



## MEMORANDUM

Date: **January 10, 2018**

Date Last Updated: **January 27, 2017**

**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 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 eight formal student appeals. Timelines were met and all appeals were resolved within 20 workdays (20-day time limit).
- b) In the winter 2017 semester, 97% of course grades were posted for the students by the 3-day deadline. 21 courses out of 674 were outstanding. All were subsequently entered.

The Student Experience Survey<sup>1</sup> table(s) below show a four-year trend for each point of evidence referenced above:

c) Students who feel safe...

Question	2017	2016	2015	2014	2013
Students feel safe (protected from danger, risk of injury) on our campuses, classrooms, labs and shops.	N/A <sup>2</sup>	95%	95%	94%	94%

d) Students who believe that College staff is concerned for their success:

Question	2017	2016	2015	2014	2013
Students believe College staff is concerned for their success.	N/A <sup>2</sup>	86%	86%	85%	86%

e) Students who requested help from our academic services reported that they received them in a timely manner:

Question	2017	2016	2015	2014	2013
Students who requested help from academic services received them in a timely manner.	N/A <sup>2</sup>	82%	82%	86%	84%

Based on the available data, I 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.

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- 1 The Student Experience Survey is issued every November to first year students. It receives an excellent response rate with a margin for error of +/- 2.82% and a confidence level of 95%.
- 2 The Student Experience Survey was not conducted in 2017 due to timing with the Faculty Union strike. The survey will be conducted in the winter semester although the results will not be directly comparable to previous years. The outcomes will be provided in an addendum to this EL-2a report.

Evidence for 1 and 2:

A review was conducted between December 8 and December 22, 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 situation was corrected.

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, 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.

The next scheduled audit to confirm compliance is scheduled for fall 2018.

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 Student Experience Survey<sup>1</sup> table below shows a multi-year trend of respondents reported that they were aware of the services that were offered in addition to those respondents that indicated that the services they used met their expectations.

Question	2017	2016	2015	2014	2013
Students reported they were aware of the services that were offered.	N/A <sup>2</sup>	80%	82%	81%	79%
The services students used met their expectations.	N/A <sup>2</sup>	94%	96%	96%	96%

Based on the available data I 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 Student Experience Survey<sup>1</sup> table below shows a multi-year trend indicating that students agree or strongly agree that they know where to raise concerns about conditions, procedures, and decisions which are unsafe, unfair and disrespectful.

Question	2017	2016	2015	2014	2013
Students know where to raise concerns about conditions, procedures and decisions which are unsafe, unfair and disrespectful.	N/A <sup>2</sup>	81%	81%	80%	79%

The Student Experience Survey<sup>1</sup> table below shows a multi-year trend displaying students who believe that College staff treats students with respect.

Question	2017	2016	2015	2014	2013
Students believe College staff treat students with respect.	N/A <sup>2</sup>	95%	95%	94%	96%

The 2016/17 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 2016/2017 Student Satisfaction KPI results show that 84% (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).

Based on the data available I 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 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