



## MEMORANDUM

Date: **January 27 , 2017**

Date Last Updated: **January 22, 2016**

**To: Chair and Board of Governors**  
**From: President**  
**Subject: MONITORING REPORT – EL-2a Treatment of Learners**

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**With respect to interactions with learners, or those applying to be learners, the President shall not cause or allow conditions, procedures, or decisions which are unsafe, untimely, unfair, disrespectful or unnecessarily intrusive.**

I interpret “untimely and unfair” to be regarding student appeals, receipt of student final grades and access to counselling. Compliance will therefore be demonstrated when:

- All formal student appeals are settled within 20 workdays consistent with the standards as articulated by the Academic Dispute Resolution Policy.
- 95% of final grades are input by faculty members and available to students within 3 working days.
- 90% of students feel safe (protected from danger, risk or injury) on college campuses, in college classrooms and in college labs/shops.
- 80% of students report that they feel that College staff is concerned for their success.
- 80% of students who request help from our academic services report that they received them in a timely manner.

I believe that the Board has fully interpreted “disrespectful and unnecessarily intrusive.” I interpret “unsafe” to include physical safety, which is covered in the monitoring of EL#1 General Executive Constraint.

Evidence:

- a) In the previous twelve months, there has been seven formal student appeals. Timelines were met and all appeals were resolved within 20 workdays (20-day time limit).

- b) In the winter 2016 semester, 98% of course grades were posted for the students prior to the 3-day deadline. 12 courses out of 651 were outstanding. All were subsequently entered.
- c) The 2016 Student Experience Survey<sup>1</sup> shows that 95% of students feel safe (protected from danger, risk or injury) on our campuses, as well as in our classrooms, labs and shops. Another 4% indicated a neutral response and 1% indicated that they do not feel safe.
- d) The 2016 Student Experience Survey<sup>1</sup> shows that 86% of students believe that College staff is concerned for their success. Another 12% indicated a neutral response and 2% indicated that our staff is not concerned for their success.
- e) The 2016 Student Experience Survey<sup>1</sup> shows that 82% of the students who requested help from our academic services reported that they received them in a timely manner. Another 11% indicated a neutral response and 6% indicated they did not receive the help in a timely manner.

I therefore report compliance.

**The President shall not:**

**1. Elicit information for which there is no clear necessity; and**

I interpret this to mean that the College does not collect data that is not used in some way. Compliance will be demonstrated when: 1) a bi-annual audit of our databases shows that there is no extraneous data being held by the College, and 2) there is a policy in place to which all employees are adhering.

**2. Use methods of collecting, reviewing, transmitting, or storing learner information that fail to protect against improper access to the material.**

This does not require any further interpretation.

Compliance for 1) and 2) will be demonstrated when: 1) a bi-annual data management audit shows that there are adequate security measures in place with respect to data management, storage, transmission, archiving and destruction, and 2) there is a policy in place to which all employees adhere.

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<sup>1</sup> The Student Experience Survey was first created in November 2013. The survey is sent to all first year students in November and is left open for two weeks. In 2016, a total of 2172 first year students received the survey and 777 students responded (35.77%).

Evidence for 1 and 2:

A review was conducted between December 8<sup>th</sup> and December 22<sup>nd</sup>, 2016 to assure compliance with the following 7 Policies:

- 1) **Policy 1-1-02 – Freedom of Information and Protection of Privacy**
- 2) **Policy 1-1-04 – Records Retention**
- 3) **Policy 5-2-01 – Student Record**
- 4) **Policy 7-1-01 – Acceptable Use of Information Technology Resources**
- 5) **Policy 7-2-01 – AUTHORIZED ACCESS TO INFORMATION TECHNOLOGY RESOURCES**
- 6) **Policy 7-3-01 – Data Management**
- 7) **Policy 7-3-02 – EXPECTATION OF PRIVACY**

In addition, we conducted a review of our student data bases, student files, banner document management system and hard copy student files mentioned below:

### **Review of Student Databases**

The review was completed by sampling the student data found in the Saturn and CCC Schemas that contain learner records. In all cases tables were sorted by most recent activity date and the records created in 2016 were sampled.

CCC Schema did not hold any exceptional or relevant information on sampled databases.

The Saturn Schema held relevant data but **no exceptional data was found** that indicated non-compliance with college policy in the 60 tables reviewed.

Of additional note, the three areas in the Saturn schema that were identified in the previous internal audit in 2014 are all in compliance now with **no exceptional data found**.

### **Review of Student Files**

The review was completed by sampling the documents contained in the Student Application of Banner Document Management.

### **Banner Document Management:**

As of December 8, 2016 there were 40,233 documents contained in the B-S-ID Student Document Application in Banner Document Management. These documents are securely stored with security to these documents approved by the College's Associate Registrar.

In total 500 random documents were selected. Of the 500 student documents selected, 497 contained no exceptional data. **3 exceptions were found that affected 15 student files.**

In all 3 instances documents were stored with information on multiple students. The information in each document should have been redacted to protect the privacy of the students. These same documents were stored in multiple student files.

This is primarily an awareness issue for clerks and Computer Services is collaborating with the Registrar's Office on best practices to avoid the problem from recurring.

### **Hard Copy Student Files:**

Since the last review, in 2015, a significant effort has been made to store all current student documents within Banner Document Management. At the time of the review there were no student document hard copies available for review as they had all been stored digitally through Banner Document Management.

I therefore report compliance.

### **3. Allow learners to be unaware of what may be expected and what may not be expected from the services offered.**

This does not require any further interpretation.

Compliance will be demonstrated when a student survey shows that 80% of respondents report that they are knowledgeable of the services available to them and understand the scope of these services.

Evidence:

The 2016 Student Experience Survey<sup>1</sup> was conducted in Fall 2016, and 80% of respondents reported that they were aware of the services that were offered and 94% of those respondents indicated that the services they used met their expectations.

I therefore report compliance.

### **4. Allow learners to be unaware of this policy or a way to be heard for persons who believe that they have not been accorded a reasonable interpretation of their rights under this policy.**

I interpret this to mean that learners know that there are ways in which they can raise concerns about conditions, procedures, or decisions, which are unsafe, untimely, unfair, disrespectful or unnecessarily intrusive.

Compliance will be demonstrated when a Student Experience Survey shows that 80% of respondents report that they are aware of ways to raise concerns. In addition, 90% of student respondents surveyed will indicate that they are treated with respect, that they have not

experienced unsafe conditions at the College, and that services have been provided in a timely manner.

Evidence:

The 2016 Student Experience Survey<sup>1</sup> indicates that 81% of students agree or strongly agree that they know where to raise concerns about conditions, procedures, and decisions which are unsafe, unfair and disrespectful. Another 12% indicated a neutral response and 6% of students indicate that they were not aware.

The 2016 Student Experience Survey<sup>1</sup> shows that 95% of students believe that College staff treats students with respect.

The 2015/2016 Ombudsperson's annual report indicated that 93% of students using the Ombuds' services were satisfied with the outcome of the concern they brought forward or withdrew their complaint.

The 2015/2016 Student Satisfaction KPI<sup>2</sup> results show that 85% (provincial average: 80%) of students believe that our College has at least one person that they can rely on for information (e.g., teacher, counselor, staff, student).

I therefore report compliance.

**5. Retaliate against a learner for non-disruptive expression of dissent, or for reporting to management or to the Board of Governors (per the appeal procedure in the student handbook) acts or omissions by staff, management or the Board of Governors that the learner believes, in good faith and based on credible information, constitutes a violation of provincial or federal law or a governing policy of the Board. (Whistleblower policy)**

I interpret this to mean that learners have the right to invoke the Whistleblower Policy where 1) there is an honest belief that the College or its members are engaged in serious misconduct, wrongdoing or illegal activity; and 2) there is no confidential internal policy or mechanism available to raise issues of public concern that constitute: a criminal offence; substantial neglect of duties; substantial mismanagement of any College or public funds; a material breach of federal, provincial, or municipal statute or College policy, procedure or regulation; and/or a substantial and specific danger to the environment or public health and safety.

Compliance will be demonstrated by the absence of learner complaints of retaliation, to the Board, as a result of using the Whistleblower Policy.

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<sup>2</sup> The KPI Student Satisfaction Survey is conducted annually for the Ministry of Training, Colleges and Universities (MTCU). The survey is completed by students in every program. The results are used by colleges to identify where changes could be made to programs or services. The results are also used by the MTCU to inform government about the colleges.

Evidence:

The Whistleblower Policy has been in effect since June 21, 2012. No issues have been raised, by learners, and the Board has not received any complaints of retaliation as a result of using the Policy.

I therefore report compliance.

Respectfully submitted,

D. Jim Madder,  
President