

Through the eyes of a Student in the CTSS Program



My experience in the CTSS program at DC was truly excellent. I was able to gain a multitude of relevant knowledge in short span of time. All of the teachers from this program are very educated in their field of teaching and they really went above and beyond to help their students succeed. It was obvious that the most important thing to all of these teachers was the success of their students. They put so much time in to ensure that all of their students prospered and were comfortable with the learning experience. Outside of the classroom, each teacher took countless measures to ensure that each student was hired or had the potential to be hired in the field of their choice. One measure

taken by the teachers to ensure maximum hiring potential includes creating a graduate booklet for each graduating class, which is a booklet comprised of each graduates’ resumé. This booklet is sent out by the teachers of the program to possible employers throughout the region. Another measure taken is having potential employers guest speak in the classrooms so that students have the chance to meet with them and learn about their expectations of a candidate. Finally, teachers take the time to constantly inform their classes about various jobs being posted throughout the region so that their students are always aware of hiring potential. Due to all of these efforts, as well as efforts that I made on my own, I was able to be hired as a

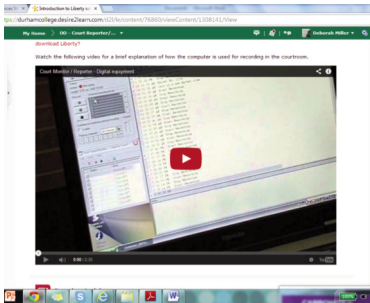
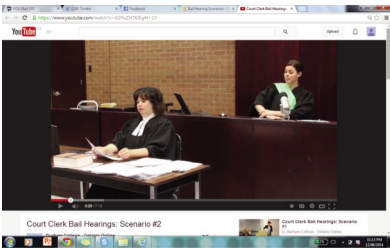
courtroom clerk, the position that I desired, before I even finished my program. Not only are the teachers of the CTSS program concerned about the initial success of their students, but they also enjoy following up with their former students for years down the road, so that they are able to share and celebrate in the successes of the students as they progress throughout their careers.

This program is comprised of courses that all directly relate to a variety of jobs, namely a courtroom clerk and registrar, a courtroom monitor and a court services officer. However, this program provides the tools to gain a range of other jobs in both the public and private sector. The knowledge that I gained from this program is used in my every day completion of tasks, while working as a courtroom clerk and I personally have found that every single course I took directly relates to what I now do in my job, in one way or another. Another great component of this program is the many guest speakers and opportunities provided to the students outside of the classroom. The guest speakers that our class had the privilege of listening to included members of the judiciary, lawyers, court clerks, court services officers, monitors from both public and private sectors and former graduates of the CTSS program. These guest speakers were helpful because our class was able to gain an even greater perspective on the fields that we could be working in and how to be successful in each position. The opportunities available outside of the classroom include joining the Advisory Committee or the Peer Vision Leadership Team as well as participating in mock trials and workshops. Students were always encouraged to meet with teachers outside of the classroom to receive clarification or revision of school work, or simply just to catch up. Another great element of this program is the opportunities that it creates for continuing post-secondary education.

DC is a tremendous school with many valuable resources and facilities which made my experience that much more enjoyable. I had a wonderful experience at DC in the CTSS program and I would recommend this school to everyone. As for this program, it would greatly interest those who have attentiveness for law, the court system or even the policing system, and the way of these each works. There are many great opportunities that result from this program.

Online courses

The CTSS program is currently developing some courses online which will be offered in January 2015. These examples are just a sample of information that the online development team has worked on to provide a quality and interactive course for the Criminal Court Clerk and Court Reporter courses.



Court decorum is highlighted in this scroll in the new Criminal Court Clerk course to be offered online starting in January 2015.

Learn from the Court Reporter I course in our program offered online January 2015.

Mock bail hearing for new online Criminal Courtroom Clerk course.

Follow Jane as she takes a journey through the criminal justice process.



CTSS Connects

SCHOOL OF JUSTICE & EMERGENCY SERVICES

Message from the dean

The Court Support Services (CTSS) program continues to be a leader in education and innovation in the college community. Curriculum review and enhancement is a standard practice for the program and its faculty, but as well as ensuring current and relevant curriculum is being delivered, the program team has entered into some other projects. They include:

- 1. Participating in the development of two courses in an online format pursuant to a government funded initiative. This will enable flexibility in delivery of the courses, and will provide an opportunity to assess this method of instruction to our students. A team of experts, including multimedia specialists, has been assembled to create vibrant and exciting online courses. We are excitedly awaiting the final product!
- 2. In partnership with the Ministry of the Attorney General, we have developed a Court Transcription course which is currently being piloted in the school. More details about this course are contained later in this newsletter.
- 3. The school is partnering with Collège Boréal to enable the courses we offer to be translated into French and offered in both official languages.

Very exciting initiatives!

The program continues to enjoy strong application numbers for both the fall and the winter intakes and we are pleased to be building on the program strengths as we move into some cutting-edge opportunities.

Stephanie Ball



Employment information for CTSS graduates

From student reports to faculty in our program, more than 88 students have been interviewed and hired in the field in various court support positions at courthouses across Ontario! We are proud to say that students continue to secure jobs prior to graduation every year. You will shine if you demonstrate commitment and hard work. Our team of faculty emphasize professionalism standards in the classroom that are expected in a courtroom.

From the halls of justice – Message from the program co-ordinator

We are very excited to bring to you the 2014 issue of CTSS Connects to keep you informed about what’s new in the program!

We have had an eventful year in CTSS. We held Program Advisory Committee meetings which were very valuable to the program with participation by local area court managers, court reporting firms, and current students and alumni and held for the first time at the Durham Courthouse.

These meetings assist us with the gathering of current information and feedback to help us as we move forward in providing a successful program.

We have had several students continue to be interviewed and hired for positions in the CTSS field!

This past year:

- Students participated in the Kelly Cup at the Durham Courthouse by shadowing courtroom clerks with Ontario Justice Education Network partners and competing high school students
- Students participated in the Mock Trial Cup competition in the Paralegal program by working as a courtroom clerks at the Durham courthouse with judiciary and Durham College (DC) students
- Students created a resumé booklet for distribution to Court Services and related agencies across the Province of Ontario
- Local court managers and a private court reporting president visited our classroom to perform mock interviews with the students
- Students attended various courts including Old City Hall, 361 University Avenue, Scarborough, Ont. courthouse and Court of Appeal in Toronto with the addition of a bus trip this past year.
- Many guest speakers visited the classroom including members of the judiciary, court staff and prior graduates from various courthouses and private court reporting agencies including a student panel added to our new Career Preparation course!

At the time of production, some of our former graduates have moved into new positions with the Ministry of the Attorney General, others have moved away from our area, some will be attending university in the fall and we may even see some familiar faces in the halls of Justice here at DC as graduates return to gain further education in one our other programs within the School of Justice & Emergency Services. Please review the Pathways Chart in this issue for further information on furthering your education after CTSS.

Recent data from the Key Performance Indicator (KPI) surveys is the focus of the CTSS faculty to continually provide opportunities for our students and to improve our program. This year we welcomed the addition of a new course called Career Preparation which gave students a dedicated focus of learning of various court positions in both the private and public sector enhanced by several guest speakers.

Also new this year is the development of two of the CTSS courses to be offered online in January 2015.

CTSS Connects is distributed each year. Should you wish to see anything else in our newsletter or wish to share information, please drop me a line at Deborah.miller@durhamcollege.ca

Cheers,  
Debbie Miller,  
Program co-ordinator, CTSS program



## CTSS Program Highest Grade Point Average Award – Class of April 2014

I would like to take this opportunity to congratulate Connie Deveau who is the recipient of the Top Student Highest Grade Point Average Award completing the CTSS program for 2013-2014 with a grade point average of 5.0. Her tremendous efforts and hard work in the last year have earned Connie great success in this program and is a direct result of the positive goals she set for herself and achieved in all of her courses within the CTSS program.

We want to wish Connie much success in her future endeavours and we know she will carry on the same level of commitment in her career as she has at DC. Connie was hired as a court reporter at a private court reporting agency prior to graduation and is now employed as a court services officer in the Toronto courts. Congratulations Connie!

Connie is proof that at Durham College, success does matter.

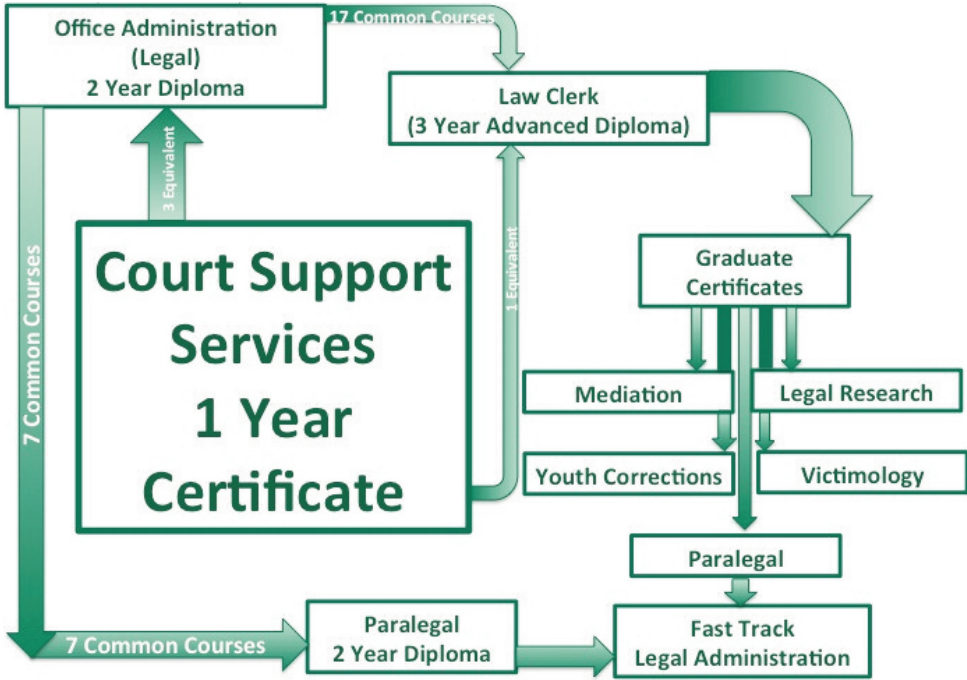


## Pathways

A major focus of DC is to encourage and promote internal and external educational pathways to our students. Please see the chart which demonstrates some of our internal pathways. We encourage you to take advantage of these educational opportunities.

### CTSS students heart DC

“Prepares us really well for work in the field.”  
“Program is realistic and relevant and best program I have ever taken.”  
“I feel like I have been set up for success.”  
“The team showed they cared about our success.”  
“One of the most interesting and comprehensive introductions to justice that I have ever approached.”  
“The practical application in this program was completely awesome!”



### Focus on Alumni – Jenna Harper



Prior to graduation, I was hired as a client services representative at the Newmarket courthouse. There I was provided with excellent knowledge of the paperwork and office procedures of the Ontario Court of Justice – Criminal Division.

From there I moved onto being a courtroom clerk in Newmarket and have since transferred back home to the new Oshawa Courthouse as a courtroom clerk.

Working as a courtroom clerk has not only provided me with the technical skills, but it has also allowed me the opportunity to see the various job opportunities that are available within the Ministry of Attorney General and other ministries in the province.

My success would not have been possible without the guidance and support of the instructors and faculty at DC.

Having had the opportunity to learn from the experts (instructors) who have worked in the field for several years really gave me the chance to not only see what it's like to work in the courts, but also have a good understanding of what happens on a daily basis and bring their own real-life experiences to the classroom each and every day.

Learning the paperwork and participating in mock trials and interviews were very helpful when it came time to applying for jobs.

The instructors really were a wealth of knowledge and I could not thank each and every one of them enough for my success.

I encourage everyone to learn from their instructors and take in as much as you can during your short time at DC because time flies when you are having fun.

I wish everyone the best of luck in their career choice and success with your studies.



### CTSS Students create focus group – PEER VISION

In September 2010, CTSS students got together to brainstorm ideas about how they could assist the new intake of students starting in January 2011. Past graduates, Lloyd Passey and Andrea Lamb spearheaded the group calling it Peer Vision. The result was a very valuable and guiding group of students who visited the January students in their classrooms to give information of expectations within the program, advice on how to succeed, guidance to alleviate any anxiety and to answer any questions the students may have had.

The Peer Vision group has continued on to this day in the CTSS program and this year's group met the January students at the beginning of the semester and volunteered their time providing an opportunity for ongoing networking throughout the semester. The feedback from the January group was that they loved hearing about the experiences from the September students, and the best ways to stay on top of workload, homework tips, study and review advice and positive ways to have fun, stay engaged and most of all be successful!!

Thank you to the 2014 Peer Vision group – Kim Valentino, Noel Clement and Heather Boudreau for dedicating your time and knowledge to making this an annual tradition within the CTSS program!

## News from the Alumni Association

I am pleased to report that the Alumni Association has been very busy since my last report.

The DC Alumni Association supports the goals of the college and represents the views and needs of alumni. The association's Board of Directors determines programming for alumni and seeks out new partnerships that benefit alumni.

Some of our benefits and discounts which you can access through your alumni card are:

On-campus benefits:

- Campus Library.
- Campus Recreation and Wellness Centre.
- Find an alumnus.
- Reflections and DC Alumni magazine.
- Residence and Conference Centre.
- Reunion events.

Off campus benefits:

- Canada's Wonderland.
- Canadian Automobile Association.
- Carruther's Creek.
- Casey's.
- Centreville.
- Choice Hotels.
- Hockey Hall of Fame.
- National and Enterprise car rental services.
- General Motors Centre events.
- Niagara Parks.
- Perkopolis.

- Residence & Conference Centre.
- Sony Centre.
- Softmoc.
- Wild Water Kingdom.

A complete list of our other benefits is available at [www.durhamcollege.ca/alumni](http://www.durhamcollege.ca/alumni).

Just to bring you up to date on what we have done as the Alumni Association Board of Directors:

- At convocation this past October, we continued our Text to Give campaign, where new graduates were able to donate \$20.13 (year of their graduation) to add to our bursaries and scholarships. For the first time, we had a presence in the main level of the concourse, which was very successful.
- The Board attended the Scholarship Ceremony this past fall.
- The Board attended Premier's Awards Gala in November.
- The Board attended DC Sports Hall of Fame event in November.
- The Alumni Association had a presence at this year's DC Open House in the fall and spring.
- In January, we held the first ever Alumni Association-sponsored Oshawa Generals game with alumni in attendance (70 per cent of all DC grads come from Durham Region). We were able to connect with more than 100 while at the game.
- The Board supported the Campus Holiday Food Drive with a donation and packing assistance;
- The Alumni office held the inaugural School Cup Challenge with the emphasis on DC memories and giving back to DC. School of Justice & Emergency Services came in second overall. The association sponsored this event.

- The Alumni Association is working with the Communications and Marketing department to raise the profile of the Alumni Association. The Board will be starting a Did You Know section on the website, with information such as: Over the past five years the Alumni Association has donated \$23,000 to DC students in financial need.
- We conducted a SWOT analysis meeting and now have additional short term and long term goals planned.
- The Board attended the Donor Reception for scholarships and bursaries at the Centre for Food.

Should anyone have any comments or questions, please direct them to me and I would be more than happy to discuss them with our board.

I look forward to hearing from you.

Lesley Wagner

President and board member – Alumni Association Legal Administration, 1985

#### WE ARE ON FACEBOOK!

We are now on Facebook on the Court Support Services Students Durham College page. Be sure to join this private group for program updates, job postings or to share success, experiences and connect with former students.

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