



MEMORANDUM

Date: **January 23, 2015**

Date Last Updated: **January 24, 2014**

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

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 evaluations 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 three formal student appeals. Timelines were met and all appeals were resolved within 13 workdays (20-day time limit).
- b) In the winter 2014 semester, 99% of course grades were posted for the students prior to the 3-day deadline. Only 6 courses out of 645 were outstanding. All were subsequently entered.

- c) The 2014 Student Experience Survey¹ shows that 94% 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 2% indicated that they do not feel safe.
- d) The 2014 Student Experience Survey¹ shows that 85% of students believe that College staff is concerned for their success. Another 13% indicated a neutral response and 2% indicated that our staff is not concerned for their success.
- e) The 2014 Student Experience Survey¹ shows that 86% of the students who requested help from our academic services reported that they received them in a timely manner. Another 9% indicated a neutral response and 5% 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.

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) an internal audit 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.

Evidence:

The College has five policies that define data management and student information collection practices: 1-1-02 Freedom of Information and Protection of Privacy, 1-1-04 Records Retention, 5-2-01 Student Record, 7-1-01 Acceptable Use of Information Technology, and 7-3-01 Data Management. To ensure compliance and viability of these Policies, an internal audit was conducted the week of Dec 15, 2014. One exception was found in the audit.

- 1) Past employment history of applicants transmitted by OCAS: The requirement for this information will be reviewed, and if no longer required, a process to destroy the data developed and completed by the second week of February, 2015.

Results from the audit confirm that Confederation College manages records to be compliant with its legal, operational and administrative requirements. Data is only collected if it has a known and documented use or value. The use and value of data is determined by its ability for

¹ The Student Experience Survey was created and first released in November 2013. For 2014, the survey was sent to all first year students in November and was left open for two weeks. In total, 2036 students received the survey and 602 students responded (29.57%).

conducting business transactions, reporting or analysis within the guidelines of the aforementioned legal, operational and administrative requirements.

In order to further ensure due diligence of our policies, Human Resources have hosted a series of Professional Development sessions with individuals and departments around our POP/FOI policy. These sessions touched on overlapping processes, guidelines and expectations for various policies that relate to accessing and protecting student information.

I therefore report compliance.

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 will be demonstrated when: 1) an internal 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.

Evidence:

The College has five policies that define data management and student information collection practices: 1-1-02 Freedom of Information and Protection of Privacy, 1-1-04 Records Retention, 5-2-01 Student Record, 7-1-01 Acceptable Use of Information Technology, and 7-3-01 Data Management. An internal audit of our policies, student databases and student records was conducted the week of December 14, 2015.

The Banner ERP database schemas defining the data elements of a student's record were reviewed. Two exceptions to existing policy were found:

- 1) Text information entered by Advisors: This is new functionality introduced in the fall of 2014 necessary for case management purposes. Computer Services is implementing additional security protocols to protect this information. The project is underway with an estimated completion by the end of January, 2015.
- 2) Comments on student account holds: This practice will be reviewed internally, and adjusted. This project will be complete by the second week of February, 2015.

An external audit of our student databases and student files is planned with the College's financial auditors, as a component of their usual exercise in February, 2015.

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 2014 Student Experience Survey¹ was conducted in Fall 2014, and 81% of respondents reported that they were aware of the services that were offered and 96% 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 2014 Student Experience Survey¹ indicates that 80% 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 14% indicated a neutral response and 8% of students indicate that they were not aware.

The 2014 Student Experience Survey¹ shows that 94% of students believe that College staff treats students with respect.

The 2013/2014 Ombudsperson's annual report indicated that 94% of students using the Ombuds' services were satisfied with the outcome of the concern they brought forward or withdrew their complaint.

The 2013 Student Satisfaction KPI² 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.

Evidence:

The Whistleblower Policy has been in effect since June 21, 2012. No issues have been raised 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

² 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.