriate ratio of students to full-time faculty. Details of this faculty hire are provided in the attachments.

E. Implications for UOIT (if applicable)

None anticipated.

F. Recommendation(s)

That the Durham College Board of Governors approves the postsecondary program of instruction for Activation Coordination in Gerontology.



Submission for Board Approval: New Postsecondary Program

Ontario College Graduate Certificate in Activation Coordination in Gerontology					
MTCU Code:	71490				
Funding Unit:	0.3				
Weight:	1.1				
Name of dean submitting the request:	Susan Spro	ul – School of He	alth and Co	ommunity S	ervices
Campus:	Oshawa				
Proposed date of implementation:	September 2013				
Date of review by committee:	January 18, 2012				
Year 1 enrolment:	30				
Number of faculty required:	1 FT faculty in the 3 rd year of the program				
Space requirements:	Regular classroom and lab space				
Capital costs:	\$0 (There may be a fee for MDS and Activity Pro software)				
Budget Projections					
Proposed Tuition	\$4,331				
Net Contribution - % of Gross Revenue	36.5%	45.6%	28.9%	36.0%	36.4%
TARGET Net Contribution	n/a	Breakeven	40.0%	40.0%	40.0%

1.0 APPROVAL STAGES:

Check (√)	Approval Stage	
√	New concept paper reviewed by Dean	
√	Labour Market Assessed	
√	Student Demand Assessed	
√	New Program Proposal Document Reviewed by Manager, Program Development and Quality Initiatives and Dean	
√	→ Budget reviewed by Manager, Planning and Reporting; Manager, Program Development and Quality Initiatives; and Dean	
√	Budget approved by Vice President – Finance and Chief Financial Officer	
√	Reviewed by Program Proposal Review Committee	
√	Approved by Vice President - Academic	
√	√ Approved by Credentials Validation Service	
√	Reviewed by President	
	Approved by Board of Governors	

PROGRAM INFORMATION

2.0 PROGRAM OVERVIEW:

Description

- This graduate certificate program is designed for individuals interested in working with older adults. The primary goal of activation professionals is to design and deliver meaningful therapeutic activity programs that enhance the quality of life of older persons. Activation professionals find employment in a variety of settings such as community centres, day centres, retirement and/or long-term care facilities.
- The third semester experiential component offers students the opportunity to integrate theory with practice in an institutional or community setting, under the close supervision of a professional practitioner.

Vocational Program Learning Outcomes:

The graduate has reliably demonstrated the ability to:

- 1. Develop and administer program plans for aging adults that promote a sense of independence and self-worth.
- 2. Plan for and use effective communication skills for aging adults in a variety of situations including for those individuals who are experiencing sensory loss and/or emotional and behavioural disturbances.
- 3. Conduct a needs assessment and execute an implementation and evaluation plan for diverse programs of activity with aging adults.
- 4. Plan, implement and evaluate individualized and group leisure activities for older adults in order to enrich their quality of life.
- 5. Plan programming of care and services for aging adults incorporating knowledge of the various physical, mental and social effects of the normal aging process.
- 6. Apply a holistic activation approach in planning activities that can maintain a level of wellness in the aging adult.
- 7. Design and facilitate a problem solving process to assist the aging adult in maintaining a level of wellness.
- 8. Participate in teaching and promoting maximum independence in order to enhance the quality of life.
- 9. Develop a plan for multi-disciplinary health assessments and provision of care.
- 10. Identify and develop an action plan towards the use of a variety of community resources to augment the delivery of care and services for older adults.
- 11. Utilize effective communication skills and professional ethics in manoeuvring through the organizational structure and dynamics of personal interrelationships in facilities providing care to the aged.

Admission Requirements

 College diploma in a recreation or human services specialty area or a college or university degree in recreation, human health or social services.

3.0 PROGRAM OF STUDY:

Semester	Course Title (and brief course description)		
1	Introduction to Gerontology This course provides students with a general overview of the field of gerontology. Psychological and social issues, which impact upon aged individuals, are examined. Theoretical, historical and practical approaches are utilized to provide a broader		
	understanding of what it means to be an older adult in Canadian society.		
1	Activation for Therapeutic and Recreation Programs I This course will examine principles used in the planning and development of activity programs. Emphasis on meeting the psychosocial needs of the elderly through programming will be explored. Techniques for evaluating programs will also be discussed.		
1	Fitness for Seniors This course will focus on providing the knowledge and skills necessary to promote and maintain fitness for seniors who have a wide range of abilities. Specific topics will include the components of fitness classes, leadership skills, and adapting exercises for a variety of medical conditions.		
	Restorative Care		
1	This course provides theory and practical skills that are needed when an Activation Coordinator is working with elderly people who have special needs. To work in the field of Activation and Restorative Care, students must be skilled in using safe techniques to protect their own health while providing effective assistance to their clients. There will be practical sessions that allow the student to observe and then practice restorative care techniques such as transfers, feeding and the use of wheelchairs. Discussions and lectures will focus on medical conditions such as stroke and visual impairments and how they can affect seniors' activities of daily living as well as their ability to participate in programs.		
1	Assessment Skills for Therapeutic and Recreation Programs Learn and practice skills necessary to assess, review and record		
	client strength and needs in the five domains using MDS and Activity Pro software Techniques for performing an assessment will be practiced and evaluated in this interactive classroom		

	setting.			
	Social Policy and Governance			
1	Students will become aware of the existing legislation pertinent			
_	to caring for older adults in long term care and retirement			
	facilities. Further students will consider the impact of said			
	legislation on the facilitation of programs for seniors in these			
	institutions.			
	Effective Communications for Working With the Elderly			
2	Students will explore communication skills specific to working			
	with those who may have hearing, speech and visual			
	impairments.			
	Activation for Therapeutic and Recreation Programs II			
2	Learn about programs designed to meet the psychosocial and			
-	physical needs of the moderate to severe cognitively impaired			
	elderly client. Theoretical and practical techniques used to			
	develop specialized programs will be examined. Evaluative			
	methods that determine the effectiveness of these programs will			
	be discussed.			
	Psychogeriatrics			
2	This course examines behavioural disturbances with emphasis on			
	those most commonly found in the elderly population. Topics			
	include chronic mental health problems, such as depression,			
	delirium, personality disorders, suicide and addictions.			
	Values, Ethics & Professionalism			
2	This course will enhance the student's understanding of the			
	ethical and moral issues that arise when working in a variety of			
	settings with older adults as an activation coordinator.			
	Cognitive Diseases and Disorders			
2	This course familiarizes students with all aspects of caring for			
	someone with a cognitive disease or related disorder. The focus			
	is on the disease process as it impacts on the client, the			
	caregivers, society and the service providers in the community.			
	Leadership and Management			
2	This course will begin by focusing on the generic principles of			
	organization and management as related to the operation of an			
	Activation Department, serving the needs of elderly clients. This			
	could be in a long-term care facility or a community agency.			
	Further, this course will examine the knowledge and coordination			
1	skills necessary for developing and maintaining a volunteer			
	program for agencies providing programming for seniors. Specific			
	topics include the philosophy of volunteerism, recruitment and			
	selection, orientation, training and the evaluation of volunteers			
	and volunteer programs.			
	Field Placement Preparation			
2	Students will gain an understanding of the field placement			
	process including: hours, expectations, conduct as well as any			
	reporting tools required.			

3	Field Placement Experience
	Students will be provided an opportunity to practice their learned
	skills in a real-world environment.

4.0 STRATEGIC ALIGNMENT:

Strategic Fit

- The program complements and adds to existing programs offered by the School of Health and Community Services.
- This program provides pathway opportunities for graduates of Durham's Recreation and Leisure Services, Fitness and Health Promotion and Personal Support Worker programs in particular; however is also an option for graduates of Durham's other health and social service diploma and advanced diploma programs.
- The School has the instructional expertise to develop and deliver the program.

Fit with Existing Programs

Programs that could feed into the proposed program	Program Name	Advanced programs which graduates of this program
 Recreation and Leisure Services Fitness and Health Promotion Personal Support Worker Developmental Services Worker 	Other complementary programs within the School Accessibility Coordination Addictions and Mental Health Communicative Disorders Assistant	may consider N/A

Benefits to be Stressed

- This program is an excellent fit with the School of Health and Community Services as it provides pathways for graduates of Durham's recreation, health, human and social service programs.
- This program is unique to the system as a full-time offering in a discipline growing in necessity and urgency in the Province.
- This program has been received enthusiastically by stakeholders in long-term and retirement care facilities in the region.

5.0 LABOUR DEMAND:

- Activation Coordination in Gerontology is a booming field, driven by a rapidly aging population. Although the field is relatively new, given the rise of baby boomers now retiring the growing population of individuals aged 65 or over has led to the demand for people with these skills.
- According to the Canadian Institute for Health Information's (CIHI) Health Indicators 2011 report, in 2009 13.7% of the population in Ontario was reported as 65 and over.
 Consequently, the aging population is expected to exert greater demands on health care services and acceleration in the growth of health spending.
- Ontario Job Futures website indicates that over the next five years, opportunities for employment in this occupation are expected to be 'good' over the period from 2009 to 2013. The number of new graduates and job seekers should meet employers' needs. Demand will be particularly good for gerontology social workers and coordinators who possess a diploma/degree and previous experience in providing services for the elderly.
- Please see *Appendix A* for the full labour market analysis.

6.0 STUDENT INTEREST:

This program is unique in that there is no Activation Coordination in Gerontology program at the graduate certificate level, currently offered full-time in the system, yet job opportunities do exist in the workforce.

7.0 ANALYSIS OF COMPETITION:

• The following colleges currently have approval to offer this program:

College	Approval Date
Canadore	1990-09-01
Fanshawe	2000-09-01
Georgian	1986-09-01
Humber	1986-05-01
Loyalist	2010-09-01
Sir Sanford Fleming	1990-09-01

- There are no competitor colleges in the Ontario system offering the program full-time.
- Based on analysis of the labour market data and the input from the focus group meeting held with industry and community partners, Durham College is expected to be successful in attracting a sufficient applicant pool for this program.

8.0 TARGET MARKET:

 The target markets for this program include graduates of diploma, advanced diploma and degree programs in recreation, health, human and social services.

9.0 MONITORING AND EVALUATION DURING THE FIRST YEAR OF OPERATION:

Year 1			
	Expected Enrolment:	30 students	
	KPI Student Satisfaction Rate:	Meets or exceeds the college average	
	Financial:	On budget	

10.0 OPERATING REVENUE AND EXPENSES – 5-YEAR PROJECTION:

- This proposed program is expected to fall just short of the college's target net contribution ratio based on an initial enrolment of 30 students and growing to 35 students by the fourth year of operation. The budget is based on the existing funding unit for part-time programs. We expect the Ministry to provide us a more suitable funding unit for our full-time program. We will not offer the program unless the funding unit allows us to meet our contribution targets.
- Please see *Appendix B* for the detailed 5-year budget projection.

Appendix A – Activation Coordination in Gerontology Labour Market Report

Executive Summary

Activation Coordination in Gerontology is a booming field, driven by a rapidly aging population. The field of Activation Coordination in Gerontology is relatively new; however, given the rise of baby boomers now retiring the growing population of individuals aged 65 or over has led to the demand of this occupation. There are an array of fields within this occupation that overlap with Gerontology, such as psychology, sociology and social work, but the primary goal of an Activation Coordinator/Gerontology is to design and implement therapeutic programs that will enhance the quality of life of elderly persons.

As a graduate of the Activation Coordination in Gerontology program, students are expected to gain training, skills and specialized knowledge in the field of aging and long term care. On a typical day, graduates are expected to prepare materials and design activities, assist in the implementation of treatment programs and may also be required to perform clerical or administrative duties, as needed.

Graduates find employment in a variety of settings such as community centres, day centres, hospitals, retirement and/or long term care facilities. They can either work independently and/or closely with other gerontologists and registered nurses. Given the needs of an aging population, employment in this occupational field is expected to remain consistent over the next five to ten years.

Activation Coordinator/Gerontology Careers

Typical employers in this occupational field are hospitals, private nursing homes, senior citizen centres, old age homes, mental health centres, schools and colleges, clinics and health centres, public health offices and long-term care facilities. The roles and responsibilities of graduates in this field are diverse. Depending on the stream of work, various career roles can be identified such as research, administration, health care, mental health, leisure and recreation, policy planning, education, legal services, and housing for the elderly. Although hospitals and other health care facilities are the primary employment settings for most graduates, a few also find work in independent practices and private nursing homes.

Graduates assist in enabling their clients to effectively cope with their limitations in movement, daily function, activity and/or performance; whether temporary or permanent. The main responsibility of graduates is to create and promote a lifestyle that is both healthy and suitable to the needs of the elderly. Graduates can work in a variety of settings; some key examples are listed below:

Private nursing homes
Health clinics
Hospitals
Long-term care facilities
Office of health care practitioners

Private clinics
Senior citizen centres
Schools
Social services agencies
Retirement facilities

Occupational Statistics

According to the Canadian Institute for Health Information's (CIHI) Health Indicators 2011 report, in 2009 13.7% of the population in Ontario was reported as 65 and over, while the dependency ratio of a population not in the labour force represented 59.8%. The dependency ratio is presented as the number of dependents for every 100 people in the working-age population. Canadians age 65 and older and those younger than age 20 are more likely to be socially and/or economically dependent on working-age Canadians, and they may also place additional demands on health services.

CIHI further explains that population aging is described as a shift in the age structure of the population. Like many industrialized countries, Canada is undergoing a demographic shift. As seen in Figure A1 below, while the largest concentration of the population is in the middle age groups (40s and 50s), the baby-boom cohort, Canada's largest in recent history, is beginning to turn 65.

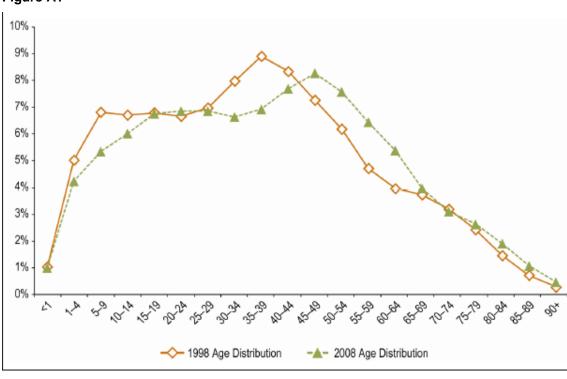
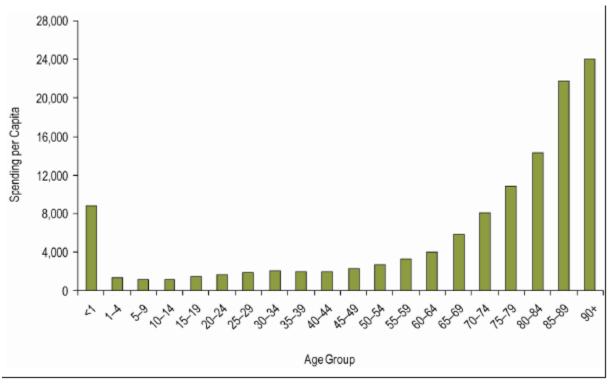


Figure A1

SourceStatistics Canada, *Canada's Population (July 1 Estimates)* (Ottawa, Ont.: Statistics Canada, 2010).

Consequently, an aging population is expected to exert greater demands on health care services and acceleration in the growth of health spending. However, seniors are a diverse group. As shown in Figure A2 below, provincial and territorial government health spending varies among the senior age groups. On average, health care spending per person is highest for those ages 80 and older. Older seniors account for more health care dollars largely as a consequence of two factors: the cost of health care in the last few months of life, and the minority of the population with chronic illnesses that tend to require more intensive medical attention with age. A CIHI survey data demonstrates a stronger correlation between the presence of multiple chronic diseases and higher utilization of health services than between age and utilization.

Figure A2



SourceNational Health Expenditure Database, Canadian Institute for Health Information.

While Canadians older than age 65 account for less than 14% of the population, they account for nearly 44% of provincial and territorial government health care dollars. While, the share spent on Canadian seniors has not changed much over the last decade—from 43.6% in 1998 to 43.8% in 2008, the effects of population aging have evolved slowly and will continue to grow at a consistent pace.

Industry Trends

According to the Canadian Institute for Health Information (CIHI) 2011 report, one of the primary drivers of health care costs is the aging population. A 2001 Conference Board of Canada study forecasted that an aging population would contribute an average of 0.9% per year to the increase in public-sector health expenditures from 2000 until 2020. Similarly, a recent report by the Office of the Parliamentary Budget Officer projected annual growth due to aging to be 0.9%. This was forecasted to increase steadily to 1.2% per year until 2030, before declining sharply in subsequent years.

While aging contributed an annual average rate of growth of only 0.6% to physician spending, it contributed 2.3% per year on average to the growth in spending on long-term institutional care. Decision-makers will need to consider the evolution of seniors' health care needs across the continuum of care in the future.

Working in Canada website reports that for the occupation, Community and Social Service Workers (NOC 4212), which is part of a larger occupational group referred to as Paralegals, Social Services Workers And Occupations In Education And Religion, N.E.C. (NOC 4212), over the period of 2009-2018, job openings are expected to total 133,623. It is expected that 115,719 job seekers will be available to fill these job openings.

Canada's Aging Population (2002), a report prepared by the Public Health Agency of Canada in collaboration with the Interdepartmental Committee on Aging and Seniors Issues, reported that the proportion of seniors today increases more rapidly than any other age group. This document indicates that in 2001, one Canadian in eight was aged 65 years or over. By 2026, one Canadian in five will have reached age 65. Senior women are more likely than men to be recipients of home-based support and home care services. In 1996, 84% of all people aged 65 and over received some kind of assistance from social service providers with social-support activities, such as shopping, transportation, visiting other seniors and household maintenance.

Below is a list of Federal Departments and Agencies that are involved in aging policies and programs:

- The Canada Mortgage and Housing Corporation (<u>www.schl.ca/</u>)
- Health Canada (http://www.hc-sc.gc.ca/index-eng.php)
- Human Resources and Skills Development Canada (http://www.hrsdc.gc.ca/eng/home.shtml)
- Industry Canada (<u>www.ic.gc.ca/</u>)
- Seniors Canada (www.seniors.gc.ca)
- Statistics Canada (www.statcan.gc.ca)
- Status of Women Canada (www.swc-cfc.gc.ca)
- Veterans Affairs Canada (www.veterans.gc.ca)

National Initiatives for Home Support and Home Care

Home care programs include professional services such as nursing, occupational therapy, and social work; as well as personal care services to assist in the activities of daily living, such as bathing, toileting, transferring, and grooming; and home making and home support services such as cleaning, doing laundry and meal preparation.

Studies on the cost-effectiveness of home care have demonstrated that home care services generally cost governments less than residential care services for people with the same levels of care needed. These studies have also found that the majority of the home care services required is for non-professional home support services. Approximately 32,000 individuals provide home support across Canada at this time, and that this number is likely to double in the next decade.

Continuing and home care services are currently excluded from the *Canada Health Act*, they are, for the most part, not provided on a first-dollar coverage basis. As this kind of care moves away from hospitals and into the home, the community or into long-term care facilities, the financial burden has shifted from governments to the general public.

To ensure that all Canadians have affordable and timely access to all elements of any continuing and home care they require.

The Canadian Medical Association recommends the following actions be addressed by government:

- Construction should begin immediately on additional long-term care facilities. With the senior
 population projected to increase to around 24% of the population by 2031, and with 3.5% of
 seniors currently living in these facilities, in order to simply maintain the same occupancy rates,
 we will need roughly 2,500 additional homes by then. The Building Canada Fund is an ideal
 source of initial infrastructure funding.
- The federal government should work with the provinces and territories to create national standards for continuing care provision in terms of eligibility criteria, care delivery and accommodation expenses, using the Veterans Independence Plan as a starting point.
- The federal government should make long-term care insurance premiums tax deductible, introduce a Registered Long-term Care Plan and/or consider adding a third special provision for the Registered Retirement Savings Plan (RRSP) that is similar to the Lifelong Learning Plan and the Home Buyers' Plan, which will allow working adults to draw from their RRSP, without penalty, to pay for their long-term care or home care needs; and consider adding a third payroll tax for continuing care purposes.
- Governments should initiate a national dialogue on the *Canada Health Act* in relation to the continuum of care.
- Governments should adopt a policy framework and design principles for access to publicly funded medically necessary services in the home and community setting that can become the basis of a "Canada Extended Health Services Act".
- Governments and provincial/territorial medical associations review physician remuneration for home- and community-based services.
- Governments undertake pilot studies to support informal caregivers and long-term care patients, including those that:
- a) Explore tax credits and/or direct compensation to compensate informal caregivers for their work
- b) Expand relief programs for informal caregivers that provide guaranteed access to respite services in emergency situations
- c) Expand income and asset testing for residents requiring assisted living and long-term care
- d) Promote information on advance directives and representation agreements for patients

The Senate of Canada – Committee on Aging recommends:

- Introducing a National Home Care Program
- Creating a needs-based 'Seniors Independence Program' for all Canadian seniors, modeled after the Veterans Independence Program (VIP¹).

Provincial Outlook

Ontario Job Futures website indicates that over the next five years, opportunities for employment in this occupation are expected to be 'good' over the period from 2009 to 2013. The number of new graduates and job seekers should meet employers' needs. Demand will be particularly good for gerontology social workers and coordinators who possess a diploma/degree and previous experience in providing services for the elderly.

¹ Note: The Veterans Independence Program (VIP) is a national home care program provided by Veterans Affairs Canada to help eligible veterans remain in their own homes or communities.

According to the Labour Force Survey (2009), in this occupational field women (78%) represent the majority of workers, compared to the average of female workers (48%) for all occupations, and in comparison to male workers who represented (22%) in this occupational field. Based on the information, this occupational field opts as a primary attraction for women and those considering reentry into the workforce.

Most employment opportunities for this occupation are found in the service sector, primarily in non-institutional health services such as community and family health clinics, day centres and service centres. Some job opportunities can also be found in the private sector, such as privately owned nursing and retirement homes, as well as in private settings, such as in the houses of the elderly.

Essential Employability Skills (EES) – Ontario Job Futures

Outlined below are the Essential Employability Skills (EES), according to Ontario Job Futures. Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning. The teaching and attainment of these EES for students in, and graduates from, Ontario's colleges of applied arts and technology are anchored in a set of three fundamental assumptions:

- These skills are important for every adult to function successfully in society today.
- Our colleges are well equipped and well positioned to prepare graduates with these skills.
- These skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

EES may be embedded in General Education or vocational courses, or developed through discrete courses. However these skills are developed, all graduates with Ontario College credentials must be able to reliably demonstrate the essential skills required in each of the six categories:

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

Local Outlook

In the health care sector, some employers of Activation/Coordinator Gerontology in the Durham Region include:

- Community Care Access Centre (http://www.ccac-ont.ca)
- Community Nursing Home Pickering (http://www.cnhpickering.ca)
- Lakeridge Health Corporation: www.lakeridgehealth.on.ca
- Village Home & Private Care Durham Region (vhpc.ca/nursing-homes)
- Rouge Valley Health System: Ajax and Pickering Health Centre: www.rougevalley.ca
- Comfort Life Toronto (www.comfortlife.ca)

Private practices

An interesting source of information for graduates on active adult retirement communities for Ontario and Canada is *Active Adult* magazine. The Active Retirement Living section in *Active Adult* provides a listing of different locations of retirement communities and housings, where career positions in this occupational field might be available. For more information please refer to the site: (http://www.activeadultmag.com/Articles/Category.aspx?CategoryID=29)

Local Initiatives for Home Support and Home Care

While national initiatives for home support and home care are still underway, currently there are no available initiatives for the local outlook. There are however, networks, services and programs that deliver assistance in locating the nearest home care and community support within the Durham region. Listed below are two key resources:

Ontario's Local Health Integration Networks (LHIN) - Aging at Home Strategy

Through the Aging at Home Strategy, community living options for seniors will expand dramatically, with a wider range of home care and community support services available to enable people to continue leading healthy and independent lives in their own homes. More than \$700 million in funding over three years will be invested through the province's 14 Local Health Integration Networks (LHINs).

It is the LHINs who are leading this initiative by identifying and providing funding for enhanced home care and community support services, as well as for innovative projects specific to their LHIN.

Seniors' Info

This online resource is part of a national project, the Collaborative Seniors' Portal Network, and has been developed through and by all three orders of government, and numerous seniors groups and service providers.

For a list of home care facilities and a guide to program and services for seniors in Ontario please refer to the site: (www.seniorsinfo.ca/)

Employment Projections

Graduates from the Activation Coordinator/Gerontology program are expected to work in diverse settings with the elderly population. Some responsibilities as an activation coordinator might include:

- conducting and/or reviewing an assessment of individuals, or a group of individuals who are in the later life development stage
- developing and implementing activity programs and events
- specialized work with persons with distinct problems, such as dementia, mental health and/or physical conditions
- documenting client information
- designing adaptive programs in response to the needs and interests of the elderly
- identifying community resources that meet the needs and requirements of their clients

recognizing conditions in the elderly that might require additional or specialized care

In addition to the outlined responsibilities above, it is also vital for graduates to remain attentive to legislative and accreditation standards that may impact the programming process. Employment growth in this field can be sensitive to need and may vary depending on government funding; however, the majority of employment in this occupational field has been consistent.

Job titles and descriptions relevant to Activation Coordinator/Gerontology were culled from Durham College placement reports and various labour market reports. Based on the titles and descriptions, four key four-digit National Occupation Classifications (NOC) were identified. Since the NOC provides a standardized framework for organizing the labour force in a coherent system, the occupations in codes 3413, 3414, 4212, and 6471 were identified as relevant to Activation Coordinator/Gerontology professions.

These four codes are: 3413 (Nurse Aides, Orderlies and Patient Service Associates), 3414 (Other Assisting Occupations in Support of Health Services), 4212 (Community and Social Service Workers), and 6471 (Visiting Homemakers, Housekeepers and Related Occupations). While 4212 most closely approximates the labour market for Activation Coordinator/Gerontology, 3413, 3414 and 6471 also include a variety of relevant job titles and labour market information.

Examples of job titles for each of these four NOC codes are provided below:

3413 Nurse Aides, Orderlies, and Patient Service Associates

Health Care Aide

Nursing Attendant

Long-term Care Aide

Service Assistant

3414 Other Assisting Occupations in Support of Health Services

Activities Coordinator – Health Services Activity Worker Health Aide

4212 Community Social Service Workers

Community Centre Worker Community Centre Coordinator Residence Coordinators

6471 Visiting Homemakers, Housekeepers, and Related Occupations

Home Health Aide Personal Assistant – Home Care

Organizations, Associations and Councils

Active Living Coalition for Older Adults (www.alcoa.ca/)

Association québécoise de gérontologie - AQG* (www.agg-quebec.org/)

BC Network for Aging Research (www.bcnar.ca/)

Canada's Association for the Fifty Plus – (www.50plus.com)

Canadian Association on Gerontology - CAG (http://www.cagacg.ca/)

Canadian Association of Retired Persons – CARP (<u>www.carp.ca/</u>)

Canadian Caregiver Association (cca-acaf.ca/)

Canadian Federation for the Humanities and Social Sciences - CFHSS (http://www.fedcan.ca/)

Canadian Geriatric Society - CGS (www.canadiangeriatics.ca/)

Canadian Gerontological Nursing Association - CGNA (www.cgna.net/)

Canadian Healthcare Association – CHA (www.cha.ca/)

Canadian Institute for Health Information (www.cihi.ca)

Canadian Medical Association – CMA (<u>www.cma.ca/</u>)

Council of Ontario Universities - Office of Health Science (www.ohs.cou.on.ca)

Gerontological Nursing Association of Ontario - GNA (www.gnaontario.org/)

Health Force Ontario (www.healthforceontario.ca)

International Association for Social Science Information Service and Technology - IASSIST

(www.iassistdata.org/)

International Association of Gerontology and Geriatrics - IAGG (www.iagg.info/)

International Psychogeriatric Association - IPA (http://www.ipa-online.org/)

International Social Science Council - ISSC (http://www.worldsocialscience.org/)

Local Health Integration Network (www.lhins.on.ca/)

Ontario Association of Community Care Access Centres (www.ccac-ont.ca)

Ontario Gerontology Association - OGA (http://www.gerontario.org/)

Senate of Canada – Committee on Aging (www.senate-senat.ca/age.asp)

Seniors' Info (www.seniorsinfo.ca)

Société québécoise de gériatrie* (www.sqgeriatri.org/)

Occupational Statistics for Activation Coordinator / Gerontology

Figures A2 and A3 display projected job openings (arising from expansion demand and replacement demand) and projected job seekers (arising from school leavers, immigration and mobility) for the three-digit code 421 (Community and Social Service Workers). Because the tables are based on a wider industry, results should be interpreted with caution. This industry encompasses the following four-digit NOCs: 3413 (Nurse Aides, Orderlies and Patient Service Associates), 3414 (Other Assisting Occupations in Support of Health Services), 4212 (community and Social Service Workers) and 6471 (Visiting Homemakers, Housekeepers and Related Occupations).

In this occupational group, the job openings are projected to significantly outweigh the number of job seekers between 2009 and 2018. Expansion demand (47%) is expected to create the majority of job openings while school leavers (102%) will represent the bulk of job seekers. The rate of retirement in this occupational group is not as strong as other occupations with a median age of 62 years across the entire industry. These labour market indicators suggest that the market is expanding and there will be new and replacement jobs available to graduates in the coming years.

Figure A2: Projected Job Openings (2009-2018)				
Expansion Demand	62,475	47%		
Retirements	56,980	43%		
Deaths	8,791	7%		
Emigration	5,377	4%		
Projected Job Openings 133,623 100%				

Figure A3: Projected Job Seekers (2009-2018)				
School Leavers 118,530 102%				
Immigration 18,463 16%				
Net Mobility -21,274 -18%				
Projected Job Seekers 115,719 100%				

Figures A4, A5 and A6 summarize 2009-10 outcomes for graduates in programs leading to occupations in the Applied Arts. Results are based on the Key Performance Indicator (KPI) Graduate Satisfaction survey for 2009-10 graduates, administered six months after graduation. Among labour force participants, the rate of participation for graduates within this program cluster (77%) exceeded the rate of graduates in all other programs (74%). The overall full-time employment for this program cluster (56%) was slightly lower than the average of all programs (65%); however the average income (\$34,143) was slightly higher than the average for all programs (\$33,199).

Approximately 8.8% of graduates interviewed indicated they were unemployed, but actively looking for work, which is significantly lower than overall college graduates. Full-time related employment (52.9%) and average income (\$32,962) were also strong for Activation Coordinator/Gerontology graduates who graduated in 2009-10.

Figure A7 displays wage and employment information for the above NOC codes along with National and Local outlooks (where available). Based on the selected occupations, the general national and local outlooks for Activation Coordinator/Gerontology are "Good" or "Fair" to 2018. The national-level projections take into account opportunities finding work (based on job leavers and job seekers), relative chances of employment loss and average earnings for each occupational group.

Figure A8 displays wage and employment information for the above NOC codes along with provincial outlooks (where available). The general provincial outlook is expected to be "Good" for Activation Coordinators/Gerontology until the year 2013. There was no data available for the NOC code 3414 Other Assisting Occupations in Support of Health Services. Similar to the national-level analysis, the provincial-level projections take into account the rate of projected employment growth and how it compares to projected employment growth for all occupations in Canada, anticipated number of job openings until 2009 due to anticipated retirement and reports by employers on difficulties in finding qualified workers to fill vacant positions and/or employer recruiting activities outside Canada.

Figures A9, A10 and A11 display the related employment numbers based on Census 2006 and Census 2001. There has been a relatively strong growth in the Oshawa Census Metropolitan Area (CMA) for graduates in this occupational field during this period. There was also a significant growth in the Toronto CMA for the same set of occupations. While "other personal service occupations" have declined in the Oshawa CMA and remained unchanged in the Toronto CMA over the 2001-2006 periods, "nurse aides, orderlies and patient service associates" have grown by 58% in the Oshawa CMA and by 36% in the Toronto CMA. This shift may suggest that the effects of aging Canadians on services may not only be reduced to private households, but broader areas affecting the total population.

Figures A12 and A13 examine the number of local employers (by census division) within various industry groups (NAICS four-digit codes) in which Activation Coordinator/Gerontology graduates in Ontario have been able to locate employment in the past five years. It also displays employer sizes within the Durham

Census Division. The following four NAICS codes are examined: 6216 (Home Health Care Services); 6231 (Nursing Care Facilities); 6233 (Community Care Facilities for the Elderly); and 6241 (Individual and Family Services).

Figures A4, A5 and A6¹

Figure A4: Summary of 2008-09 Outcomes for Health Technology Graduates							
Outcome	Program Cluster ²	All Programs ³					
Total Graduates in Survey	2,211	50,622					
Labour Force Participation ⁴	77%	74%					
Employment Rate ⁴	82%	83%					
Employed Part-Time	26%	18%					
Employed Full-Time	56%	65%					
Average Annual Earnings ⁵	\$34,143	\$33,199					
Graduate Satisfaction	76%	79%					

Figure A5: Top Five Occupational Categories in Applied Arts 2009-2010						
National Occupation Classification Codes	#	%				
		32.6				
Community and Social Service Workers	442	%				
Retail Salesperson and Sales Clerks	79	5.8%				
Employment Counsellors	49	3.6%				
Visiting Homemakers, Housekeepers and Related Occupations	46	3.4%				
Early Childhood Educators and Assistants	43	3.2%				

Figure A6: Employment Status for Activation Coordinator/Gerontology Graduates, 2009-10						
Employment Status	#	As %				
Employed Full-Time	20	58.8%				
In related field	18	52.9%				
Not in related field	2	5.9%				
Employed Part-Time	9	26.4%				
In related field	6	17.6%				
Not in related field	3	8.8%				
Unemployed	3	8.8%				
Not in Labour Force	2	5.9%				

Source: Employment Profile: A Summary of the Employment Experience of 2009–2010 College Graduates Six Months after Graduation, Ministry of Training, Colleges and Universities. 2010.

- 1. The Employment Profile of Ontario college graduates is based on the KPI Graduate Satisfaction survey and summarizes the employment experiences of 2009–10 graduates approximately six months after their graduation.
- 2. Includes all College of Applied Arts and Technology (CAAT) programs leading to Health and Technology occupations.
- 3. Includes all CAAT programs, irrespective of study area.
- 4. Labour Force Participation includes graduates employed full-time, employed part-time or actively seeking employment. Employment is measured as a proportion of graduates in the labour force.
- 5. Average starting annual salary of respondents who were employed in fulltime jobs.

Figure A7

Figure A7: Wag	Figure A7: Wages, Occupational Statistics and Employment Outlook (National and Local)								
Occupation (NOC Code)	Local Average Wages /Hour ¹	Males ²	Females	Part- Time ⁴	Self- Employment ⁵	National Outlook to 2018 ⁵	Local Outlook to 2018 ⁵		
3413 Nurse Aides, Orderlies and Patient Service Associates	\$18.65	12%	88%	32%	1%	Fair	Fair		
3414 Other Assisting Occupations in Support of Health Services	\$16.74	13%	87%	25%	1%	Fair	Fair		
4212 Community and Social Service Workers	\$18.24	22%	78%	23%	2%	Good	Good		
6471 Visiting Homemakers, Housekeepers and Related Occupations	\$16.13	8%	92%	34%	8%	Fair	Fair		

Source: http://www.workingincanada.gc.ca. Figures are as of 2006 and 2008 (depending on the source) as data are not available for more recent year. National and Local Outlooks based on Working in Canada projections from 2009 to 2018.

- 1. Average Wages All occupations in Canada = \$21.00 based on Working in Canada (2006, Statistics Canada Census)
- 2. Average Male to Female Ratio All occupations = 52%/48% based on Working in Canada (2006, Statistics Canada Census)
- 3. Average Part-Time work All occupations = 19% based on Working in Canada (2008, Labour Force Survey)
- 4. Average Self-Employment All occupations = 12% based on Working in Canada (2008, Labour Force Survey)
- 5. 2009 Outlook Definitions:

[&]quot;Good" means that opportunities for finding work are relatively strong, chances of employment loss are relatively weak, and earnings are relatively attractive as compared to those of other occupational groups.

[&]quot;Limited" means that new workers and those re-entering the work force will have difficulty finding stable work and/or that earnings are not attractive compared to those in other occupations. For new workers, such as school-leavers (i.e., graduates and drop-outs) and immigrants, limited usually means they have a low probability of finding permanent work and, if they find a job, relatively low earnings. For employed workers, limited will often mean a higher probability of loss of work, a higher probability of experiencing unemployment spells, and lower earnings.

[&]quot;Fair" falls between Good and Limited. For example, jobs may be more difficult to find, the probability of unemployment may be higher, or earnings may be lower than in comparable occupational groups that are rated "Good." Conversely, jobs may be easier to find, unemployment less likely, and earnings higher than in comparable occupational groups that are rated "Limited."

Figure A8

Figure A8: Wages, Occupational Statistics and Employment Outlook (Provincial)								
Occupation (NOC Code)	Average Salary ¹	Males ²	Females 3	Full- Time⁴	Part- Time⁵	Self- Employed ⁶	Un- Employed ⁷	Outlook to 2013 ⁸
3413 Nurse Aides, Orderlies and Patient Service Associates	\$33,162	11%	89%	60%	37%	1%	3%	Average
3414 Other Assisting Occupations in Support of Health Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Average
4212 Community and Social Service Workers	\$41,089	21%	79%	76%	21%	2%	4%	Good
6471 Visiting Homemakers, Housekeepers and Related Occupations	\$26,791	8%	92%	54%	42%	6%	4%	Average

Source: Ontario Job Futures (http://www.tcu.gov.on.ca). Figures are as of 2008 or earlier (depending on the source) as data are not available for a more recent year. Provincial Outlook is based on Ontario Job Futures projections from 2008 to 2013.

- 1. Average Salary All occupations = \$56,033 based on Ontario Job Futures (2005, Statistics Canada)
- 2. Average Male to Female Ratio All occupations = 52%/48% based on Ontario Job Futures (2008, Labour Force Survey)
- 3. Average Part-Time work All occupations = 19% based on Ontario Job Futures (2008, Labour Force Survey)
- 4. Average Self-Employment All occupations = 12% based on Ontario Job Futures (2008, Labour Force Survey)
- 5. Average Unemployment All occupations 9% (2009, Ontario Ministry of Finance)
- 6. 2009 Outlook Definitions:

The employment prospects section provides information on the expected employment growth for the occupational group to the year 2013, for Ontario as a whole. The section starts with a basic assessment of the employment prospects – either good, average, or limited. This assessment is then explained by some of the key factors that were considered. These factors are:

- Rate of projected employment growth to the year 2013 for the occupation and how it compares to the projected employment growth for all occupations in Ontario
- Anticipated number of job openings for the occupation through the year 2013 due to replacement needs as older workers retire; and
- Reports by employer on difficulties in finding qualified workers to fill vacant positions and/or employer recruiting activities outside Canada.

Figures A9, A10 and A11

Figure A9: Individuals Employed in Activation Coordinator/Gerontology Professions (2001 Census) ¹						
Occupation (NOC Code)	Oshawa CMA	Toronto CMA	Total			
D312 Nurse Aides, Orderlies and Patient Service Associates	975	12,055	13,030			
D313 Other Assisting Occupations in Support of Health Services	515	6,335	6,850			
E212 Community and Social Service Workers	720	6,985	7,705			
G924 Other Personal Service Occupations	15	255	270			

Figure A10: Individuals Employed in Activation Coordinator/Gerontology Professions (2006 Census) ¹						
Occupation (NOC Code)	Oshawa CMA	Toronto CMA	Total			
D312 Nurse Aides, Orderlies and Patient Service Associates	1,545	16,465	18,010			
D313 Other Assisting Occupations in Support of Health Services	540	7,570	8,110			
E212 Community and Social Service Workers	1,285	11,865	13,150			
G924 Other Personal Service Occupations	0	255	255			

Figure A11: Occupational Growth in Activation Coordinator/Gerontology (2001 to 2006) ²						
Occupation (NOC Code)	Oshawa CMA	Toronto CMA	Total			
D312 Nurse Aides, Orderlies and Patient Service Associates	58.5%	36.6%	38.2%			
D313 Other Assisting Occupations in Support of Health Services	4.85%	19.5%	18.4%			
E212 Community and Social Service Workers	78.5%	69.9%	70.7%			
G924 Other Personal Service Occupations	-100%	0%	-5.6%			

Source: Canadian Census 2001 and 2006.

- 1. Identifies the number of individuals employed in the various occupational types within the Oshawa and Toronto Census Metropolitan Areas (CMAs) in 2001 and 2006. CMAs delimit the main labour market of an urbanized core and its dependent contiguous urban and rural areas, whose principal or central city must have a population of 100 000. They contain municipalities completely or partly inside the urbanized core and other peripheral incorporated and unincorporated areas if (1) at least 50% of the employed work force living in the CMA works in the core, or (2) at least 25% of the employed labour force working in the CMA lives in the urbanized core. CMAs may differ from metropolitan areas designated by local governments.
- 2. This table presents growth in the number of individuals employed in the various occupational types within Oshawa and Toronto CMAs between 2001 and 2006 (based on comparative analysis between the 2001 Census and the 2006 Census).

Figures A12 and A13

Figure A12:	Figure A12: Local Employers in Related Industries Based on Census Division							
Occupation (NAICS Code) ^{1,2}	Northumberland	Peter- borough	Kawartha Lakes	Durham	York	Toronto	Peel	
6216 – Home Health Care Services	6	5	5	14	50	156	38	
6231 – Nursing Care Facilities	8	12	8	19	58	115	68	
6233 - Community Care Facilities for the Elderly	9	6	0	18	39	144	88	
6241 – Individual and Family Services	8	41	15	99	137	592	120	
TOTAL	31	64	28	150	284	1007	314	

Figure A13: Durham Census Division Employers in Related Industries (by employer size)									
Occupation (NAICS Code) ^{1,2}	1-4	5-9	10- 19	20- 49	50- 99	100- 199	200- 499	500 +	N/A
6216 – Home Health Care									
Services	3	2	0	2	2	1	1	0	3
6231 – Nursing Care Facilities	1	4	0	4	4	4	0	0	2
6233 - Community Care Facilities									
for the Elderly	1	2	3	5	0	2	2	0	3
6241 – Individual and Family									
Services	26	9	14	14	2	2	0	0	32
TOTAL	31	17	17	25	8	9	3	0	40

Source: Canadian Business Patterns, 2011.

- North American Industry Classification System (NAICS) is an industry classification system developed by the statistical
 agencies of Canada, Mexico and the United States. Created against the background of the North American Free Trade
 Agreement, it is designed to provide common definitions of the industrial structure of the three countries and a common
 statistical framework to facilitate the analysis of the three economies. NAICS is based on supply side or production
 oriented principles, to ensure that industrial data, classified to NAICS, is suitable for the analysis of production related
 issues such as industrial performance.
- 2. NAICS is the agreed upon common framework for the production of comparable statistics by the statistical agencies of the three countries, Canada, Mexico and the United States. Its hierarchical structure is composed of sectors (two-digit code), subsectors (three-digit code), industry groups (four-digit code), and industries (five-digit code). These three NAICS codes were selected after scanning employment profile reports for recent graduates in Activation Coordinator/Gerontology program.

Appendix B – Activation Coordination in Gerontology 5-Year Budget Projection

	OLLEGE	MTCU Code 71490	weight	1.1	F.U.	0.3	# Yrs
Projected B		Program: Activation Coordination in Gerontology	Per Year	0.330	Grant / WFU	\$4,160	1
BUDGET YE	F 2013-18						
			2013-14	2014-15	2015-16	2016-17	2017-18
			Projection	Projection	Projection	Projection	Projection
			1 Tojection	1 Tojection	1 Tojection	1 TOJECTION	i iojection
	Student En	rolment - Nov. 1					
		Year 1	30	30		35	35
		Total	30	30	30	35	35
REVENUE							
		Tuition Fees - per academic year	\$4,331	\$4,431	\$4,531	\$4,631	\$4,731
		Set-Aside Fee Removed	\$455	\$465		\$486	\$497
		Tuition Fee realized by college	\$3,876			\$4,145	\$4,234
		Total Tuition Fees	116,287	118,972	121,657	145,066	148,199
		Other Revenue - Contract Training					
		Total Other Revenue	0	0		0	(
		Program Wtd Funding Unit (Wt X FU / Dur)	0.33	0.33		0.33	0.33
		Grant - MTCU Operating (assume \$4160/wfu)	\$0	\$20,592	\$41,184	\$41,184	\$44,610
TOTAL REV	/ENUE		\$116,287	\$139,564	\$162,841	\$186,250	\$192,815
EVDENDITI	IDEC						
EXPENDITU	JKEO	Salaries - Faculty (FT)	12,000	12,360	70,000	72,100	74,263
		Salaries - Faculty (F1) Salaries - Co-ordinator Allowance	4,800	4,944		5,245	5,402
		Salaries - PT Teaching	0			0,243	0,402
		Salaries - PL Teaching	0	0		0	Ö
		Salaries - Sessional Teaching	0			0	(
		Contract Teaching	45,000	46,350	20,000	20,600	21,218
		Total Teaching Salaries	61,800	63,654	95,092	97,945	100,883
		Salaries - Admin (\$100/st)	0	0		0	0
		Support Staff	0	0		0	(
		Total Academic Support Costs	0	0	0	0	O
		Develte Ferrite FT 000/	2.200	0.404	45.040	45 460	45.000
		Benefits - Faculty - FT 20% Benefits - Faculty - PT 12.0%	3,360 5,400	3,461 5,562		15,469 2,472	15,933 2,546
		Benefits - Admin 21%	0,400	0,502		0	2,540
		Benefits - SS (FT) 25%	Ö			Ö	Ò
		Total Employee Benefits	8,760	9,023	17,418	17,941	18,479
		Total Labour	70,560	72,677	112,511	115,886	119,363
		Instructional Supplies	1,000	1,010		1,030	1,041
		Instructional Other Costs	0			0	
		Field Work Membership & Dues	0			0	
		Professional Development	1,000			1,000	1,00
		Travel/accommodation/meals	250	250		250	25
		Promotion/Public relations	500	500		500	50
		Maintenance- Equipment	0			0	
		Telecommunications Software Costs	0	0		0	
		Office supplies/Other Expenses	500	500		500	500
		Rental	0			0	(
		Total Other Expenditure	3,250	3,260	3,270	3,280	3,29
TOTAL DIRE	ECT PROGR	RAM EXPENSES	73,810	75,937	115,781	119,166	122,653
TOTAL REV	/ENUE FOR	PROGRAM	116,287	139,564	162,841	186,250	192,81
. OTAL ILLY		C ari	110,207	100,004	102,041	100,200	102,010
Net Contribu	ution \$		42,477	63,628	47,060	67,084	70,16°
	•		,	,,	,	,	-, -
Net Accumu	ulated Contr	ibution / (Deficit)	42,477	106,105	153,165	220,249	290,410
						.,	
Net Contrib	ution - % of	Gross Revenue	36.5%	45.6%	28.9%	36.0%	36.4%
TARGET Ne	et Contributi	on	n/a	Breakeven	40.0%	40.0%	40.0%
				0			



BOARD REPORT/EXECUTIVE SUMMARY

<u>Action Required:</u>	
Discussion	
Decision	\boxtimes

DATE: March 6, 2012

FROM: Nevzat Gurmen, VP Finance, CFO

SUBJECT: 2012-13 Compulsory Ancillary Fees

A. Purpose

Public:

In-Committee:

A report to gain approval from the Board of Governors for compulsory ancillary fees for the 2012-13 academic year.

B. Background

The government of Ontario regulates tuition fees. Per Minister's Binding Policy Directive 2.0 Finance and Administration – Tuition and Ancillary Fee Reports, the college is responsible for ensuring that tuition and ancillary fees for all programs of instruction and courses operated by the college have been approved by the board of governors.

Provincial policy (MBPD 2.0 requires that a Compulsory Ancillary Fee protocol be negotiated between each college board of governors and the student association. The Durham College protocol allows compulsory ancillary fees to be increased by an amount consistent with inflation without referendum or other student approval. If a request for an increase exceeds the established rate of inflation, the increase must receive the approval of the student association. The student association may set its own fees at its discretion, with student association board approval.

C. Discussion/Options

As requested by the Board, a cost of living increase of 2.3% has been agreed upon between Durham College and UOIT. This rate has been used to calculate the annual increase for most of our ancillary fees. Exceptions are for:

Health plan and dental plan: health and dental plan fees are currently estimated to be the same as the current year. Actual fees will be determined and confirmed by the insurer.

Copyright Fee: No increase is requested for the Copyright Fee at this time. At present, Access Copyright has an application before the Copyright Board for an increase in copyright fees for university and college students. If a decision is made by the Copyright Board on an increase on college copyright fees, then the college management will submit a proposal to increase the copy right fee first to the Student Association and then to the Board of Governance for approval.

UPASS: An increase of \$7.00 for two semesters has been negotiated between the college and Durham Region Transit. The Student Association has approved to pay only \$5.50 of this increase. In order not to interrupt services to students, the college and university management agreed to pay the remaining \$1.50 for the 2012-13 fiscal year only. The Student Association plans to make a referendum in fall 2012 and decide its UPASS strategy based on the results of this referendum. UPASS fees in 2011-12 and 2012-13 are shown below:

	Summer	Fall	Winter
	Semester	Semester	Semester
2011-12 UPASS fee	\$90.00	\$70.00	\$70.00
2012-13 UPASS fee	\$94.50	\$73.50	\$73.50
2012-13 UPAS fee paid by students	\$93.75	\$72.75	\$72.75
2012-13 UPASS fee paid by the college	\$0.75	\$0.75	\$0.75

D. Financial/Human Resource Implications

The increases to these fees will allow the college and student association to maintain current service levels to our student body.

E. Implications for UOIT (if applicable)

UOIT has a similar protocol in place.

F. Recommendation(s)

That the Durham College Board of Governors approves the 2012-13 compulsory ancillary fees as presented in Appendix A.

Appendix A

Full-Time Post-Secondary - Oshawa and Whitby Campuses	2011/12	2012/13
Student Association	\$101.07	\$103.39
Health Plan	\$105.33	\$105.53
Dental Plan	\$88.13	\$88.13
Athletic Complex Membership Fee	\$32.40	\$33.15
Intercollegiate Athletics	\$33.54	\$34.31
Student Assistance Program	\$12.00	\$12.28
Student Handbook	\$5.40	\$5.52
Student I.D.	\$16.20	\$16.57
Information Technology (IT) Services	\$174.70	\$178.72
Student Centre	\$57.19	\$58.51
Security (24 hr access to computer lab)	\$24.35	\$24.91
Campus Radio Station	\$10.53	\$10.77
Athletic Centre Expansion Fee	\$154.28	\$157.83
U Pass Transit Fee	\$140.00	\$145.50
Graduation Fee (all 1st year and direct entry students)	\$31.92	\$32.65
Copyright Fee	\$3.38	\$3.38
Total	\$990.42	\$1,011.15

Notes:

- Health and Dental insurance plan fees are estimates. Actual fees will be determined and confirmed by the insurer.
- Students may opt out of the Health and Dental plans at the Student Centre with proof of medical coverage.
- International students pay an additional \$560.00 for Health and Dental insurance coverage.



BOARD REPORT/EXECUTIVE SUMMARY

DATE: March 7, 2012

FROM: Don Lovisa, President

SUBJECT: Program Advisory Committee Minutes

A. Purpose

A report to inform the Board of Governors of the activities of the various Program Advisory Committee meetings of Durham College.

B. Background

Under the system of Minister's Binding Policy Directive— 3.0 Programs — Framework for Programs of Instruction, Section C: Advisory Committees: The Board of Governors is to ensure that an advisory committee for each program of instruction or cluster of related programs offered at the college is established and is made up of a cross-section of persons external to the college who have a direct interest in and a diversity of experience and expertise related to the particular occupational area addressed by the program. The Board of Governors is to establish in by-law the structure, terms of reference, and procedures for program advisory committees.

The Durham College Board of Governors By-Law #2, a By-law regarding Advisory Committees for Programs of Instruction, sets out in section 3.5 in part that "...The Board of Governors will acknowledge receipt of minutes for resolution."

C. Discussion/Options

Attached are the Program Advisory Committee minutes for consideration.

D. Financial/Human Resource Implications

N/A

E. Implications for UOIT (if applicable)

N/A

F. Recommendation(s)

That the Durham College Board of Governors receive the Program Advisory Committee minutes for information.

Child & Youth Worker Program Advisory Committee Action Log

NEV	N Action Items from November 10 th Meeting			
	Action Item	Date	Responsible	Outcome
1.	If anybody has ideas as to who should be considered to be invited to join the CYW PAC please email Chris Harris	October 20 th 2011	Membership	
Acti	ion Items from May 5 th 2011 Meeting			
1.	PAC Chair to be elected	October 20 th 2011	Membership	Complete
2.	Program KPI's to be brought to next meeting and added to agenda	October 20 th 2011	S. Sproul	Complete
3.	Ontario Shores Layoffs to be added to fall agenda	October 20 th 2011	C. Harris	Complete
4.	Program Review to be added to fall agenda	October 20 th 2011	S. Sproul C. Harris	Complete
5.	Please contact Meghan Houghton if you have ideas on how to accommodate students with disabilities in the workplace.		Membership	Complete
6.	CONII information presentation to be added to fall agenda	October 20 th 2011	S. Sproul	Complete
Acti	ion Items from November 4 th 2010 Meeting		•	
	Action Item	Date	Responsible	Outcome
1.	PAC Chair to be elected	May 5 th , 2011	Membership	Brandi Kelly Volunteered to Chair post PAC meeting.
2.	June Mac-Donald Jenkins to be invited to next PAC to discuss CONII	May 5 th , 2011	S. Sproul	Complete

Developmental Services Worker Advisory Committee Action Log

NE	W Action Items from November 22, 2011			
	Action Item	Date	Responsible	Outcome
1.	New College Strategic Plan to be included with Minutes	June 20 th , 2012	Susan Sproul	
2.	Recruit Student for DSW Advisory Committee	June 20 th , 2012	Mary Helen Leddy	
3.	Questions re Terms of Reference	June 20 th , 2012	Susan Sproul	
4.	New Program Standards	June 20 th , 2012	Susan Sproul/ Mary Helen Leddy	

Biomedical Program Advisory Committee Action Log

NEV	V Action Items from December 1, 2011 Meeting			
		Date	Responsible	Outcome
1.	S. Kudla and R. Tidman to draft a placement document to include placement criteria. This document to be passed out in the spring 2012 meeting.	Spring 2012	S. Kudla/ R. Tidman	
2.	S. Kudla and A. Nurse to discuss placement for year 2 students.	ASAP	S. Kudla/ A. Nurse	
3.	An update on space will be provided in the spring 2012 meeting.	Spring 2012	S. Todd	
4.	An email will be sent out to Advisory Members asking members to consider taking on the Advisory Chair responsibility.	ASAP	L. Dillon	
5.	Investigate if there is an equipment donation from Woodstock.	ASAP	A. Nurse	
6.	i) Discuss offering an Electronic Circuits II course as a retention strategy with the faculty and possibly offering it through Continuing Education.	ASAP	P. Patel	
	ii) Pending the outcome of 6 (i), P. Sackett to promote the Electronic Circuits II course offering with students in the Spring 2012.	Spring 2012	P. Sackett	
7.	Continue to work on the Biomedical Program Review recommendations.	On-going	Biomedical Faculty	
8.	Complete the Advisory Assessment form in Spring 2012.	Spring 2012	Advisory Members	
9.	Look at offering an Alumni Night/Mix and Mingle in the spring 2012 meeting.	Spring 2012	P. Patel	
Acti	on Items from May 25, 2011 Meeting	Dete	D	0.4
1.	Action Item Look at putting newer additional equipment in the labs.	Date On-going	Responsible S. Todd	Outcome Completed
			P. Patel	·
2.	Review Digital Circuits I, II and III and Electronic Circuits to include troubleshooting and add sodering fundamentals into Electricity I.	Sept. 2011	P. Patel Faculty	Completed
3.	Complete the Key Performance Action plan.	ASAP	P. Patel Faculty	Completed
4.	Investigate an awareness course to be offered to nurses in Biomedical and Safety in the hospitals. S. Kudla has been in discussions.	ASAP	S. Kudla	Completed

Biomedical Program Advisory Committee Action Log

5.	Look at scheduling lectures and labs separately for the next academic year and look at creating a project room for Biomedical and Electronics students to include some basic equipment. The plan has been done, pending approval.	ASAP	S. Todd P. Patel	Completed
6.	Look at recommendations from the Program Review and an action plan will be put in place for program improvement.	ASAP	S. Todd Faculty	Completed
7.	Complete the Advisory Assessment form and return it to S. Todd.	Spring 2012	Advisory Members	Pending – Spring 2012
8.	Review Field Placement options as noted in the minutes under item 7.5.	ASAP	P. Patel Faculty	Pending discussion for spring 2012 meeting
9.	Promote the UOIT Bachelor of Allied Health Sciences degree to the Biomedical students	On-going	P. Patel	On-going
A -1	ion Itama from October 07, 2040 Mocting			
1.	Review KPI data and Quality Progress reports in further detail.	ASAP	Committee Members	On-going
1.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA,	ASAP		On-going Completed
1.	Review KPI data and Quality Progress reports in further detail.		Members	
1.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA, Harassment in the Workplace, WHMIS, and Health and Safety. Submit Professional Development ideas to S. Todd relating to industry to come	ASAP	Members S. Todd Committee	Completed
1. 2. 3.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA, Harassment in the Workplace, WHMIS, and Health and Safety. Submit Professional Development ideas to S. Todd relating to industry to come into the college or faculty to go into industry.	ASAP On-going	Members S. Todd Committee Members	Completed On-going
1. 2. 3.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA, Harassment in the Workplace, WHMIS, and Health and Safety. Submit Professional Development ideas to S. Todd relating to industry to come into the college or faculty to go into industry. Pursue partnerships with anesthesia equipment companies.	ASAP On-going ASAP	Members S. Todd Committee Members P. Patel Committee	Completed On-going On-going
1. 2. 3. 4. 5.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA, Harassment in the Workplace, WHMIS, and Health and Safety. Submit Professional Development ideas to S. Todd relating to industry to come into the college or faculty to go into industry. Pursue partnerships with anesthesia equipment companies. Provide course ideas or certificate ideas to Gail Brooks in Continuing Education.	ASAP ASAP ASAP	Members S. Todd Committee Members P. Patel Committee Members	Completed On-going On-going completed
1. 2. 3. 4. 5.	Review KPI data and Quality Progress reports in further detail. See about a new General Education course with M. Blanchard for AODA, Harassment in the Workplace, WHMIS, and Health and Safety. Submit Professional Development ideas to S. Todd relating to industry to come into the college or faculty to go into industry. Pursue partnerships with anesthesia equipment companies. Provide course ideas or certificate ideas to Gail Brooks in Continuing Education. Follow-up with Kim Greemot for participation in Program Review	ASAP ASAP ASAP	Members S. Todd Committee Members P. Patel Committee Members	Completed On-going On-going completed

Community Program Advisory Committee Action Log

NEV	V Action Items from November 3rd, 2011 Meeting			
	Action Item	Date	Responsible	Outcome
1.	Recruit new PAC membership	April 5 th , 2012	P. McGary S. Sproul	
2.	Invite new program coordinator for Community & child Studies Foundations program to next PAC meeting	April 5 th , 2012	C. Connor	
3.	CE is looking for new part time faculty to teach in the upcoming winter and spring semesters; please forward any suggestions to D. Boyd	April 5 th , 2012	Membership	
4.	K. Lomp to further investigate some potential courses in an on-line format for the ADMH program and report back at next meeting.	April 5 th ,2 012	K. Lomp	
Acti	on Items from May 16 th , 2011 Meeting			
	Action Item	Date	Responsible	Outcome
1.	Post message on ADMH Network website seeking members to join this PAC	November 3 rd 2011	K. Lomp	COMPLETE
2.	Email potential members names to K. Lomp or R. Uyenaka, S. Sproul or P. McGary	November 3 rd 2011	Membership	COMPLETE
3.	The Program of Studies for the new Community and Child Studies Foundations program to be brought to this meeting	November 3 rd 2011	S. Sproul	COMPLETE
4.	Students in Spring have an issue with bus passes. Do they run through the summer? C. Burke to contact G. Pitcher to discuss	November 3 rd 2011	C. Burke	COMPLETE
5.	Examine repetitiveness in the community courses. Program review for ADMH and CYW will review	November 3 rd 2011	S. Sproul K. Lomp R. Uyenaka C. Harris	COMPLETE
Acti	on Items from November 1 st , 2010 Meeting			
	Action Item	Date	Responsible	Outcome
1.	Recruit new member for PAC from CMHA Durham to replace Linda Thompson	May 16 th , 2011	K. Lomp, R. Uyenaka	
2.	Look at possibility of student placement at the Durham College Health Centre (ADMH)	May 16 th , 2011	K. Lomp	COMPLETE

Community Program Advisory Committee Action Log

3.	Contact College of Social Workers to investigate possibility of ADMH graduates	May 16 th ,	K. Lomp	N/A
	registering with organization	2011		

Mechanical Technician Non-destructive Program Advisory Committee Action Log

NEW	Action Items from December 6, 2011 Meeting			
	Action Item	Date	Responsible	Outcome
1.	Verify D. Mennie's contact information.	ASAP	L. Dillon	
2.	Forward resources on NDE textbooks to Katy Zaidman. (katy.zaidman@durhamcollege.ca).	ASAP	NDE Faculty	
3.	M. Rdoger to send Sue Todd an email relating to Digital Radiography coming back into the inspection industry.	ASAP	M. Rdoger	
4.	Review Computer Applications and look at including charts/graphs in Excel software, data processing in reports and link technical writing in with lab documentation.	ASAP	K. Zaidman/ Faculty	
5.	K. Zaidman to contact someone from Babcock and Wilcock to sit on the Advisory Committee.	ASAP	K. Zaidman	
6.	Advise B. Chiekrie of NDE students that are available to be hired.	ASAP	K. Zaidman	
7.	Contact past graduates to see how their careers are going (this could include alumni) and be put into a database.	ASAP	K. Zaidman	
8.	Monitor the Internship program.	On-going	S. Todd/ K. Zaidman	
9.	Keep advisory members up-to-date on further degree information.	On-going	S. Todd	
10.	Provide feedback on a 4 year graduate in Non-destructive Testing and advise where people come from that are hired with Ontario Power Generation.	ASAP	J. Beharrell	
11.	Follow-up with graduates to try and gather more in-depth information on Key Performance Indicator results.	ASAP	K. Zaidman	
12.	Investigate what is required by CGSB for on-line training.	ASAP	K. Zaidman	
13.	Work on designing manuals for Non-destructive courses.	ASAP	NDE Faculty	
14.	Audit the relevance of the course outlines against the Program Review and the lecture/lab requirements for spring 2012. Complete the final document for the Non-destructive Program Review.	Spring 2012 December 2012	K. Zaidman/ Faculty K. Zaidman/ Faculty	
15.	Look at the possibility of having Ultrasonic Testing II offered through the Continuing Education Department.	ASAP	K. Zaidman	

Mechanical Technician Non-destructive Program Advisory Committee Action Log

16.	Look at Fluid Power II, Mathematics (also look at tapping into Statistics) and Computer Applications in the spring of 2012.	Spring 2012	K. Zaidman/ Faculty/ S. Todd	
Acti	on Items from June 9, 2011 Meeting			
	Action Item	Date	Responsible	Outcome
1.	S. Simpson to email K. Zaidman a list of recommended textbooks for the College Library reference section.	ASAP	S. Simpson	Pending
2.	K. Zaidman to obtain a list of applicants from the Admissions Department and follow-up by phone and email to the applicants.	June 2011	K. Zaidman	Completed
3.	Provide an update on the Key Performance Indicator Action Plan in fall 2011.	Fall 2011	K. Zaidman	Completed
4.	Look at additional lab usage time for students which might include a technician presence.	ASAP	K. Zaidman	Completed
5.	Invite J. MacDonald-Jenkins to the fall 2011 advisory meeting to discuss projects and funding through the Research and Innovation office. J. MacDonald-Jenkins has gone back into the classroom to teach. This was discussed in the Dec. 6, 2012 meeting.	Nov. 2011	L. Dillon	Completed
6.				
Acti	on Items from September 30, 2011 Meeting Complete the Key Performance Indicator Action Plan.	ASAP	K. Zaidman/ Faculty	Completed
2.	Advise G. Brooks of any courses or a certificate that could be offered through Continuing Education (gail.brooks@durhamcollege.ca)	ASAP	Advisory Members	On-going
3.	Invite June MacDonald-Jenkins to a spring meeting.	May 2011	L. Dillon	Completed
4.	Obtain a current Non–destructive student to sit on the Advisory Committee. Student representative usually change from year to year.	ASAP	K. Zaidman	Completed
5.	Complete the Program Advisory Committee (PAC) form.	June 2011	Advisory Members	Completed

Mechanical Technician Non-destructive Program Advisory Committee Action Log

6.	Provide employer feedback to M. Noble on student job interviews, employment attitudes and expectations as raised in the Sept. 30 meeting	ASAP	S. Todd	Completed
7.				
8.				
Actio	on Items			
1.				
2.				
3.				

Accounting Program Advisory Committee School of Business, IT & Management Wednesday, November 2, 2011

	Action Item	Date	Responsible	Outcome
1.	Actively investigate providing offering a dual credit at a high school (All Saints) and will speak to Sue Pratt about that	December 2011		
2.	Continue to market Accounting program at local high schools	Ongoing		
3.	Networking event between accounting students(first, second, and third year)	Winter 2011/2012		
4.	Investigate the use of SAP-invite accounting faculty to SAP info session			
5.				
		- 1	-	- 1
Acti	on ItemsMeeting			
1.				
2.				
3.				
4.				
4. 5.				



Accounting Program Advisory Committee School of Business, IT & Management Minutes of Wednesday, November 2, 2011

Advisory Committee Membership List

Name	Title		Organization
Committee Chair			
ТВА			
External Committee Members			
Ben Dionne	Teacher		All Saints CSS DCDSB
Brenda Arsenault	Controller		McGraw-Hill Ryerson
Cheryl Wilson	HP Finance, UOIT & DC Pa Faculty	art-time	Durham College, HP Canada
Colin Davies	Intermediate Accountant		McGraw-Hill Ryerson
Grant Gervais	Financial Controller		Manufacturing & Technology Centre
John Rycroft	Financial Services Manager	r	Durham Regional Police Service
John VanSteinburg	VP, Finance		Kerr Industries Limited
Judy Darling	Head of Guidance		O'Neill C.V.I.
Mike Harvey	Assistant Controller		Gerdau Ameristeel
Stephanie Palisek	Business Development Mar	nager	CGA Ontario
Paula Van Kessel	Manager	Ü	Ritchie Shortt & Tully LLP
Brenda Lynch	Financial Analysis		EHC Global Inc.
Student Representatives			
Christine Kift	3 rd Year Accounting		
Katelynn Higdon	3 rd Year Accounting		
Rachel Fulford	3 rd Year Accounting		
Charlotte Heath	3 rd Year Accounting		
Rose Macfarlane	2 nd Year Accounting		
Staff & Faculty Representatives			
Denise Cook	Professor, Accounting S Program Coordinator	School of Business, IT & Mgmt	
Joe Pidutti	Professor	School of	Business, IT & Mgmt
Pat Sauve	Professor S	School of	Business, IT & Mgmt
Guests/Unelected Faculty/Staff			
Jackie Bathe		School of Business, IT & Management	
Val Gilham	Program Officer	School of Continuing Education	
Ann-Marie Bennett	•	Distance Education, School of Continuing Education	
Cheryl Wilson			Business, IT & Mgmt
Cindy Foley	•	Distance Education, School of Continuing Education	
Amy Serrano	Administrative Assistant S	School of	Business, IT & Management

REPORT PREPARED BY: Amy Serrano DATE: November 10, 2011

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MINUTES REVIEWED BY: Jackie Bathe November 10, 2011

DATE:



Accounting Program Advisory Committee School of Business, IT & Management Minutes of Wednesday, November 2, 2011

Present: Denise Cook, Ben Dionne, Joe Pidutti, Charlotte Heath, Pat Sauve, Rose Macfarlane, Cheryl

Wilson, Colin Davie, Paula Van Kessel, Brenda Lynch, Brenda Arsenault(arrived 6:25)

Regret(s): Ann-Marie Bennett, Christine Kift, Cindy Foley, Daniel Booth, David Jones, Grant Gervais, Jane

Kaake, John Roycroft, John VanSteinburg, Katelynn Higdon, Mike Harvey, Rachel Fulford

Guest(s): Jackie Bathe, Arlene Allen, Amy Serrano

1. Welcome and Introductions

• J. Bathe, acting chair, facilitated welcome and introductions.

2. Additions to the Agenda

No additions.

3. Acceptance of the Agenda

The Agenda was accepted. Moved by Denise; Seconded by Arlene.

4. Approval of Minutes

• The Minutes were approved without changes. Moved by Jackie; Seconded by Ben.

5. Business/Actions Arising from Previous Minutes

- Action Item 1. Students are not always aware of dual credit option and it is good for the students. The Office of the Registrar has the information and provides it for the students. Work with the Office of the Registrar will be ongoing. There are several dual credits going on in local high schools. A course is co-taught by a high school teacher and a college faculty member. They work together. Marketing is the dual credit course of choice. The current accounting dual credit course currently taking place: student takes grade 11 and 12 accounting with a minimum grade of 70% and automatically gets a credit in Accounting 1200.
- Action Item 2. Researched and will be discussed further.
- Action Item 3. Simply Accounting was adopted this year and ran smoother than last year.
 Students are finished with Simply Accounting for the rest of the semester. The decision to go with Simply Accounting over other software occurred last spring. High schools use Simply Accounting which makes for good transition for students.
- Action Item 4. New placements were obtained. This is ongoing.
- Action Item 5. Review done in May/June. This was addressed and sent to CGA. Good feedback on the level of taxation from students.

6. Discussion Items

6.1. External Membership Information Sharing

- Currency rates are causing an impact. Business is being affected due to current issues with the Euro because of Greece.
- Accounting standards are the biggest change; IFRS or private enterprise gap. CICA is always
 changing and always providing new forms and new provisions to learn so one must stay on top
 of professional development. In regard to hiring trends, it is difficult to find people right now and

it has been this way for the last 2 years (small firms in particular). Many people want to go to the city. Graduates straight out of school have little experience and are not suitable to hire in small firms. A recent CICA survey reveals that staffing problems is a prominent issue. Three years ago, the company was flooded with resumes, now we would be lucky to get a handful. We are not necessarily looking for certified people but are concerned with finding good people who we are willing to train.

- The three designations are talking about merging. This could change curriculum, texts, etc.
 Quebec has done the merger and BC is further along.
- This merger would mean a lot of education for someone to commit to. A major overhaul would have to be implemented.
- Addressing the PAC industry members Please keep us updated regarding the designation merge. It takes long to implement changes to the program of studies. Durham College has more and stronger articulations every year. Three-year accounting program consolidates the students' knowledge in addition to field placement.
- It was suggested that Durham College explore offering a dual credit in accounting to get more students applying to the college. Students tend to go toward marketing and entrepreneurship. A dual credit course would be beneficial.
- Students will be asked to declare their intent early on this fall but it will not prevent students from switching if desired. It will have to be marketed carefully.
- Students should be asked to complete tasks such as raising money with stocks, dealing with bond issues, analyze a publicly traded company, create a report, and bring forth recommendations.
- Market pathways in high school through guidance offices. There is no college or university
 program that has prerequisites for admission into accounting programs. We must inform and
 recruit to students early. Articulation agreements should be marketed at the high school level.
- The embedded program includes a common first semester, declare university and take one university-level course, four courses in second year, and then transfer to university.
- UOIT expects GPA of 3.5, rather than an "A" (members refer to program guide's articulation agreements).
- There are issues with first year student who must take ACCT 1200. If students took accounting
 courses in high school, there would be less failures at the post-secondary level. Accounting is
 not required at the high school level.

6.2. College/school update and program update

- Enrolment is solid. Accounting remains good. There are approximately 39 year three students and 90 year two students.
- Durham College continues to actively pursue international students. There are currently around140 international students (a low number compared to Toronto colleges).
- The new Student Services Building is up and running; the two-year Hospitality program is up and running.
- The New phase 3 at the Whitby campus will be available in 2013.
- A new GO station will be built on Thornton Road.
- Fall 2012 The new Recreational and Leisure Services program will commence.
- International business will be the next program to be developed.
- Social Media and Society added as a General Education course.
- There were changes to tax courses. Changes have been made to the advanced and intermediate courses. New part-time hire teaching Business Law and will incorporate cases.
- With all the changes, course outlines are in the process of being reviewed because in August, the contact person at CGA resigned. A temporary replacement has been assigned to them.
- Changes have not eliminated anything in the program of studies, more has been added.

6.3. Continuing Education

Currently working on winter and spring programs. Accounting courses are being offered in the
evenings and distance education. It takes about a year for changes in daytime offerings to be
implemented in the evening and distance education offerings. Simply Accounting will be
adopted. Durham College offers alternative delivery patterns. The two-year accounting diploma
can be received through Continuing Education, but not a three-year diploma.
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Accounting classes offered at night do well.

6.4. Student Voice

- Simply Accounting is enjoyable. High school accounting was on the ACPAC system. Possibility of a new project that will take about 25 hours to complete will be offered in Simply Accounting. It packages everything a student has learned.
- ACPAC was challenging. There were difficulties with the software. Accessibility to WebCT and MyCampus is beneficial. Actively encourages students to take year three because courses start complementing each other. What you learn in first and second year starts to come together and makes sense. One starts understanding the material in a general sense. Practical experience is essential. UOIT pathways presentation was informative and clear. The various universities have different credit systems.

7. Additional Agenda Items

7.1 CGA Transfer Credits

Work in progress - Durham College or CGA site, get 2011/2012 credit policy updated July 2007.
 Outlines in transition. New and improved.

7.2 Case Writing

• Sent information on CGA case writing competition. Send teams, money in it, lots of work involved, over a weekend 2-3 students. Incorporated a plan to get cases into Durham College accounting courses. C. Wilson has a good opportunity to put it into the auditing course.

7.3 Pathways

• Discussed above under figure 6.1 External Membership Information Sharing.

7.4 Student Association-Representative

- SA has money and starting a path to get a student rep.
- Students are being actively sought out to act as representatives from each program to benefit students in their programs.

8. Decision/Recommendations (action items)

- Further discussion needed regarding the introduction of SAP into finance courses.
- Students will get exposure to SAP, but not be certified.
- It is beneficial for students to have some knowledge of SAP; to have some understanding.
- Big companies use SAP. There are different platforms. Great to have on one's resume.
- SAP training is free for faculty. There is a lot of online training. Networking amongst other colleges/universities is most helpful. Discussion of running an SAP course at night.
- A chair for the accounting program advisory committee is needed. Further discussion will be held during the spring PAC meeting.

9. Future Meeting Date

• March 21, 2012 at 5 p.m.

10. Adjournment

• 7:05 p.m.



Biomedical Program Advisory Committee School of Science and Engineering Technology Minutes of December 1, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair	Susan Todd	Durham College
External Committee Member		
Name	Title	Organization
Ravi Anand	Area Service Manager.	Siemens Canada Ltd.
John Beaton	Director of Operations	Toshiba Medical Systems
Brett Christensen	Director of Service	Aramark Healthcare
Bill Clyne	Director of Service	GE Healthcare Serv.
Neal Dardaine	National Service Manager	Coviden
Adam DeMeester		Hamilton Health Sciences
Trevor Fougere	Field Service Engineer	Philips Healthcare Canada
Gabe Gasparotto	Regional Support/Technical Acct. Mgr.	North York General Hospital.
Bill Gentles	Infratech Administrator	BT Medical Technology Consult.
Mike Goulding	Service Manager	Philips Medical Systems Canada
Earl Langridge	TLP Program & Lean Serv. Leader	General Electric
Keith Laycock	Director, Biomedical Engineering	Sunnybrook Health Science Ctr.
Bill Lewis		Niagara Health System
David Malgi	Region Service Manager.	Philips Healthcare Canada
Aaron Nurse		Aramark Healthcare
Ron Rivard	Manager, National Serv. Ctr.	General Electric
Michele Roberts	Field Service Engineer	Philips Healthcare Canada
Brian Trussell		Lake ridge Health
Ryan Wallis		Philips Healthcare Canada
Michael Weimer	Director of Service	Draeger Medical Systems
Elected Student/Alumni		
Representatives	Year/Program/Alumni	
Paul Sackett	Year 2-Biomedical Eng. Technology	

Elected Faculty/Staff Representatives

Title

Name

Maureen CalhounAssociate DeanDurham CollegeSandra KudlaProfessorDurham CollegePravin PatelCoordinator/ProfessorDurham CollegeSue ToddDeanDurham College

Guests/Unelected Faculty/Staff

NameTitleOrganizationLinda DillonAdministrative CoordinatorDurham CollegeRick TidmanProfessorDurham College

REPORT PREPARED BY: Linda Dillon DATE: December 22, 2011 MINUTES REVIEWED BY: Sue Todd/Pravin Patel DATE: January 27, 2012



Biomedical Advisory Committee School of Science and Engineering Technology Minutes of December 1, 2011

Present: S. Kudla, * B. Lewis, *A. Nurse, P. Patel, P. Sackett, R. Tidman, S. Todd, *B. Trussell

Regret(s): R. Anand, J. Beaton, M. Calhoun, B. Christensen, B. Clyne, N. Dardaine, A. DeMeester,

T. Fougere, G. Gasparotto, B. Gentles, M. Goulding, E. Langridge, K. Laycock, D. Malgi,

A. Nurse, R. Rivard, M. Roberts, R. Tidman, M. Tucker, R. Wallis, M. Weimer

Guest(s): L. Dillon

1. Welcome and Introductions

Members were welcomed to the Advisory Committee meeting. The dean for the School of Science and Engineering Technology acted as chair for this meeting. It was suggested that teleconferencing be investigated for the next meeting.

2. Additions to the Agenda

None.

3. Acceptance of the Agenda

Accepted.

4. Approval of Minutes

The minutes of October 27, 2011 were approved by S. Kudla, seconded by L. Dillon. Carried.

5. Business/ Actions Arising from Previous Minutes

The Action Log from October 27, 2011 was reviewed and will be updated.

S. Kudla and R. Tidman to draft a placement document to include placement criteria and pass the document out in the spring of 2012 to members. S. Kudla and A. Nurse will discuss placement for year 2 students as well. One industry member mentioned not to reduce the amount of placement time for year 3 students.

6. Discussion Items

6.1 Election of Advisory Chair

An email will be sent out to committee members asking them to think about taking on the Chair responsibility for the Biomedical Committee.

6.2 External Membership Information Sharing/Industry Trends

The following was mentioned:

- · Freedom of Information has a big impact on everyone
- RFP's language is a challenge (this is being incorporated with students0
- Email and folders compliance issues (anything over 6 months gets deleted out)

6. Discussion Items

6.3 College/School/Program Update

- Student Enrolment There are more than 900 students in September 2011 with an increase in international students and fast track students
- There are more females in the Biomedical program for 2011
- The Biomedical program is being marketed as an allied health program and being promoted in the community more
- The program is looking for dialysis donations from companies (Aaron Nurse offered to see if there is a donation from Woodstock)
- The Chemical Laboratory Program started in January 2011 and had a September 2011 intake and will have another January intake for year 1 students in 2012. This program will support a school retention plan and meet the need for our International office.
- There has been an increase in international students, mostly from India. Most of these students go into the Pharmaceutical and Food Science program and Chemical Lab Technician program – 2012.
- Two new 2-year Technician programs will be starting in September 2012 Artisan Agriculture and Horticulture
- The new Student Services Building is operational now and provides one stop shopping to students in areas such as admissions, registration, financial aid, career services etc. Front line staff working in the building have been trained to be knowledgeable to answer questions in all areas.
- Whitby Campus, Phase 3 It will consist of 36,000 square feet. The ground breaking ceremony will be December 1, 2011 with completion in December 2012 and opening in the fall of 2013.

Key Performance Indicators (KPIs)

The Key Performance Report Card was reviewed. Students scored above average in the following areas:

- Field Placement at Durham College and Centennial College
- Student Satisfaction (above average in social and computer skills)
- Graduate Satisfaction
- Employer Satisfaction

Areas for improvement were:

- Lab/shop facilities
- Course materials
- Students' reading and writing skills
- The graduation rate is .1% below the system-wide average but the KPI data does not give the reasons why people do not graduate

A plan is being developed with the Communications professors to include one-on-one student feedback, a pre-lab component, and more emphasis on the Technical Project for speaking and presentation skills to include mock job interviews.

Biomedical Review

This Program Review and Renewal - Final Recommendations Report was distributed to members prior to the meeting. The Biomedical program team will continue to work on the recommendations.

Space Plan

S. Todd distributed a diagram on space showing lectures and labs being combined, an ICU area, storage and student space. A space update will be provided at the next meeting scheduled in spring 2012.

Hired Career Services

A Career Services handout was distributed to Advisory Members outlining highlights of the area.

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6.4 Continuing Education Update

NA.

6.5 Student Voice

The student representative provided the following feedback:

- Space is a huge issue (third year students are in the laboratory with second year students and the lab is crowded)
- The opportunity of taking Electronics Circuits II (CIRE 2131) as a spring course was a benefit.
 Offering Electronics Circuits II in the spring will be brought up by P. Patel with the faculty as a
 retention strategy. The student representative offered to discuss this idea with students as well
 pending P. Patel's discussion/outcome with the faculty.
- Additional design and troubleshooting was added into the Electronic Circuits course because of the Biomedical Program Review. Students will benefit from this improvement.

7. Additional Agenda Items

7.1. Biomedical Assessment Form (for completion)

This form will be distributed to members in the spring 2012 meeting.

7.2 Alumni Night/Mix and Mingle

This will be investigated further in the spring 2012 Advisory Meeting. Action By: P. Patel, Spring 2012

8. Decisions/Recommendations/Action items

- 1. S. Kudla and R. Tidman to draft a placement document to include placement criteria. This document to be passed out in the spring of 2012 meeting.
- 2. S. Kudla and A. Nurse to discuss placement for year 2 students.

Action By: S. Kudla/A. Nurse, ASAP

3. An update on space will be provided in the spring 2012 meeting.

Action By: S. Todd, Spring 2012

- 4. An email will be sent out to Advisory Members asking members to consider taking on the Advisory Chair responsibility. **Action By:** L. Dillon, ASAP
- 5. Investigate if there is an equipment donation from Woodstock. Action By: A. Nurse, ASAP
- 6. Discuss offering Electronics Circuits II as a spring course with faculty (possibly as a Continuing Education course) as a retention strategy. The student representative offered to speak to students about the value of taking Electronic Circuits II in the spring semester as well after P. Patel has had the discussion with faculty first. **Action By:** P. Patel/P. Sackett, ASAP
- 7. Continue the Biomedical Review Action Plan. Action By: Biomedical Faculty, ASAP
- 8. Complete the Biomedical Assessment form in spring 2012.

Action By: Advisory Members, Spring 2012

9. Look at organizing an Alumni Night/Mix and Mingle at the spring meeting.

Action By: P. Patel, Spring 2012

9. Future Meeting Date

April 2012

10. Adjournment

6:35 p.m.



Community Integration through Cooperative Education Program Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of October 13, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Position:	Committee Chair	
Sheila Stevenson	Program Manager	Ministry of Health and Long Term Care
Committee Position	External Committee Members	
Donna McAlister	Executive Director	DREN
Lisa Koivula	Educational Assistant	Ajax High School
Marion Smith	Teacher (ME Program)	Henry Street High School
Cathy Windfeld	Employment Support Specialist	ODSP
Cindy McCullagh	Parent of Graduate	
Lynn Connaty	Parent of Graduate	
Leslie Yeates	Vice President	Hobb & Company
Dave Sutherland	Principal	Harmony Heights PS
Earle Bass	·	Harmony Heights PS
Sharon Burgess		Community Living APW
Greg Booth	Facilities Manager	Town of Ajax
Don Oliver	General Manager	Staples
Committee Position	Student Representatives	
Stephen Johnson	Graduate	
Ashna Khan	Current Student	
Daniel Tynan	2 nd yr student	
Committee Position	Staff & Faculty Representatives	
Name	Title	Department
Karen Anderson	Program Liaison/Field Placement Office	Durham College
Kevin Baker	Dean	Durham College
Liz Campbell	Field Placement Officer/LF	Durham College
Ann Conroy	Admin Coordinator	Durham College
Heidi Milovick	Learning Facilitator	Durham College
Bev Neblett	Associate Dean	Durham College
Guests in Attendance		

REPORT PREPARED BY: Ann Conroy DATE: October 17, 2011

MINUTES REVIEWED BY CHAIR: Sheila Stevenson DATE: October 25, 2011



Community Integration through Cooperative Education Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of October 13, 2011, SW216

Present: *Cindy McCullagh, *Leslie Yeats, *Sheila Stevenson, *Marion Smith, *Cathy Windfeld, *Greg

Booth, Daniel Tynan, Karen Anderson, Liz Campbell, Bev Neblett, *Lynn Connaty, *Stephen

Johnson, Ashna Khan, Kevin Baker, Ann Conroy

Regret(s): Brad Sexton, David Sutherland, Lisa Koivula, Sharon Burgess, Donna McAllister, Earle Bass

Guest(s): N/A

1. Welcome and Introductions

Chair welcomed everyone. Committee members introduced themselves.

2. Additions to the Agenda

No additions were made to the agenda.

3. Acceptance of the Agenda

The Agenda was accepted as presented.

4. Approval of Minutes

The Minutes of May 5, 2011 were reviewed and approved as presented.

5. Business/Actions Arising from Previous Minutes

A first and second year student representative joined the membership and attended the meeting. Feedback questionnaires will be distributed to members who were unable to attend meetings to ask for their comments.

A request was made from agency representatives to know what type of field placements students are interested in as early as possible. As they meet with employers on a regular basis, having this information can help in marketing the program to potential employers.

6. Discussion Items

6.1 External Membership Information Sharing

No new information was available.

6.2 College/School Update and Program Update

Program Update

Twenty two first year students were accepted this year, eighteen students returned for the second year for a total of forty students. Two students returned part-time to complete two or three courses. The block schedules were well received by students and facilitators this year. As new programs are developed throughout the college, there will be more selection for students to choose from. Construction Carpentry and Vet Assistant are two of the courses that were offered this year.

There were a number of staff changes this year. One full-time staff retired, one part-time staff left on maternity leave, and one took a permanent position at another college. As a result, one full-time staff and five contract facilitators were hired. A new administrative assistant was hired as well.

The program office space has been redesigned to allow all of the staff to be together and allow the development of four additional tutorial rooms.

All the CICE staff attended the provincial conference at Humber College in May. Durham College will host the conference in the spring of 2012.

There are new initiatives this year, two kinesiology students are doing an internship with the Flex Centre and want to specialize working with persons with disabilities. The students are working one-on-one with CICE students to do activities. The Perfect Pal program will not continue with the SA this year. As a result another option is being pursued with the DSW program, who would like to have their students work on a mentoring program with the CICE students. The mentoring hours would be used towards the placement hours for the DSW students.

Students who are unable to complete their 78 field placement hours this semester have had their placement time prorated to 66 hrs, this is due to the late start of the semester. Some students were able to attend their placement independently. A number of new employers have accepted the students for field placement this fall.

One of our new employees is a member of the Whitby Rotary Club. The program had an exhibit at their community event on June 6, 2011. Staff have been networking with members to bring awareness of our program and the need for employers for our students.

College Updates

Enrollment Numbers

Durham's student enrolment is relatively good. Fall full-time enrolment is approx. 8,400 students. Phenomenal work was done by faculty calling to boost conversion to paid seats and by admissions and marketing to realize this current enrolment. This enrolment represents an increase of about 8% in year 1 enrolment from last year, and an approximate 7% increase in overall enrolment from last year. The system increase is about 1-2%.

Upcoming Events

Staff Appreciation: Durham College will be celebrating the career milestones of staff/faculty October 20th. The School has 13 celebrating career service years ranging from 5 – 30 years.

Convocation: Fall Convocation will be November 17th at 5 pm.

Fall Open House: Saturday November 12th from 10 am – 2 pm, DC will hold its Fall Open House. Faculty and students will be on hand to speak with potential students who are applying to our programs for the next academic year.

Program Updates

Key Performance Indicators (KPI)

Provincial College 2010 KPIs were released April 2011. Program results are as follows:

- Student Satisfaction KPI 87.5%
- Graduate Satisfaction KPI 83.3%
- Employer Satisfaction KPI 60.0%
- Graduate Employment KPI 60.0%
- Graduation Rate KPI n/a

6.3 Continuing Education Updates

N/A

6.4 Student Voice

Students expressed their satisfaction with their courses and field placement experience.

Graduates are being successful in obtaining paid employment after the program and have opportunities of progressing within their work environment. There are benefits to attending the Advisory meetings to network with representative of the various agencies who are also members.

A graduate of the CICE program will be representing Durham Region when Rick Hanson passes through Oshawa on November 3rd, 2011 for the Man In Motion World Tour.

7. Other Business

Membership Review

Membership was reviewed to ensure proper representation as outlined in our Terms of Reference.

Terms of Reference were reviewed.

8. Decision/Recommendations (action items)

Development of an employer brochure to market the program and outline their responsibilities to the students as a placement agency. Durham Board has a brochure that they will share with the program.

Employers would like to have more lead time when students express interest in their facility for placement opportunities. With students registering in course blocks related to a specific program of study, this will be easier to address now.

Fleming College has introduced a CICE program. Members would like to know how their program is being delivered in comparison to Durham's. Information to be gathered and considered would be the impact of Fleming's program on Durham's enrollment numbers as they are marketing/recruiting in the same catchment area.

9. Future Meeting Date

May 3rd, 2012 at 6 p.m. Location, SW216 Boardroom

10. Adjournment

The meeting was adjourned at 7.15 p.m.



Community Programs Advisory Committee School of Health & Community Services Minutes of November 3rd, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
Paul McGary *	Director of Mental Health and Pinewood Centre	Lakeridge Health
External Committee Member		
Jan Langlois	Clinical Advisor	John Howard Society
Jack Vanderluit *	Coordinator	Durham Mental Health Services
Donna Rogers	Executive Director	Four Counties Addiction Service Team
Scott Jones	Director, Addiction Treatment Program	Harbour Light
Elected Student/Alumni Representatives		
Yolanda Sang	ADMH Alumni	
Jessica Murray	ADMH student	
Lisa Palmer	SSW Alumni	
Ron Sherwin *	SSW Yr. 2 student	
Elected Faculty/Staff Representatives		
Susan Sproul *	Dean	School of Health & Community Services
Carol Burke	Associate Dean	School of Health & Community Services
Ken Lomp *	Faculty/Coordinator	Addictions and Mental Health
Randy Uyenaka *	Faculty/Coordinator	Social Service Worker Program
Pat Mongeon	Faculty	Social Service Worker Program
Donna Boyd *	Program Coordinator	Continuing Education
Guests/Unelected Faculty/Staff		
Lisa West	Practicum Officer	School of Health & Community Services
Mary Noble	Employment Advisor / Internship coordinator	Durham College
Alix Chasse *	Employment Advisor	Durham College

DATE: January 25th, 2012 REPORT PREPARED BY: Carol Connor

DATE: February 9th, 2012 MINUTES REVIEWED BY: Paul McGary



Community Programs Advisory Committee School of Health & Community Services Minutes of November 3rd, 2011

Present: Paul McGary, Jack Vanderluit, Ron Sherwin, Susan Sproul, Ken Lomp, Randy Uyenaka

Regret(s): Jan Langlois, Donna Rogers, Scott Jones, Yolanda Sang, Lisa Palmer, Carol Burke, Pat

Mongeon, Lisa West

Guest: Alix Chasse

1. Welcome and Introductions

Welcome and introductions were made around the table

2. Additions to the Agenda

No additions to the agenda

3. Acceptance of the Agenda

Agenda accepted as presented

4. Approval of Minutes

Minutes approved as presented

5. Business/ Actions Arising from Previous Minutes

- Durham College Health Centre will consider having an ADMH student for placement
- ADMH and CYW program review underway and will examine repetitiveness in community courses
- Bus passes for students attending school during the spring/summer are active year round
- POS provided to members for the new Community & Child Studies Foundations program
- Message has been posted on ADMH Network website to seek membership for the PAC

6. Discussion Items

6.1 External Membership Information Sharing

Report by: J. Vandersluit

- Received additional funding for another case manager
- Additional staff expected for MH support
- Emergency Department applied and received funding due to large volumes of patients

Report by: P. McGary

- Received funding for 2 new Nurse Practitioners
- \$600,000 funding coming for the eating disorders program

6.2 College/School Update and Program Update

Report by: R. Uyenaka (SSW)

- A relatively smooth start up and transition into the new school year
- First year enrolment of 94 students, highest enrolment ever (82 last year)
- Due to demand for the program, we were asked to increase our enrolment last June by 20 to 102, fell 8 short but still a very impressive showing AGE 108

 Community Programs Advisory Committee Minutes 108

- 56/63 eligible second year SSW students are out on placement; various agencies including Durham Mental Health Services, John Howard Society, Association for Community Living, CMHA.
- Two new school opportunities: Durham Elementary Private School, Immanuel Christian
- Two successful fundraising initiatives to date; have raised approximately \$370 through two bake sales, 4 more are planned
- Successful Community Information Fair held on October 21, 2011
- New POS that will start in September 2012, motivated by the need for our program to become Gen Ed compliant, two courses, Interpersonal Communications and Principles of Research and Design have been removed and replaced with elective spaces
- Ongoing discussions with CYW, who are under program review, regarding having shared courses separated into distinct courses; discussion was motivated by the differing needs of our students; credit could still be granted in cases where the course overlap is at least 80%

Report by: K. Lomp (ADMH)

- K. Lomp has been attending meetings in Toronto with the transitional council of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario (CRPRMHTO). His involvement with the "competencies" committee began in the summer of 2011 when he was invited to sit on the committee as a "Subject Expert". He is one of only two college representatives on the committee. The committee is expected to conclude its work this month. This will be the regulatory body that will oversee the work of our ADMH graduates.
- The ADMH program is in a program "review" year and the student focus group that is a part of the review process is scheduled for this month.
- There are 20 students in the September cohort and their student rep is Jessi Murray, a Durham SSW graduate.
- The first summer cohort is entering their second semester. We now (for the first time) have three full cohorts of students enrolled in the program. Interest in the program remains strong including interest from International students.
- The program has been asked to increase enrolment again despite growth of 300% over the past vear. The leadership team of the college has suggested increasing the size of each cohort to 25 from the current 20 bringing the annual intake number to 75 (375% growth from traditional annual intake of 20). Ken suggested that we consider a fourth "blended"/hybrid learning (online plus limited face-to-face learning) cohort of 20 instead.
- On a sad note, Ken attended the funeral of Corrie Brown-Benns today. Corrie was a student in the ADMH program.

Report by: S. Sproul

- Open House November 12th, 2011 at Durham College for potential students
- Budget process underway for our next academic year
- Developmental Services Worker program launched with Fall for our "school" with full enrollment target met
- Next Fall will be offering two new programs: Accessibility Coordination and Community Services and Child Studies
- Will be hiring two new PN full-time faculty; one is for increased enrollment and the other is to replace a faculty member who has decided to return to the hospital
- ADMH program now has three intakes (Fall, Winter and Spring/Summer)
- ADMH program review now underway; currently doing external and student focus groups
- 8,400 full time students this academic year, making an increase of 7.3 % over last year
- 11 new programs were launched for the 2011-2012 academic year at Durham College
- Durham College has established a "green team" to help look at DC becoming "green"; working group will look at garbage disposal, recycling etc.
- Office moves took place over the summer seeing faculty housed closer to the "school" office as well as all support and administrative staff located together; this is working very well

6.3 Continuing Education Update

Report by: D. Boyd

- SSW and CYW continue to be high subscribed programs for Continuing Education
- Currently looking for new staff to teach through CE; please contact D. Boyd if you or anyone might be interested

6.4 Student Voice

Report by: R. Sherwin

- Students have enjoyed their fund raising efforts this semester if more time was allotted they would do an even bigger event
- Working on code of conduct for program
- Had suggestions for the field placement class as well as the program which will be followed up by the program coordinator R. Uyenaka and discussed with faculty

7. Additional Agenda Items

- 7.1 Alix Chasse KPI Employment stats
- Reviewed the KPI employment statistics for the ADMH, SSW and HSW programs as well as the employer satisfaction survey.
- Advised member of the upcoming Job Fair at Durham College scheduled for February 9th, 2012 (encouraged employer to register on line if interested in participating)
- Outlined the services provided by Career Services at Durham College

8. Decisions/Recommendations

See attached "Action Log"

9. Future Meeting Date

April 5th, 2012; 4-6pm SW 106 Boardroom (light dinner will be served)

10. Adjournment

Meeting adjourned at 4:45pm



Computer Programmer Analyst Program Advisory Committee School of Business, IT & Management Monday, November 7, 2011

Advisory Committee Membership Lis Name	Title	Organization
Committee Chair		
Tim Chandler	Resource Manager	Ministry of Revenue
External Committee Members		
Chris Reid	Senior Developer	Salentica Inc.
Dave Jewell Deborah Hendriks	Infrastructure Architect Manager Strategic Planning	IBM Central Agencies I&IT Cluster OPS
Elio Benincasa	AVP, Infrastructure Mgmt.	Manulife Financial
Mark Wilton	Applications Analyst	Town of Ajax
Tom Dickie	Manager IT	Durham Children's Aid Society
Yasmine Moolla	Project Manager	Ministry of Revenue
Maddy Dilski	Partner Business	CISCO
Judy Gauvin	Programmer Analyst	Ministry of Community and Social Services
Student Representatives		
lan Manley	Year 1,Computer Programmer Analyst	School of Business, IT & Management
Mike Schnurfeil	Year 2,Computer Programmer Analyst	School of Business, IT & Management
Jennifer Short	Year 3, Computer Programmer Analyst	School of Business, IT & Management
Staff & Faculty Representatives		
Kevin Dougherty	Program	Computer Programmer Analyst Program,
	Coordinator/Professor	School of Business, IT & Management
Darren Puffer	Professor	School of Business, IT & Management
Simon Geller	Professor	School of Business, IT & Management
Guests/Unelected Faculty/Staff		
Judy Spring	Dean	School of Business, IT & Management
Val Gilham	Program Officer	School of Continuing Education
Bill Marlow	Professor	School of Business, IT& Management
Swatee Jain	Manager, Information Technology	TD Canada Trust Technology Solutions
Tina lantorno	Manager, I.T Recruitment Org. Dev.	TD Canada Trust Technology Solutions
Ian Hayes	President, CEO	Breakeven Inc.
Thai Nguyen	i lesidelli, CEO	
Vincent Ng	I.T Manager VSSM	Breakeven Inc. GM of Canada
REPORT PREPARED BY: Amy Serrano	DATE:	November 16, 2011

DATE: November 16, 2011

MINUTES REVIEWED BY: Jackie Bathe



Computer Programmer Analyst Program Advisory Committee School of Business, IT & Management Monday, November 7, 2011

Present: Kevin Dougherty, Judy Gauvin, Darren Puffer, Vince Ng, Tim Chandler, Ian Manley, Bill Marlow,

Dave Jewell, Simon Geller, Elio Benincasa, Deborah Hendriks, Mike Schnurfeil, Yasmine

Moolla, Tyler Savery

Regret(s): Chris Reid, Ian Hayes, Maddy Dilski, Mark Wilton, Swatee Jain, Tina Iantoro, Tom Dickie,

Jennifer Short

Guest(s): Jackie Bathe, Amy Serrano, Val Gilham

1. Welcome and Introductions

T. Chandler facilitated the welcome and introductions.

2. Additions to the Agenda

No additions.

3. Acceptance of the Agenda

· The agenda was accepted.

4. Approval of Minutes

The minutes were approved.

5. Business/Actions Arising from Previous Minutes

- In regard to the paid co-op option, students were reluctant to leave school for a period of time. There were 12 internships available and only 2 applications were received. At the last program meetings, the recommendation of moving to a co-op was reviewed. Students are warming to the idea of co-op. The biggest issue is that third year group is small. Co-op has to work around the current program offering. A co-op experience will put the student ahead since they will gain work experience. There is a need to promote the new and improved program with paid co-op. There are job opportunities for our students.
- Students know that school will be 4 years rather than 3 but they know they will be getting paid for their co-op; the opportunity has to be explained and promoted.
- Co-op puts another year on your studies. It seems counterintuitive to do the co-op.
- A summer term would be helpful for the students.
- Regarding field placement, the possibility of offering placement 2 days per week throughout the academic year will not work because it is hard for a student to maintain continuity on a project.
- 3 to 4 months would be a sufficient amount of time
- When we have the co-op student for 4 weeks the first 3 weeks are training-focused. The student
 is finally able to apply training in the fourth week as they are about to leave. If there is a once a
 week implementation (for groundwork) and then do a chunk of time at the end, that would be
 good.
- The problem with the end of the semester block for co-op is that it has an effect on the program
 of studies. Now, 12 weeks of instruction followed by 4 weeks of placement. If you take a day
 out of the week, something will be affected in the program of studies causing a ripple effect.
 Need to find space in the schedule.
- Students that actively search for work do not have a problem finding employment. Those who do not have interest in an internship usually have no motivation to find a job after graduation. Hopefully these issues will be resolved during student focus group.
- According to CBC, in Canada, there are not enough IT people. There is a decrease in enrollment at universities and colleges (not Durham College). There are far more jobs than people to fill them.
- If students gain practical skills early, it would be in line with employers searching for new hires.

- If you have work experience, you are also more valuable.
- Possibly look in to a 4-month internship between second and third year.
- There is a disjoint between what skills you leave school with and the student's perception.

6. Discussion Items

6.1 External Membership Information Sharing

- The most important skill for someone to have is the ability to problem-solve; they should know where to find the answers. They should know how to use different resources, for example, finding new things out on Twitter. It is difficult to find someone in mobile development. There is a convergence happening currently, for example, Flexbuilder compiles apps to different devices. Phone gap—a cross-platform distribute to androids, Iphones. Someone who has front end PSP and back end HTML knowledge is valuable. There is so much work on the go and sometimes there is one person doing different projects. The advantage of understanding both ends is beneficial. Try to make students see the big picture.
- The "analyst" aspect must be promoted properly.
- Students think that computer programmer is only focused with video games. Need to show the "cool" aspects of programming and how technology enables so much.
- Games are built on so much more. Good programmers are making tools that help creators make
 the games. Graduates want something cool right away, like a start-up. They will not make
 money for a while if they are starting up, and if they do have money, they will be spending it.
 Expectations need to be managed; students need to understand that they have to put in their
 time.
- We need to tell students that they will not be coding all of the time. Developers are spending more time on research, investigation, documenting, and analyzing. One individual is doing the business and technical analysis and then coding it; the process is being streamlined. There is one huge gap concerning the mobile area. We are focused on .net and other language. Customers are now demanding these things. Now we need to deliver to the public's needs and we are not ready for it yet. We cannot deliver in the mobile sense.
- One who is a generalist is valuable. People need to understand how important it is to deliver business solutions. Specialist jobs are being outsourced. We are beginning to bring jobs back into Canada, which are the generalist jobs. Those who happen to know IT also need to be able to talk business. Durham College needs to bring graduates back to the campus to convince current students why they need to have work experience. Companies are moving toward SAP.
- A person who has knowledge in base information, integrating solutions, and enabling business
 agendas. Thinking outside the box is important, as well as collaboration, communication skills,
 adapting to change and new concepts. One must be on time, on budget, every time for
 customer satisfaction. Do something radical and remove barriers. You have to have the
 technical skills but you must fit well in the work environment as well; it takes less of the technical
 skills for someone who can work in a team.
- There would be a strong impact if, for example, K. Dougherty brought in the young graduates from the program to speak to first and second year students. Information from peers will be more influential.
- One of the issues that should be raised in the next meeting is about competitors other colleges/universities.
- Create prototypes. As long as they understand the business better than they can, it will work out.

6.2 College/School Update and program Update

- There is solid enrollment and retention looks good. There are always challenges with first year students; waiting for phase 3 development to start in spring for 12/13 year.
- 152 on the list in September; 137 at midterm. Numbers look strong going into second semester. They are very engaged and are engaged in social media. The course blog is up to 300 threaded messages. There is a shift now in how students want to collaborate and communicate. Strong members in second and third year. There were challenges during the support strike. About high 20s in third year, mid 40s in second year. We are well on track to 10,000 full-time post-secondary students by 2013 and aggressively going after international students. Durham College has become a contender. We have the infrastructure to support the numbers. The new Student Services Buildings opened last year. From a capacity standpoint, we are under capacity and as we approach 10,000, then we will reach capacity.

6.3 Continuing Education Update

- Certificate for Business Analysis and Project Management Certificate.
- January start there will be an introduction to programming course offered. Look at offering a DCOM night course.

6.4 Student Voice

- Improvements in informing students about the importance of knowing the basics is necessary: one has to know how to conduct yourself, write reports, business communication. In regards to the construction over the last 2 years - the extra room is nice but students feel cheated by it. We are a laptop program and are constantly fighting over power for laptops, wireless connections. Database course on 3rd floor - can only have laptop running for 40 minutes since they cannot charge their laptops; cannot take notes on laptop or engaging in different aspect of learning. Shared IT fee and additional fee is for "IT" access to ports and wireless.
- the search for a CIO begins in the New Year.
- It would be great to have co-op for 4 months between year 2 and 3 to have experience to know what to expect when you graduate.
- Students need to know how to communicate; possibly integrate communications in all courses.

7. Additional Agenda Items

8. Decisions/Recommendations

Please see Action Log at the end of the minutes.

9. Future Meeting Date

February 27, 2012 @ 6 p.m.

10. Adjournment

8:30 p.m.

PROGRAM ADVISORY COMMITTEE ACTION LOG

NEW	Action Items from November 7, 2011 Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Tour of the website	Feb. 2012	K. Dougherty	
2.	Review the brand/marketing of our competitor colleges	Feb. 2012	K. Dougherty and J. Bathe	
3.	CICO Summit Information Update	Feb. 2012	V. Ng	
4.	Follow-up with student concerns regarding facilities C307, A320, H135	Feb. 2012	J. Bathe	
5.	Email asking for specific rooms and issues to send to Val Gilham		K. Dougherty	

Actio	on Items from Feb. 28, 2011 Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Paid co-op option to be added as a mandatory part of the program.	Feb. 28, 2011	Program Review Team	Ongoing



Computer Systems Program Advisory Committee School of Business, IT & Management Monday, November 14, 2011

Advisory Committee Membership List

Name	Title		Organization
Committee Chair			
Keith White	IT Director		Oshawa Clinic
External Committee Members			
Andrew Sutton	Network Consulting Engi	neer	Cisco
Dennis Hitchmough	ICTC Regional Manager		Information & Communication Tech. Council
Derek Goreski	Systems Engineer		Cisco Systems
Matthew Rutledge	Professional Services En	gineer	
Mauro Lollo	Services Engineer	9	Unis Lumin Inc.
Neil Groat	Network & Systems Adm	inistrator	Watermark Insurance Services Inc
Olivia Lu	Area Academy Manager		Cisco
Stefan Kolesnikowicz	Security Infrastructure Administrator		Symantec
Wil Gay	Computer Science Teac	her	Port Perry High School/D.D.S.B.
Student Representatives			
Jason Patten	2 nd Year, CST Program		
Conner Saunders	2 nd Year, CST Program		
Staff & Faculty Representatives			
Ramzanali Jaffer	Program	Compute	er Systems Program, School of
	Coordinator/Professor	-	s, IT & Management
Adam Baran	Professor\Technologist		f Business, IT & Management
Karl Alexander	Alumni/Professor		f Business, IT & Management
Trail / Novalido			
Guests/Unelected Faculty/Staff			
Jackie Bathe	Associate Dean	School o	f Business, IT & Management
Val Gilham	Program Officer	School of	f Continuing Education
Raphael Francis	Professor		f Business, IT & Management
Adrian Lupea	Technical Consultant	Durham	-
Amy Serrano	Advisory Committee Administrative Support		f Business, IT & Management
MINUTES PREPARED BY: Amy Serrano	DATE: I	November 2	22, 2011
MINUTES REVIEWED BY: Jackie Bathe	DATE:	November 2	22, 2011



Computer Systems Program Advisory Committee School of Business, IT & Management Monday, November 14, 2011

Present: Jason Patten, Connor Saunders, Ramzanali Jaffer, Josh Lowe, Adrian Lupea, Keith White,

Karl Alexander, Derek Goreski, Dennis Hitchmough, Adam Baran

Regret(s): Derek Corneil, Matthew Rutledge, Mauro Lollo, Neil Groat, Raphael Francis, Wil Gay

Guest(s): Jackie Bathe, Amy Serrano

1. Welcome and Introductions

K. White facilitated welcome and introductions.

2. Additions to the Agenda

- D. Hitchmough Update for ICTC.
- R. Jaffer POS (a few courses in particular), ask committee about new health course offered by
- A. Baran Providing a glass cage so that students could have hands-on experience.

3. Acceptance of the Agenda

· The agenda was accepted.

4. Approval of Minutes

The minutes were approved without changes.

5. Business/Actions Arising from Previous Minutes

- Room H218 will be used to deliver higher level courses.
- One of the items on KPI students were disappointed that they had limited access to H218. This has been resolved. Students can have access to this room at any time and unsupervised as long as there are no classes being conducted.
- Two of our students have secured spots in Skills Canada. Last year we won silver and the year before that we won gold.
- This year was the highest enrolment ever. There are students tutoring voluntarily through Student Academic Learning Services, specifically DCOM1100.
- A pilot project with Maxwell Heights Secondary School has begun. Grade 11 students can decide if they want a career in the IT field. Six students have put DC as their school of choice. Biggest sell point is there are strong articulation agreements in place. Another impact is the interest of students from India who normally go to Centennial College. There is a lot of dissatisfaction in delivery of CST courses. We are getting students with an undergrad degree who are more inclined to learn rather than concerned with obtaining a visa. We are seeing quality international students coming in. This is being closely monitored. Unemployment students are eligible to do the 2-year option only. WSIB also only allows for a 2 year program.

6. Discussion Items

6.1 External Membership Information Sharing

Healthcare is changing with government funding; adoption rates at hospital and clinics are very high. The government is pushing funding for diagnostic imaging. The network is being shared with Lakeridge Health. Patient healthcare is improved due to access to the computer. It is important to have the opportunity to have better treatment. The network demands are becoming much higher. There are more and more people using the systems. It is important that there are people to support the demand, so students who have experience from enrolling into CST programs are crucial. Healthcare has a long way to go. Skills sought after from students -

communication skills along with the maturity of students. A candidate should have an overview of things, not too general, but you will want to train them in your environment. They need to know about networking, operating systems (common ones being used), and communications in general.

- There is Communications for IT and Voice over IP course. We have been responding to PAC members' input.
- 60% VOIP on Durham College campus already. Certain companies have networking and telecommunications. Everything is intertwined; there will be a lot of crossover.
- Curriculum does reflect crossover; VOIP interface with internal infrastructure. The item really missing is Cloud computing.
- ICTC recognize an outlook 2011-2016. Students are taking industry specified courses. Some have to have a vocabulary in order to get their point across; networking, gaming, and programming. People have basic technological and business skills. The president of ICTC (now retired) funds \$10000 to help students get into the IT programs. In March, the government will send a fax for no more funding for core activities. The core funding is no longer available for any sector in Canada. Government wants to change it so that the industry provides funding and the government will fund projects. Funding will be an issue in the future. Programs are currently free. Trying to get students into the college to have them get hands-on experience for the day. We must try to change the university state of mind. Market colleges as providers of hands-on experience. Up north, they are on their last cohort for CST programs.
- DCOM1100 equivalency is being implemented. The high school does have the equipment but
 they will have to come onto the Durham College campus for some activities. School board is
 supposed to pay for the fees (course for instructor). The dual credit course runs 4 hrs per week
 divided into 2 hours being taught by our faculty, and 2 hours by their faculty. Once everything is
 in place, it will be presented.
- All sector councils have been affected by the funding issues.
- Cloud infrastructure, server hardware, virtual desktop is becoming huge. Fine added storage is starting to come back because of unification. It is something to look at. Live video has been integrated into all businesses (banks, healthcare centres). There is a different infrastructure for security. Business video, digital signage; technology is becoming cost-effective.

6.2 College/School Update and program Update

- Healthy enrolment.
- Currently in the process of budgeting for 2012/2013. December 9, Cisco curriculum has to be in place. Most of the school's capital goes to this program.
- Cisco Program review is to begin this spring; Cisco is not necessary any longer. Same is happening with CCMP. The technology can be taught through books.
- Day school program at Centennial teaches networking using Cisco books, not Cisco curriculum. They have used a multitude of books and a vendor neutral platform. The biggest concern now is the direction Cisco is going in. CATC's get funding of \$50,000 per year for instructor training. They dissolved the entire structure. There is an instructor training centre and a support centre. They have decided to cut off total funding. Durham College now has to pay for support colleges are now evaluating whether or not Cisco is necessary. The value of the dollar is more important than the value of the product at the end of the day. The means and method may differ but the content will remain.
- Cisco is strong in other countries but HP and juniper are doing better nationally.
- Cisco products are reliable over time.
- Walid from Cisco has not come to the campus, despite contact with Durham College faculty several times.
- The conference, which was not held this year, is great because of the networking with other colleges. If Cisco does not recognize the value of the education of students then colleges should look elsewhere.
- Colleges should talk to one another and see what is happening; go to Cisco and discuss issues.
- Support has dwindled away. The ramifications could be intense. A discussion with Walid would help put our fears to rest.
- Integration is supported by Cisco. A mixed vendor infrastructure is what you see more and more
- Look at new curriculum and have vendors come and present to us when the time comes.

6.3 Continuing Education Update

There are no updates.

6.4 Student Voice

- Learning all systems makes sense. Programming is not a huge thing and everyone needs improvement at first. VB is an easier language and easier on the students. Students cannot be taught if they cannot wrap their head around it; first semester students specifically. C-Sharp almost everyone failed the midterm. C-Sharp is not ideal for introduction to programming. The majority of students who want to get into CSTY stream are programming students.
- Second year DCOM students are stepping up to the plate and helping first year students.
- Program review will be in the spring. Map current courses to vocational learning outcomes and then look at the individual courses and content.
- CSYS 3122-Outcomes do not match with what they learn; it is DCOM 1100 all over again; content is redundant.
- There is confusion of what CSYS 2 is all about. Dealing with server equipment was advantageous; wants the option of Cloud as a GenEd course. Open house held on November 12 was successful.
- Forensics class will run FTK.

7. Additional Agenda Items

- Covered above.
- Centennial is a Citrix training centre and have a complete academic curriculum and Citrix exams. It uses a virtual desktop; and server end at the back end. It is a good course. They are willing to offer faculty Citrix training to us. They will provide unlimited free vouchers to all students for them to sit in on Citrix exams \$250. This will be put forward to academic team. Currently Cisco has the Cisco health course being offered in the US. This is currently offered in the US and a Canadian version is currently being worked on. 50% of the content is networking related. This is something he will take to the program team. DCOM 3100 is 7 chapters and it is astonishing that it takes a whole semester. CSYS2122 was changed so it focused on Windows 7 environment on reflection, there is a lot of space. Embed structure within 2122. CSYS 3122embed Citrix course. NETW7100 course is focused on ISIS; look at creating a generic course. Delivered as a capstone project so it is authentic. No textbook needed for capstone project. All students would rather have 2 hours a week on Sequel server (SQL). Sequel server course focuses on installation, troubleshooting, maintain databases, infrastructure. Want to look at NETW courses. This will give students the right skill set for entering into the workforce. It has been decided that we are going to CSYS 2122; we are going to give them a taste of windows 8. There are issues in communication courses. Free unlimited tries to write Citrix exams as long as the person is a student.
- VMware from the server back-end is still best.

8. Decisions/Recommendation (action items)

Please refer to the Action Log on the last page.

9. Future Meeting Date

March 26, 2012 at 5 p.m.

10. Adjournment

• 7:30 p.m.

PROGRAM ADVISORY COMMITTEE ACTION LOG

NEW	Action Items from November 14, 2011 Meeting			
	Action Item	Date	Responsibility	Outcome
1	Forward presentation for CISCO		R. Jaffer	
2	Continue to dialogue with Dennis about dual-credit and work on something at a high-profile range like Seneca			
3	Converse with other institutions about CISCO issues-want to eventually meet with Walid in a formal forum		R, Jaffer	
4	Altering CSYS 2122, CSYS 3122-send a curriculum map outlining		R. Jaffer	



Culinary Skills/Hospitality Management Program Advisory Committee School of Business, IT & Management Thursday, October 27, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
Ron Subden	Executive Chef	Oshawa Golf Club
Kelly O'Brien (Co-Chair)	Clubhouse Manager	Oshawa Golf & Curling Club
External Committee Member		
Don Andrews	Owner/Operator	Tin Mill Restaurant
Kevin Anyan	General Manager/Owner	Kings Court Catering
Bob Brown	Program Facilitator SCWI/SHSM	Durham Board of Education
Sharon Doyle	Manager	Taunton Mills LTC Facility
Greg Elmhirst	GM	Elmhirst's Resort
Penny Johansen	Owner/Manager	Chatterpaul's
Penny Kertsos	Owner	Pimentos Restaurant
Georg Krohn	Hospitality Consultant	
Faybian Palmer	Director of Food Services	Aramark Food Services
Stacey Ritchie	OYAP and Pathways Coordinator	Durham Catholic District School Board
Mary Solomon	Production and Retail Manager	Ontario Shores Centre for Mental Health Sciences
Kevin Thomson	Hospitality Educator	Durham District School Board
Elected Student/Alumni Representatives		
Marilyn Gallow	Year 1 Student	Culinary Skills
Megan McCrorie	Year 2 Student	Hospitality Management
Elected Faculty/Staff Representatives		
Dave Hawey	Professor	Culinary Skills
Robert Grieve	Program Coordinator	Hospitality Management
Peter Lee	Professor/Culinary Lab Technician	Culinary Skills and Hospitality Management
Guests/Unelected Faculty/Staff		
Jackie Bathe	Associate Dean	School of Business, IT & Management
Val Gilham	Program Officer	Continuing Education
Amy Serrano	Advisory Committee Administrative Support Program Officer	School of Business, IT & Management

REPORT PREPARED BY: Amy Serrano DATE: November 1, 2011

MINUTES REVIEWED BY: Jackie Bathe DATE: November 1, 2011



Culinary Skills/Hospitality Management Program Advisory Committee School of Business, IT & Management Thursday, October 27, 2011

Present: Ron Subden, Tricia Wiseman, Dave Hawey, Robert Grieve, Greg Elmhirst, Kevin Thompson,

Marilyn Gallow, Kevin Anyan, Faybian Palmer, Megan McCrorie, Penny Kertsos, Stacey

Ritchie, Georg Krohn

Regret(s): Peter Lee, Mary Solomon, Penny Johansen, Sharon Doyle, Bob Brown, Don Andrews,

Kelly O'Brien

Guest(s): Jackie Bathe, Val Gilham, Amy Serrano

1. Welcome and Introductions

R. Subden chaired the meeting and facilitated introductions.

2. Additions to the Agenda

• There were no additions to the agenda.

3. Acceptance of the Agenda

The agenda was approved.

4. Approval of Minutes from May 16, 2011

• The minutes were approved with no changes.

Business/action items

- In regards to the KPI, students from last year were surveyed a number of times.
- 1. Focus group held and managed by someone external-sat with 12-14 students to ask them specifically for feedback.
 - All students said they would recommend the Culinary & Hospitality programs to a friend
- 2. Request for ideas for capstone projects for hospitality-From January to March, 2nd year students, one idea that will be talked about later on (an event venue, fundraising, fashion shows). If there are other ideas, there can be a handful of projects on an annual basis and students can bid for the projects they want (this is based on a business course). So far, there is one solid idea.
- 3. There will be a feedback request based on the program. This will give students the opportunity to provide more thought. A form will be coming to everyone. Feedback is vital for the ongoing success of the program so learning outcomes can adjust with student skills that employers are looking for. The job rate is approximately 80%. We have been concentrating on the development of the program but not the individuals who have moved on. There will be more solid info once government surveys graduates, if they respond.

5. Discussion Items

5.1. External Membership Info Sharing

- There needs to be more effort by the college to approach restaurants. There is a need for more industry around the table.
- As Durham College grows, the intent is to switch to two program advisory committees (one for culinary and one for hospitality). There would be one big meeting and several individual meetings that would include tourism directors and chambers of commerce. Value of the PAC will be recognized only when there are industry members around the table.
- If there are 2 Program Advisory Committees, there is the possibility of a disconnect; therefore, the 2 PAC groups must be cohesive because there will be a ripple effect.
- It is important that those in culinary are exposed to those in hospitality and vice versa. PAC
 members must be active and concerned; many meetings are less feasible than hosting a couple of
 meetings.

- Most service places that are opening are franchises; is there any response to deal with "Mcdonaldization" of the food industry; the Ministry of Training, Colleges and Universities dictates what the curriculum entails.
- Discussion of different forms of business ownership, franchise fees and marketing fees are a part of the program. Students are not specifically training for any one industry.
- Students get the chance to experience the franchises and individual restaurants through field placement. This allows them to figure out if they want to get into a franchise or individual restaurant, and with hospitality, they could do hotels or tourism.
- The students who enter are very young and very new, so for first year culinary students, the goal is answering, "where do I want to work?"
- There is discussion that Cullen Gardens will be turning into a preserves and artisan bread-making site (not yet confirmed) which would distinguish Durham from George Brown.
- The program has a huge focuses on using the local market. We want to convince students that this
 is a big part of their careers as well. For example, students make their own flour and bake bread
 from the flour they made. This is what will distinguish Durham College from colleges such as
 George Brown.
- Aramark is available for support. They deal with local farmers every Thursday. Ideas about hosting different events, i.e., cook-offs (like if its chili day, the students compete for who makes the best chili). Aramark has up-coming events and could use culinary/hospitality students. The students will be paid for working at these events.

5.2 College update and program update

- In Week 5 of this semester the students worked at the Angus Glen Golf Course for 7th annual Culinary Classic Golf Tournament which raised money for Markham-Stouffville Hospital. 15 students participated in break and dinner services. Our students prepared on-course food (BBQ), hors d'oeuvres, appetizers, and desserts. They had a chance to work with local restaurants in the area. The students put a meal on for 85 patrons. This is a good way to get people together to raise money for good causes and culinary awards. This event is a partnership between Durham College and Fleming.
- Week 7–The students served a brunch buffet to 360 people which was a big event and the students were split into 2 groups.
- One student was offered a job on the spot after the buffet
- November 4, 2011–Oshawa Hospital event–students will be going to Deer Creek and will work as wine servers and raffle ticket sellers. There will also be a live auction. A group of 12-14 students will participate
- November 25, 2011–Region of Durham and Tourism will be hosting a Tourism Summit at Durham College. D. Hawey and his students will do a food demonstration using local foods to make Christmas items. Hospitality students will also be helping
- Durham College has been asked to participate at an event at Queen's Park–colleges will provide food for MPP's for the day.
- November 12, 2011–Durham College Open House from 10:30 a.m. until 2 p.m. Faculty and support staff interact with students–PAC members, please join if available
- January 2012–There has been a request to put together a food/fashion/wine show on a Sunday at Angus Glen. There will be many vendors and people going through this event. The vision for students is to work with the local community as much as possible. The Professional Golf Management group will be asked to work with them
- Enrollment—the program is maxed out at 48 because there is no lab space. No more than 24 students can be in a lab at any given time.
- Fully subscribed for January intake-3.5 semesters
- Last year Customer Services was offered as a dual credit at Maxwell Heights Secondary School; college teachers teach high school students.
- Currently tracking people down for placement opportunities by employers for Hospitality students.
 Please consider taking placement students and talk to your friends about taking placement students (PAC industry members). We tell students to go out and find themselves field placements. It gives them good practice for the real world.
- Suggestion for students to have a mock interview with someone they do not know. Students will be provided with 2 pseudo companies and a prescribed list of questions which can be deviated from. The purpose is for the students to have a real interview. Interviewers should give students feedback that they would want to give a real applicant. This will enable the students to learn how to deal with real-life interviews. The interview should last between 10-15 minutes. An email asking for support will be sent out.

- G. Krohn, P. Kertsos, and K. Anyan have volunteered to participate in the mock interviews
- OYAP: 5 boards involved: high school students are taking, in their final semester, the first level of apprenticeship training provided by colleges. This gives students a high school and apprenticeship credit at the same time. Fleming wants Durham College to take it over. The application is in the Ministry's hands and we are waiting for the official word (any day now). Once word from Ministry comes, they can announce delivery. Theory courses will be at Whitby, Austin and Central high schools. It will occur over 19-weeks, with 8 credits delivered. Level 1, cook basic.
- Approved to offer Culinary Management for second year. We are delaying until 2013 due to the facilities not being ready yet. First and second year Culinary Management will be offered in 2013.
- PowerPoint Presentation delivered by R. Grieve and D. Hawey—Drawings from architect of Whitby campus were shown. Shovels will be in the ground by January 2012. There is a restaurant, baking, and cooking labs. Floor plans—a 150-seat demonstration theatre. The facility will be for students and the community. There are audio-visual capabilities designed for more than just student use. Lockers and offices are tucked away. The main floor will include food distribution area for deliveries, freezer, produce and meat fridge, secure storage, food and wine pairing room. There is storage for unnecessary equipment like deep-fryers. The building will also include a simulated hotel room, twice the size to accommodate students. Kendall College was one school which was used as a model. The building is 35,000 square feet. There are endless possibilities—host events and trade shows, facilitate cooking demos in the lobby. The space can be opened up. Flexibility of the equipment and the building were key components.
- The goal is to make the space as useful as possible. A store will be built to sell food that features students' skills. You can see everything and everyone–100% visibility. PAC members were consulted as to what should be in the space. Restaurant is a 24-person space.
- There are 3 classrooms with much flexibility. There will also be banquet room. The classrooms are designed as banquet rooms, including retractable walls (white board). Theory and banquet facility also built to bring the community in. There are places to gather, wireless connection, and tons of plug-ins. Labs are 2500 sq ft. There are no computer labs but Phase 3 is steps from Phase 2 where they can access computer labs. Continuing Education can utilize the spaces for couples cooking classes, cooking camps for kids (evening and weekends). It needs to be used 7 days a week. Next door may be home to a local farmer's market. Sustainability and energy efficiency is most important. Provincial government have given nothing for funding: \$22 million needed. A fundraising campaign is going to happen. College will fund independently. 900 students will be housed in Phase 3.

5.4 Continuing Education Updates

- There will be one course available at night for the January start–Food Safety and Sanitation course.
 This is partly filled with daytime students, but it is also open to others. Seats will be available.
 Contact V. Gilham directly or go to website. The minimum number of registered students is 8-10 for the course to run. Please send suggestions and recommendations to V. Gilham. Bartending and Smart Serve run in the evenings. There will probably shift to the new campus.
- If there is demand for a Safe Food Handlers course, Durham College can offer it. There have been courses like this before.

5.5. Student Voice

• Students are excited for placement. Everyone in the program is having a wonderful time. Students always want more lab time—more of anything to do with food all of the time.

6. Decisions/Recommendations (action items) - see Action Log

Please refer to action log on last page.

7. Future Meeting Date

January 25, 2012, Oshawa Golf and Country, 9 a.m.

8. Adjournment

Program Advisory Committee Action Log

	Action Item	Date	Responsible	Outcome
	Sending email asking to participate in interviews	Spring 2012	R. Grieve	
2.	Feedback form to request feedback about curriculum	Spring 2012	R. Grieve	
3.	PAC, please recruit more members	Ongoing	Members	



Child & Youth Worker Program Advisory Committee School of Health & Community Services Minutes of November 10, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair	Special Education Support Staff Assistant	Kawartha Pine Ridge District School
Brandi Kelly*	Stair Assistant	Board
External Committee Member		
Joe Crough	Supervisor	The Murray McKinnon Foundation
David Millar*	Program Director	Durham Family Court Clinic
Georgia Jenkins*	Chief Social Worker	Durham District School Board
Everet McIlwain	Manager	Kinark
Barb Christou	Area Manager	Ontario Family Group Homes
Brenda Stewart	Direct Care Supervisor, Day Treatment	Chimo Youth and Family Services
Bob Heeney*	Community Development Coordinator	Ontario Shores
Christine Baillie	Child Youth Worker	Lakeridge Health Oshawa, Youth & Family Program
Wayne Cain*		Durham Catholic District School Board
Jason McCormack*	Program Manager	Turning Point Youth Services
Elected Student/Alumni Representatives		
Dylan Thompson	Alumni	Child and Youth Worker
Stefanie Quinton*	Year 1 student	Child and Youth Worker
Michelle Grant *	Year 2 student	Child and Youth Worker
Elected Faculty/Staff Representatives		
Susan Sproul*	Dean	School of Health & Community Services
Carol Burke	Associate Dean	School of Health & Community Services
Chris Harris*	Faculty/Coordinator	Child & Youth Worker Program
Donna Boyd*	Program Officer	Continuing Education
Meghan Houghton	Director of Learning and Disability Services	Durham College
Guests/Unelected Faculty/Staff		
Alix Chasse*	Senior Career Advisor	Durham College
Lisa West*	Practicum Officer	School of Health & Community Services
Mary Noble	Employment Advisor / Internship coordinator	Durham College

REPORT PREPARED BY: Sandra Thomson DATE: November 18, 2011

MINUTES REVIEWED BY: Brandi Kelly DATE: February 14, 2012



Child & Youth Worker Program Advisory Committee School of Health & Community Services Minutes of November 10, 2011

Present: Brandi Kelly, Stefanie Quinton, Michelle Grant, David Miller, Jason McCormack, Chris Harris,

Bob Heeney, Susan Sproul, Georgia Jenkins, Wayne Cain, Donna Boyd, Lisa West

Regret(s): Brenda Stewart, Carol Burke, Dylan Thompson, Evert McIlwain, Joe Crough, Meghan Houghton,

Barb Christou, Dan Hogan, Christine Baillie

Guest(s): Alix Chasse

1. Welcome and Introductions

Welcome and Introductions were made around the table.

2. Additions to the Agenda

No additions to the Agenda.

3. Acceptance of the Agenda

Agenda accepted as presented.

4. Approval of Minutes

Minutes of May 5th, 2011 meeting approved by W. Cain & C. Harris.

5. Business/ Actions Arising from Previous Minutes

- B. Kelly has been elected to be the Committee Chair.
- Program KPI's were sent to each member with agenda for their info.
- B. Heeney provided an update on the layoffs at Ontario Shores. They did take a hit and are adapting to the change. Excited to have three of our students.
- CYW Program Review update will be provided in Item 6.2.
- S. Sproul arranged for J. MacDonald-Jenkins to do a presentation on CONII Item 7.1.

6. Discussion Items

6.1 External Membership Information Sharing

Report by: B. Heeney - Ontario Shores

Three CYW students have been placed at Ontario Shores.

Report by: G. Jenkins - Durham District School Board

Frontenac staff working in Maxwell Heights and Pickering High School.

Report by: W. Cain - Durham Catholic District School Board

- This year they have two Autistic classrooms no CYW assigned.
- Two layoffs within Student Services Department less allocation time but service still available.
- Continuing to take second year Durham College students.
- No CYW student is placed in the Board without a CYW supervising them.

Report by: D. Millar - Durham Family Court Clinic

Durham Family Court Clinic has 2 spots – 3 on waiting list.

Report by: B. Kelly - Kawartha Pine Ridge District School Board

- Staffing is the same as last year. Six EAs and CYWs that were on a recall list are now working.
- CRC and Insurance now goes through the Principal.

Report by: J. McCormack - Turning Point Youth Services

- Change in hiring process less skill based and more long term commitment.
- Trauma training students in summer help gather data.
- Happy with Durham College CYW students.

6.2 College/School Update and Program Update

Report by: S. Sproul

- CYW Program Review team is looking into a 3 year traditional rather than 2 year compressed program. Will attract mature students and less stressful for the students.
- Reviewed KPI results with membership and explained the KPI action log process.
- Open House November 12, 2011 at Durham College for potential students.
- Budget process underway for our next academic year, concern expressed by PAC that full time hiring of faculty needs to be increased.
- Developmental Services Worker program launched in the Fall for our "School".
- Next Fall we will be offering two new programs: Accessibility Coordination and Community Services and Child Studies (1 year graduate certificate).
- 8,400 full time students this academic year, making an increase of 7.3% over last year. Goal of 10,000 students by 2015.
- Durham College has established a "green team" to help look at DC becoming "green"; working group will look at garbage disposal, recycling, etc.
- ECE Program Team received an Accessibility Advocate Award at the Staff Appreciation Dinner.

Report by: C. Harris

- We currently have 68 first year daytime students enrolled in the program.
- We currently have 64 second year daytime students enrolled in the program.
- We have our first Brock student from our articulation agreement who began this semester.
- We do have part-time, direct entry and continuing education students on the waiting list for full-time studies. Not sure of numbers at this time as to how many will be moving into second semester.
- Currently 64 students in placement most in school settings 2 days/week (Wed/Thurs). We have hired 14 advisors who are supporting these students.
- First year students will be beginning placement in January 1 day/week (Mon). We currently have a few students approx 10-20 at risk of not being eligible either from not passing pre-regs, not having 2.0 GPA and/or not having submitted required documentation by due date.
- Placements of CYW students within an educational setting as per our program mandate continues to be a concern for the following reasons: increasing number of CYW students requiring educational placements + decreasing number of CYWs employed in the Durham District School Board to supervise + Durham Catholic District School Board has limited amount of placement opportunities (102). Have begun to partner with Children's Mental Health agencies to access more Section 23 classrooms. Currently following new Kawartha Board procedure of having to contact principals directly which has proven to be a slow process but are beginning to get confirmations.
- We continue to have 3 full-time faculty on the CYW team, 14 advisors and 6 part-time faculty + 2 faculty from other Schools in the college.

- Our program review is currently in its final stages. Team has met two times and will have 1-2 more meetings to formalize recommendations. One recommendation that has major implications is moving from a two-year condensed program to a three year program more in line with most other community colleges offering the same program.
- As a program team continue to work on ways of dealing with the areas that are identified from placement agencies and from faculty as requiring further development within our students. Some of these include: critical thinking ability; accepting responsibility for own learning; acceptance/ sensitivity of differences; ability to problem solve within a group situation and utilizing the appropriate communication channels; maturity; professional behavior; generalization of information.
- In this semester there has been an increase in the number of students presenting significant problems (excessive talking in class to point of disturbing other students, bullying, disrespect and rudeness directed toward faculty, utilizing poor judgment). On the positive note there have been and continue to be, discussions about appropriate consequences as well as looking forward as to what as a program we can do to be proactive in trying to establish expectations and consequences that will hopefully decrease number of incidents. Full-time faculty tend to not see as many problems in class. As a Coordinator have had to spend a significant amount of time trying to guide and support part-time faculty to institute clear expectations for classroom behaviours.

6.3 Student Voice

Report by: Michelle Grant

Michelle has been hired by Frontenac for casual relief. Good learning opportunity. She also commented on how the placement student is or can be the same age as the client...

Report by: Stephanie Quinton

Stephanie thinks the CYW program is fantastic and feels challenged. Looking forward to her placement and would highly recommend the program.

7. Additional Agenda Items

7.1 CONII

Report by: June McDonald-Jenkins

June provided an overview of what happens in the Office of Research Services and Innovation and handouts were distributed to everyone present.

7.2 Hired Career Services Graduate Stats

Report by: Alix Chasse

Provided everyone with a copy of the Class of 2010 Program Stats and reviewed the results (copy included with minutes attached).

7.3 CYW Placements

Report by: Lisa West

CYW students have one day/week observation in a school setting with an option to return for a second day.

Lisa indicated she is always looking for new agencies.

8. Decisions/Recommendations

• See attached "Action Log"

9. Future Meeting Date

• Thursday, June 7th, 2012, 3:00 – 5:00 pm SW106 Boardroom

10. Adjournment

• Meeting adjourned at 4:40 PM



DSW Program Advisory Committee School of Health & Community Services Minutes of November 22, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		Participation House Project
Catherine Pink*	Director	Durham Region
External Committee Member Leeanna Cliff*	Human Resources Manager	Community Living Durham North
Kim Nevilles*	Manager	Kerry's Place Autism Services
Lisa Binns*	Manager	Kerry's Place Autism Services
Wendy Holliday*	CPP Supervisor	Community Living Ajax/Pickering/ Whitby
Doris Maniacco*	Human Resources Manager	Community Living Oshawa/ Clarington
Catherine Pink	Director	Participation House Project Durham Region
Steve Finlay*	Executive Director	Community Living
Terri Gray*	Director, Operations	Community Living Oshawa/ Clarington
Cindy Mitchell*	Facilitator	Durham Association Family Respite Services
Elected Student/Alumni Representatives To be elected	S	
Elected Faculty/Staff Representatives		
Susan Sproul*	Dean	School of Health & Community Services
Carol Burke	Associate Dean	School of Health & Community Services
Mary Helen Leddy*	Faculty	DSW Program
Karen Anderson*	CICE Program Liaison	Durham College
Guests/Unelected Faculty/Staff		
Mary Noble	Employment Advisor / Internship Coordinator	Durham College
Lisa West*	Practicum Officer	Durham College

REPORT PREPARED BY: Sandra Thomson DATE: January 27, 2012

MINUTES REVIEWED BY: Susan Sproul DATE: February 23, 2012



DSW Program Advisory Committee School of Health & Community Services Minutes of November 22nd, 2011

Leeanna Cliff, Kim Nevilles, Lisa Binns, Wendy Holliday, Karen Anderson, Doris Maniacco, Present:

Catherine Pink, Susan Sproul, Steve Finlay, Terri Gray, Cindy Mitchell, Mary Helen Leddy

Regret(s): Carol Burke, Lena Reilly, Mary Noble

Guest(s): Lisa West

1. Welcome and Introductions

Welcome and introductions were made around the table

2. Additions to the Agenda

No additions to the agenda

3. Acceptance of the Agenda

Agenda accepted as presented by W. Holliday.

4. Approval of Minutes

No previous minutes.

5. Business/ Actions Arising from Previous Minutes

Not applicable.

6. Discussion Items

6.1 External Membership Information Sharing

Report by: S. Finlay - Community Living Oshawa

- Developmental Services Human Resource Strategy Initiative
- S. Finlay discussed Core Competencies and how they can be utilized with the DSW program.
- Program standards for DSW program are being revised by MTCU and community stakeholders are working with the Ministry in this regard.

Report by: D. Maniacco - Community Living Oshawa/Clarington

- Building up their agency based training.
- Initiated behavioural based training and Human Resource practices.

Report by: T. Gray – Community Living Oshawa/Clarington

- Get on top of changes re service transformation MCSS.
- Implementing new compliance measures Quality Assurance Measures.

Report by: C. Pink - Participation House Project Durham Region

- 37 years with DSW PAC for Loyalist College.
- Participation House Project Durham Region supports people with physical disabilities and developmental disabilities.
- 100 employees at peak times, 30 core.
- Key initiatives: accreditation March 2012, new Abilities Centre is scheduled to open Spring 2012.

Life Readiness – they offer summer skill development. Demand is high and funding is required in order to expand.

Report by: C. Mitchell - Durham Association Family Respite Services

- Have been hiring DSW students from Centennial College.
- Family support facilitator, support family groups to support son/daughter in the community.
- Adult Respite home fundraising.

Report by: W. Holliday - Community Living Ajax/Pickering/Whitby

- Congratulations to Durham College on offering the DSW program and wish us success with the program.
- Looking forward to working with Durham College DSW students during placement.
- Major issue facing the agency is inadequate MCSS funding.

Report by: L. Binns - Kerry's Place

- Employ 1,000 people to support approximately 5,000 clients with Autism.
- Community program offers Aspergers Fitness, Support/Play, Girls groups and Lego people.
- Will partner with Durham College as much as possible.
- Need to address Human Sexuality in program for older clients.
- Relationship development (needs its own course).

Report by: L. Cliff - Community Living Durham North

- Accreditation Fall 2012.
- Employ 260 staff. Looking forward to receiving graduates raising minimum requirement for employment from Grade 12 requirement.
- Agency is focusing on hearing feedback from key stakeholders including staff, supported individuals and families.

6.2 College/School Update and Program Update

Report by: S. Sproul

- S. Sproul provided an overview of the Role of the Program Advisory Committee and the "Terms of Reference" were handed out to those who did not receive them.
- S. Sproul provided a brief history/background of the DSW program. Durham College approached/had a conversation with Community Living (S. Finlay) regarding exploring the possibility of DC offering a DSW program.
- Institutional Research did a survey and the DSW program is a market trend, viable, good for Community students and Durham College met enrolment capacity for September.
- M.H. Leddy is full time faculty in the DSW program. The focus group/curriculum acknowledged and thank you to those involved.
- Next Fall we will be offering two new programs: Accessibility Coordination and Community Services and Child Studies.
- 8,400 full time students this academic year, making an increase of 7.3% over last year.
- Durham College has established a "green team" to help look at DC becoming "green"; working group will look at garbage disposal, recycling, etc.

Report by: M.H. Leddy

- M.H. Leddy reviewed Program of Study and explained it is a work in progress still learning peoples' needs and hearing from the PAC what they would like to see.
- M.H. Leddy indicated that we are well situated for January placements resistance from Durham School Boards – only hiring CYW, EAs (union issue) but Kawartha Pineridge okay.

Report by: L. West

- S. Sproul introduced Lisa as being the primary contact for DSW placements.
- L. West indicated that DSW students go on placement the last seven weeks of Semester 3 and 4.
- The Program Coordinator prepares placement manuals during the Summer.

6.3 Continuing Education Update

Not applicable.

6.4 Student Voice

M.H. Leddy to recruit a DSW student for the Committee.

7. Decisions/Recommendations

See attached "Action Log"

8. Future Meeting Date

Wednesday, June 20th, 2012, 9:30 – 11:30 am, SW106 Boardroom

9. Adjournment

• Meeting adjourned at 4:50 pm.



Fire and Life Safety Systems Technician Program Advisory Committee School of Justice & Emergency Services Minutes of January 25, 2012

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
ТВА		
External Committee Member		
Name	Title	Organization
Kirk Harris	President, Harex Inc.	Harex Fire
Julie Hutchinson Marzinotto		ARC Fire Services
Cecil Mackesey	WHSC Staff Rep, Workers Health & Safety Centre	
Richard Sylvester	Vice President	Canadian Fire Alarm Association
David Toland	Contractor	Trinity Fire Protection Inc.
Bryan Ward	Contractor	Fire Protection Systems
Richard Woodcock	Engineering Designer/Quality Manager-Fire Systems,	Troy Life & Fire Safety Ltd.
Elected Student/Alumni Represen	tatives	
Name TBD	Yr/Program/Alumni	
Elected Faculty/Staff Representa		
Name	Title	
Stephanie Ball	Dean	
Sue Todd	Dean	
John Webster	Faculty	

REPORT PREPARED BY: M. Bartosik DATE: January 26, 2012

MINUTES REVIEWED BY ACTING CHAIR DATE: February 1, 2012



Fire and Life Safety Systems Technician Program Advisory Committee School of Justice & Emergency Services Minutes of January 25, 2012

Present: Stephanie Ball, Kirk Harris, Cec Mackesey, Bonnie St. George, Sue Todd, David Toland, John

Webster, Bryan Ward, Richard Woodcock

Regret(s): Julie Marzinotto, Richard Sylvester

1. Welcome and Introductions

B. St. George, Acting Chair, welcomed everyone to the first meeting of the Fire and Life Safety Systems Technician program advisory committee. Introductions were made around the table.

2. Additions to the Agenda

There were no additions to the agenda.

3. Acceptance of the Agenda

The members accepted the agenda as presented.

4. Discussion Items

4.1 External Membership Information Sharing

- There would be opportunities for students to attain additional certifications such as for a technologist OACETT designation which is given after a two-year work experience in the field, a project with an industry partner and exam.
- C. Mackesey suggested that students could seek out small industry projects and attain government funding to complete them with the industry as the mentor.
- C. Mackesey stated that his organization provides training for all multinational industries, Ministries and organizations and could provide training and textbooks, at a preferred client cost, in a number of courses to be delivered in modules or over a full semester (14 weeks).
- Works Health & Safety Centre is currently working on changes that are impacted by Bill C45 which changes the role of occupational safety in areas such as the trade unions.
- The Centre currently has over 150 different courses and could assist in delivering a number of them to our students.

4.2 College/School Update and Program Update School Update

- There are approximately 1500 students in our school with 30 full time faculty and 114 part time contractual instructors.
- The Fire and Life Safety Systems Technician is one of two new programs being launched this September and a complement to the Emergency Services portfolio of programs.
- The other program is Legal Research and Information Management which is a one-year graduate certificate program.
- We have purchase the DriveWise simulator which will be on site and fully operational by March 31 and housed in JW206.
- The advisory members will be provided with a demonstration of the simulator at the next meeting.

Program Update

- A focus group made up of a few of the committee members assisted in the development of the courses for the two-year diploma program.
- The courses are broad-based and provides exposure to all facets of the life safety industry.

- The admission requirement are a high school diploma along with Grade 12 English and Grade 12 Technical Math.
- There are currently 18 applicants for 30 seats for September.
- The program of study was distributed and briefly reviewed.
- Some of the courses are currently being delivered in the School of Science and Engineering Technology such as Electricity and CAD.
- S. Todd noted, however, that the delivery patterns and pre-requisites are slightly different to those delivered in her school such as Introduction to CAD and the Electricity courses and would need to be aligned in order to use the same curriculum.
- S. Todd also stated that students taking Electricity and Circuit Analysis would need to purchase a \$300 supply kit which is required for the courses and is sold through the Bookstore.
- There is also a field placement component that gives the students the opportunity to apply theoretical learning in a practical setting.
- The next step is to develop the curriculum for the new courses particularly for the first semester, faculty will need the assistance of experts in the field for this development.
- J. Webster provided a presentation showing brief course descriptors for each of the courses in the two-year program.
- The curriculum provides students with opportunities to pursue other pathways such as in skills trades.

5. Additional Agenda Items

5.1 PAC: Overview of Committee Structure and Processes

- B. St. George reviewed the mandate and term of reference for advisory meetings that was sent to all the new members.
- The main role of the committee is to ensure that the curriculum is current, relevant and provide input on changes in the field.
- The committee will also include student representation once the program is operational.
- The position as Chair has yet to be filled and should be an external member of the committee.
- It was suggested that representatives from various fields such as the insurance industry, sprinkler designer, by-law officer, and firefighter should also be included on the committee.

6. Decisions/Recommendations (action items)

- The committee members are asked to review the program of study. ACTION BY: Committee members are to forward their feedback or comments to J. Webster.
- Some of the courses on the program of study have different delivery patterns than those assigned in the School of Science and Engineering Technology. ACTION BY: S. Todd will identify those courses that have different delivery patterns and pre-requisites and forward the list to S. Ball and M. Bartosik.
- The committee members have requested a copy of the presentation. **ACTION BY: M. Bartosik** will attach the presentation to the minutes for distribution.
- The committee members are asked to consider teaching any of the courses. ACTION BY: Committee members are to forward their names to B. St. George if interested in teaching any of the courses.
- The make-up of the committee includes an external member as Chair. ACTION BY: Committee members are asked to consider the position and, if interested, forward their name to J. Webster.
- It was proposed that representatives from other fields of the industry should be invited to the committee. ACTION BY: Committee members are asked to forward the names of contacts representing other areas involved in the life safety industry.

7. Future Meeting Date

The next meeting is scheduled for April 18, 2012 from 2:00-4:00 pm. in JW206.

8. Adjournment

3:45 pm.



General Arts & Science Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of November 9, 2011, SW216

Advisory Committee Membership List

Name	Title	Organization
Committee Position:	Committee Chair	
Joe Stokes	Associate Registrar, Recruitment and Admissions	University of Ontario Institute of Technology
Committee Position	External Committee Members	
Adriana McDonough	Student Success Coordinator	Durham Catholic DSB
lan Skinner	Student Success Officer	Durham School Board
Tracey Szarka	Academic Advisory, Nursing	University of Ontario Institute of Technology
Elyse Pinder		Durham Separate School Board
Karen Maki	Director, Post-secondary partnerships, distance education and curriculum development	Trent University
Craig Cameron	Academic Advisor	Trent University
Ralph Hoffman	Professor	School of Health
Bruce Trieselmann	Professor	School of Technology
Donna Pegg	Professor	Dental Hygiene – School of Health
Debbie Morrison	Professor	School of Health
Sue Hawkins	Admission Officer	Durham College
Committee Position	Student Representatives	
Veronica Gosse	Former student	RPN at Durham College
Steven Longo	1st year student	
Committee Position	Staff & Faculty Representatives	
Kevin Baker	Dean	Interdisciplinary Studies
Bev Neblett	Associate Dean	Interdisciplinary Studies
Jeff Zakoor	Program Coordinator	General Arts & Science.
Kathy Kirkby	Professor	General Arts & Science.
Lynne Lyon	Professor	General Arts & Science.
Lynn Connaty	Professor	General Arts & Science.
Guests in Attendance		

REPORT PREPARED BY: Ann Conroy DATE: January 21, 2012

MINUTES REVIEWED BY: DATE: February 10, 2012



General Arts & Science Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of November 8, 2011, SW216

Present: Joe Stokes, Jeff Zakoor, *Debbie Morrison, Lynn Connaty, Lynne Lyon, Bev Neblett, *Karen Maki, Ann

Conroy, *Craig Cameron, *Ralph Hoffman, Kathy Kirkby, Veronica Gosse, Steven Longo, Catherine

Patterson, Kevin Baker Tracey Szarka

Regret(s): Donna Pegg, Adriana McDonough, Sue Hawkins, Elyse Pinder, Ian Skinner, Bruce Trieselmann, Bailey

Corneal

Guest(s):

1. Welcome and Introductions

The Chair welcomed everyone and introductions were made around the table.

2. Additions to the Agenda

One item was added to the agenda 7.1. UOIT- GAS Articulation Agreement

3. Acceptance of the Agenda

The Agenda was approved.

4. Approval of Minutes

The minutes of November 2010 were accepted.

Proposed by: Ralph Hoffman
Seconded by: Debbie Morrison

5. Business/Actions Arising from Previous Minutes

6. Discussion Items

6.1. External Membership Information Sharing

Discussions are underway to develop a pathway for General Arts & Science students to complete a one year certificate and have admission into UOIT. The intent is to group GAS courses into tracks for students to go into degree completion programs. UOIT and the Dean of the GAS program will develop a program of study for both the Liberal Arts and Science disciplines for Fall 2013 admission. Updates will be provided as this is developed. UOIT is having a Pathways evening on November 30 from 5.30 – 7.30 p.m.

Trent Is working with DC on a similar agreement like Fleming, which is the completion of a one year GAS program and guaranteeing admission into their Liberal Arts program

Practical Nursing will be going from a five semester to a six semester program. They will be introducing more hybrid/on-line courses that GAS students should be prepared for.

Paramedic program will be going under program review this year. There is a possibility of the program moving from a two -year to three-year program.

The Emergency Services Fundamentals program in the School of Justice & Emergency Services has an enrolment target of 40. This program is raising questions with potential applicants regarding which program to select, GASH versus Emergency Services Fundamentals. In actual fact, both programs prepare students for Emergency Service programs. More marketing needs to be done to explain this to potential students.

6.2. College Program and School Updates

Enrollment Numbers

Durham's student enrolment is relatively good. Fall full-time enrolment is approx. 8,400 students. Phenomenal work was done by faculty calling to boost conversion to paid seats and by admissions and marketing to realize this current enrolment. This enrolment represents an increase of about 8% in year 1 enrolment from last year, and an approximate 7% increase in overall enrolment from last year. The system increase is about 1-2%.

Upcoming Events

Staff Appreciation: Durham College will be celebrating the career milestones of staff/faculty October 20th. The School has 13 celebrating career service years ranging from 5 – 30 years.

Convocation: Fall Convocation will be November 17th at 5 pm.

Fall Open House: Saturday November 12th from 10 am – 2 pm, DC will hold its Fall Open House. Faculty and students will be on hand to speak with potential students who are applying to our programs for the next academic year.

Program Updates

Key Performance Indicators (KPI)

Provincial College 2010 KPIs were released April 2011. Program results are as follows:

- Student Satisfaction KPI 76.3%
- Graduate Satisfaction KPI 74.2%
- Employer Satisfaction KPI 100.0%
- Graduate Employment KPI 84.6%
- Graduation Rate KPI n/a

The school is investigating the Communications courses throughout the college. We are looking at the learning outcomes for communication courses as they relate to the pathways of employment and further education. The emphasis in communication for further education is the mechanics of writing, i.e. grammar, punctuation, essay writing vs. employment's emphasis on interpersonal skills rather than the mechanics of writing. Present investigation in the college system has identified that most colleges are administering a communication assessment such as Accuplacer to students upon admission into college. Durham College does not currently administer an assessment.

The school is presently developing a Strategic Plan which will address both the school's direction/purpose within the College as well as the inter-related goals of the various programs within the school.

6.3. Continuing Education Updates

N/A

6.4. Student Voice

The program allows for students to ease themselves back into school after being out of school for a period of time. It is very helpful in students determining their academic path. It was felt that Career and Academic Choices should be a required course for all students and not an elective, as it provides students with all of the options and career paths available to them in order to make an informed decision.

While the program prepares the student for their specialized of study, it does not prepare them for online learning. Students are feeling under-prepared to for on-line courses in post-secondary, and see this as a barrier to learning. Faculty from nursing program agreed with this statement based on their Anatomy and Physiology course which has recently gone to an online delivery mode. The development of a student fundamental on-line learning course was discussed as a means to reduce this barrier to the students' learning.

7. Additional Agenda Items

N/A

8. Decision/Recommendations (action items)

- Investigate the development of Student Fundamentals of On-line learning course.
- 2. Joe will bring back further information and updates.
- 3. Review Career and Academic Choice course becoming a mandatory course in program of study.

9. Future Meeting Date

May 14, 2012 at 12 noon.

10. Adjournment



Human Resources Program Advisory Committee School of Business, IT & Management Wednesday, November 30, 2011, 5 p.m. **Campus Corner CC2214**

Name	Title		Organization
Committee Chair			
John Shaw	Human Resources Direc	tor	General Motors of Canada Ltd.
External Committee Members			
Melissa Beckette-Batchellor	Employee Services Asso	ociate	Town of Whitby
Kevin Chhangte	Human Resources Gene		Paramed Home Health Care
Gail Lynch	Human Resources Mana	ager	HROntario, Ministry of Governmen Services
Jackie McGregor	Human Resources Mana	ager	
Jaime Sheepwash	Senior Employee Relation	ons Officer	Durham Catholic District School Board
Jason Traynor	Human Resources Busir Partner	ness	Molson Coors Brewery, Toronto The PIC Group
Student Representatives			
Kristal Leavitt	Year 2, Human Resources		
Kailey MacLeod	Year 3, Human Resources		
Staff & Faculty Representatives			
Gary Gannon	Program Coordinator/Professor		Resources Program, School of
David Morrison	Professor	Human F	s, IT & Management Resources Program, School of s, IT & Management
Guests/Unelected Faculty/Staff			
Jackie Bathe	Associate Dean		f Business, IT & Management
Ann-Marie Bennett	Program Officer	Distance Educatio	Education, School of Continuing n
Arlene Allen	Program Officer	School of	f Continuing Education
Amy Serrano	Advisory Committee Administrative Support		f Business, IT & Management

DATE: December 1, 2011

DATE: December 1, 2011

REPORT PREPARED BY: Amy Serrano

MINUTES REVIEWED BY: Jackie Bathe



Human Resources Program Advisory Committee School of Business, IT & Management Wednesday, November 30, 2011, 5 p.m. Campus Corner CC2214

Present: David Morrison, Gail Lynch, John Shaw, Kevin Chhangte, Gary Gannon, Kristal Leavitt, Melissa

Beckette-Batchellor

Regret(s): Jaime Sheepwash, Jason Traynor, Kailey A. MacLeod, Pamela DeRaaf

Guest(s): Jackie Bathe, Amy Serrano, Arlene Allen, Ann-Marie Bennett, Val Gilham

1. Welcome and Introductions

J. Shaw facilitated welcomes and introductions

2. Additions to the Agenda

- 2010-11 KPI Progress Report
- PAC Recruitment Strategy

3. Acceptance of the Agenda

• The agenda was accepted

4. Approval of Minutes

Minutes were approved

5. Business/Actions Arising from Previous Minutes

- Field placement in August is not good due to vacations.
- J. Shaw-Concern that the potential size of the PAC may not be good.
- G. Lynch–People specifically in HR.
- G. Gannon–Yes. Want to make the program capture the interest of people who already have an idea of what they want.
- G. Lynch–Will reach out. Knows someone in LCBO (retail, union)
- G. Gannon–Invite guests/visitors to see if the PAC is something they would like. Ideally, someone who is Durham based.
- D. Morrison–Knows someone in manufacturing and pharmaceuticals.

6. Discussion Items

6.1 External Membership Information Sharing

- Political environment. The mandate around finances. Heavily involved in reducing the size of public service (last 6 months). Giving folks surplus service. The Drummond Report will soon be available. Come up with strategies to make efficiencies and lower the deficit. This will have a huge impact. In March, should be down 5%. The report may address service areas and things that government should not be doing. Great placements from DC; huge resource for us. There will be a significant amount of people leaving over the next little while. DC students are being hired. Regional director and manager Orillia, Mississauga, Oshawa. Work with competencies in program. There are competency models now and will move to recruit based on competencies as well. Using it for succession management, training and recruitment.
- Faculty do talk about core competencies of HR professionals, compensation programs (touch the surface). Also the standard job requirements model.
- Policies that are labour intensive, costly, there is question as to how they are going to manage this by reducing staff by 5%.
- Depends on platform and priorities. Ministries have the option to see where they can come up
 with efficiencies. They will get into more risk management. Guarantee-if there's priority in
 diversity, accessibility, they will not get rid of so many. Drummond report will come out in

January. Service Ontario will eventually hold all levels of government in one spot. When dealing with funding, people have the tendency to want to hold control. Boomers have helped shape everything as they've moved along. It will be a huge impact. Projects will eventually fall off – 2 hats, stays off the front line (touch point of customer service).

- How do you handle the "extra job" given?
- Always changing. It depends on the mandate.
- Recent elections have a huge impact. Big part of healthcare platform was dismantling the LHIN.
 Once dismantled, it will come out in the new form which will change the face of healthcare.
 There is a push to get people home sooner. There is a huge influx. There was not enough warning. It has been a challenge to recruit the amount of staff needed. It has been a juggling act. Retention rate is good. Provide good benefits, higher salaries for home healthcare staff.
- There is no more lull. Manager was let go a few years ago. The company has been doing a lot more metrics and attendance management. Have asked for goals and objectives from employees (next week). Will work through core competencies and goals and objectives. Physical demands analysis on the job and cognitive demands analysis on the job will also be looked at. Throwing HR back into the forefront. It has been a difficult year in her department. Going out and talking with employees; discussing individual career development with them. This information is then brought to the manager. It depends on the mandate, in recovery mode (recruiting). Need to retain the people we have. When hiring managers, talk about the total compensation (benefits, pension), not just the pay. It does not look like it will slow down. Cannot go through change for five years. Trying to go through a grass-roots level. Going to employees to come up. They are tired and there is no engagement. Pushing it back to showing people "this is what we do". Doing metrics (attendance, retention, engagement how happy are they?) Once goals and objectives are in for the dept. then we also need to look at the goals and objectives of the organization. Metrics is a huge thing and it needs to be taught and measured.
- Skills that you are looking for in potential hires (graduates)?
- Basic technical skills; self-starters; initiative; no resources for constant guidance; time management.
- Selling lots of cars and trucks. Listed as one of the Top 100 employers. HR is instrumental. Work place of choice no alignment. The engagement scores are not where they need to be (trust, commitment). It is a challenge. Reduced 40-50% over a five year period and are trying to lessen even more. Reduce structural costs impacts everything. Still attract good people but the challenge is retaining them. Must manage attrition. Trying to implement programs for employees competencies (to complete jobs); introducing accessibility (training element is the biggest one); created a teaching module provided to employees and third parties. Recruiting standpoint-recently have outsourced salaried employees-take away grunt work from HR people. Parent company in U.S. did this 2 years ago (7 steps out of Boston). No recruiting going on for hourly. Hiring managers need to understand what their roles are. Manager, third party, canvasses, provide back to hiring manager, does screening, people contacted for interviews, HR involved in interviews, hiring is done by outsourcing. Very little involvement in contract recruiting. Many changes continue are ongoing. SWEE (2-tiered) make less base wage, no benefits, no pension. Gearing up with bargaining with CAW next year.
- Outsource screening is the biggest grievance. Staff currently working in the position advertised and not screened into the competition. Next year will be a tough year for bargaining (OPSEU).

6.2 College/School Update and program Update

• Enrollment is good. It has been a challenge for year two teachers with bigger group of students (55). There were issues with third floor construction (Internet connectivity, flooding). Year three has 33-35 students registered. The capstone was designed to apply to January start students and third year students. Offer this as an option to someone who has a lot of experience rather than offering a field placement. Attractive for the international market (currently pursuing in China and India predominantly for January start date). One year certificates and the compressed program are attractive. High numbers are not expected in January 2012. A Pickering site is being investigated (shared between Centennial and Durham College) at request of the mayor of Pickering. Construction has not started. May not be ready for September 2012. School is up to 1600 students. Culinary/Hospitality is in second year. Recreation and Leisure, and International certificate (full approval not yet received) will run September 2012.

- Dual credit will be offered. One Durham College faculty will teach in a local high school (grade 12). Make college an attractive alternative for high school students. They are engaging in an area (make it relevant and give them a sense of what college will be like).
- This is the first time for HR (dual credit). Students get a college credit and high school credit. It
 is a good marketing strategy. Guidance counselors are university educated and do not market
 colleges strongly.
- Will it be a struggle for high school students?
- It is blended—the high school teacher and college teacher sit together. High school teachers have about 64 hours to teach a course and college has 42 hours. This will give the high school student college experience.
- Trillium Trails (Sue Pratt) information session about the dual credit system. College level English may not have the rigor of university level. It depends on expectations.
- There is a group of grade 8 students at one elementary school who can go to Queen's university for five days to experience the university environment. They will then know what to expect.
- SAP license has been purchased. Allows multiple users in the college. First meeting with Gail Corbett (Canadian SAP rep) in November. If we decide to use this for HR, training is necessary (Montreal), or depending on the numbers, bring someone onto the campus. Training involves the how-to's, how to use it for HR applications (for faculty).
- People using the particular tool in the classroom; do some self-study online; need more grounding in what the HR module looks like.

6.3 Continuing Education Update

- Dual credits for 3-4 years. There are four students each semester in the evenings. Some courses that will begin in Jan. 2012: Introduction to Business Management, Psychology, and Sheet-Metal Fabrication. Marketing was the first dual credit offering. Marketed for the underachiever. Now it has been marketed in the opposite light. It is working well. One can get a two-year diploma at night and online is still offered. Looking to offer a third year diploma Sept. 2012. Graduate certificate is also available. Alternative Dispute Resolution hand-out (add with minutes electronically).
- Online continues to grow.
- This year, for all first years, they are taking Social Media and Society as a hybrid course (face to face, twice a week and there is an online component). There will be a meeting about the expectations of online course (discipline, time-management).

6.4 Student Voice

- Online course (business simulation) was fine but did not have any real value
- It has been removed, moved Introduction to Business Management to semester 1. Business students have a common first semester.
- Accounting was basic and would like to take more accounting because she felt it didn't provide enough. It felt like high school accounting. Computer courses were easy, but she still learned (more of a refresher course).

7. Additional Agenda Items

- KPI 2010/11 Progress Report—3 groups-each group is separately surveyed; content is common across all groups but with different perspectives. The challenge is interpreting the student's thought. Lab space (does this mean classroom? computer commons?), course materials, classroom spaces. One of the interesting ones is does the college curriculum help you in problem-solving? There was a gap. A task force has been created with one of the math faculty. They will sit down with G. Gannon and D. Morrison. The KPI numbers may not properly represent the student body since the number of students completing the KPI may be very small due to many external factors. Please read through the KPI handout (PAC members) and in the next meeting, there can be more of an insight from G. Gannon. Save student money asked publisher to make "half of the text" for those not necessarily going into HR because all students have a common first semester. Have more people involved in the classroom experience. Having practitioners in the field speak to the class would bring it to life. Students benefit from this.
- Students are in the "real world". They need to be prepared.
- Digital versions of books are coming out; less expensive.

8. Decisions/Recommendations

- 9. Future Meeting Date
 - Wednesday, April 4, 5 p.m.
- 10. Adjournment
 - 7:15 p.m.

PROGRAM ADVISORY COMMITTEE ACTION LOG

NEW	Action Items from November 30, 2011Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Follow-up with Brandon Carson or replacement		G. Gannon	
2.	Looking at KPI issues		PAC membership	
3.	Review committee membership to ensure the representation is well diversified.	Feb. 1, 2012	G. Gannon	

Actio	on Items from March 28 th , 2011 Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Talk with Brandon Carson in regard to utilizing social media to promote Durham College as one step out of the five steps required in becoming a Human Resources Professional and communicating the program expectations, etc.	March 28 th , 2011	J. Bathe and G. Gannon	Mr. Carson has moved on. Follow-up needed with who is replacing him- ongoing (Gary)
2.	Template of the Project Management course outline to be sent to all committee members for review and feedback prior to printing.	March 28th, 2011	Program Team	J. Bathe will send it to me (Amy, send out to the PAC members with the minutes. The course is coming to the end of its first run.

3.	Report on the progress of the pilot Capstone Project.	Available for next meeting date.	G. Gannon	Sept. 2012, offer this as an option with field placement. T. Seath has created a capstone outline. This may be ready for January grad certificate students. Year-long research project. Hoping to solicit HR practitioners in the field, serving as a resource to the student. Equivalent to university field research. Hope to have a network of people working the field whose commitment to students would be several days over the academic year.
4.	A summary of 5.2 and 5.3 from previous minutes will be provided to members	Available for next meeting date.	G. Gannon	Deferred to today's meeting
5.	Check into the local HRPA chapter and the Chamber of Commerce to possibly being host to International students as a mentorship role.	March 28 th , 2011	G. Gannon and J. Bathe	Local HR chapter is investigating formal membership with the Chamber. Next wave of international students will come in January and build a network of mentors for these students. Completed.

6.	Review committee membership to ensure the representation is well diversified.	Spring 2011	Program Team	2 new students have been added. Ideally, 1 or 2 reps from each
				sector to represent the diversity within
				the industry (handout from G. Gannon).



Journalism Program Advisory Committee School of Media, Art & Design Minutes of January 25, 2012

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
Kyla Morgan *	3 rd Year Student	Durham College
External Committee Member		
Amanda Allison	Imaging Editor	Downtown Oshawa News Blog
Joanne Burghardt *	Editor in Chief	Metroland News
Rik Davie	Publisher and Managing Editor	The Scugog Standard
Erika Goreski	Coordinator of Volunteer Resources	Rogers Television
Neil McArtney	Associate Producer	Rogers Television
Ted McFadden	News Editor	York Region Media Group
Terry O'Keefe	Instructor	Georgian College
Rick Pereira	Supervising Producer	Rogers Television
Paul Rellinger	Sports Editor	Northumberland News and The Independent
David Stell *	Communications Specialist	Rouge Valley Health System Foundation
Sandra Watson	News Director	Durham Radio Inc.
Elected Student/Alumni Representativ	es	
Tracey Fidler *	2 ND Year. Journalism Print	
Elected Faculty/Staff Representatives		
Charlotte Hale *	Associate Dean	School of Media, Art & Design
Greg Murphy	Dean	School of Media, Art & Design
Rob Paxton *	Coordinator, Journalism	School of Media, Art & Design
Anna Rodrigues	Professor, Journalism	School of Media, Art & Design
Gerry Rose *	Professor, Journalism	School of Media, Art & Design
Guests/Unelected Faculty/Staff		
Brian Legree *	Professor, Journalism	School Of Media, Art & Design
Sandra Meader	Continuing Ed. Officer	Durham College
REPORT PREPARED BY: Alanna Desa	illier DAT	E: January 25, 2012

MINUTES REVIEWED BY COORDINATOR: Rob Paxton DATE: January 31, 2012



Journalism Program Advisory Committee School of Media, Art & Design Minutes of January 25, 2012

Present: Joanne Burghardt, Tracey Fidler, Charlotte Hale, Brian Legree, Kyla Morgan, Rob Paxton, Gerry

Rose, Dave Stell, Sandra Watson

Regret(s): Amanda Allison, Rik Davie, Erika Goreski, Neil McArtney, Ted McFadden, Sandra Meader, Greg

Murphy, Terry O'Keefe, Rick Pereira, Paul Rellinger, Anna Rodrigues,

1. Welcome and Introductions

 R. Paxton welcomed the members and advised that E. Goreski has resigned as Chair. Chair nominations would be added to the agenda.

2. Additions to the Agenda

Nomination of chair.

3. Acceptance of the Agenda

The agenda was accepted by all.

4. Approval of Minutes

The minutes of June 7, 2011 were approved. D. Stell Approved

5. Business/ Actions Arising from Previous Minutes

- 6.2 There were 94 paid students paid for semester one, the downside to having such a large first year group was a large attrition coming into semester two. R. Paxton feels this was due to several disadvantages for the students; several students had no textbooks or laptops. The general consensus was that this was due to the support staff strike in September, this impacted students getting their OSAP funding.
- 6.2. R. Paxton spoke to the issue of formalizing advanced standing; allowing university students to enter directly right into year two of the Journalism program. The membership felt this would be beneficial. After consultation with the Office of the Registrar, the discussion has moved back to the Dean's office. J. Burghardt asked how the students who enter right into year two would acquire the Intro to Journalism skills and knowledge. R. Paxton spoke to having some spring/summer courses that would essentially allow the potential students to "catch up".
- · A Tricaster was purchased for the program.

6. Discussion Items

6.1 External Membership Information Sharing

- J. Burghardt asked how the changes to social media are being addressed in the Law course. B. Legree spoke to how current case studies are being taught, the topic of how posting on facebook can be damaging or can result in lawsuits.
- J. Burghardt noted how the Metroland newspaper has 3 of our graduates and is very impressed with them.
- S. Watson asked if the interest in the third year (Broadcast) has increased.

6.2 College/School Update and Program Update

- School of Media, Arts & Design is in a period of growth. Two new graduate certificates will be starting in the fall of 2012. These will allow lateral movement between programs.
- The Riot radio is set to launch January 26th, 2012. This will be a good working visual experience for our Journalism students.
- Marketing and promotion of our applied programs are being looked into.

- Communication on the laptop programs to our new potential students is being addressed through our website.
- Enrollment numbers will remain at 90 seats for first year.
- The Program of Studies for 2012-2013 was discussed and the changes for the program were noted by R. Paxton.

6.3 Continuing Education Update

• Continuing Education representative unavailable.

6.4 Student Voice

- K. Morgan spoke to the mobile computing program and how that will affect students who may
 pursue a bridging program with UOIT. Students going from our program have already
 purchased a MAC laptop but will need to buy a PC laptop to go on for the next year with UOIT.
- T. Fidler shared that some students who have come into the program from a university program would like to see the option to enter directly into year three and focus solely on Broadcast.
- K. Morgan commented on the new Journalism video that was put out by the Communications & Marketing department, it was not a true reflection of what the Journalism program is all about.
 R. Paxton has been in touch with R. Dolishny to discuss making some changes to represent more accurately.
- The students feel that a teleprompter for third year students needs to be addressed as a crucial part of the curriculum.
- Third year students are requesting their own working room, rather than sharing the Chronicle production room with the second year students
- The students in third year are stating that there is an overlap between a couple of the courses between semester 5 and 6. This will be brought forward in the next Program meeting.
- R. Paxton asked if there are any courses that should be added or could be revised. Field
 Placement seminar could be split between semester 5 and 6. The hours in fall would
 concentrate on portfolio and resume preparedness. This would allow the students to come ready
 to interview for Field Placement.

7. Additional Agenda Items

- 7.1 Nomination of chair
- R. Paxton explained the procedure for being a Chair on an Advisory Committee; must be an external member and hold the position for a two-year term. Kyla Morgan was nominated. She was acclaimed to the position and she accepted.
- E. Goreski was thanked for being the chair for the past two years; her time and commitment were appreciated.

7.2 Open House

 Open house will be held on Saturday, March 31, 2012. The video shown in C113 needs to showcase more Media as well as the Design programs. C. Hale suggested sending clips to D. Fisher who is responsible for putting the video together. R. Paxton asked if any of the external members would be interested in coming to speak at the Open House. A formal invitation/email will be sent to the membership.

8. Decisions/Recommendations (action items)

- To determine the status of the bridging program and the relationship with UOIT by setting-up
 a meeting with our Admission Liaison to discuss promoting an Advanced/bridging
 application for entry into year two. ACTION BY: PROGRAM COORDINATOR
- A proposal to create a dedicated working studio space for third year students. ACTION BY:
 Program Team

9. Future Meeting Date

Wednesday, June 13, 2012 6:00 p.m.

10. Adjournment

The meeting was adjourned at 7:30 p.m.



Marketing Program Advisory Committee School of Business, IT & Management Tuesday November 15, 2011, 5:00 pm CC2214

Organization

Advisory	Committee	Membership	List
	Name	•	

Committee Chair			
TBA			
External Committee Members			
Jim Masterson	Vice-President, Market	ing	Glaxo Smith Kline
Ashley Richardson	Officer, Communication Media Relations	ns, Public &	Toronto Catholic District Schoo Board
Jeff Nelson	Owner		Nelson Industries
Richard Gauder	President		CMS Web Solutions Inc.
Dave LaPenta	Global Program Deliver & Leadership Facilitato		IBM Canada Ltd.
Doug Duplantis	Territory Manager		Fibergrate
Jonathan Tice	Senior Vice-President		Destiny Solutions Inc.
Student Representatives			
Lianne Bowen	Marketing Students		
Cheryl Andrews	<u> </u>		
Scott Topolnisky			
Staff & Faculty Representatives			
Jeff Schissler	Professor/Program	School o	f Business, IT & Management
	Coordinator	0 1 1	(B : IT 0.14
Ingrid Brand	Professor		f Business, IT & Management
Peter Stasiuk	Professor	School o	f Business, IT & Management
Guests/Unelected Faculty/Staff			
Jackie Bathe	Associate Dean	School o	f Business, IT & Management
Val Gilham	Program Officer		f Continuing Education
Ann-Marie Bennett	Program Officer		f Distance Education
7 th Mario Domot	i rogram Omoer	20110010	. Distance Education

Title

DATE: Nov 15th, 2011 DATE: Nov 15th, 2011

REPORT PREPARED BY: Val Gilham MINUTES REVIEWED BY: Jackie Bathe



Marketing Program Advisory Committee School of Business, IT & Management Tuesday November 15, 2011, 5:00 pm CC2214

Present: Richard Gauder, Jeff Schissler, Ingrid Brand, Cheryl Andrews, Peter Stasiuk, Scott

Topolinsky, Jay Fisher, Jeff Nelson

Regret(s):

Val Gilham, Vidal Chavannes, Jackie Bathe, Howard Umbrah Guest(s):

1. Welcome and Introductions

Members introduced themselves and Jackie welcomed everyone.

2. Additions to the Agenda

The committee needs a chair. It was agreed that an invitation would be sent out to the members with the minutes (action item).

3. Acceptance of the Agenda

The agenda was accepted.

4. Approval of Minutes

Jeff Schissler approved the minutes and it was seconded.

5. Business/Actions Arising from Previous Minutes

The subcommittee was not formed but this item will continue (action item). Perhaps once a chair is elected, the subcommittee can be formed. One of the issues that need to be discussed is branding of our Marketing program.

6. Discussion Items

6.1 External Membership Information Sharing

International business and social media continue to be hot items. The bell curve is flattening out in terms of internet marketing. Businesses are going directly to clients. This type of marketing is highly fluid and transitionary. Mobile marketing and tablet devices are huge.

We offer Digital Marketing which introduces students to social media. Peter Stasiuk discussed some of the topics in the course.

Data analysis through websites and different marketing vehicles should be considered (data curation). Google analytics is covered in 3rd year.

There are now tools that search for how many people are searching for particular streams. This could help companies determine where people are searching.

Mobile is still transitioning. Smaller businesses are finding it difficult to keep up.

Last year Jeff's students worked with a small company and set them up with a Twitter account. This resulted in 18 customers who followed the company through Twitter.

Perhaps students could partner with business to business companies to help them get up to speed in social media by means of a field placement project.

Finding your target audience is difficult for many small businesses. LinkedIn is a tool to help businesses find their target audience.

The instructors want to ensure that once our graduates go into the workforce, they have the social media skills to help their employers get more involved in social marketing.

Courts have determined that anything that is put in Facebook can become public property.

Unthink is a site for people to take control of the social media.

The recession is making it difficult for businesses. Jackie reported about an employer from another committee reported that there has seen business coming back from China (to Canada) due to quality and financial issues.

Strategic account management (sales 101) is very important to get and retain customers.

It was asked if we cover the analysis of websites. We are not teaching website development but we do cover the marketing aspect of websites.

AODA legislation states that starting January 2014, all companies with 50 employees will have to ensure their websites and/or intranet are accessible (for people with disabilities).

6.2 College/School Update and program Update

Pickering site will be opening in fall 2012.

Our fall enrollments are not as healthy as hoped.

Hospitality is in the 2nd year. It will move to Whitby campus September 2013 along with Culinary. There were some new faculty hired this year.

There will be a January intake for Business Fundamentals, Sports Administration and Hospitality. We do a lot of collaboration that includes external partners. Currently IMC I & II are working with clients to work on projects. Digital Marketing and Marketing Management are worked into the Durham College marketing competition and they are developing a website. Peter and Jeff are working together to combine presentation skills in projects. There is also work being done with charities.

KPI will be followed to continue improvement. ie. Math is being targeted.

Jeff is working with Marketing and Communications to design and develop a video to use as a marketing tool. The story line will be DCMC.

6.3 Continuing Education Update

Continuing Education is offering Marketing Digitally, Social Media and Society as well as a couple of one-day workshops for blogging.

6.4 Student Voice

Some students have expressed concern for the value of the third year of the program. Advanced Sales Techniques – the course description was read. They are not actually learning how to sell. This course will be reviewed in the spring (action item).

Computers III - includes HTML and Photoshop, and is another course that will be reviewed (action

Bus. Comp. Apps I – needs to have changes. Most students felt the skills learned are redundant and are too remedial. Maybe accessibility could be incorporated into this course instead of just 'cut and paste'. This course has been modified to 28 hours.

Marketing Research - very beneficial

Field Placement class – employment documents are covered. Very useful.

Case Analysis – gives you real world analysis and brings it all together.

Presentations - Most important course and it gives students the courage and skills to present to an audience. Perhaps it should be earlier in the program.

The 3rd year applications style courses are a new concept and sometimes difficult as students are out of their comfort zone.

Perhaps 3rd year should be repositioned or branded differently to make it more practical.

The students seem to be happy with the 2nd year courses. They are happy to be presenting to a real

Marketing Law and Ethics – perhaps some of the introductory topics are too general. There are some topics that are very interesting. Jackie said it will be reviewed in the spring 2012 (action item).

7. Additional Agenda Items

8. 7.1 International Business Management Graduate Certificate Focus Group

Vidal Chavannes introduced the program and the numbers of enrollments at other colleges across the province. The hope is to draw international students. The College is focused primarily on India and China. The thought is Pickering is closer to Toronto so we would have a larger and more diverse population to draw upon.

Ingrid thought that companies in other countries may recommend that their employees come to attend this program to make them a better asset once they return home.

This program is proposed to run out of the new Pickering site starting fall 2012. Approval is required from the industry members of our Marketing PAC. This program would still have to go to an internal committee (November 17) then the Board of Governors for approval (November 23).

It was asked if this draft of the program is approved by the Board, how many changes are allowed. There would be quite a bit of flexibility; however, once it goes to the Ministry, we would have less room for change in terms of hours as they are tied to funding.

The entrance requirement is a diploma or degree or relevant work experience. It is recommended that applicants have some experience in marketing. Jeff Schissler has concerns about the outcome 'Develop an international marketing plan...' This would suggest that students should have guite a bit of marketing skills and knowledge before entering this program. The program doesn't include a Marketing course.

The guestion was asked if international students are returning to their home country after graduation or staying in Canada. Typically international students can work for two years after graduation before having to return to their home country. Often students are drawn to longer programs so they can stay longer in Canada.

Richard Gauder stated that the world is 'smaller' and he would recommend this program.

Jackie asked about field placement and whether it would be done here or from another country.

Would we have any type of competitive advantage to our program? Vidal felt this could be determined by those writing the curriculum. External certifications would also be important. It was asked if there will be a focus on any specific countries. This may help our domestic recruitment. A couple of other colleges do specialize and focus on specific countries. Jackie stated the Mexico is a country that is becoming a strong international partner.

The opinion was that this program would be of interest to current students following graduation.

It was asked if language would be a barrier and if ESL or communication training would be part of the program. Vidal felt that applicants would have to meet the entrance requirements for language.

Howard felt some of the courses listed would be very interesting.

Peter said he would recommend the program with some of the recommendations discussed.

Richard Gauder made the motion and Jeff Schissler seconded. The committee voted and recommended the program.

9. Decisions/Recommendations

See action items.

10. Future Meeting Date

Tuesday, March 20th, 5:00

11. Adjournment

7:30 pm

PROGRAM ADVISORY COMMITTEE ACTION LOG

NEW	Action Items from April 12 th , 2011 Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Formation of a sub-committee to work on the issues surrounding the program throughout the year and to report to the committee at the semi-annual Program Advisory Committee meetings. Ashley Richardson and Jonathan Tise are interested in participating.		J. Schissler and J. Fisher	This item will remain an action item at this time (November 2011).
NEW Action Items from November 15 th , 2011 Meeting				
1	Send an invitation to the members for a volunteer for a chair		J. Bathe	
2	Review Marketing Law and Ethics course outline		Faculty	
3	Review Advanced Sales Techniques			
4	Review Computers III (Photoshop & HTML). Include more on Microsoft Publisher. Perhaps have a marketing expert teach the marketing computer course – Form a sub-committee to have this discussion			



Mechanical Technician – Non-destructive Evaluation Advisory Committee School of Science and Engineering Technology Minutes of December 6, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
External Committee Member		
Name	Title	Organization
Jean Beharrell	Human Resources Mgr.	Ontario Power Generation
Bhamini Chiekrie	Branch Mgr. Materials & Test.	Acuren Group Inc.
Alex lorgu	NDT Inspector	Toronto Transit commission
Dave Mennie	Residential Inspector	Bruce Power
Meghan Rdoger	Operations Coordinator	Acuren Group Inc.
Steve Simpson	NDE Manager	Intech International Inc.
Mike Trelinski	Senior Technical Expert	Ontario Power Generation
Elected Student/Alumni Representat		
Name	Yr/Program/Alumni	
Shawn Axhorn	Alumni Non-destructive, Yr. 1	
Melanie Clarke	Non-destructive, 11. 1	
Elected Faculty/Staff Representativ		
Name	Title	
Clair Sigus	Professor	Durham College
Katy Zaidman	Professor/Coordinator	Durham College
John Zirnhelt	Professor	Durham College
Guests/Unelected Faculty/Staff		
Name	Title	Organization
Maureen Calhoun	Associate Dean	Durham College
Sue Todd	Dean	Durham College

REPORT PREPARED BY: Linda Dillon DATE: January 25, 2011

MINUTES REVIEWED BY: Susan Todd DATE: February 10, 2012



Mechanical Technician-Non-destructive Evaluation Program Advisory Committee School of Science & Engineering Technology Minutes of December 6, 2011

Present: J. Beharrell, M. Rdoger, C. Sigus, S. Todd, M. Trelinski, K. Zaidman

Regret(s): S. Axhorn, J. Beharrell, B. Chiekrie, M. Clarke, A. Iorgu, D. Mennie, S. Simpson, J. Zirnhelt

Guest(s): L. Dillon

1. Welcome and Introductions

- S. Todd welcomed committee members and acted as Chair for the meeting.
- D. Mennie's contact information will be verified.

2. Additions to the Agenda

7.1 WebCT Discussion

7.2 Enrolment

3. Acceptance of the Agenda

Accepted.

4. Approval of Minutes

The minutes of June 9, 2011 were approved by S. Todd and seconded by L. Dillon, Carried.

5. Business/ Actions Arising from Previous Minutes

The action log was reviewed and updated.

K. Zaidman requested that all advisors and faculty forward resources on textbooks to her (katy.zaidman@durhamcollege.ca).

6. Discussion Items

6.1 External Membership Information Sharing

Trends/Legislation

New in Industry

Digital Radiography – This is coming back in the inspection industry. M. Rdoger offered to send S. Todd an email on this.

Computer Applications - M. Trelinski noted that students need to learn to do charts/graphs in Excel software, data processing in reports, and link technical writing in with the lab documentation. The Computer Applications (COMP 1101) course outline should be reviewed and it will also be looked at in the Non-destructive Vocational Outcomes during Program Review.

6. Discussion Items (Cont'd)

6.1 External Membership Information Sharing

M. Rdoger noted that the last group of students were strong and have already gone to get their UT tickets. As far as ticket statistics, the last 2 years have been good and many students have got their tickets. There are job opportunities in southern Ontario. Outages will take place in the spring in Pickering and Darlington at the end of February or early March. Acuren will not be able to confirm how many students they can take at this point, but the college is kept in the loop when students are needed. Internship has replaced co-op and there are currently 10 students out on Internship. Students can do Internships in the middle of second year in summer and return to school after completing 1 year of Internship. Students then return back to the program to complete the curriculum.

K. Zaidman noted that last spring, Babcock and Wilcock requested 17 students for a spring outage and these students returned back to school in September. It was suggested that we get a representative from Babcock and Wilcock to sit on the Advisory Committee to increase the profile of graduates in the Non-destructive program. There are a large number of Non-destructive students that companies can tap into. B. Chiekrie will be advised of this. The Internship model will be monitored closely to ensure that it is working.

It was noted that 50% of Ontario Power Generation's (OPG), Pickering's business went to the Bruce Power Plant. Work is being outsourced and being regigged. OPG will not know their hiring needs until sometime in Jan. 2012. We need to look beyond OPG for students and graduates for the program. It was felt that students had the required skill sets. The following comments were made:

- Platform work is very basic work and students do this well
- S. Todd suggested speaking with graduates to see how their careers are going. A database could be built on past graduates or alumni to assist with program review.
- Soft skills are lacking writing and verbal communication skills could be improved. This is being addressed with the revised Communication courses.
- S. Todd and K. Zaidman are meeting with UOIT and talking to the nuclear people on the operations side. The numbers are small but we are advertising year long internships and a couple of students have been sent out for Field Placement.

6.2 College/School Update and Program Update

Student Services Building – The new Student Services Building is operational now and provides one stop shopping to students in areas such as admissions, registration, financial aid, career services etc. The front line staff working in the building have been trained to be knowledgeable to answer questions in all areas.

Whitby Campus, Phase 3 – It will consist of 36,000 square feet with completion in December 2012 and opening in the fall of 2013. New programs such as Energy, Culinary, Horticulture and Artisan Agriculture are being offered.

International Students – There has been an increase in international students, mostly from India. It was noted that the majority of these students at the moment are going into Pharmaceutical and Food Science Fast Track program and Chemical Lab Technician in 2012.

Hired Career Services – Advisory members received a handout on Career Services at Durham College. Services such as on-campus recruiting opportunities, posting jobs on the career portal, interviewing students on campus and internship opportunities are available.

Statistics show that 83% of graduates found employment within six months of graduation and 89.5% of employers were satisfied with hiring a Durham College graduate.

Mechanical Technician-Non-destructive Evaluation Program Advisory Committee School of Science & Engineering Technology Minutes of December 6, 2011

Degrees

The college has been given permission to offer degrees. The school has submitted a proposal for an applied degree in Non-destructive Evaluation as practical engineers. This would be the first degree in Canada. Advisory members will be kept up-to-date as more information becomes available. K. Zaidman asked J. Beharrell to provide feedback on a 4 year graduate in Non-destructive Testing and provide some information on where people come from that are hired with Ontario Power Generation (OPG).

Key Performance Action Plan

It was noted that the student, graduate and employment satisfaction percentages were lower than the province. It was mentioned that the data can be skewed, depending on how many people actually answer the survey. The following was noted:

Durham - Strengths - Percent	Province	Durham - Areas for Improvement -	Province
_	%	Percent	%
Employer Satisfaction - 100	91.2	Student Satisfaction - 64.4	70.3
Graduation Rate - 72	62.7	Graduate Satisfaction - 36.8	65.3
Helpfulness of Professors - 62	61	Graduate Employment - 64.7	83.2
Teachers who help students		Speaking Skills - 31	48
understand their chosen career - 76	70	Writing Skills - 34	52
Teachers' knowledge of subjects - 81	80	Develop Computer Skills - 37	60
Develop problem solving using math		Course Materials – 37	52
techniques – 88	80	Feedback on student progress - 49	57
·		, ,	

K. Zaidman to follow-up with graduates to try and get more in-depth information on KPI results. Students indicated improved resources in the areas of the library and labs are needed. It was noted that dollars are fixed to obtain equipment, but we receive as much as we can through donations and partnerships. A new \$80,000 tensile machine has been received.

In the interim, the following will be completed to improve Key Performance Indicators:

- Strive to have all professors use WebCT for the posting of grades
- Investigate what is required by CGSB for on-line training
- Continue doing curriculum development each year
- Course materials will be addressed and replaced with the program team designing their own manuals as no textbooks are available
- Continue to monitor Internship
- Audit the relevance of the course outline against the Program Review and the lecture/lab requirements in spring 2012.

2012-2013 Program of Studies

K. Zaidman reported the following:

- 21 hours is the average for courses in the Program of Studies for each semester
- Electrical Control Fundamentals replaced the Electricity course
- Compare the conventional Mathematics courses already offered in the School of Science and Engineering Technology and look at what is the most appropriate Mathematics course for the Non-destructive Evaluation students. Also look at the possibly of tapping into the Statistics course.
- Provide students with more work on exponents prior to students taking the Radiation course
- Computers, Fluid Power and Ultrasonic I and II courses need to be looked at
- Ultrasonic Testing is the main ticket in the Non-destructive Evaluation market. Continue to offer Ultrasonic I and II (it has a combined total of 120 hours) but look at the possibility of offering Ultrasonic Testing II through the Continuing Education Department.
- Engineering Drawings is also important as students do sketching by hand to help them understand the drawings.
- Mohawk College offers less content in the area of foundational subjects and focuses on quality control.
 The Durham College Non-destructive program is a Non-destructive Evaluation program.

Mechanical Technician-Non-destructive Evaluation Program Advisory Committee School of Science & Engineering Technology Minutes of December 6, 2011

Program Review Update

It was reported that the initial focus group meeting has been held and the external focus group will be held with a final document to be completed later in December 2012.

6.3 Continuing Education Update

N.A.

6.4 Student Voice

N.A. as the student representative was writing examinations.

7. Additional Agenda Items

7.1 WebCT

M. Trelinski noted the college likes professors to communicate through WebCT. This professor communicates to students using email. A new learning management system (LMS) will be coming in. Professors will be encouraged to use WebCT (training is available) and feedback on student progress has been identified in the Key Performance Indicator results.

7.2 Enrolment

The target was to get 36 students in year 1. Enrolment has dropped slightly with 29 full-time and 1 part-time student in year 1 and 26 full-time and 2 part-time students in year 2. Some contributing factors are there are less Second Career students and there has been a decline in the manufacturing sector with not as many jobs available. It was reported that in the area of CNC, there are jobs, but employers are having difficulty getting people to fill these positions.

7.3 Applied Research Update

K. Zaidman updated the committee and noted that research money is available through the Research and innovation Centre. Funding is available to small to medium sized companies for applied research projects. This helps out companies, students and the community in engineering, investigation and experimentation. At the current time research is inactive in the area of Non-destructive Evaluation, but two companies have been contacted or a possible collaboration.

8. Decisions/Recommendations (action items)

- 1. Verify D. Mennie's contact information for the advisory committee. Action By: L. Dillon, ASAP
- 2. K. Zaidman requested that all advisors and faculty forward resources on textbooks to her (kation By: NDE Faculty, ASAP
- 3. Digital Radiography M. Rdoger offered to send S. Todd an email on this item coming back into the inspection industry. **Action By:** M. Rdoger, ASAP
- Review Computer Applications (COMP 1101) course outline and look at skills around charts/graphing in Excel software, data processing in reports and lab documentation. This will also be looked at in the Vocational Outcomes in the NDE Program Review.
 Action By: K. Zaidman/Faculty, ASAP
- 5. Contact someone from Babcock and Wilcock to sit on the Advisory Committee to increase the profile of the graduates and the NDE program. **Action By**: K. Zaidman, ASAP
- 6. B. Chiekrie will be advised that there are a large number of students available to be hired. **Action By:** K. Zaidman, ASAP
- 7. Contact past graduates to see how their careers are going. Action By: K. Zaidman, ASAP
- 8. Monitor the Internship program to ensure that it is working.
 - Action By: S. Todd/K. Zaidman, On-going
- 9. Advisory members will be kept up-to-date on any further degree information. **Action By:** S. Todd, On-going

Mechanical Technician-Non-destructive Evaluation Program Advisory Committee School of Science & Engineering Technology Minutes of December 6, 2011

8. Decisions/Recommendations (action items)

- 10. J. Beharrell to provide feedback on a 4 year graduate in Non-destructive Testing and where people come from that are hired with OPG. **Action By:** J. Beharrell, ASAP
- 11. K. Zaidman to follow-up with graduates to try and get more in-depth information on KPI results. **Action By:** K. Zaidman, ASAP
- 12 Investigate what is required by CGSB for on-line training Action By: K. Zaidman, ASAP
- 13. Faculty to work on designing their own manuals for teaching Non-destructive courses. **Action By:** K. Zaidman/Faculty, ASAP
- 14. Audit the relevance of the course outline against the Program Review and the lecture/lab requirements for spring 2012. Complete the final document for the Non-destructive Program Review by December 2012. **Action By:** K. Zaidman/faculty, ASAP.
- 15. K. Zaidman will look at the possibility of having Ultrasonic Testing II offered through the Continuing Education Department. **Action By:** K. Zaidman, ASAP
- 16. Fluid Power, Mathematics (look at tapping into Statistics) and Computer Applications will be looked at in the spring of 2012.

Action By: K. Zaidman, Faculty, S. Todd, spring 2012

9. Future Meeting Date

Monday, April 30, 2012 4:30 p.m.

10. Adjournment

6:55 p.m.



Office Administration - Legal Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of November 10, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Co-chairs		
Alicia Jones	Legal Assistant	Blaney McMurtry LLP
Seana Depaepe	Legal Assistant	Thornton Grout Finnigan LLP
External Committee Member		
Rosa Pedretti	Legal Assistant	Osler, Hoskin & Harcourt LLP
Laura Johnson	Legal Assistant	Aird and Berlis LLP
Julie Hakkesteegt	Legal Assistant	Templeman Menninga LLP
Jennifer Senior	Legal Assistant	Osler, Hoskin & Harcourt LLP
Michelle Wagg	Secretarial Services Team Leader	McMillan LLP
Veni Tacconelli	Manager, Legal Assistant Services	McCarthy Tétrault LLP
Susan Madden	Legal Assistant	Osler, Hoskin & Harcourt LLP
Roz Chasler	Assistant Director / Administrative Support Services	Ogilvy Renault LLP
Lindsay Ortega	Recruitment Specialist	Miller Thomson LLP
Anne Weber	Operations Manager	Durham Region Crown Attorney's Office
Gidget Hunter	Legal Assistant	Aird and Berlis LLP
Trena Mumby	Supervisor, Legal Secretarial Services	Osler, Hoskin & Harcourt LLP
Carolyn Clark	Legal Assistant	Osler, Hoskin & Harcourt LLP
Heather Redwood	Human Resources Supervisor	Miller Thomson LLP
Lesley Wray	Human Resources Generalist	McMillan LLP
Cynthia Kelly	Human Resources Generalist	Aird and Berlis LLP
Michelle Miranda	Student	
Sandra Arruda	Staffing Coordinator, HR Department	Goodmans, LLP
Nancy Shaw	Senior Human Resources Generalist	Goodmans LLP
Shannon Madill	Legal Assistant	Norton Rose

Elected Student/Alumni Representatives

Name Yr/Program/Alumni

Jessica-Lyn Koenen OFLG - Year 1

Michelle Miranda OFLG - Graduate

OFLG - Graduate - Brown & Court
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Office Administration - Legal Advisory Committee Minutes

November 10, 2011

Carolyn Lucifora Barristers

Elected Faculty/Staff Representatives

Name Title

Professor Joanne Arbour

Harpreet Kochhar Program Coordinator Jennifer Mark Part-time Faculty Audra Hawkins Part-time Faculty

Guests/Unelected Faculty/Staff

Title Organization Name

REPORT PREPARED BY: Ann Conroy DATE: December 16, 2011

MINUTES REVIEWED BY: Bev Neblett DATE: January 13, 2012

(in absence of chair)



Office Administration - Legal Program Advisory Committee School of Interdisciplinary Studies & Employment Services

Minutes of November 10, 2011

Present: *Audra Hawkins, Bev Neblett, *Rosa Pedretti, Joanne Arbour, *Jennifer Mark, Ann Conroy, *Gidget

Hunter, *Alicia Jones, *Laura Johnston, Seana Depaepe, Lindsay Ortega, *Carolyn Lucifora,

*Michelle Miranda, *Shannon Madill, *Jessica-Lyn Koenen

Regret(s): Seana Depaepe, Julie Hakkesteegt, Michelle Wagg, Veni Tacconelli, Susan Madden, Roz Chasler,

Lindsay Ortega, Anne Weber, Trena Mumby, Lesley Wray, Cynthia Kelly, Laura Johnson, Carolyn

Clarke, Carol Ann Factor, Shannon Madill, Jennifer Senior,

Guest(s): None

1. Welcome and Introductions

The Chair welcomed the group and the members introduced themselves.

2. Additions to the Agenda

No additions were made to the agenda.

3. Acceptance of the Agenda

The agenda was approved as presented.

4. Approval of Minutes

Minutes were reviewed and approved.

5. Business/ Actions Arising from Previous Minutes

None

6. Discussion Items

6.1 External Membership Information Sharing

- Osler, Hoskin & Harcourt reported that they are doing accounts and documents on line. Chrome River, an online expense reporting and invoice management system is now being used.
- Aird and Berlis reported that they have begun hiring again.
- Blaney McMurtry has moved to Microsoft 2010.
- · Norton Rose is hiring and going through a merger.

6.2 College/School Update and Program Update

Enrollment Numbers

Durham's student enrolment is relatively good. Fall full-time enrolment is approx. 8,400 students. Phenomenal work was done by faculty calling to boost conversion to paid seats and by admissions and marketing to realize this current enrolment. This enrolment represents an increase of about 8% in year 1 enrolment from last year, and an approximate 7% increase in overall enrolment from last year. The system increase is about 1 - 2 %.

Upcoming Events

Staff Appreciation: Durham College will be celebrating the career milestones of staff/faculty October 20th. The School has 13 celebrating career service years ranging from 5 – 30 years.

Convocation: Fall Convocation will be November 17th at 5 pm.

Fall Open House: Saturday November 12th from 10 am - 2 pm, DC will hold its Fall Open House. Faculty and students will be on hand to speak with potential students who are applying to our programs for the next academic year.

Program Updates

Key Performance Indicators (KPI)

Provincial College 2010 KPIs were released April 2011. Program results are as follows:

- Student Satisfaction KPI 79.8%
- Graduate Satisfaction KPI -92.3%
- Employer Satisfaction KPI –75.0%
- Graduate Employment KPI –100.0%
- Graduation Rate KPI 71.1%

Continuing Education Update 6.3

N/A

6.4 Student Voice

First year student has only been in the program since September, her experience has been good to date.

7. Additional Agenda Items

7.1 Program Feedback

Summation program is now becoming mainstream with lawyers. It would be an asset for students to be familiar with this program. Action: Investigate incorporating summation program into curriculum content.

Discussion regarding Litigation course included the following:

- "The Rules" need to be part of the learning
- the timeline chart would be helpful for student to have
- an understanding of the process for proceedings
- more time needs to be spent on, terminology, time, procedure and maneuvering through rules.

There was a question around covering Family Law in the same course as Litigation. It was recommended, that the Litigation course not be shared with Family Law, and not be delivered in the final semester of the program, which is only 12 weeks.

Action: 1) review Litigation and Family Law Administration course for content based on aforementioned discussion. 2) investigate making Litigation a separate course and the semester that it's delivered in.

Program Marketing 7.2

Discussed recruitment and marketing opportunities for the program. Areas that should be addressed in marketing materials are:

- job prospects and career paths (lifelong career opportunities),
- salaries,
- work/life balance.
- testimonials from graduates, who are working in the field, and
- featurettes from alumni and employer on website.

Consider also using social media.

7.3 **Field Trips**

The committee supported the Ottawa Trip as the final class trip. It is a nice way to celebrate the conclusion of the academic program.

8. Decisions/Recommendations (action items)

Action:

- 1. Review Litigation and Family Law Administration course content and semester of delivery based on feedback from PAC.
- 2. Investigate including Summation program into curriculum.

9. Future Meeting Date

Future meeting date will be advised at a later date.

10. Adjournment

The meeting adjourned at 7.45 p.m.



Operations Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, November 1, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Position:	Committee Chair	
Name	Title	Organization
Neil Harris	Director of Operations	McGraw-Hill
Committee Position	External Committee Member	s
Name	Title	Organization
Brent Coros	Material Specialist	Creation Technologies
Colin Deans	Materials Handling Coordinator	Cameco Corporation
Tim Hogenbirk	Production Coordinator	Ironstone Media
Christina Munro	Quality Care Supervisor	General Motors
Chris Schnitzler	Manager, Procurement	Bombardier Aerospace
Meaghan Snow	Material Specialist	Ontario Power Generation
Amy Wilkins	Value Creation & Process Improvement	Messier-Dowty Incorporated – Sofen Group
John Wilson	Owner	Northern Technology Inc.
Troy Woudwyk	Senior Supply Chain Strategist	Ontario Power Generation
Committee Position	Student Representatives	
Name	Year, Program	
Hubert Chan	Operation, Year 2	
Rashmi Maharaj	Operations, Year 3	
Michelle Shurland-Jadoo	Alumni	
Committee Position	Staff & Faculty Representation	ves
Name	Title	Department
Dave Fletcher	Professor	School of Business, IT & Management
Jackie Shemko	Program Coordinator/Professor	School of Business, IT & Management
Paul Gallagher	Professor	School of Business, IT & Management
Guests in Attendance		
Name	Title	Organization
Jackie Bathe	Associate Dean	School of Business, IT & Management
Amy Serrano	Office Assistant	School of Business, IT & Management
Val Gilham	Program Officer	School of Continuing Education
Ann-Marie Bennett	Program Officer	School of Continuing Education
REPORT PREPARED BY	: Amy Serrano DA	TE: November 14, 2011
MINUTES REVIEWED BT	: Jackie Bathe DA	TE: November 14, 2011



Operations Management Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, November 1, 2011

Present: Neil Harris, Amy Wilkins, Rashmi Maharaj, Dave Fletcher, Tim Hogenbirk, John Wilson, Chris

Schnitzler, Colin Deans, Jackie Shemko, Michelle Shurland-Jadoo, Ann-Marie Bennett, Arlene

Allen, Ann-Marie Bennett, Hubert Chan

Regret(s): Brent Coros, Christina Munro, Meaghan Snow, Troy Woudwyk, Paul Gallagher

Guest(s): Jackie Bathe, Val Gilham, Amy Serrano, Ann-Marie Bennett

1. Welcome and Introductions

N. Harris facilitated welcome and introductions

2. Additions to the Agenda

• No additions to the agenda were made

3. Acceptance of the Agenda

• The agenda was accepted

4. Approval of Minutes

The minutes were approved without changes

5. Business/Actions Arising from Previous Minutes

 Program of Studies-p 59-meeting in spring, Julie Walker completed outline and the course is currently being offered.

6. Discussion Items

6.1. External Membership Information Sharing

- Outsourcing is a hybrid model; contractors that build assemblies of aircraft from all over the world.
 Procure and manage suppliers give portion of the build and then take care of another portion. A portion of outsourcing. Difficult sometimes because you're providing inventory to subcontractors hoping they don't damage anything. Get the product built somewhere else at a reduced cost. The fundamentals are still there. Kit consolidation lessens the amount of resources. Lived in Mexico for 2 weeks. University opened up (aerospace) for activities being done. People are driven-middle class population. Return on investment is slow-paced. Loss of efficiency and quality due to developing country so money is lost.
- Outsourcing–full assembly of parts delivered to them and then integrating the part. The kits are large arriving to them-assembled, fully assembled, parts but only one part. Rationalizing supply chain so that there are 2-3 suppliers sending 2-3 parts. There is an internal inspections group and source inspectors at locations where there is supplier delegation–supplier inspects parts, approves parts, and stamps product. This means that they do not inspect the product when it arrives to them. There is a certification process. Audits are done extensively. Rules apply to rejections. Purchasing/procurement and supplier quality group are merging and responsible for one area. More about supplier management rather than purchasing. Big penetration in Mexico regarding automotive and aerospace. The government is supporting this. Companies are moving away from China and Thailand.
- Work is coming from China. There are consumer complaints because items are paid for before being manufactured and when items are received, the merchandise is no good.
- The nuclear industry is back-tracking. Plans for future being looked at. Supply chain perspective is not status quo-not a lot of moving trends. Green technology isn't going as expected so people will go back to seeking out and using nuclear energy. This is apparent now in India.
- The "green theme" would be nice from the stakeholder point of view but the customer base does not hear a lot about it, so it is not a critical factor in decision-making.

- There is movement, incorporated in the build-noise, emissions, returnable totes, and systems. The initial cost is large to bring the parts back. Use facility a lot for customer tours, etc. Operational factor needs to be incorporated in the facility too.
- What are the skill sets that impact students?
- Adopt green and lean concept regarding materials.
- SAP roll-out in January 2012
- Purchasing module in purchasing course, decentralizing out, integrated in curriculum where appropriate. The long-term vision/intermediate goal to University alliance member and student recognized it on the SAP website. Certification-3 courses in program where SAP is integral part of the course. There is enough hands-on time in 3 courses and put courses forward to SAP for approval and if approved, then students who pass get a certificate of competency.
- Hired a student from Centennial who has the certificate. They are a part of the implementation team. Suggest taking it to that extra level because training time is cut down if familiar with SAP.
- Companies everywhere want students familiar with SAP. Long-term-have more courses with SAP availability like accounting, HR
- HR departments know SAP
- SAP representative is coming to Durham College next Wednesday to meet with HR team to discuss using SAP.
- Business Intelligent Systems-trendy sale increases on SAP side. Different names/versions-COGNOS IBM have a version. Tools helpful to slice and dice information to support information science theme. It guides and leads you
- SAP is coming out with a new system that is a lot cleaner and easier to use, introducing new systems of exporting to excel. Allowing users to use excel to do complete analytics.
- SAP is very visual. You make decisions, system updates and pulls the information into an excel file and then you can manipulate the data. Displays where you are doing well and where you are doing poorly.
- Scorecard for the suppliers. Analytical side will become extremely important.
- New grad perspective, such as skill set expectations for new hires?
- Recent hires are heavily legislated and audited. Push on those with a lot of customs and international business knowledge and previous brokerage experience. Fairly narrow scope of supply chain role. Ability to adapt to legislation and crossing dangerous goods across borders is not a skill you can train in the office. Customs and traffic is a huge plus.
- Tariffs, duties, classification of goods?
- There is a whole traffic department based out of Montreal. They are called if there are any issues. There are different postal companies that sit in main office. Understanding what is going to prevent your stuff from crossing borders is essential. It is a core function. Not needed as a course in and of itself but it should be integrated; students should know customs.
- Group that works on customs, clearance-customs specialists-portion of transportation and logistics course.
- No international portion but it is something to definitely look at.
- A. Wilson-Sat in on interviews. The industry is still an old boys club; limit who they are hiring. Still looking for supplier performance-manage whole portfolio-trend
- There have been no hires in the last 8 months. Fundamentals of ERP, crisis management (natural disasters, broken equipment). Proactive and reactive approaches-candidate needs to be efficient in reaction. Aerospace is low-volume so reactive approach is something they lean toward.
- For example, during the blackout or 9/11, there was necessity for individuals who could proactively react. How do people react through crisis?
- Agrees that knowing how to react in times of crisis is a great skill. Learning truly happens once you've actually experienced it
- Translation to a new grad?
- It is beneficial if a person has an analytical side too. Important personality trait would be one who can manage under pressure, even one who excels in an interview. You want someone who has a strong analytical, and a person who can escalate issues to figure out how to solve problems.
- There is a trend with HR people putting them in situational interviews trying to intimidate students and giving them weird situations (for example, turning their backs on the students). Can the college do this?
- Messier had a group of students do routine work then made them present to senior level people (VPs and directors). This revealed who excelled and who was still too nervous and shy. Those who showed an extra level of confidence during their presentation were offered a position.

- It would be good for students if they had an opportunity to be in this situation. For example, the earthquake in Japan-based on reactions, you have to be willing to jump into it all.
- Exposure to those pressures makes people learn
- At first did not have the strong skills but now, confidence is great, but learned through experience. It is easy to hide behind the computer. One must stand up and talk. This is going to be a great challenge because there is a lack of face to face communication. There is a decline in one-on-one conversations
- Students use short forms on tests and he emphasizes that proper communication is key.
- SALS provides interview assistance
- Performs mock interviews
- Entry level employees at Loblaw's become burnt out due to pressure. They are overwhelmed by the pace they are thrown into. HR department of Loblaw's has 60 people in recruitment alone. The turnover rate is enormous.
- The office staff in the supply chain division is unionized. The union ensures that people receive proper training, three weeks from unionized employer. This works to benefit some of the time
- More presentations are needed in communications courses. Students do not want to present but they should.
- You have to shake them to do it. Safety net of people around but it's difficult to ask guestions every 2 minutes to get through your day.
- It is better to ask many questions rather than do something wrong
- Experienced a mock interview where she was critiqued with feedback, and was invited to come back. The whole process took about an hour.
- The job market is good, they are hiring constantly; currently at 500 with requisitions for another 52
- Office staff is engineering focus.
- Currently hiring in accounting, but not so much in operations
- People are being added but at the lower end of the labour pool. People are cautious with manufacturing due to global crisis, for example what is currently going on in Greece and the tsunami in Japan. People are not spending the money unless there is absolute certainty
- C. Schnitzler-There is currently a hold on hiring due to recession. Within the next 4 yrs. there will be a new aircraft program which will be done in Toronto, so there may be thousands of people being hired. The hiring increase will happen within the next 2-3 years. Right now the company is at 4500 people. They are the largest employer in Toronto
- Aspect Logistics hiring right now. Atlas is hiring as well. Still growth in grocery and house wares
- New regulations? No
- Ontario disability and access? Yes

6.2. College/School Update and Program Update

- J. Shemko-Enrollment update, estimate strong second year=64; year 3, stronger than last year=15. The continuing challenge is to encourage students to proceed to the third year.
- In the midst of roll out as a result of program review (p 59). We are currently at the stage of looking ahead and asking where do we go from here
- SAP-Entire OM faculty completed training in June. SAP offers a lot of faculty training for free except for travel costs. D. Fletcher and J. Shemko have been doing online training as well
- Starting in January, there will be second and third year course roll-out.
- Continue to have some affiliation with Durham chapter of APICS. D. Fletcher attends board of directors meetings
- There are three students at Celestica. Three postings came out today
- Students will be applying directly into options starting this year. They will declare major at entry which will not change POS. There will still be the common first semester and then they will have the opportunity to change their mind without extra credit taking. It is simply a registration change. The concern is the message to students on day one. Full expectation is there will be a hand-full of people wanting operations. Faculty has to be very strong in marketing. Doors are still left wide open
- D. Fletcher-Active group of students-extracurricular club. He tried to get students more involved with tours and guest speakers. Website for students to post resumes included links to APICS. 50 members last year.
- J. Shemko-Do something to add value outside of day-to-day classroom activities
- D. Fletcher-Students would really appreciate tours at different facilities. Students loved Steam Whistle and ACE (wind tunnel). Please share any new ideas/places

- J. Bathe–Current students need to network with recent graduates. An idea for a venue is needed so
 they can have a bit of their time. Anything that allows current students to have access to a great
 pool of graduates is valuable
- J. Bathe explained to PAC that beginning fall 2012 students will enter the first semester of business/business administration under their option at the time of registration. PAC expressed concern that the numbers will be low because students do not understand the OM program.

6.3. Continuing Education Update

- V. Gilham–Working to implement SAP courses in night school as well. It is necessary to know how
 to market. The hope is that it will be a draw for people and tap into recent grads-SAP course.
 Continue to offer certificate and 2-year diploma
- A. Bennett-Distance education continues to grow in enrolment. Currently developing one of the last few courses for delivery in January. Transportation course will also be available in January.
- Students register in individual courses, not programs so enrolment numbers are not available. There is no formal declaration of major
- A. Wilkins-Students from different colleges, not necessarily Durham College students only

6.4. Student Voice

- Decision making between year 2 and 3
- Put field placement in summer between year 2 and 3 so that you have a chance to make that choice through experience. Students have more benefit to do it over the 4 month summer.
- In second year figured out that she would complete year 3. After working at Celestica, could see that you needed more. Competing with others, 3rd year seemed smart to take on.
- Semester 5 and 6 are pure operations courses
- Term in the workplace? Co-op?
- J. Shemko–Should there be a break from school and then have students come back? Consolidation is happening, which is a great model. Co-op would be fantastic, setting Durham College apart from other colleges. Continue internship with employers. Agrees with having experience in the summer between year 2 and year 3. Goal is to have more 4 month internships for students who do not want to extend their studies and go toward the Celestica model.
- D. Fletcher–It is difficult to mandate that all students go into a 4 month placement between year 2 and year 3. If it is optional (found at GM–wanted first year students and then re-hired them in second year), it would be fantastic
- M. Sutherland-Jadoo-Needed to work after second year. Business Operations was what she thought she wanted. Still looking for work. Could not afford tuition for year 3
- J. Shemko–Niagara offers a 3 year option only. Some do not need a third year. Marketable commodity if you show what else you have if you only have a 2 year. Options are good (a 2 year and 3 year option)
- Are bursaries specific? Yes located in program guide. Students need to apply for these bursaries, but they were not marketed because there wasn't a strong APICS background
- Driven to get a job or further education?
- Some are ready to enter workforce, others have different plans, but not necessarily towards more education. Encouraged those to go for the Celestica internship due to great benefits. She does not know the reason why students are not driven to go forward to third year.
- Some want to just finish in two years
- General Motors is biased toward university grads. But there are Durham College graduates who are high up in the GM chain.
- One could have eight years of automotive experience but still be required to get a degree, it does not matter what it is; still on contracts
- Articulation agreements are in place for students. UOIT, Trent, Davenport, Ryerson, Athabasca, Griffith. There is no shortage of opportunities. If students want to pursue it, it does not mean a 3 year OM student can't do the job.
- Celestica takes only Durham College students. The rest are university students.
- University students being hired more so but postings say college/university.
- No designation unless you have a university degree. HR, Accounting, PMAC requires a degree.
 How do we market the college? High school students will just pick university if designations need degrees.
- 4 key steps to designation-3 year advanced diploma. There are other factors than just choosing university or college (finances, marks, location).
- Good articulation agreement, it is built in, and easy. HRPA chose not to continue this

- Keep in mind that opportunities may arise in distant locations.
- Does not possess designations and has had no problem acquiring a job. Has it limited anyone?
- We ask for it. Many resumes are sent so seeing designations acts as a filter;
- Job postings mention that designations are preferred, but not used as a deterrent.
- Better not to affiliate or align with at least 1 organization? It is a benefit.
- January 1 there will be a voucher to write Basics of Supply Chain for free, write the exam within 4-5 months.

7. Additional Agenda Items

7.1. Program of Studies

- Page 59 of the Program of Studies-A program review has been completed, GenEd compliant (3 GenEd courses), semester 2, and first year students taking 2 GenEds. There is 1 extra GenEd than needed and this space needs to be filled with something more OM related.
- What do we do with the open slot? Vocational learning outcomes met.
- Ideas-International Business (nothing currently internationally focused), but it is touched a small bit in purchasing; Green Initiatives – seen at other colleges (plug and play idea), university alliance, wealth for additional SAP exposure.
- Performance Management, looking at dash boards and score cards, and colour charts
- Supports the international business course idea. Supplier performance rules which falls into purchasing.
- Agrees with international business idea. Never thought he would work anywhere else but Canada. He's been in Mexico, Asia, etc. within the last year so international business is a necessity.
- D. Fletcher-personal development beneficial? J. Shemko-part of what she does in career mgmt. and communications. Lots of work can be done in this area. What about 2nd year students?
- Want course before Celestica.
- International or Greening, International trumps environmental from an OM perspective; Green will be taken off the table.
- International business or additional SAP exposure? What would you want the students to take?
- One member supported SAP: two members supported international business.
- J. Shemko-(asks the PAC members to refer to the course outline from the marketing program -International Business, and review the sequence of instruction on page 3). Is this the type of course you envision or is it worthwhile to look at it from an OM specific lens? Are there differences?
- It looks like the course covers a lot that there would be questions about. It is from a worldwide business world.
- 5-8 of outcomes show good targets.
- Durham College offers dual credits for marketing and in the winter DC offers Dimensions of Tourism. There are no OM offerings. High schools are not asking for it in because they do not understand what OM is. This is where we can market.
- Registration wants to be able to predict numbers. Durham College is one of the unique colleges in the system that has the advantage of a common first year.
- What if option fails? Students just go away. They won't register into another program. If there is a bigger intake, you'll get a spot.
- One of the student's original intentions was to pursue HR or accounting but the fact that Durham College offers the common first semester was attractive and that is ultimately what brought him here.

8. Decisions/Recommendations

Please see the Action Log on the next page.

9. Future Meeting Date

End of February or beginning of March.

10. Adjournment

The meeting adjourned at 8:15 p.m.

NEW Action Items from Tuesday, November 1, 2011 Meeting						
	Action Item	Date	Responsible	Outcome		
1.	Add international business to the program of studies					
2.	Investigate accreditation of the operations management program by the Canadian supply chain sector council (CSCSC)					
3.	Investigate a dual credit in high schools for OM					
4.	Speak to registrar's, communications and marketing regarding the PAC's concern with students selecting their option at the time of registration					
5.						
6.						



Accounting Program Advisory Committee School of Business, IT & Management Minutes of Wednesday, November 2, 2011

Advisory Committee Membership List

Name	Title		Organization
Committee Chair			
TBA			
External Committee Members			
Ben Dionne	Teacher		All Saints CSS DCDSB
Brenda Arsenault	Controller		McGraw-Hill Ryerson
Cheryl Wilson	HP Finance, UOIT & DC Pa Faculty	art-time	Durham College, HP Canada
Colin Davies	Intermediate Accountant		McGraw-Hill Ryerson
Grant Gervais	Financial Controller	Financial Controller	
John Rycroft	Financial Services Manager		Durham Regional Police Service
John VanSteinburg	VP, Finance	•	
Judy Darling	Head of Guidance	Head of Guidance	
Mike Harvey	Assistant Controller		Gerdau Ameristeel
Stephanie Palisek	Business Development Ma	Business Development Manager	
Paula Van Kessel	Manager		Ritchie Shortt & Tully LLP
Brenda Lynch	Financial Analysis		EHC Global Inc.
Student Representatives		·····-	
Christine Kift	3 rd Year Accounting		
Katelynn Higdon	3 rd Year Accounting		
Rachel Fulford	3 rd Year Accounting		
Charlotte Heath	3 rd Year Accounting		
Rose Macfarlane	2 nd Year Accounting		
Staff & Faculty Representatives			
Denise Cook		School o	of Business, IT & Mgmt
	Program Coordinator		
Joe Pidutti	Professor	School o	of Business, IT & Mgmt
Pat Sauve	Professor	School o	of Business, IT & Mgmt
Guests/Unelected Faculty/Staff			
Jackie Bathe	Associate Dean	School o	of Business, IT & Management
Val Gilham		School of Continuing Education	
Ann-Marie Bennett	Program Officer	Distance Education	Education, School of Continuing
Cheryl Wilson			of Business, IT & Mgmt
Cindy Foley	<u> </u>	Distance Education	Education, School of Continuing
Amy Serrano			of Business, IT & Management

REPORT PREPARED BY: Amy Serrano DATE: November 10, 2011

MINUTES REVIEWED BY: Jackie Bathe DATE: November 10, 2011

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Accounting Program Advisory Committee School of Business, IT & Management Minutes of Wednesday, November 2, 2011

Present: Denise Cook, Ben Dionne, Joe Pidutti, Charlotte Heath, Pat Sauve, Rose Macfarlane, Cheryl

Wilson, Colin Davie, Paula Van Kessel, Brenda Lynch, Brenda Arsenault(arrived 6:25)

Regret(s): Ann-Marie Bennett, Christine Kift, Cindy Foley, Daniel Booth, David Jones, Grant Gervais, Jane

Kaake, John Roycroft, John VanSteinburg, Katelynn Higdon, Mike Harvey, Rachel Fulford

Guest(s): Jackie Bathe, Arlene Allen, Amy Serrano

1. Welcome and Introductions

• J. Bathe, acting chair, facilitated welcome and introductions.

2. Additions to the Agenda

No additions.

3. Acceptance of the Agenda

• The Agenda was accepted. Moved by Denise; Seconded by Arlene.

4. Approval of Minutes

• The Minutes were approved without changes. Moved by Jackie; Seconded by Ben.

5. Business/Actions Arising from Previous Minutes

- Action Item 1. Students are not always aware of dual credit option and it is good for the students. The Office of the Registrar has the information and provides it for the students. Work with the Office of the Registrar will be ongoing. There are several dual credits going on in local high schools. A course is co-taught by a high school teacher and a college faculty member. They work together. Marketing is the dual credit course of choice. The current accounting dual credit course currently taking place: student takes grade 11 and 12 accounting with a minimum grade of 70% and automatically gets a credit in Accounting 1200.
- Action Item 2. Researched and will be discussed further.
- Action Item 3. Simply Accounting was adopted this year and ran smoother than last year.
 Students are finished with Simply Accounting for the rest of the semester. The decision to go with Simply Accounting over other software occurred last spring. High schools use Simply Accounting which makes for good transition for students.
- Action Item 4. New placements were obtained. This is ongoing.
- Action Item 5. Review done in May/June. This was addressed and sent to CGA. Good feedback on the level of taxation from students.

6. Discussion Items

6.1. External Membership Information Sharing

- Currency rates are causing an impact. Business is being affected due to current issues with the Euro because of Greece.
- Accounting standards are the biggest change; IFRS or private enterprise gap. CICA is always changing and always providing new forms and new provisions to learn so one must stay on top of professional development. In regard to hiring trends, it is difficult to find people right now and it has been this way for the last 2 years (small firms in particular). Many people want to go to the city. Graduates straight out of school have little experience and are not suitable to hire in small firms. A recent CICA survey reveals that staffing problems is a prominent issue. Three years ago, the company was flooded with resumes, now we would be lucky to get a handful. We are not necessarily looking for certified people but are concerned with finding good people who we are willing to train.

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- The three designations are talking about merging. This could change curriculum, texts, etc. Quebec has done the merger and BC is further along.
- This merger would mean a lot of education for someone to commit to. A major overhaul would have to be implemented.
- Addressing the PAC industry members Please keep us updated regarding the designation merge. It takes long to implement changes to the program of studies. Durham College has more and stronger articulations every year. Three-year accounting program consolidates the students' knowledge in addition to field placement.
- It was suggested that Durham College explore offering a dual credit in accounting to get more students applying to the college. Students tend to go toward marketing and entrepreneurship. A dual credit course would be beneficial.
- Students will be asked to declare their intent early on this fall but it will not prevent students from switching if desired. It will have to be marketed carefully.
- Students should be asked to complete tasks such as raising money with stocks, dealing with bond issues, analyze a publicly traded company, create a report, and bring forth recommendations.
- Market pathways in high school through guidance offices. There is no college or university
 program that has prerequisites for admission into accounting programs. We must inform and
 recruit to students early. Articulation agreements should be marketed at the high school level.
- The embedded program includes a common first semester, declare university and take one university-level course, four courses in second year, and then transfer to university.
- UOIT expects GPA of 3.5, rather than an "A" (members refer to program guide's articulation agreements).
- There are issues with first year student who must take ACCT 1200. If students took accounting
 courses in high school, there would be less failures at the post-secondary level. Accounting is
 not required at the high school level.

6.2. College/school update and program update

- Enrolment is solid. Accounting remains good. There are approximately 39 year three students and 90 year two students.
- Durham College continues to actively pursue international students. There are currently around 140 international students (a low number compared to Toronto colleges).
- The new Student Services Building is up and running; the two-year Hospitality program is up and running.
- The New phase 3 at the Whitby campus will be available in 2013.
- A new GO station will be built on Thornton Road.
- Fall 2012 The new Recreational and Leisure Services program will commence.
- International business will be the next program to be developed.
- Social Media and Society added as a General Education course.
- There were changes to tax courses. Changes have been made to the advanced and intermediate courses. New part-time hire teaching Business Law and will incorporate cases.
- With all the changes, course outlines are in the process of being reviewed because in August, the contact person at CGA resigned. A temporary replacement has been assigned to them.
- Changes have not eliminated anything in the program of studies, more has been added.

6.3. Continuing Education

- Currently working on winter and spring programs. Accounting courses are being offered in the
 evenings and distance education. It takes about a year for changes in daytime offerings to be
 implemented in the evening and distance education offerings. Simply Accounting will be
 adopted. Durham College offers alternative delivery patterns. The two-year accounting diploma
 can be received through Continuing Education, but not a three-year diploma.
- Accounting classes offered at night do well.

6.4. Student Voice

- Simply Accounting is enjoyable. High school accounting was on the ACPAC system. Possibility
 of a new project that will take about 25 hours to complete will be offered in Simply Accounting. It
 packages everything a student has learned.
- ACPAC was challenging. There were difficulties with the software. Accessibility to WebCT and MyCampus is beneficial. Actively encourages students to take year three because courses start AGENDA PAGE 178

complementing each other. What you learn in first and second year starts to come together and makes sense. One starts understanding the material in a general sense. Practical experience is essential. UOIT pathways presentation was informative and clear. The various universities have different credit systems.

7. Additional Agenda Items

7.1 CGA Transfer Credits

Work in progress - Durham College or CGA site, get 2011/2012 credit policy updated July 2007.
 Outlines in transition. New and improved.

7.2 Case Writing

• Sent information on CGA case writing competition. Send teams, money in it, lots of work involved, over a weekend 2-3 students. Incorporated a plan to get cases into Durham College accounting courses. C. Wilson has a good opportunity to put it into the auditing course.

7.3 Pathways

• Discussed above under figure 6.1 External Membership Information Sharing.

7.4 Student Association-Representative

- SA has money and starting a path to get a student rep.
- Students are being actively sought out to act as representatives from each program to benefit students in their programs.

8. Decision/Recommendations (action items)

- Further discussion needed regarding the introduction of SAP into finance courses.
- Students will get exposure to SAP, but not be certified.
- It is beneficial for students to have some knowledge of SAP; to have some understanding.
- Big companies use SAP. There are different platforms. Great to have on one's resume.
- SAP training is free for faculty. There is a lot of online training. Networking amongst other colleges/universities is most helpful. Discussion of running an SAP course at night.
- A chair for the accounting program advisory committee is needed. Further discussion will be held during the spring PAC meeting.

9. Future Meeting Date

March 21, 2012 at 5 p.m.

10. Adjournment

• 7:05 p.m.



Biomedical Program Advisory Committee School of Science and Engineering Technology Minutes of December 1, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair	Susan Todd	Durham College
External Committee Memb	er	
Name	Title	Organization
Ravi Anand	Area Service Manager.	Siemens Canada Ltd.
John Beaton	Director of Operations	Toshiba Medical Systems
Brett Christensen	Director of Service	Aramark Healthcare
Bill Clyne	AGENDA PAGE 179	GE Healthcare Serv.

Neal Dardaine National Service Manager Coviden

Adam DeMeester Hamilton Health Sciences

Traver Fougers Philips Healthers Canada

Trevor Fougere Field Service Engineer Philips Healthcare Canada

Gabe Gasparotto Regional Support/Technical Acct. Mgr. North York General Hospital.

Bill Gentles Infratech Administrator BT Medical Technology Consult.

Mike Goulding Service Manager Philips Medical Systems Canada

Earl Langridge TLP Program & Lean Serv. Leader General Electric

Keith Laycock Director, Biomedical Engineering Sunnybrook Health Science Ctr.

Bill Lewis Niagara Health System

David Malgi Region Service Manager. Philips Healthcare Canada

Aaron Nurse Aramark Healthcare
Ron Rivard Manager, National Serv. Ctr. General Electric

Michele Roberts Field Service Engineer Philips Healthcare Canada

Brian Trussell Lake ridge Health

Ryan Wallis

Philips Healthcare Canada

Michael Weimer

Director of Service

Draeger Medical Systems

Elected Student/Alumni

Representatives Year/Program/Alumni

Paul Sackett Year 2-Biomedical Eng. Technology

Elected Faculty/Staff Representatives

Title

NameAssociate DeanDurham CollegeMaureen CalhounProfessorDurham CollegeSandra KudlaCoordinator/ProfessorDurham CollegePravin PatelDeanDurham College

Sue Todd

Guests/Unelected Faculty/Staff

Name Tälgenda PAGE 180

Organization

L	Linda Dillon	Administrative Coordinator	Durham College
F	Rick Tidman	Professor	Durham College

REPORT PREPARED BY: Linda Dillon

MINUTES REVIEWED BY: Sue Todd/Pravin Patel

DATE: December 22, 2011

DATE: January 27, 2012



Biomedical Advisory Committee School of Science and Engineering Technology Minutes of December 1, 2011

Present: S. Kudla, * B. Lewis, *A. Nurse, P. Patel, P. Sackett, R. Tidman, S. Todd, *B. Trussell

Regret(s): R. Anand, J. Beaton, M. Calhoun, B. Christensen, B. Clyne, N. Dardaine, A. DeMeester,

T. Fougere, G. Gasparotto, B. Gentles, M. Goulding, E. Langridge, K. Laycock, D. Malgi,

A. Nurse, R. Rivard, M. Roberts, R. Tidman, M. Tucker, R. Wallis, M. Weimer

Guest(s): L. Dillon

11. Welcome and Introductions

Members were welcomed to the Advisory Committee meeting. The dean for the School of Science and Engineering Technology acted as chair for this meeting. It was suggested that teleconferencing be investigated for the next meeting.

12. Additions to the Agenda

None.

13. Acceptance of the Agenda

Accepted.

14. Approval of Minutes

The minutes of October 27, 2011 were approved by S. Kudla, seconded by L. Dillon. Carried.

15. Business/ Actions Arising from Previous Minutes

The Action Log from October 27, 2011 was reviewed and will be updated.

S. Kudla and R. Tidman to draft a placement document to include placement criteria and pass the document out in the spring of 2012 to members. S. Kudla and A. Nurse will discuss placement for year 2 students as well. One industry member mentioned not to reduce the amount of placement time for year 3 students.

16. Discussion Items

6.1 Election of Advisory Chair

An email will be sent out to committee members asking them to think about taking on the Chair responsibility for the Biomedical Committee.

6.2 External Membership Information Sharing/Industry Trends

The following was mentioned:

- Freedom of Information has a big impact on everyone
- RFP's language is a challenge (this is being incorporated with students0
- Email and folders compliance issues (anything over 6 months gets deleted out)

6. Discussion Items

6.3 College/School/Program Update

- Student Enrolment There are more than 900 students in September 2011 with an increase in international students and fast track students
- There are more females in the Biomedical program for 2011
- The Biomedical program is being marketed as an allied health program and being promoted in the community more
- The program is looking for dialysis donations from companies (Aaron Nurse offered to see if there is a donation from Woodstock)
- The Chemical Laboratory Program started in January 2011 and had a September 2011 intake and will have another January intake for year 1 students in 2012. This program will support a school retention plan and meet the need for our International office.
- There has been an increase in international students, mostly from India. Most of these students go into the Pharmaceutical and Food Science program and Chemical Lab Technician program – 2012.
- Two new 2-year Technician programs will be starting in September 2012 Artisan Agriculture and Horticulture
- The new Student Services Building is operational now and provides one stop shopping to students in areas such as admissions, registration, financial aid, career services etc. Front line staff working in the building have been trained to be knowledgeable to answer questions in all areas.
- Whitby Campus, Phase 3 It will consist of 36,000 square feet. The ground breaking ceremony will be December 1, 2011 with completion in December 2012 and opening in the fall of 2013.

Key Performance Indicators (KPIs)

The Key Performance Report Card was reviewed. Students scored above average in the following areas:

- Field Placement at Durham College and Centennial College
- Student Satisfaction (above average in social and computer skills)
- Graduate Satisfaction
- Employer Satisfaction

Areas for improvement were:

- Lab/shop facilities
- Course materials
- Students' reading and writing skills
- The graduation rate is .1% below the system-wide average but the KPI data does not give the reasons why people do not graduate

A plan is being developed with the Communications professors to include one-on-one student feedback, a pre-lab component, and more emphasis on the Technical Project for speaking and presentation skills to include mock job interviews.

Biomedical Review

This Program Review and Renewal - Final Recommendations Report was distributed to members prior to the meeting. The Biomedical program team will continue to work on the recommendations.

Space Plan

S. Todd distributed a diagram on space showing lectures and labs being combined, an ICU area, storage and student space. A space update will be provided at the next meeting scheduled in spring 2012.

Hired Career Services

A Career Services handout was distributed to Advisory Members outlining highlights of the area.

6.4 Continuing Education Update

NA.

6.5 Student Voice

The student representative provided the following feedback:

- Space is a huge issue (third year students are in the laboratory with second year students and the lab is crowded)
- The opportunity of taking Electronics Circuits II (CIRE 2131) as a spring course was a benefit.
 Offering Electronics Circuits II in the spring will be brought up by P. Patel with the faculty as a
 retention strategy. The student representative offered to discuss this idea with students as well
 pending P. Patel's discussion/outcome with the faculty.
- Additional design and troubleshooting was added into the Electronic Circuits course because of the Biomedical Program Review. Students will benefit from this improvement.

7. Additional Agenda Items

7.1. Biomedical Assessment Form (for completion)

This form will be distributed to members in the spring 2012 meeting.

7.2 Alumni Night/Mix and Mingle

This will be investigated further in the spring 2012 Advisory Meeting. Action By: P. Patel, Spring 2012

8. Decisions/Recommendations/Action items

- 1. S. Kudla and R. Tidman to draft a placement document to include placement criteria. This document to be passed out in the spring of 2012 meeting.
- 2. S. Kudla and A. Nurse to discuss placement for year 2 students.

Action By: S. Kudla/A. Nurse, ASAP

3. An update on space will be provided in the spring 2012 meeting.

Action By: S. Todd, Spring 2012

- 4. An email will be sent out to Advisory Members asking members to consider taking on the Advisory Chair responsibility. **Action By:** L. Dillon, ASAP
- Investigate if there is an equipment donation from Woodstock. Action By: A. Nurse, ASAP
- 6. Discuss offering Electronics Circuits II as a spring course with faculty (possibly as a Continuing Education course) as a retention strategy. The student representative offered to speak to students about the value of taking Electronic Circuits II in the spring semester as well after P. Patel has had the discussion with faculty first. **Action By:** P. Patel/P. Sackett, ASAP
- 7. Continue the Biomedical Review Action Plan. Action By: Biomedical Faculty, ASAP
- 8. Complete the Biomedical Assessment form in spring 2012.

Action By: Advisory Members, Spring 2012

9. Look at organizing an Alumni Night/Mix and Mingle at the spring meeting.

Action By: P. Patel, Spring 2012

9. Future Meeting Date

April 2012

10. Adjournment

6:35 p.m.



Community Integration through Cooperative Education Program Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of October 13, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Position:	Committee Chair	
Sheila Stevenson	Program Manager	Ministry of Health and Long Term Care
Committee Position	External Committee Members	
Donna McAlister	Executive Director	DREN
Lisa Koivula	Educational Assistant	Ajax High School
Marion Smith	Teacher (ME Program)	Henry Street High School
Cathy Windfeld	Employment Support Specialist	ODSP
Cindy McCullagh	Parent of Graduate	
Lynn Connaty	Parent of Graduate	
Leslie Yeates	Vice President	Hobb & Company
Dave Sutherland	Principal	Harmony Heights PS
Earle Bass	·	Harmony Heights PS
Sharon Burgess		Community Living APW
Greg Booth	Facilities Manager	Town of Ajax
Don Oliver	General Manager	Staples
Committee Position	Student Representatives	
Stephen Johnson	Graduate	
Ashna Khan	Current Student	
Daniel Tynan	2 nd yr student	
Committee Position	Staff & Faculty Representatives	S
Name	Title	Department
Karen Anderson	Program Liaison/Field Placement Office	Durham College
Kevin Baker	Dean	Durham College
Liz Campbell	Field Placement Officer/LF	Durham College
Ann Conroy	Admin Coordinator	Durham College
Heidi Milovick	Learning Facilitator	Durham College
Bev Neblett	Associate Dean	Durham College
Guests in Attendance		-

REPORT PREPARED BY: Ann Conroy DATE: October 17, 2011

MINUTES REVIEWED BY CHAIR: Sheila Stevenson DATE: October 25, 2011



Community Integration through Cooperative Education Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of October 13, 2011, SW216

Present: *Cindy McCullagh, *Leslie Yeats, *Sheila Stevenson, *Marion Smith, *Cathy Windfeld, *Greg

Booth, Daniel Tynan, Karen Anderson, Liz Campbell, Bev Neblett, *Lynn Connaty, *Stephen

Johnson, Ashna Khan, Kevin Baker, Ann Conroy

Regret(s): Brad Sexton, David Sutherland, Lisa Koivula, Sharon Burgess, Donna McAllister, Earle Bass

Guest(s): N/A

17. Welcome and Introductions

Chair welcomed everyone. Committee members introduced themselves.

18. Additions to the Agenda

No additions were made to the agenda.

19. Acceptance of the Agenda

The Agenda was accepted as presented.

20. Approval of Minutes

The Minutes of May 5, 2011 were reviewed and approved as presented.

21. Business/Actions Arising from Previous Minutes

A first and second year student representative joined the membership and attended the meeting. Feedback questionnaires will be distributed to members who were unable to attend meetings to ask for their comments.

A request was made from agency representatives to know what type of field placements students are interested in as early as possible. As they meet with employers on a regular basis, having this information can help in marketing the program to potential employers.

22. Discussion Items

6.1 External Membership Information Sharing

No new information was available.

6.2 College/School Update and Program Update

Program Update

Twenty two first year students were accepted this year, eighteen students returned for the second year for a total of forty students. Two students returned part-time to complete two or three courses. The block schedules were well received by students and facilitators this year. As new programs are developed throughout the college, there will be more selection for students to choose from. Construction Carpentry and Vet Assistant are two of the courses that were offered this year.

There were a number of staff changes this year. One full-time staff retired, one part-time staff left on maternity leave, and one took a permanent position at another college. As a result, one full-time staff and five contract facilitators were hired. A new administrative assistant was hired as well.

The program office space has been redesigned to allow all of the staff to be together and allow the development of four additional tutorial rooms.

All the CICE staff attended the provincial conference at Humber College in May. Durham College will host the conference in the spring of 2012.

There are new initiatives this year, two kinesiology students are doing an internship with the Flex Centre and want to specialize working with persons with disabilities. The students are working one-on-one with CICE students to do activities. The Perfect Pal program will not continue with the SA this year. As a result another option is being pursued with the DSW program, who would like to have their students work on a mentoring program with the CICE students. The mentoring hours would be used towards the placement hours for the DSW students.

Students who are unable to complete their 78 field placement hours this semester have had their placement time prorated to 66 hrs, this is due to the late start of the semester. Some students were able to attend their placement independently. A number of new employers have accepted the students for field placement this fall.

One of our new employees is a member of the Whitby Rotary Club. The program had an exhibit at their community event on June 6, 2011. Staff have been networking with members to bring awareness of our program and the need for employers for our students.

College Updates

Enrollment Numbers

Durham's student enrolment is relatively good. Fall full-time enrolment is approx. 8,400 students. Phenomenal work was done by faculty calling to boost conversion to paid seats and by admissions and marketing to realize this current enrolment. This enrolment represents an increase of about 8% in year 1 enrolment from last year, and an approximate 7% increase in overall enrolment from last year. The system increase is about 1-2%.

Upcoming Events

Staff Appreciation: Durham College will be celebrating the career milestones of staff/faculty October 20th. The School has 13 celebrating career service years ranging from 5 – 30 years.

Convocation: Fall Convocation will be November 17th at 5 pm.

Fall Open House: Saturday November 12th from 10 am -2 pm, DC will hold its Fall Open House. Faculty and students will be on hand to speak with potential students who are applying to our programs for the next academic year.

Program Updates

Key Performance Indicators (KPI)

Provincial College 2010 KPIs were released April 2011. Program results are as follows:

- Student Satisfaction KPI 87.5%
- Graduate Satisfaction KPI 83.3%
- Employer Satisfaction KPI 60.0%
- Graduate Employment KPI 60.0%
- Graduation Rate KPI n/a

6.3 Continuing Education Updates

N/A

6.4 Student Voice

Students expressed their satisfaction with their courses and field placement experience.

Graduates are being successful in obtaining paid employment after the program and have opportunities of progressing within their work environment. There are benefits to attending the Advisory meetings to network with representative of the various agencies who are also members.

A graduate of the CICE program will be representing Durham Region when Rick Hanson passes through Oshawa on November 3rd, 2011 for the Man In Motion World Tour.

23. Other Business

Membership Review

Membership was reviewed to ensure proper representation as outlined in our Terms of Reference.

Terms of Reference were reviewed.

8. Decision/Recommendations (action items)

Development of an employer brochure to market the program and outline their responsibilities to the students as a placement agency. Durham Board has a brochure that they will share with the program.

Employers would like to have more lead time when students express interest in their facility for placement opportunities. With students registering in course blocks related to a specific program of study, this will be easier to address now.

Fleming College has introduced a CICE program. Members would like to know how their program is being delivered in comparison to Durham's. Information to be gathered and considered would be the impact of Fleming's program on Durham's enrollment numbers as they are marketing/recruiting in the same catchment area.

9. Future Meeting Date

May 3rd, 2012 at 6 p.m. Location, SW216 Boardroom

10. Adjournment

The meeting was adjourned at 7.15 p.m.



Professional Golf Management Program Advisory Committee School of Business, IT & Management Wednesday, November 9, 2011, 4 p.m. CRWC Boardroom, G2021

Advisory Committee Membership List

Name .	Title	Organization
Committee Chair		
Scott Pritchard	Associate Director of Business Development	Canadian Professional Golf Tour
External Committee Members		
Brandon McLeod	Teaching Professional	Golf Town
Brandon Ridding	Pro Shop Manager	Oakridge Golf Club
Craig Loughry	Director of Handicap & Course Rating	Golf Association of Ontario
Jerry Nemish	Head Golf Professional	Lakeridge Links Golf Club
Paddy Kelly	Associate Professional	Coppinwood Golf Club
Stephanie Best	Associate Professional	Lakeridge Links Golf Club
Peter Butler	Head Professional	Oshawa Golf Club
Denis Matte	GM/COO	Scarboro Golf and Country Club
Student Representatives		
Nigel Bowerman	Year 2, PGM	School of Business, IT & Management
Andrew Morris Staff & Faculty Representatives	Year 3, PGM	School of Business, IT & Management
otali & raculty Representatives		
Nadine Kirk	Program Coordinator/Professor	School of Business, IT & Management
Ryan Tracy	Professor	School of Business, IT & Management
Jeff Zakoor	Professor	School of Business, IT & Management
Guests/Unelected Faculty/Staff		
Jackie Bathe	Associate Dean	School of Business, IT & Management
Amy Serrano	Advisory Committee Administrative	School of Business, IT & Management

REPORT PREPARED BY: Amy Serrano DATE: November 23, 2011

MINUTES REVIEWED BY: Jackie Bathe DATE: November 23, 2011



Professional Golf Management Program Advisory Committee School of Business, IT & Management Wednesday, November 9, 2011, 4 p.m. CRWC Boardroom, G2021

Present: Andrew Morris, Brandon Ridding, Jeff Zakoor, Denis Matte, Jerry Nemish, Nadine Kirk,

Paddy Kelly, Ryan Tracy

Regret(s): Brandon McLeod, Nigel Bowerman, Craig Loughry, Peter Butler, Phil Brown, Scott Pritchard

Guest(s): Jackie Bathe, Amy Serrano, Val Gilham, Tara Blackburn

1. Welcome and Introductions

• J. Bathe, acting chair, facilitated welcome and introductions.

2. Additions to the Agenda

No additions to the agenda.

3. Acceptance of the Agenda

• The agenda was accepted, P. Kelly motioned, B. Ridding seconded.

4. Approval of Minutes

• The minutes were approved J. Nemish motioned, P. Kelly seconded.

5. Business/Actions Arising from Previous Minutes

- Action item 1, N. Kirk re-wrote policies with stronger language, everyone refers to the appropriate page. Under management policies-missed test (more strict/consistent). As we go into the new program they will be looked at again. Jackie-positive/respectful learning environment.
- Action item 2 has been completed.
- Action item 3 has been completed and was an excellent move. Many advisories recommend the customer service piece.
- Action item 4, Program review name has been proposed.
- Action item 5, Ongoing. Open house this Saturday. It will be a challenge to market a program
 that is undergoing change.
- Action item 6, A. Morris—Twitter and Facebook accounts are in place and we are now in the process of transferring ownership to N. Kirk.
- J. Bathe–Law related directly; put law where it should be–turf law; it needs to be specific.
 Current law is generic (torts); N. Kirk, we could put it into Golf 4000; "issues and ethics in golf operations", risk management (insurance) =golf 3000; stay current.
- J. Zakoor–Communications course with emphasis on presentations would be good.
- N. Kirk-When planning the course, made sure that it's threaded throughout each course. More hands-on rather than test marks.

6. Discussion Items

6.1 External Membership Information Sharing

- More golf courses are closing. More for sale. More competition out there for sure. There was a boom which led to escalation, golf courses being built, awards being given out. More courses are shutting down than opening up.
- The region is allowing people to build more golf courses. The reality is 21% increase (7 % increases per year for 3 years). We all hire students working at minimum wage. First the recession and then HST. There are no increases due to increases in what is already happening.

There is so much uncertainty in our economy. There are many variables. Price wars are going on everywhere. Our area is ok. There are added features; not lowering rates. Kawarthas and Peterborough area. We are offering 2 tee times per hour until 11 p.m., seven days per week. Approximately 25% off. We get the control. We also offer one free round per day. Whole new clientele. They get points for the money being spent. Third party is very dangerous in my opinion. Doesn't cost anything to. But still spend money elsewhere to market. Cannot get away from paper 100%.

- We offer the Smart card with no other discounts. Marketing budget is still the same, shows, ads.
- 2007 was a peak downward pressure on entrance fees. Ran "specials" Sept.1-Oct.31; prices are half of what they have previously been. There is more competition. People are shopping to see what other facilities are offering. "What can you offer me?"
- There is a very captive audience. It is a younger membership. They are members at one club, not multiple.
- It is a tender. We are going through a bad time. The customer experience has to be as good as possible. It's tough when you're cutting back.
- It is the interaction with customers which adds value. They have a "wants" list in their database which lets staff know the unique details of what members like so they are prepared for when they come into the club. Seeing the signage from the street gives a huge impression
- Members only come in happy, they can only leave angry. You never want someone leaving angry.
- It is still a business day. We do not know that they are having a bad day. We cannot judge a book by its cover. Members must always be treated the same.
- Expectations have changed. They are far different than five years ago and we need to manage and meet those expectations. The bar keeps getting raised. People want more for less
- Marketing course needs to market to the specific group.
- Social media; there are opportunities through Twitter and Facebook. For example, if members
 tweet they are scorching hot on the course, staff will take cold towels out to the entire golf
 course. This opens up to huge opportunities! Members want it to be heard.
- Lobbying to change the government's image of golf since it was an elitist perception, any headway at all?
- We are fighting for tax deductibility. It does not make sense. You can go to dinner or a Leafs' hockey game and those are deductible.
- Municipalities are hurting for money. Always perceived as negative.

6.2 College/School Update and Program Update

- Second and third year going and actively marketing until approval of the two year program.
- Please refer to minutes from Focus Group meeting that are attached, which was held prior to the program advisory meeting.

6.3 Continuing Education Update

- Currently do not offer golf programs at night school. Two golf operations and golf principles are offered online. There is no clarity as to who is taking the online courses; part of the Ontario Learn. We offer generic courses, such as marketing and retail, and will continue to offer them.
- There is synergy between golf and hospitality; Continuing Education may be able to offer more courses as numbers increase.
- N. Kirk Golf students participated in Culinary Classic at Angus Glen; working with relevant program group.
- Second year PGM students organized the PGM Cup with an entry fee this year. A portion was donated to Special Olympics Golf.
- N. Kirk–Any new ideas, please let her know.
- J. Bathe–Recreation and Leisure will begin in fall 2012; could be of interest–expanding the market and looking at the diversity; region is becoming more diverse.
- N. Kirk-Teaching children is difficult to coordinate. The plan is to get our second year students
 going into the schools for three to four weeks rather than one; piggy back on GAO program. It is
 a work in progress.

6.4 Student Voice

 Things are going all right. About half of the class may try to turn professional. Most do not know about the changes.

- N. Kirk-Durham College's tuition is less than Humber College and endorsed colleges. We still
 come out financially ahead. Doing the modules is a good networking element.
- J. Bathe–In order to be current, we have to keep changing.

7. Additional Agenda Items

8. Decisions/Recommendations (action log)

Please refer to the Action Log located on the next page.

9. Future Meeting Date

Wednesday, March 7 at 4 p.m.

10. Adjournment

• 6:30 p.m.

PROGRAM ADVISORY COMMITTEE ACTION LOG

NEV	V Action Items from November 9, 2011Meeting			
	Action Item	Date	Responsibility	Outcome
1.	Report back to the program advisory the results of the board	Spring 2012		
2.	Send a message to current students informing them about the upcoming changes	Spring 2012		
3.	Go through course offerings in spring-make sure we have relevant law course in place- Explore Law			
4.	If program approved-research potential marketing avenues-new brand/new product-discuss but not publish			
5.	Pass on social media/twitter accounts-alumni are potential employers			
6.				

NEW	NEW Action Items from March 8th, 2011 Meeting				
	Action Item	Date	Responsibility	Outcome	
1.	Review Program Guide: make special note of Policy portion, including apparel, expected behavior, etc	March 8 th , 2011	Program Review Team	N. Kirk revised policies (especially missed test portion) to be more strict	
2.	Investigate Smart Serve to be added to course in the first year rather than year three.	March 8 th , 2011	Program Review Team	This has been completed	

3.	Look at the current Interpersonal Skills course and consider "Customer Service" as the student would find it more beneficial to the program.	March 8 th , 2011	Program Review Team	Has been completed and was an excellent move. Many advisories recommend the customer service piece
4.	Review program name; consider "Golf Business Management" which the group opted for.	March 8 th , 2011		Program review name has been proposed
5.	Combine business and golf in the marketing of the program.	March 8 th , 2011		Ongoing. Open house this Saturday. It will be a challenge to market a program that is undergoing change
6.	Setup venues of social media (Facebook group) for students to communicate with each other.	March 8 th , 2011	Student membership on committee	Twitter and Facebook accounts are in place and we are now in the process of transferring ownership to N. Kirk



Small Business & Entrepreneurship Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, October 25, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Position:	Committee Chair	
Name	Title	Organization
Jackie Simkin	Principal	Osborne Group
Committee Position	External Committee Members	
Name	Title	Organization
Bob Malcomson	CEO & General Manager	Greater Oshawa Chamber of Commerce
Dave Hare	Owner	Petleyhare Insurance
Dianne Gallo	Consulting Manager	BDC
Jeff Burns	Owner/Financial Planner	Partners in Planning
Lorna Weston-Smyth	Painter and Urban Artist	Specialty Paint Finishes
Richard Gauder	Owner	CMS Web Solutions
Sue Pitchforth	President	Let's Do Lunch
Wendy Abel	Young Entrepreneur Program Manager	Business Advisory Center Durham (BACD)
Committee Position	Student Representatives	
Name	Year, Program	
Ryan Belmonte	Year 3, Entrepreneurship & Small Business Management Program	
Committee Position	Staff & Faculty Representatives	
Name	Title	Department
Jay Fisher	Program Coordinator/Professor	School of Business, IT & Management
Bill Bradburn	Professor	School of Business, IT & Management
Marc Ford	Professor	School of Business, IT & Management
Guests in Attendance		
Name	Title	Organization
Jackie Bathe	Associate Dean	School of Business, IT & Management
Amy Serrano	Advisory Committee Administrative Support Program Officer	School of Business, IT & Management
Arlene Allen	Program Officer	Distance Education, School of Continuing Education
Tina Grant	Professor	School of Business, IT & Management
Val Gilham	Program Officer	School of Continuing Education

REPORT PREPARED BY: Amy Serrano DATE: October 31, 2011

MINUTES REVIEWED BY: Jackie Bathe DATE: October 31, 2011

Entrepreneurship & Small Business Advisory Committee Minutes
Tuesday, October 25, 2011



Small Business & Entrepreneurship Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, October 25, 2011

Present: Richard Gauder, Marc Ford, Ryan Belmonte (until 6:40), Jay Fisher, Lorna Weston-Smyth,

Jackie Simkin

Regret(s): Bob Malcomson, Dave Hare, Dianne Gallo, Jeff Burns, Sue Pitchforth, Wendy Abel, Bill

Bradburn, Tina Grant

Guest(s): Jackie Bathe, Val Gilham, Arlene Allen, Amy Serrano

1. Welcome and Introductions

• J. Simkin facilitated introductions and chaired the meeting.

2. Additions to the Agenda

- 7.1 Review of membership list.
- 7.2 A need for more student representation.
- 7.3 Ensure Durham Region is properly represented.

3. Acceptance of the Agenda

The agenda was accepted.

4. Approval of Minutes

• The minutes from April 5, 2011 were accepted.

5. Business/Actions Arising from Previous Minutes

- In regard to Item 1 from the Action Log: Demographics, we have adequate numbers.
- Very few students come right out of high school; almost everyone is in their early 20's whose parents own a business or the student already owns their own business. The ration of male to female is approximately 50/50.
- Some students are still going into the program by default. They do not have ambition to start a business when asked.
- Benefits of having a set cohort means there can be more specific information to offer.
- The program can be used as a stepping stone for Bachelor of Commerce.
- The taxation course had to be changed. It is a generic course tailored for CGA students and does not work for BESB students; the taxation course must currently be taken online.
- The compressed program needs to be a mix of day, evening, and online classes. Full day time
 delivery cannot be done now since there needs to be enough students in order for approval of
 the budget.
- Online platform (Ontario Learn) of all colleges that work together to offer all courses. There are set times to sit in on discussion groups.
- Leadership courses could be offered online rather than accounting or taxation.
- New students need to do the research and follow a plan (feasibility study, business plan, sales
 pitch, acquiring business financing). A cash flow management course would be great. Students
 need to learn what it is they could lose when owning a business. There is a need to learn
 certain life lessons later on (for example, one must spend to make money).
- In regard to Item 3 from the Action Log: Whitby Chamber of Commerce is interested, they simply need to know the When, Who, and Where.
- There is no target date; any feedback is welcome.
- There should be structured speed learning so that people are learning something specific.
- Became a mentor and found it very effective. It gave people a chance to gain experience over a 2-months period. This was a fantastic learning experience in how to start a business.
- Students should attend 1-2 networking meetings. The Chambers conduct many meetings.
- Students need to know how to speak to people and sell themselves.

- A networking exercise should be in the curriculum. The student should leave from the meeting with two personal attributes and three business items from people they have met.
- Improvements in student awareness of networking is essential BESB program should look into a sales course where students can become knowledgeable about how to network
- Students today are knowledgeable in social media, but this does not make them network savvy in a business environment.
- Shadowing a business owner for 1 hour/week over 4 weeks may create a summer job and would force students to get into the "real world."
- The Whitby "Breakfast for Business" would be valuable for students to attend. Attendees are given 30 seconds to speak to the crowd and everyone is supportive.
- In regard to Item 4 from the Action Log: There is a business plan for those who have a background to enter into year 2.
- PLAR and Credits take care of student's proficiencies. Year 1 is a solid foundation. A more advanced 1 year certification may be available in the future.

KPI Status, Annual Curriculum Renewal

- Completed every February: rates satisfaction of students/employees, etc.; action plan created out of results.
- Target 6 of KPI's: "Develop writing skills": Professors need to provide and encourage the use of spelling and grammar rubric. This is not currently practiced by all professors but it should be emphasized.
- Math/problem solving techniques: The course would benefit the students with a customized course which entails small business scenarios.
- Computers course: More material needs to be included about how to make it work in a business.
- Hands-on learning is what students need.
- A good look at field placement will be taken next spring.
- Mentorship: Bring the individual into a business environment rather than do things in small groups. Capstone projects have been done before in a trade show format. Students go before a panel, present their ideas, and answer questions. This type of project could be beneficial.
- Convince business owners to spend time with students as a mentor; they feel it is a good investment; selling themselves on the fundamentals.
- Students reveal in the KPI's that they want improvements in communication, math, and computer skills.
- In regards to communication skill sets, when dealing with your customers, clients, and prospective clients, you should be competent in verbal communication. It is essential to be able to write a proper letter and communicate face-to-face.
- Five or six other colleges offer BESB program. J. Fisher will do analysis and comparison.

5.1. External Membership Information Sharing

- Learning is done daily and you're always changing and growing.
- The technology and tools that are available are improving such that you can do so much more with a small number of people. A small business can be more efficient. The tools are more user-friendly and are coming down in price.
- There has been a flip; voice can be heard worldwide so one's circle crosses borders. Social media is used to network within a specific industry and people within that industry look out for each other.
- One needs to come up with a strategy, but the traditional 3-5 year business plan is no longer
- The banks probably give a 3 or 4 year fluid plan; you need to adjust to plans, even as they change.
- Research should be done on how social media impacts rankings, how integration of marketing can work the most efficient way.
- One can be successful selling anything due to the internet.
- Google is controlling what you have access to (it is currently under scrutiny because of this). We are not designated as Google's customers, the advertisers are. We are not getting all options from the search engines as Google manages what we see.
- You need to stay in touch with your market. Adaptability is important.
- Businesses are using their audience as their research, and then building the product based on what the customer wants; customization is now the trend. Entrepreneurship & Small Business Advisory Committee Minutes 198

The target audience includes the individual sitting in front of the computer; cost is based on producing what they are looking for.

5.2. Continuing Education

No additions.

5.3. Student Voice

- Compressed program is time consuming and a lot has is sacrificed. Eight courses each semester over 3 semesters is tough.
- The compressed format gives Durham College the competitive edge versus other schools.
- If there were classes offered over the spring and summer sessions, this would alleviate the regular fall/winter course load. The school over the summer is less busy and taking 4 courses over the spring and 4 courses over the summer would be feasible. Online courses are difficult without interaction and if you have a question the communication is inconsistent.
- In regard to communications: Students fear public speaking, which will be a huge challenge for BESB students. Communication classes should entail impromptu speaking every week in class. Due to social media, there is a rampant use of abbreviations and acronyms. This type of communication will hinder communication skills. You need good skills and people skills which students are lacking.
- A capstone project would be great for a last semester project-put together everything you've learned and researched through the school year and present it to a professional panel.

6. College/School Update and Program Update

- Please take a look at the Business Administration Program Guide.
- Send student survey to outgoing graduates for more student data because KPI data is too general.
- Build more hands-on learning into the program. This will allow students to gain some experience before entering the real world. Engaging people in the industry would help.
- There will be changes for the 2012/2013 academic year Program of Studies. After review, changes made based on PAC and student feedback for the payroll and tax courses. Once there is enough feedback and a consistent cohort, changes can be made for 2013/2014 offering of Social Media and Society.
- Computer Technology instead of Computer Apps 3; how all the technologies come together.
- Students need to be open to night-school courses so that entrepreneurs can come in and speak with the students; students work full-time and part-time, so attending night school can be difficult.
- Hybrid model one week in class, second week online. This structure works well.

7. Decision/Recommendations (action items)

Please see action log on page 5.

8. Future Meeting Date

TBA

9. Adjournment

7:30 p.m.

Program Advisory Committee Action Log

	Action Item	Date	Responsible	Outcome
١.	Review of Vocation Learning Outcomes for the BESB program	Spring 2012	All	
	Send vocational outcomes out to all	meeting		
	Survey current 2 nd year BESB students-demographics	Spring 2012		
3.	Go through program review exercise	Spring 2012	J. Fisher/J. Bathe	
4.	Field Placement-review of current format and examine alternatives	Sprint 2012		
5.	Capstone Project idea	Spring 2012		
6.	Program Quality Results	Spring 2012		
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Sport Management Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, November 22, 2011

Advisory Committee Membership List

Name		Organization
Committee Position:	Committee Chair	
Name	Title	Organization
Dan Quinn	Managing Director	NFL Canada
Committee Position	External Committee Members	
Dave Breech	President and Co-owner	Eagle Beaver Sports
Sandy Black	Program Supervisor	City of Oshawa
Kevin Boston	Director, Marketing & Events	OMHA
Laura lantomasi	Program Coordinator	Legends Center
Caroline Wright	Director of Fan Loyalty	MLSE
Jason Hickman	Manager, Ticket Sales	Oshawa Generals
Jodi Clare	Sr. Manager, Client services CTV	Canada's Olympic
Jennifer Bennett	Senior Policy Advisor	Pan American Games Secretariat
Ken Allen	Sr. VP, Strategy & Business Dev.	Vision Co.
Randy Low	Credit Specialist, Consultant	RL Ticketing
Committee Position	Student Representatives	
Name	Year, Program	
John Leonard	Year 1, Sports Administration	Durham College
Taylor Stevenson	Grad. Cert., Sport Business Management	Durham College
Steven De Melo	Year 3, Sport Management	Durham College
Cassandra Britton	Year 2, Sports Administration	Durham College
Committee Position	Staff & Faculty Representatives	
Name	Title	Department
Matt Akler	Program coordinator, professor	School of Business, IT & Management
Kate Houze	Professor	School of Business, IT & Management
Barry Read	Professor	School of Business, IT & Management
Guests in Attendance		
Name	Title	Organization
Jackie Bathe	Associate Dean	School of Business, IT & Management
Amy Serrano	Advisory Committee Administrative Support Program Officer	School of Business, IT & Management
Val Gilham	Program Officer	School of Continuing Education
Ryan Burgess	Year 3, Sport Management	Durham College

Jan Robinson	Professor	School of Business, IT & Management
Ken Babcock	Director of Athletics	Durham College & UOIT
Pat Rogin	Professor	School of Business, IT & Management
Julie Brown	Marketing Associate	Pan-Am Games

REPORT PREPARED BY: Amy Serrano DATE: November 23, 2011

DATE: November 23, 2011 MINUTES REVIEWED BY: Jackie Bathe



Sport Management Program Advisory Committee School of Business, IT & Management Minutes of Tuesday, November 22, 2011

Present: Taylor Stevenson, John Leonard, Kate Houze, Jan Robinson, Pat Rogin, David Breech, Barry

Read, Ernie Rainbow, Kevin Boston, Ryan Burgess, Steven De Melo

Regret(s): Matt Akler, Daniel Quinn, Randy Low, Ken Allen, Sandy Black, Laura lantomasi, Jason Hickman,

Jodi Clare, Jennifer Bennett

Guest(s): Jackie Bathe, Val Gilham, Amy Serrano, Julie Brown, Ryan Burgess

1. Welcome and Introductions

J. Bathe acting chair and facilitated welcomes and introductions.

2. Additions to the Agenda

- Update of Program Review.
- J. Robinson, PAN-AM Games (currently on professional development leave from Durham College).

3. Acceptance of the Agenda

Agenda was accepted, K. Boston motioned and T. Stevenson seconded.

4. Approval of Minutes

• The minutes were accepted, D. Breech motioned and B. Read seconded.

5. Business/Actions Arising from Previous Minutes

No business or actions made during last meeting, mostly an information-sharing session.

6. Discussion Items

6.1 External Membership Information Sharing

- There is a significant push on player safety. The head contact rule came into effect this year from Hockey Canada. The Ontario Hockey Federation came up with a non-checking policy in recreational hockey. Emphasis on player safety.
- As a result of the Sydney Crosby issue, and related negative media, there is paranoia from parents. Many schools in Toronto have removed active play in playgrounds. They cannot bring anything to the school to play that may injure a child. Parents want passive activity. Parents are governing principals. These parents take it very seriously. They are seriously a problem to development of children. Along with this, there is a withdrawal of volunteers. It's not easy to have volunteers to commit and deal with these issues. They are explaining and convincing to people the importance of activity (non-violent). You only hear of the negative issues in sports. What percentage of play has gone on without injury? This is what needs to be focused on. The media is focused on injuries. The negative people are in charge but proponents need to step up and explain why it is important. Find the positive side and bring that to the forefront. One must be careful and prudent. There isn't enough talk about the bigger picture and we must prevent negative people from taking over
- People hear of concussion stories and they get scared. Positivity needs to be promoted
- E. Rainbow–How can we as a program do this, as part of the Durham College Sport program?
 Possibly do background research, get the statistics, and profile the info with a story (i.e., a story in the Star (for example).
- Bicycle helmet safety. It began as a negative issue and became a positive issue. Sport teaches
 you interactive skills. Athletic kids are different than those in the pure academic stream. Studies
 by Durham College will definitely benefit. Soccer is the #1 head injury sport
- Sport and society focuses on the negative aspects
- Look at sales and promotion, sport marketing courses. Dual credit programs going on which could also be looked at

- Bring in more positive issues to sport courses
- You can use sport to give back to your community
- U of T and Western, there are students that enter the programs who have never played any sport activity at all because schools at primary level do not have house leagues due to fear of reprisal from parents. Students can initiate empirical research data. Seek out the "B" athlete. They understand what it is to be a part of the team. Volunteers are losing out and without them, sports are dead. Volunteers need support. Parents are paying into the private sector because they have a sav
- Skills needed or missing from new grads?
- Played varsity rugby at Trent University, kept in touch with the athletic director, and when the athletic director received an invitation for anyone interested in being a part of the Pan-Am Games, she was offered the opportunity. Networking is important.
- Punctuality, integrity, and proper decorum are important
- Quality of a person is not necessarily something you learn at school but school helps shape someone
- It's a different student out there than ever before (social media a big part). How are we going to deal with this as a faculty in such a short period of time?
- It comes down to people skills. It is good to stay connected but know protocol. People are offended when their emails/phone calls/emails are not answered within minutes. It is ok to be unavailable. The dynamic now is so different. U of Guelph, you can tell who was involved in sport during group projects. People involved in sport generally have a good idea about how to work with others and understands that you don't always have to be the lead of the group or number 1 in the class
- Promote the above things in school, just like in sport. If the game starts at 9, be there at least 15 minutes beforehand for stretching, etc. You should be ready to play at 9
- E. Rainbow-Where and how do we bring this in? Telling students to turn off the phone or Facebook is a losing battle. What's the happy medium?
- Blackberry's out in all meetings she attends so to try to teach this in classrooms, it is the opposite of what they've learned
- Social media and society will teach you how to use it appropriately and effectively
- It's tough to police students. They use their cell phones during class and watch fights on YouTube
- B. Read-Concerned that this behavior will have an effect on field placement
- There are clients who do not want the Blackberry on the table.
- This is the culture of the organization. How are ways that can use their phones appropriately? We need to show students
- E. Rainbow-It comes down to the basics. What is acceptable and what is unacceptable?

6.2 College/School Update and Program Update

- K. Houze-Third year students attended an overnight camp (70 students), put in teams that were chosen at random. It is effective, friendly competition where students learn decision-making and develop leadership skills. Feedback was good. The big negative was regarding the food. What was new was for year 1 students was a training camp, a "getting to know you session," where they learned team-building skills. One of the objectives was each faculty got 12-15 students. The students responded well to it. This was a pilot. The later year students involved with the pilot mentioned that wish they had this when they were in first year
- High attrition at Christmas. They need to get connected with the faculty and classmates. This pilot project was done for this fact and may happen next year (depending on final review). Enrollment numbers are good. 80 year 1, 46 year 2, 44 year 3, and 25 grads
- E. Rainbow-Creating the atmosphere and meshing at the beginning goes a long way. He thought the pilot program was great
- J. Bathe-Program is undergoing a review this year. Three different student focus groups with Vidal Chavannes. The next step is SWAT, environmental scan

6.3 Continuing Education

- Do not offer whole sport programs but run some courses (accounting, etc.). There is no interest to hold a full program in the evenings. If there is a specific need for an organization or group, please let her know. There are also online courses available as well
- B. Read-Sport specific courses work with tutorial type courses students enjoy this and appreciate this

- Jump-start; directed to offer more intakes throughout the year for students. There will be a January start-date, 15 students and it is wait-listed. Meeting with Tara Blackburn's group and we want a college-wide orientation.
- Concern that these 15 students won't be getting the same experience.
- We need to meet them
- Students need to be told that they will not be doing KPI in February because the numbers will be skewed

6.4 Student Voice

- Thought seven courses were intimidating but after meeting faculty, felt welcomed and the most important thing was time management (key aspect told by faculty). Has all good things to say about the program
- Good things about the program; mock interviews are fantastic, loves the interaction, resumes. There is a big period between resume building, mock interviews, and actual internship time (minor criticism)
- Good learning environment; altering internship process, with deadline of resumes, everything has to be done in September, maybe work on it through the summer but students probably might not do this work over the summer
- Learned items from social media, maybe it could be integrated into courses. He is being asked to reach out to people through Facebook
- Has business background. Hasn't gone into financial work, mostly financial issues. Some feel lost or aren't learning anything because it is mostly discussion. How would you get the basics out for those who need it? Budgeting is important to learn. We need Photoshop. Everything is always changing. Students feel they aren't learning what they will need in their jobs
- J. Robinson–What software do you see out there?
- Illustrator and Photoshop
- People have zero concepts of spreadsheets, which is a big deal. Teams are asking for complete accountability. One needs the documentation to back-up. Volunteers will otherwise appear as thieves.
- A lot of copy and pasting but using html. It's better to understand and know what the symbols mean. It would be helpful to learn the basics in school. His boss was surprised that he did not know anything about Photoshop
- Sport business conference that went on: it was the most helpful, real-world experience. Interviewers will ask about it and feels it's the best thing on his resume right now. There was a lot of work to be done but totally worth it. High schools were very receptive to coming to Durham College. This is probably one of the best parts. There are those that sit in the back and do not really contribute. Those working for it found that in the interview, they were asked about this event
- Agrees that this real world experience has been an awesome experience. Maybe students could be a part of intramurals, where students take on a league within a school and help it develop

7. Additional Agenda Items

- Update of program review mentioned under 6.2 college/school update and program update
- J. Robinson PAN-AM games-We are the official hosts. Twice the size of BC, 17 municipalities. 20000 volunteers, 15000 jobs in T.O (construction, tourism).

8. Decisions/Recommendations (action items)

Please see Program Advisory Committee Action Log on next page

9. Future Meeting Date

TBA

10. Adjournment

9:40 a.m.

Program Advisory Committee Action Log

	Action Item	Date	Responsible	Outcome
١.	Look into integrating positive aspects of sport into courses, specifically Sport in Society and Research			
2.	Review Sport Finance course (grad cert)–possibly align more with managerial accounting, and include a lab with excel spreadsheets			
3.	Review the COMP 4330, possibly include Adobe Suite			
4.	Provide an update on the program review, especially SWOT, internal focus group, and external focus group			
5.	Alumni guide–working with alumni to compile a guide of graduates	ongoing		
6.				
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Veterinary Assistant Program Advisory Committee School If Interdisciplinary Studies & Employment Services Minutes of October 25, 2011

Advisory Committee Membership List

Name	Title	Organization
Committee Chair		
Carol Smith	Veterinary Technician	East Oshawa Animal Hospital
External Committee Member		
Morgan Jarvis	Owner/Operator	Super Dog Central Inc.
Carol Smith	Vet Technician	East Oshawa Animal Hospital
Anna Lambert Leah Spiering Dawn Piels Markovich Megan Koressis Lori Martel Dawn Erikson Elected Student/Alumni Representatives Manny Lamila-Samut Kelsey Anstey	Vet Technician Clinical Product Specialist Vet Technician Manager Sales Representative Reg. Vet. Technician Student 1 st year. Graduate.	Country Lane Pet Resort and graduate Veterinary Emergency Clinic South Benson Medical Yorkwood Veterinary Clinic BorderLink Veterinary Supplies Midtown Animal Hospital
Elected Faculty/Staff Representatives		
Kevin Baker Bev Neblett Robin Voisey	Dean Associate Dean Faculty	
Vicki Heenan Ann Conroy	Faculty Administrative Coordinator	

REPORT PREPARED BY: Ann Conroy DATE: November 15, 2011

MINUTES REVIEWED BY CHAIR: Carol Smith DATE: January 6, 2012



Veterinary Assistant Program Advisory Committee School of Interdisciplinary Studies & Employment Services Minutes of October 25, 2011

Present: Robin Voisey, *Keri Semenko,* Leah Spiering, *Lori Martel, Bev Neblett, Carol Smith, Kevin

Baker, *Megan Koressis, *Dawn Erikson, Manny Lamila-Samut, Vicki Heenan, Ann Conroy

Regret(s): Morgan Jarvis, Anna Lambert, Dawn Piels Markovich, Kerry Semenko

1. Welcome and Introductions

The meeting began with introductions of all the members who were present. Student representatives were welcomed to the committee.

Additions to the Agenda

There were no additions made to the agenda.

2. Acceptance of the Agenda

Proposed by: B. Neblett Seconded by Lori Martel

3. Approval of Minutes

The minutes from the June 14 were approved as presented.

4. Business/ Actions Arising from Previous Minutes

Resume Binder – resumes that students create in their communication course will be copied and kept in a binder for prospective employers who may contact the program when searching for new hires.

Marketing of the program is ongoing in the community.

Members gave feedback for a program name change via email. It was agreed unanimously that the program name be changed to the Ministry approved name of Animal Care. This decision was forwarded to the colleges Manager of Program Development and Quality Initiatives to be brought forward to the Ministry for approval. Once approved, it will be the new name and will be included in the 2013-2014 calendar as well as on the College's website.

The committee discussed the inclusion of relevant computer software to the curriculum. Avimark and Cornerstone are two computer programs used in the industry at this time. It was noted that this software knowledge is limited to the veterinary clinical setting and not across animal care work in general. As the program is going through a program review, it was decided that this decision should be left to the external stakeholder focus group of the program review process.

Skills portfolio – members of the committee presented the topics for a skills portfolio to faculty. Students will create their own skills portfolio outlining the skills they have developed during the program either in class or on placement to present to potential employers. The communications course will assist students in creating the portfolio. Members were asked to email a list of essential skills students will need to be successful in the work force to the faculty before the beginning of the new semester on January 2, 2012.

5. Discussion Items

6.1 External Membership Information Sharing

The program coordinator was advised that there may be placement opportunity at Yorkwood Veterinary Clinic in Keswick

A report from Public Health has been issued showing that there has been an increase in the number of dog bites being reported and the protocol of having dogs euthanatized. The government is getting very stringent, animals cannot be euthanatized within 10 days of the biting, and they must be guarantined.

OYBT conference will be held in Toronto this year.

A report from Infection Control was shared with the committee stating that the problem of MST, which is highly contagious, is increasing. The identification and care around MST should be added to the curriculum

6.2 College/School and Program Updates

College Updates

Enrollment Numbers

Durham's student enrolment is relatively good. Fall full-time enrolment is approx. 8,400 students. Phenomenal work was done by faculty calling to boost conversion to paid seats and by admissions and marketing to realize this current enrolment. This enrolment represents an increase of about 8% in year 1 enrolment from last year and approx. 7% increase in overall enrolment from last year. The system increase is about 1-2%.

Upcoming Events

The committee was informed about scheduled Fall college events for the month of November which included Fall Convocation, and Fall Open House, where faculty and students will be on hand to speak with potential students who are applying to Durham College programs for the next academic year.

Program Updates

37 students are in the program and we are presently recruiting for the Winter intake. That intake will have a minimum of 25 students enrolled.

Program review – student focus group will be Nov 15th. External focus group still needs to be arranged. SWOT analysis will be done in the new year and then recommendations and a report will be written by program review lead (Fran Jeffery) in Spring to be presented to VPA and Academic Council in Fall

Manager, Program Development and Quality Initiatives has been notified about program name change to Animal Care. There appears to be no reason why the name change request will not be approved as that is the Ministry approved name of the program.

6.3 Continuing Education Update

Not applicable

6.4 Student Voice

A discussion was presented by the students to increase the number of field trips in the program. Students would like to have more field trips organized in the program even if it means increasing their tuition fees to cover the costs of transportation.

The students feel that field trips are a good resource for networking and learning skills. Graduates feel the field trips give a broad experience and networking opportunities. They help students become aware of facilities that are available to them.

6. Additional Agenda Items

6.1. Membership Review

The terms of reference for advisory committee members was reviewed. As this is a one year program, it was determined that the current student representative will complete the first year of their term as a student member and complete their second year of term as a graduate member. The current graduate member will serve a two year term.

7. Decisions/Recommendations (action items)

- 1. Members will forward their skills list to the coordinator
- 2. Program review will continue final report be completed by this spring
- 3. Computer software external stakeholder focus group.

8. Future Meeting Date

May 1, 2012 at 6 p.m.

9. Adjournment

Meeting adjourned at 7.45 p.m. Proposed by: Megan Koressis Seconded by: Lori Martel



BOARD REPORT/EXECUTIVE SUMMARY

Action Required:				
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Public:	Discussion	\geq
In-Committee:	Decision	

DATE: March 7, 2012

FROM: Donna McFarlane, VP Communications, Marketing and External

Relations

SUBJECT: Communications, Marketing and External Relations Report -

March 2012 (covering the period from December 1, 2011 to

February 29, 2012)

General

On December 1, 2011 the functions within the department were reorganized and currently everyone who supports Communications and Marketing reports to Carol Beam, director. David Chambers, associate vice-president, remains focused on development activities and alumni and I am providing support to David in respect to Whitby Phase 3 fundraising. The following provides a summary of the key activities of the department in these three areas, most of which are under the leadership of either Carol or David.

Our Students

- Played a role in the coordination of the following events: Opening of the Career Bridging Centre of the Durham Chinese Cultural Centre (January 18); Scholarship Ceremony (February 2): Student appreciation event (February 2); and Parkwood partnership signing (February 29);
- Student communications strategy developed for approval by DCLT in March;
- Launched a new Customer Relations Management system for the office of the Registrar;
- Serve on the Pickering Learning Site committees and developing comprehensive marketing strategy for the four programs scheduled for September 2012:
- Working on Brett Wilson event for March 29 in partnership with the School of Business and president's office;
- Participated in conducting KPI sessions with student classes and developed the KPI communications strategy;
- March 31 Open House marketing campaign developed and launched including new microsite and television commercial;
- Marketing plan for low enrolment programs in development for role out in spring to impact late enrolments;
- Coordinated surprise concert at Oshawa and Whitby campuses (including multimedia);

- Developed February 8 Job Fair collateral;
- Conducted first-ever departmental run and developed photo shoot;
- Produced student governor video and website;
- Shot footage for new program videos in over 6 programs;
- Enhanced I heart DC activity and utilized viral marketing; and,
- Created and implemented new homepage slider solution and made web enhancements to meet accessibility standards.

Our People

- Played a role in the coordination of the following events: Board of Governors appreciation event (December 14); Presidents' holiday lunch (December 22);
- Internal branding project continued with the following deliverables: a) way finding standards approved; b) SSB way finding implementation; c) SW hallway four pillars of strategic plan completion; d)A wing hallway I heart DC wall completion; e) plantscaping under way; e) way finding kiosk research, approval and development; f) retiree wall solution and recommendation; and g) faculty and staff awards solution and recommendation;
- Sustainability committee logo and goals developed/approved;
- Strategic Enrolment Management (SEM) communications strategy developed and approved;
- New Learning Management System communication strategy developed and implementation under way;
- Attended the retirement of Pat McNeil and Bill Robinson from OPG, former Chairs of the DC Board of Governors;
- Worked with the DC Alumni Association to match funds with OACETT and to significantly increase their endowment while the OTSS is still operational;
- Planned meetings with alumni in Ottawa and Calgary;
- Hosted and toured the DC Retirees Association executive committee at Whitby campus; and
- Liaised with the Whitby faculty about the completion of the older house and the new efficiency house.

Our Business

- Event coordination for groundbreaking for Whitby Phase 3 December 1;
- Attended Engagement Focused Fundraising conference in Atlanta January 23 and 24;
- Emergency Management communications communicated during the gun incident on February 10 and planning communications for lockdown drill in May:
- Developed Corporate Training Services/Product Plus web presence;
- Formed Family Campaign committee and planning for launch of five-week campaign on March 27 and 28;
- Implemented an enhanced Media Room on website and garnered a total of 307 stories over the three month period;
- Reached the \$1.7 million plateau of the \$5 million Growing for our Future campaign and completed the Case for Support;

- Continued to communicate with major donor prospects including alumni, meet and give tours in order to encourage them to make a commitment;
- With the termination of OTSS, determined to reach our ceiling of \$295,810 of bursary funds to be matched;
- Coordinated activity of the Durham College Foundation;
- Designed and coordinated Donor Recognition Wall of Honour at Whitby; and
- Progressed to secure gift-in-kind donors for the agricultural and horticultural programs as well as materials for other departments at Whitby.

Our Community

- Coordinated tour of Whitby campus with Tim Hudak and MPP Christine Elliott:
- In partnership with UOIT, coordinated the MTCU tuition rebate announcement with Minister Murray on January 24;
- Attended the newly reactivated Town and Gown committee;
- Continued to serve on the Ajax-Pickering Board of Trade Council as Chair for 2012:
- Serve on the Chairman's Charity Classic golf tournament committee;
- Continued to associate with wealth management professionals to put forward Durham College as a meaningful option for their clients to support;
- Began discussions with Centennial College about a joint campaign for the Pickering Learning Campus; and
- Continued to serve as a Director of the Durham Strategic Energy Alliance.

Representing Durham College

- Colleges Ontario Government Relations committee;
- Colleges Ontario Heads of Communications and Marketing committee;
- Metrolinx Board of Directors application;
- Invited and hosted Township of Brock councillors to tour Whitby campus;
- Executive Committee member of the Colleges Ontario group of advancement directors and college foundations; and
- Attended various association and other events including Ajax-Pickering Board of Trade, Clarington Board of Trade, Greater Oshawa Chamber of Commerce, Whitby Chamber of Commerce, the Durham Community Foundation annual gala, the Federal Finance Minister's Port Authority announcement in Oshawa and the Federal Minister of Finance public budget consultation in Whitby.

#Budget Submission

2012 ONTARIO



A Case for Post-Secondary Education: 2012 Ontario Pre-Budget Submission		
Presented to the Ministry of Finance		
February 2012		
The College Student Alliance 301-372 Richmond Street West Toronto, ON M5V 1X6 T: (416) 314-1212		

About Our Organization:

The College Student Alliance (CSA) is a member-driven advocacy organization which has been proudly serving Ontario's college and college-university students since 1975. The CSA currently represents students from 16 colleges and 23 student associations with over 130,000 full-time student members throughout the province.

Executive Summary

On behalf of College Student Alliance (CSA), we wish to thank the Minister of Finance for the opportunity to provide comment to the Ministry of Finance which will assist in the development of the forthcoming Provincial budget. The CSA is aware of the challenges that will be faced by the Government in formulating the 2012 Provincial Budget. In our view, these unique challenges also present an opportunity for reform.

The following submission contains the CSA's recommendations about the specific areas for reform that require the most action. We believe that implementation of these recommendations will go a considerable way to strengthening Canada's post-secondary education (PSE) systems for the benefit of the province's economy and society.

The CSA shares the view of the government in that by investing in education, we are investing in our future.

Summary of Recommendations:

Student Employment:

- 1. The provincial government must continue the Summer Jobs Program and expand it to include all full-time students enrolled in a publicly-funded institution; ensuring students over the age of 30 have access to the same opportunities as those under the age of 30.
- 2. The provincial government must make every effort to raise the Second Career employment rate by mandating that the various Employment Ontario offices across the province provide job search support for six months after graduation in order to increase employment rates for Second Career program graduates

Accessibility:

- 1. The provincial government should support early outreach initiatives to encourage Aboriginal students in their pursuit of a higher education
- 2. The federal and provincial governments must ensure that Aboriginal student have access to adequate funding to further their education.

Transferability:

- 1. The provincial government, institutions and PSE stakeholders must work together to achieve 100% credit recognition for students transferring from a similar program at one Ontario college to another.
- 2. The government should fund a dedicated credit transfer office at each institution that can expedite and simplify the credit transfer process.

1: Introduction

The College Student Alliance (CSA) appreciates the opportunity to make a pre-budget submission to the Ministry of Finance. Founded in 1975, the College Student Alliance is a non-partisan, member-driven advocacy organization which proudly serves Ontario's college and college-university students. The CSA currently represents 70% of all Ontario college students, consisting of members from 16 colleges and 22 student associations (SAs) with over 130,000 full-time students throughout the province.

The CSA advocates on behalf of our membership, focusing on our five pillars: accessibility, affordability, accountability, transferability and quality of post-secondary education. The CSA focuses on: increasing the presence and retention of underrepresented group in post-secondary education; increasing student mobility, prior learning and improving pathways; ensuring all qualified individuals can pursue a post-secondary education will not be hampered by socio-economic barriers; actively improving transparency and accountability in the post-secondary education sphere; and making sure that students in Ontario have access to services and facilities that will ensure the quality of their education.

2: The Critical Role of Post-Secondary Education Policy

Our government faces difficult spending decisions in these volatile economic times. The CSA is aware of the challenges that will be faced by the Government in formulating the 2012 Provincial Budget, and in our view, these unique challenges also present an opportunity for reform. The following submission contains the CSA's recommendations about the specific areas for reform that require the most action. The CSA shares the view of the government in that by investing in education, we are investing in our future. It is our belief that implementation of these recommendations will go a considerable way to strengthening Canada's post-secondary education (PSE) systems for the great benefit of the province. As the newly released TD report states, "investment in post-secondary education remains the single best investment that one can make". 1

To elaborate, "higher education raises the prospects for employment, is more likely to result in full-time employment, reduces the odds of unemployment, lowers the duration of unemployment if a job is lost, and helps to facilitate retraining and/or skills development – all of which raises annual income, which is compounded over your entire lifetime. The end result is a higher standard of living, not just for the individual but also for their family. It also brings gains to society". The benefits to a higher education are substantial and an investment in education is the best option moving forward as it will help alleviate the economic burden in Ontario. The Organization for Economic and Co-operation Development (OECD) supports this in

2

¹ Alexander, Craig and Shahrzad Mobasher Fard. (September 2011). Post-Secondary Education Is The Best Investment You Can Make. Last Accessed November 22, 2011, from:

http://www.td.com/document/PDF/economics/special/sf0911_education.pdf

² Ibid, Alexander and Mobasher Fard. (September 2011).

Student Employment Recommendations:

- 1. The provincial government must continue the Summer Jobs Program and expand it to include all full-time students enrolled in a publicly-funded institution; ensuring students over the age of 30 have access to the same opportunities as those under the age of 30.
- 2. The provincial government must make every effort to raise the Second Career employment rate by mandating that the various Employment Ontario offices across the province provide job search support for six months after graduation in order to increase employment rates for Second Career program graduates

<u>Accessibility</u>

Aboriginal students, as well as students from a number of socio-economic groups remain underrepresented in Ontario's PSE system. Aboriginal students face obstacles to accessing a post secondary education, including financial, historical, educational, personal, institutional, and geographical barriers. These issues have resulted in low participation rates that negatively impact their PSE attainment rates and labour market participation. In fact, if the average Aboriginal person enjoyed the same socio-economic conditions as those of the average Canadian, the different levels of government could reallocate \$6.2 billion dollars towards other social programs, debt reduction or a reduction of the tax burden. 10 As the OECD reports, "policies that invest in the human capital of the workforce are key. Over the past two decades, the trend to higher educational attainment has been one of the most important elements in counteracting the underlying increase in earnings inequality in the long run. Policies that promote the up-skilling of the workforce are therefore key factors for reversing the trend towards further growth in inequality." ¹¹ The Task Force on Competitiveness, Productivity and Economic Progress also suggests continuing to invest in post-secondary education and redouble efforts at reducing barriers for low income families, from which many Aboriginal students come from. 12

Accessibility Recommendations:

- 1. The provincial government should support early outreach initiatives to encourage Aboriginal students in their pursuit of a higher education
- 2. The federal and provincial governments must ensure that Aboriginal student have access to adequate funding to further their education.

¹⁰ Sharpe, Andrew, Jean-François Arsenault, Simon Lapointe and Fraser Cowan. (May 2009). *Centre for the Study of Living Standards. The Effect of Increasing Aboriginal Educational Attainment on the Labour Force, Output and the Fiscal Balance.* Prepared for the Educational Branch of Indian and North Affairs Canada. p 54

¹¹ Organisation for Economic Co-operation and Development (OECD). (December 2011) "Divided We Stand: Why Inequality Keeps Rising" Last accessed December 8, 2011from: http://www.oecd.org/dataoecd/40/12/49170449.pdf p. 42

¹² The Task Force on Competitiveness, Productivity and Economic Progress. (November 2011). "Prospects for Ontario's Prosperity: A look back and a look ahead". Tenth Annual Report p. 37

Transferability

Pathways to and from post-secondary education have become more and more complex, and as a result, students are faced with new dilemmas. A lack of pathway mobility results in the lack of access and a lack of affordability. Accessibility and affordability are not easily attained when credits from previous studies are not recognized. The refusal of institutions to recognize credit results in students' duplication of coursework: students end up paying for the same courses with their time and money. As a consequence, students become frustrated and discouraged from future educational pursuits. This is an issue for the government because duplication of learning and support services delay qualified people from entering the work force. As a result, the government loses money, not only because they help students pay for their education with grants and loans, but also because the public post-secondary education system in the province is subsidized. Ontario stands to gain a great deal if this issue was resolved. In fact, if even 65% of credits were recognized, the potential would be an annual net fiscal benefit between \$36 and \$61 million in the next decade that would rise to between \$91 and \$169 million a year in the long-term.¹³

Transferability Recommendations:

- 1. The provincial government, institutions and PSE stakeholders must work together to achieve 100% credit recognition for students transferring from a similar program at one Ontario college to another.
- 2. The government should fund a dedicated credit transfer office at each institution that can expedite and simplify the credit transfer process.

¹³ Centre for Spatial Economics. ND. Financial Benefits of Enhanced College Credential and Credit Recognition in Ontario. Prepared for Colleges Ontario. Last Accessed August 1, 2011, from http://www.collegesontario.org/research/external-reports/financial_benefits_of_enhanced_college_credential_credit_recognition.pdf p. 29

its recent report on the economic benefits of education, stating that "the economic benefits of education flow not just to individuals but also to governments through additional tax receipts when people enter the labour market".³

3: 2012 Budget Priorities for the Government of Ontario

It is clear to us that two of the major priorities for the Government of Ontario going forward are education and health care. In the 2011 Speech from the Throne, the Lieutenant Governor, the Honourable David Onely recognized affordability issues faced by post-secondary students when he spoke about the new initiative to reduce college and university tuition by 30 per cent for families earning less than \$160,000 per year. He also brought up the government's commitment to create 60,000 new spaces for college and university students, which was introduced in the 2011 Ontario Budget. While these two initiatives are unquestionably a step in the right direction, there is room to improve upon and move forward in the post-secondary education sphere.

As colleges in Ontario advance and grow, new challenges are brought up due to the shift in the demographics of students as well as the need for new and improved skills in the workforce. This presents new challenges to colleges as they need to adapt to the changing state of affairs particularly because Ontario, much like the rest of the world, is in a time of economic uncertainty. The CSA recommends the provincial government focuses its post-secondary resources to overcome issues of access, transferability, and job creation as these three areas will provide the most value to students and to the economy. Furthermore, by focusing on post-secondary education as a priority, the government will be able to obtain its 70% participation rate, lower unemployment and meet the need for the 60,000 new spaces in PSE institutions in the Greater Toronto Area.

Student Employment

According to the Financial Times' FDI's Intelligence think-tank, Ontario ranked second in North America as a destination for foreign direct investment (FDI) projects. Furthermore, Ontario ranked second behind California in new capital investment, but led in resulting job creation with 11,210 new positions.⁴ As Ontario's foreign direct investment grows, graduates will play a significant role in filling the jobs of the future. However, the province will need to ensure its workforce has the necessary skills to fill the positions by helping educate and prepare students.

The Task Force on Competitiveness, Productivity and Economic Progress stated that "post-secondary education is an important element of our innovations productivity and prosperity

³Organisation for Economic Co-operation and Development (OECD). (2010). *Education at a Glance 2010: OECD Indicators*. "The Economic Benefits of Education". p 46

⁴ Moretti, Stefania. April 18, 2011. "Ontario best at turning FDI into jobs: report" Last accessed on November 30, 2011, from: http://money.canoe.ca/money/business/canada/archives/2011/04/20110418-141451.html

progress".⁵ For many students the transition from school to work means entering the labour market relatively inexperienced, unfamiliar with job search and unaware of the job opportunities open to them. As a result, many students face the possibility of unemployment during their initial years as members of the labour force, as well as in the months between school semesters. This negative correlation between age and unemployment is well documented in many countries and Ontario is no exception. In 2009, the student unemployment rate surpassed 20 per cent. In 2011, it has edged down only slightly to 17 per cent. Much like Ontarians, college students are concerned about their employment during their educational career and their career prospects after completing their program. The government has done many things to address these issues but there is room for improvement, particularly with the Summer Jobs and Second Career programs.

An initiative that the Government of Ontario has had success with is the Summer Jobs Program, from which nearly 300,000 students have benefited. The program assists a variety of students in their search for summer employment opportunities in the public, private, and not-for-profit sectors. However, as the demographics of Ontario's colleges have changed to a more varied student body, the Summer Jobs program has not kept up with this diversity. An eligibility criterion for the Summer Jobs program dictates that only students between 18 and 30 years of age can participate. In contrast to this rule, for the 2010 academic year approximately 30,000 students were in enrolled in Ontario's college programs that were over the age of 30.⁶ This issue needs to be addressed to give all students the chance to find gainful summer employment, no matter the age of the student.

Age is also a factor that helped the government create the Second Career program, a financial assistance program that helps laid-off and unemployed workers go to college to retrain for careers in high demand sectors. The average age of Second Career students has been approximately 40 years, with an almost equal distribution of male and female students. According to the 2010 Second Career Graduate Survey Results, only 61% of Second Career graduates acquired new jobs after three months. This is in sharp contrast to the 84.8% experienced by college graduates six months after graduation. This almost 25% difference needs to be addressed.

⁵ The Tack Force of

⁵ The Task Force on Competitiveness, Productivity and Economic Progress. (November 2011). "Prospects for Ontario's Prosperity: A look back and a look ahead". Tenth Annual Report. p. 37

⁶ Colleges Ontario. 2011 Environmental Scan, Student and Graduate Profiles. Last accessed on December 5, 2011, from http://www.collegesontario.org/research/2011_environmental_scan/2011_scan_students.pdf

⁷ Colleges Ontario. (2011) Student and Graduate Profiles; Environmental Scan. Last accessed December 2, 2011, from: http://www.collegesontario.org/research/2011_environmental_scan/2011_scan_students.pdf p. 9

⁸ Government of Ontario. "Laid-Off Ontarians Graduating Into Second Careers". September 23, 2010. Last Accessed December 1, 2011, from: http://news.ontario.ca/tcu/en/2010/09/laid-off-ontarians-graduating-into-second-careers.html

⁹ 2009-2010 Colleges' MYAA Report Back Summary: System-Wide