



MEMORANDUM

Date: January 9, 2019

Date Last Updated: January 10, 2018

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 (Computer Help Desk, Counseling, Disability services, International Education Centre, Library, Study Skills, Note taking, Tutoring and Testing Centre) 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 EL1 General Executive Constraint.

Evidence:

- a) In the previous twelve months, there has been four formal student appeals. Timelines were met and all appeals were resolved within 20 workdays (20-day time limit).
- b) In the winter 2018 semester, 96% of course grades were posted for the students by the 3-day deadline. 28 courses out of 650 were outstanding. All were subsequently entered.

The Student Experience Survey¹ table(s) below show a five-year trend for each point of evidence referenced above:

c) Students who feel safe:

Question	2018	2017	2016	2015	2014
Students feel safe (protected from danger, risk of injury) on our campuses, classrooms, labs and shops.	94%	94%	95%	95%	94%

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

Question	2018	2017	2016	2015	2014
Students believe College staff is concerned for their success.	85%	84%	86%	86%	85%

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

Question	2018	2017*	2016	2015	2014
Students who requested help from academic services received them in a timely manner.	79%	84%	82%	82%	86%

There was a 5% reduction in students identifying that they received academic services in a timely manner between April 2018 (survey date for 2017) and November 2018 (survey date for 2018). We do not define what “timely” means and will do so in the next survey, according to our service standards. This may help the 13.6% of respondents who indicated they “didn’t know.”

*Survey was distributed in April 2018 due to faculty union strike.

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 collected by the College, and 2) there is a policy in place to which all employees are adhering.

¹ The Student Experience Survey is issued every November to first year students. It receives a margin for error of +/- 3.52% and a confidence level of 95%. Interpretation: If you ask any student at Confederation College, you can be 95% sure they will respond +/- 3.52% from the value displayed.

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

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.

Policies Reviewed

(7 policies reviewed)

- Policy 1-1-02 – March 16, 2012 – Freedom of Information and Protection of Privacy
<http://www.confederation.on.ca/sites/default/files/ch1-s1-02-freedom-of-information-and-protection-of-privacy.pdf>
- Policy 1-1-04 – January 23, 2014 - Records Retention
<http://www.confederation.on.ca/sites/default/files/ch1-s1-04-records-retention.pdf>
- Policy 5-2-01 – August 1, 2015 – Student Record
http://www.confederation.on.ca/sites/default/files/5-2-01_0.pdf
- Policy 7-1-01 – October 28, 2009 – Acceptable Use of Information Technology Resources
<http://www.confederation.on.ca/sites/default/files/ch7-s1-01-acceptable-use-policy.pdf>
- Policy 7-2-01 –October 28, 2009 – Authorized Access to Information Technology Resources
<http://www.confederationcollege.ca/sites/default/files/legacy/ch7-s2-01-authorized-access-to-it-resources.pdf>
- Policy 7-3-01 – October 28, 2009 – Data Management
<http://www.confederation.on.ca/sites/default/files/ch7-s3-01-data-management.pdf>
- Policy 7-3-02 –October 28, 2009 – Expectation of Privacy
<http://www.confederationcollege.ca/sites/default/files/legacy/ch7-s3-02-expectation-of-privacy.pdf>

Bi-annual Review of Student Database Tables

The review was completed by sampling the student data found in the Saturn Schemas that contain learner records. In all cases, tables were sorted by most recent activity date and the records created in 2018 were sampled.

Of the 64 Database tables that were sampled and contained relevant student data, 62 contained no exceptional data. Two contained data that may need to be reviewed further. The two areas in the Saturn schema that should be reviewed were previously identified in the 2014 internal review. In the 2016 Internal review there were no exceptionalities found in this data.

SPRHOLD – Contains Student Account Hold Information.

- Most data pertains to Duplicate Id's
- This data was flagged during the 2014 internal Audit and was reviewed with no exceptional data in 2016
- There are a number of records with specific amounts outstanding for balances from parking, residence or other sources as well as comments indicating an account was sent to collections.

SVROCNC – Used to Contain Past Employment History transmitted by OCAS as part of Application

- This data was flagged in the 2014 review completed in December of 2014. As per the recommendations, this data is not stored, as the college does not require it.
- However, 15 records were transmitted by OCAS on May 12, 2018 that were not purged from the database table.

Review of Student Files

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

Banner Document Management Student Security

As of December 19, 2018 there were 81,989 documents contained in the B-S-ID Student Document Application in Banner Document Management. 16,183 were added in 2018 (as of December 19, 2018). These documents are securely stored with security to these documents approved by the College's Associate Registrar.

A review of the security access to the B-S-ID application revealed that as of December 19, 2018, 81 staff had been assigned access to the B-S-ID Student Document Application in Banner Document Management. 7 exceptions to security assignments were found.

- 6 staff had access to student records although they no longer work in the same department where security was assigned, and should not have access to student records at the level in which was granted.
- 1 staff member is on extended medical leave and should not have access to student records while on leave.
- 6 past staff members retain access to Student Records

Banner Document Management

In total 620 random documents were selected. 4 exceptions were found that affected 15 student files. Additionally from these exceptions 21 others students had information stored within other student files.

In all 4 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.

Hard Copy Student Files

Over the last few years, continued efforts have been made to store all **current student** documents within Banner Document Management. At the time of the review, there were no current student document hard copies available for review as they had all been stored digitally through Banner Document Management.

All discovered infractions are being identified to Finance and Registrar's Office management for follow up, and training of clerical staff to ensure 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 Survey¹ 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	2018	2017	2016	2015	2014
Students reported they were aware of the services that were offered.	78%	79%	80%	82%	81%
The services students used met their expectations.	94%	92%	94%	96%	96%

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 Student Experience Survey¹ 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	2018	2017	2016	2015	2014
Students know where to raise concerns about conditions, procedures and decisions which are unsafe, unfair and disrespectful.	81%	78%	81%	81%	80%

The Student Experience Survey¹ table below shows a multi-year trend displaying students who believe that College staff treats students with respect.

Question	2018	2017	2016	2015	2014
Students believe College staff treat students with respect.	93%	92%	95%	95%	94%

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,

Kathleen Lynch,
President