

## Orientation 1: Reinforce Our Commitment to the Success of Our Students

**General Outcome 1.1: Champlain Students are provided with the supports and services they need to succeed**

**General Strategy 1.1.1: Structure the services and students success initiative to respond to the needs identified**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes  |
|---|---|--|
| <p><b>St-Lambert</b></p> <p>Due to the cancellation of the Programme Forces Avenir, expand and re-new strategies to increase participation in the Student Recognition of Involvement program</p> <p>Timeframe: All Year<br/>Leads: Dean Howie<br/>Measures:</p>   | <p>PERFORMANCE:<br/>[√] At least 2 recognition activities take place<br/>-----<br/>SUCCESS: (IMPACT)<br/>[ ] At least 15 students participate in each event<br/>Benchmark: , Target: 15 participants, Achieved:</p>   | <p>NOTES/SUCCESS COMMENTS:<br/>16-02-11 To date the Campus has for the first time participated in nominating students for the Lieutenant Governor's Medal (2 students nominated. The College succeeded in having 2 students accepted as participants in the Global Leadership Summit to be held later this year</p>  |
| <p><b>Lennoxville</b></p> <p>Determine feasibility of designing and offering a Tremplin DEC program for Aboriginal students and at-risk students which would respond to the particularity needs identified for that student population embarking in post-secondary studies.</p> <p>Timeframe: All Year<br/>Leads: Catherine Filteau<br/>Measures: S024B-Aboriginal Students</p> | <p>PERFORMANCE:<br/>[√] Review the competencies available in the Tremplin DEC program and brainstorm possibilities of what might be offered through these competencies.</p> <p>[ ] Review current College Advantage option offering at Lennoxville and see how it might be merged with a Tremplin DEC program.</p> <p>[ ] If feasibility is ascertain in accordance with the above indicators, produce a proposal for the Tremplin DEC to be offered for Fall 2017.<br/>-----<br/>SUCCESS: (IMPACT)<br/>[√] Contingent on feasibility, present work plan for development for to Campus Director by April 2016.<br/>Benchmark: , Target: , Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:<br/>16-03-06 Feasibility and potential was ascertained such that a work plan, working committee were launched in Winter 2016. A proposal which has received approval from both Academic Advisory and the Commission of Studies will presented to the Board in March with the goal of offering the program for fall 2016, a full year ahead of schedule!</p> |

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| <p><b>St-Lawrence</b></p> <p>Improve the current "Welcome Day" experience immediately prior to each semester, to avoid long line-ups for services and provide a welcoming environment.</p> <p>Timeframe:<br/>Leads: Edward Berryman<br/>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Creation of a permanent "Welcome Day" committee (Student Affairs, Academic Affairs, Administrative Affaires)</p> <p><input checked="" type="checkbox"/> Identification and implementation of actions to improve "Welcome Day" overall experience for students</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> Substantial reduction of waiting lines at the Bookstore and at the Academic advisor's office.</p> <p style="padding-left: 40px;">Benchmark: Prior wait times up to 3 hours, Target: 30 minutes, Achieved: 20 minutes in Winter 2016</p>           |       |
| <p><b>St-Lawrence</b></p> <p>Improve the information provided to students, prospective students and others through a revamped website.</p> <p>Timeframe:<br/>Leads: Edward Berryman, Vincent DeBlois<br/>Measures:</p>                                | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Selection of an external firm based on the needs and requirements defined by the Campus</p> <p><input type="checkbox"/> Restructuring of the website's architecture.</p> <p><input type="checkbox"/> Establishment of processes to feed the information to the website.</p> <p><input type="checkbox"/> Train personnel that will be responsible of the editorial content of the site.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Launch of a site that will allow easy access to information</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p> |       |

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|---|--|-------|
| <p><b>St-Lawrence</b></p> <p>Provide the technology and related services needed for special needs students, as mandated by the Ministry.<br/>Timeframe:<br/>Leads: Vincent DeBlois, Josianne Giroux<br/>Measures: S024A-Special Needs</p> | <p>PERFORMANCE:<br/>[√] Collective needs are answered by installing specialized software on 6 computers at the Library (reserved area with password for SN students only) and on 4 other computers in the lab that are available to students during evenings and weekends. Organize an IT material (e.g. C-Pen, MP3 recorder, etc.) loan system for SN students only, in collaboration with the Library circulation desk. Forms are in place to control the loans.</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[√] All SN students needing the computers have access to them.</p> <p style="text-align: center;">Benchmark: , Target: 100% of students, Achieved: 100%</p> <p>[ ]The allocated budget is respected for this academic year.<br/>Benchmark: , Target: 0 \$ overbudget, Achieved:</p> |       |
| <p><b>St-Lawrence</b></p> <p>Develop procedures and protocols to better meet students psychosocial needs and provide clear guidelines to staff who has to intervene in these situations.<br/>Timeframe:<br/>Leads: Josianne Giroux</p>    | <p>PERFORMANCE:<br/>[√] Develop the following documents:<br/>- consent to disclose personal information<br/>- External contact protocol<br/>- Psychosocial support intake form<br/>- Triage protocol for support personnel (receptions)<br/>- Special Needs Student Profile form (for emergency procedures)<br/>- Emergency protocol for Mental Health situations<br/>- Lockdown procedures</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[√] All staff have been informed of the procedures that affect them (non-teaching<br/>Benchmark: , Target: 100% of staff, Achieved: 100%</p>   |       |

## Orientation 1: Reinforce Our Commitment to the Success of Our Students

**General Outcome 1.1: Champlain Students are provided with the supports and services they need to succeed**

**General Strategy 1.1.2: Diversify the means by which services to students are offered to increase access**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes  |
|--|--|--|
| <p><b>St-Lambert</b></p> <p>Expand the Student Leadership Program and increase the number of events that are student led</p> <p>Timeframe: All Year<br/>Leads: Dean Howie</p>  | <p>PERFORMANCE:<br/>[√] At least 2 new student-led activities are added to the program</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[√] Year-end evaluation by Student Services team confirms that the increased student participation has produced greater student engagement</p> <p style="text-align: right;">Benchmark: , Target: 100% agreement, Achieved:</p>   | <p>NOTES/SUCCESS COMMENTS:<br/>16-02-11 Both the Student Multiculturalism and Student Health Week are now student led. There will likely be more events before the end of the year</p> |
| <p><b>St-Lawrence</b></p> <p>Implement an information booth on student services (academic, career, psychosocial and health services) in the cafeteria to enhance accessibility and handle needs more efficiently through a drop-by collective approach (as opposed to scheduling individual meetings)</p> <p>Timeframe:<br/>Leads: Josianne Giroux<br/>Measures: S024A-Special Needs</p> | <p>PERFORMANCE:<br/>[√] Determine the weekly staff schedule and themes that will be covered at the info booth.<br/>Prepare informational documents and hand outs available to students.<br/>Promote this new service.<br/>Conduct a review at the end of the semester to validate that the info booth answers general students needs.</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[√] Students receive the service weekly.</p> <p style="text-align: right;">Benchmark: , Target: 70% of weeks covered in Fall 2015, Achieved: 50%</p> |  |
| <p><b>St-Lawrence</b></p> <p>Introduce a drop-in technology workshop for students through a student success project staffed by teachers and volunteer students, to improve IT services while avoiding overloading IT staff.</p> <p>Timeframe: All Year<br/>Leads: Gordon Brown<br/>Measures:</p>   | <p>PERFORMANCE:<br/>[√] The workshops are held several times per week throughout both the fall and winter semesters.</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[ ] An average of 15 students are helped by the workshop each week.</p> <p style="text-align: right;">Benchmark: , Target: 15 students weekly, Achieved:</p>  | <p>NOTES/SUCCESS COMMENTS:<br/>15-09-23 St. Lawrence has a number of student success workshops in which teachers support student learning outside the classroom.</p>                   |

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**General Strategy 1.1.2: Diversify the means by which services to students are offered to increase access**

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>St-Lawrence</b></p> <p>Create a student health and social awareness club to increase understanding of psychosocial issues and knowledge of the services available internally and externally.</p> <p>Timeframe:<br/>Leads: Josianne Giroux<br/>Measures: S024A-Special Needs</p> | <p>PERFORMANCE:</p> <p>[√] Find a club representative and involve the Social Work technician to support the development of this new club.<br/>Inform students of this opportunity.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] An official club has been created and is active, according to the campus Club Policy.<br/>Benchmark: , Target: Active club, Achieved:</p>  |   |
| <p><b>Lennoxville</b></p> <p>Initiate improvements to lease management within Residence Admin Services to increase ease of access and convenience for students.</p> <p>Timeframe:<br/>Leads: John Lombardo</p>  | <p>PERFORMANCE:</p> <p>[ ]Identify specific improvements to be made.</p> <p>[ ]Update leases and convert to an electronic version.</p> <p>[ ]Perform IT modifications and ensure conformity with the Regie de Logements requirements.</p> <p>[ ]Explore possible means and develop proposal to enable multiple services on-line including building and room selection, room-mate matching, services, etc.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Leases conform to new legal requirements of La Regie des Logements.<br/>Benchmark: 100%, Target: 100%, Achieved: 100%</p> <p>[√] Feasibility study and proposal for a residence software programs to enable on-line rent payment, room reservations, etc.<br/>Benchmark: 1, Target: 1, Achieved: 100%</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-08 Champlain-Lennoxville is in the final analysis as regards the acquisition of Skytech's Residence module which would allow for multiple on-line services (payments, services, lease generation, etc) that would improve access for students as well as the integration of Residence accounting into the main financial systems of the College. This analysis has involved three departments: Residence, Finance and IT.</p> |

## Orientation 1: Reinforce Our Commitment to the Success of Our Students

**General Outcome 1.1: Champlain Students are provided with the supports and services they need to succeed**

**General Strategy 1.1.3: Validate that the services and student success initiatives provided respond to students' needs**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes  |
|--|--|--|
| <p><b>St-Lawrence</b></p> <p>Evaluate the initial criterion chosen by the College for IPMAP implementation: teaching methods and support services.</p> <p>Timeframe: All Year</p> <p>Leads: Gordon Brown, Josianne Giroux</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Develop surveys for students, faculty and alumni to assess quality and satisfaction for teaching methods and support services. Involve the Pedagogical Committee, the Academic Affairs team and the Student Services team in the development of the surveys.</p> <p><input type="checkbox"/> Administer the survey questionnaires.</p> <p><input type="checkbox"/> Analyse the results of the survey questionnaires, along with other relevant data, and report on the results for each program in the program annual reports.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> All program annual reports are accepted by the Dean of Faculty as adequately covering the criterion being evaluated.</p> <p style="padding-left: 40px;">Benchmark: , Target: 100% of program annual reports, Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>15-09-23 The College's Institutional Policy on the Management of Academic Programs (IPMAP) has six criteria for evaluating programs, and the criteria are based on those set by the Commission d'évaluation de l'enseignement collégial (CEEC). Rather than evaluate all six criteria for a limited number of programs in a given year, the IPMAP approved in 2015 will move the college toward focused evaluations of one or two criteria per year, but all programs will need to participate each year. In 2015-16, all the college's programs will evaluate the criterion related to the quality of teaching methods and student support.</p> |
| <p><b>St-Lawrence</b></p> <p>Refine and begin implementing a new IT strategic plan, to better serve student needs.</p> <p>Timeframe: All Year</p> <p>Leads: Vincent DeBlois</p> <p>Measures: S024A-Special Needs</p>                           | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Provide the IT strategic orientations to the Student Association through the Pedagogical Committee and follow up on any questions.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> WIFI access, the most pressing of the strategic orientations, is provided throughout the entire building.</p> <p style="padding-left: 40px;">Benchmark: , Target: 100% of the building, Achieved: 100% of existing building (but some connection limits if many students in same class are using)</p>   |  |

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**General Strategy 1.1.3: Validate that the services and student success initiatives provided respond to students' needs**

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>Director of Studies' Office</b></p> <p>Conduct an inventory of the services currently available on each campus to support students with special needs.<br/>                     Timeframe: All Year<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p>[√] An inventory of current services has been completed on each campus.</p> <p>    [√] Lennoxville<br/>                     [√] St. Lambert<br/>                     [√] St. Lawrence</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-07 Each Campus completed their own list</p> |

**Orientation 1: Reinforce Our Commitment to the Success of Our Students**

**General Outcome 1.2: Faculty and staff are supported in their efforts to enhance our students' success**

**General Strategy 1.2.2: Faculty are provided with assistance in responding to the diverse needs of their students**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes |
|--|--|-------|
| <p><b>St-Lawrence</b></p> <p>Improve the information system on special needs, allowing faculty to have more accessible information on the required accommodations.<br/>                     Timeframe:<br/>                     Leads: Vincent DeBlois, Josianne Giroux<br/>                     Measures: S024A-Special Needs</p> | <p>PERFORMANCE:</p> <p>[√] Develop a new user friendly IT platform in which the Special Education technician can check boxes that will indicate diagnosis, impact and accommodations (support) for each SN student; the platform will then automatically generate a complete letter to teachers with all the complete information on their students.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] The improved platform is being used for all Special Needs (SN) students.</p> <p align="center">Benchmark: , Target: 100%, Achieved: 100%</p> |       |

**Orientation 1: Reinforce Our Commitment to the Success of Our Students**

**General Outcome 1.3: Champlain establishes partnerships that contribute to our students' success**

**General Strategy 1.3.3: Establish the partnerships with the organizations that can provide our students with the needed supports**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>St-Lawrence</b></p> <p>More fully integrate the Nurse from Jeffery Hale Community Services into the Student Services team.</p> <p>Timeframe:<br/>Leads: Josianne Giroux<br/>Measures:</p>                              | <p>PERFORMANCE:<br/>[√] The Nurse participates in the Information booth once a month in collaboration with the other Help services employees. Update in January 2016: The Nurse participated in a fall Information Booth activity and worked on cases referred to her by Help Services staff members (fuller integration in the team).</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[ ]The Nurse provides individualized services to at least 20 students per semester.<br/>Benchmark: , Target: 20 students per semester, Achieved:</p> |       |
| <p><b>St-Lambert</b></p> <p>Participate in the Federation des CEGEPS pilot project monitoring the relationship of student engagement to academic success.</p> <p>Timeframe: All Year<br/>Leads: Dean Howie<br/>Measures:</p> | <p>PERFORMANCE:<br/>[√] Champlain Saint-Lambert is an active participant in the Federation project</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/>[√] Student Services personnel confirm that the results of the project provide direction for planning of future services to be offered to students to support their success<br/>Benchmark: , Target: 100% agreement, Achieved: 100%</p>  |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.1: Continue to improve the capacity to manage the quality of academic programs**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes |
|---|---|-------|
| <p><b>Director of Studies' Office</b></p> <p>Initiate the IPMAP Implementation Working Groups<br/>                     Timeframe:<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Each Campus has an IPMAP working group/task force:<br/>                         <input checked="" type="checkbox"/> Lennoxville<br/>                         <input checked="" type="checkbox"/> St. Lambert<br/>                         <input checked="" type="checkbox"/> St. Lawrence</p> <p><input type="checkbox"/> Support is being provided by the DSO for the development of local guidelines, procedures, and tools:<br/>                         <input checked="" type="checkbox"/> Lennoxville (ongoing)<br/>                         <input checked="" type="checkbox"/> St. Lambert (ongoing)<br/>                         <input checked="" type="checkbox"/> St. Lawrence (ongoing)</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Members of working groups/task forces agree or strongly agree that the support being provided by the DSO is assisting the campus in preparing for the implementation of the IPMAP:<br/>                         Target: 80%,<br/>                         <input type="checkbox"/> Lennoxville (Achieved: __%)<br/>                         <input type="checkbox"/> St. Lambert (Achieved: __%)<br/>                         <input type="checkbox"/> St. Lawrence (Achieved: __%)</p> <p><input type="checkbox"/> Number of meetings held by each working group<br/>                         Target: Minimum of 5 Meetings,<br/>                         <input type="checkbox"/> Lennoxville (3 meetings held to date)<br/>                         <input type="checkbox"/> St. Lambert (3 meetings to date)<br/>                         <input type="checkbox"/> St. Lawrence (3 meetings to date)</p> |       |

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| Initiatives/Projects/Activities   | Indicators / Results   | Notes |
|---|--|-------|
| <p><b>Director of Studies' Office</b></p> <p>Develop a core set of program health indicators to be used in IPMAP monitoring reports for academic programs.<br/>                     Timeframe: All Year<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p>[√] Initial set of prototype indicators developed.</p> <p>[√] Prototype mechanisms for "automating" production of monitoring reports have been developed and tested.</p> <p>[√] Initial set of prototype indicators presented to DGAC.</p> <p>[√] Initial set of prototype indicators reviewed and discussed by members of the ALT.</p> <p>[√] Initial set of prototype indicators reviewed and discussed with campus working groups and/or program coordinators</p> <ul style="list-style-type: none"> <li>[√] Lennoxville</li> <li>[√] St. Lambert</li> <li>[√] St. Lawrence</li> </ul> <p>-----</p> <p>SUCCESS: (IMPACT)</p> |       |

**Orientation 2: Provide Relevant Programs & Services**

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.1: Continue to improve the capacity to manage the quality of academic programs**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes   |
|--|---|---|
| <p><b>Director of Studies' Office</b></p> <p>Support campus efforts in developing new profiles for the 500.A1 (Arts, Literature and Communication) program for implementation in Fall 2015.<br/>                     Timeframe: Fall<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p>[√] Review program proposals for each new profile to ensure completeness of information, including coherence and consistency of internal logic for relationships between competencies and courses.</p> <p>[√] Lennoxville (2 profiles)<br/>                     [√] St. Lambert (3 profiles)<br/>                     [√] St. Lawrence (2 profiles)</p> <p>[√] Process requests for officialization in SOBEC in a timely fashion for each new profile.</p> <p>[√] Lennoxville (2 profiles)<br/>                     [√] St. Lambert (3 profiles)<br/>                     [√] St. Lawrence (2 profiles)</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] All Academic Deans and Registrars report that they felt supported by the DSO in their efforts to develop new profiles for the ALC program.</p> <p align="center">Benchmark: , Target: , Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>The 500.A1 ALC program is a Ministry-initiated revision of the 500.A1 CALL program.</p> |
| <p><b>Director of Studies' Office</b></p> <p>Support campus efforts at Lennoxville to evaluate the 351.A0 (Special Care Counselling) DEC program.<br/>                     Timeframe: All Year<br/>                     Leads:</p>                                       | <p>PERFORMANCE:</p> <p>[√] Data tables and visualizations provided in response to requests from the campus.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Academic Dean is satisfied with the support received from the DSO.</p> <p align="center">Benchmark: , Target: , Achieved:</p>  |   |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.1: Continue to improve the capacity to manage the quality of academic programs**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes |
|---|---|-------|
| <p><b>Lennoxville</b></p> <p>Successful implementation of the revised Arts, Literature and Communications programs (1st cohort started 2014/15).</p> <p>Timeframe:</p> <p>Leads: Catherine Filteau</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Hiring of new teachers is completed for new courses of the program.</p> <p><input type="checkbox"/> Course outlines for the second year of the program are produced in accordance with the generic course plans and are approved by the department.</p> <p><input type="checkbox"/> Students are surveyed about their satisfaction with the revised program.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> Qualified teachers hired for all 2nd year courses of the new program<br/>                     Benchmark: 100%, Target: 100%, Achieved: 100%</p> <p><input type="checkbox"/> All course outlines for the revised program respect the generic course plans and are approved by the department.<br/>                     Benchmark: 100%, Target: 100%, Achieved: ?</p> <p><input type="checkbox"/> Three meetings are held for teachers to discuss the revised program and its' implementation.<br/>                     Benchmark: 3 meetings, Target: 3 meetings during the year, Achieved: dates?</p> <p><input type="checkbox"/> Students in the program agree or strongly agree that the program offered responded to their needs.<br/>                     Benchmark: 80%, Target: 80%, Achieved:</p> |       |

**Orientation 2: Provide Relevant Programs & Services**

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.1: Continue to improve the capacity to manage the quality of academic programs**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>Lennoxville</b></p> <p>Prepare for implementation of the revised Special Care Counseling Program in Fall 2016</p> <p>Timeframe:</p> <p>Leads: Catherine Filteau</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Present the revised program to the Board of Governors in Nov 2015 and obtain approval to offer the revised program beginning in Fall 2016.</p> <p><input type="checkbox"/> Develop equivalency table between courses in the old program and the courses in the revised program.</p> <p><input type="checkbox"/> Establish the resources available for new courses to be developed</p> <p><input checked="" type="checkbox"/> Update the information on the website, in the recruiting materials and inform recruiters of the changes to the program.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Faculty and staff involved in the revision process and preparation agree or strongly agree that the first year of the revised program is ready to be implemented.</p> <p>Benchmark: , Target: , Achieved:</p> |       |

**Orientation 2: Provide Relevant Programs & Services**

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.2: Continue to explore new program options to meet the needs of the Québec economy**

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>St-Lambert</b></p> <p>Create the new Social Media and Administrative Specialist DEC program (412.A0) as a replacement for Graphic Communications</p> <p>Timeframe:</p> <p>Leads: Anthony Singelis</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> The Board of Governors approves the program</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Number of applicants is sufficient to launch the program</p> <p>Benchmark: , Target: 35, Achieved: insufficient enrolment to launch</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-06 Unfortunately, we were not able to attract sufficient students to launch the program in Fall 2016. It is quite likely that the program will not continue</p> |

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**General Strategy 2.1.2: Continue to explore new program options to meet the needs of the Québec economy**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes   |
|--|--|---|
| <p><b>St-Lambert</b></p> <p>Offer the new Cisco Certified Network Professional (CCNP)AEC program</p> <p>Timeframe:</p> <p>Leads: Mark Wallace</p>  | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> The new AEC is approved by the Board</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> At least 20 students register for the new program</p> <p style="padding-left: 40px;">Benchmark: , Target: 20 students, Achieved: 25 students to date</p>  |   |
| <p><b>St-Lawrence</b></p> <p>Complete the implementation of the AEC in Damage Insurance and Communication in English, in collaboration with Cégep de Sainte-Foy.</p> <p>Timeframe: All Year</p> <p>Leads: Edward Berryman, Gordon Brown</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Complete session 2 in September 2015 (session 1 already having been completed in the 2014-15 academic year)</p> <p><input checked="" type="checkbox"/> Complete session 3 in December 2015</p> <p><input type="checkbox"/> Complete session 4 in March 2016</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Graduate at least 15 students out of the original cohort of 27.</p> <p style="padding-left: 40px;">Benchmark: , Target: 15 graduates, Achieved:</p> <p><input type="checkbox"/> Reach a common accord with Cégep de Sainte-Foy on the desirability of future collaboration in continuing education.</p> <p style="padding-left: 40px;">Benchmark: , Target: Common view with partner, Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>15-09-23 St. Lawrence has not had AEC's in recent years, and this one was developed in collaboration with Cégep de Sainte-Foy and Lennoxville last year. St. Lawrence has previously unused AEC funding and Sainte-Foy has extensive experience and expertise in AEC's. The first cohort is completing four sessions between April 2015 and March 2016.</p> |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.2: Continue to explore new program options to meet the needs of the Québec economy**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes   |
|--|--|---|
| <p><b>St-Lawrence</b></p> <p>Develop a more complete pathway for the Springboard DEC (081), in order to diversify offerings and enhance the experience of entering students with weaker academic high school results.</p> <p>Timeframe: All Year<br/>Leads: Gordon Brown<br/>Measures:</p> | <p>PERFORMANCE:</p> <p>[√] Develop a pathway proposal. Update for Jan. 2016: A rationale and feasibility report has been provided to the Pedagogical Committee, and proposes that an initial Career Orientation course be introduced in Fall 2016, with full implementation of a DEC Pathway in Fall 2017. Preliminary information on the availability of services to help in the transition to CEGEP studies is available on the web site. The initial steps to a DEC Pathway have been in place for this year.</p> <p>[ ] Consult on the pathway proposal through the process normally used at the college for program consultation and approval. Jan. 2016 update: see update above.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[ ] Implement the pathway proposal for the 2016-17 academic year, if it is approved at the Board. Jan. 2016 update: See update above (now planned for 2017-18).</p> <p style="text-align: center;">Benchmark: , Target: Implementation if approved,<br/>Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>15-09-23 The Ministry has redefined the former integration/accueil status for students needing a transition to cégep studies (coded as 081 rather than being given a program code). The redefined status is called Tremplin (or Springboard) DEC. This is not a full program, but rather a "pathway" to other programs during the initial semesters at cégep.</p> |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.1: Champlain students are offered relevant programs through regular day and/or continuing education**

**General Strategy 2.1.3: Continue to be a leader in the development of alternative program delivery**

| Initiatives/Projects/Activities   | Indicators / Results   | Notes |
|---|--|-------|
| <p><b>St-Lambert</b></p> <p>Launch the DEC in Computer Networking (420.AC) in Continuing Education, initially through RAC Services</p> <p>Timeframe: All Year<br/>Leads: Genevieve Rock, Mark Wallace<br/>Measures:</p> | <p>PERFORMANCE:</p> <p>[√] RAC tools completed</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Number of candidates who apply to take the program</p> <p style="text-align: center;">Benchmark: , Target: 8 registrants in initial cohort,<br/>Achieved: 25 registrants</p> |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

**General Strategy 2.2.3: Continuously build capacity to ensure accountability through effective administrative practices and procedures**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes |
|--|--|-------|
| <p><b>Director of Financial Services</b></p> <p>The College is building capacity to minimize financial risks and continuously improving accuracy of financial information (1)</p> <p>Timeframe: Winter</p> <p>Leads: Jessica Mercier</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Bylaw-5 is revised and adapted to the increasing demand for accountability</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> First draft of revision prepared for DGAC</li> <li><input checked="" type="checkbox"/> First draft presented to DGAC</li> <li><input checked="" type="checkbox"/> Notice of motion presented to the Executive meeting</li> <li><input checked="" type="checkbox"/> Notice of motion is presented to the Board of Governors</li> <li><input checked="" type="checkbox"/> Consultation is done on campuses</li> <li><input checked="" type="checkbox"/> Second draft is prepared, integrating the comments and suggestions from consultation</li> <li><input checked="" type="checkbox"/> Presentation to DGAC for final comments</li> <li><input checked="" type="checkbox"/> Forwarded to the Executive Committee for comments and recommendation to the Board of Governors</li> </ul> <p><input type="checkbox"/> Final draft is prepared for the adoption by the Board of Governors</p> <p><input type="checkbox"/> The Finance module is improved and adapted to the increasing demands for accountability</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> IT, Material Services, and Finances discuss about possible options</li> <li><input checked="" type="checkbox"/> Options are presented and considered by DGAC</li> <li><input checked="" type="checkbox"/> A solution is adopted by DGAC</li> <li><input checked="" type="checkbox"/> The information is communicated</li> <li><input checked="" type="checkbox"/> A committee is created for the implementation of the finance module</li> </ul> <p><input type="checkbox"/> An overview of the new finance module is presented to DGAC</p> <p><input type="checkbox"/> The new finance module is presented to the finance committee</p> <p><input type="checkbox"/> A timeline and milestones and developed for the module implementation</p> <p><input type="checkbox"/> The timeline and milestones are communicated</p> <p><input checked="" type="checkbox"/> The administrative framework concerning Purchasing and Finances is revised to improve support to campuses</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Consultation with Campuses and Purchasing is done</li> <li><input checked="" type="checkbox"/> First draft is presented to DGAC</li> <li><input checked="" type="checkbox"/> Revised administrative framework is communicated to</li> </ul> |       |

**Orientation 2: Provide Relevant Programs & Services**

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

**General Strategy 2.2.3: Continuously build capacity to ensure accountability through effective administrative practices and procedures**

| Initiatives/Projects/Activities | Indicators / Results   | Notes |
|---------------------------------|--|-------|
|                                 | <p>campuses</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Efficiency of processes are continuously improving</li> <li><input checked="" type="checkbox"/> Purchasing and Finance processes are improved               <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> A new guideline is developed for Business Offices</li> <li><input checked="" type="checkbox"/> Meeting is held between Financial &amp; Material Services and Business Offices</li> </ul> </li> <li><input checked="" type="checkbox"/> Efficiency of processes continuously improving</li> <li><input type="checkbox"/> A new administrative framework concerning Mobile Device is developed               <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> First draft is developed with IT and Material Services</li> <li><input type="checkbox"/> First draft presented to DGAC</li> <li><input type="checkbox"/> First draft is presented to the Finance committee</li> <li><input type="checkbox"/> Second draft is prepared integrating the suggestions and comments from DGAC and Finance committee</li> <li><input type="checkbox"/> Second draft is presented to DGAC for final comments and adoption                   <ul style="list-style-type: none"> <li><input type="checkbox"/> The new administrative framework is communicated</li> <li><input type="checkbox"/> Efficiency of processes are continuously improving</li> </ul> </li> </ul> </li> </ul> <p>-----<br/>SUCCESS: (IMPACT)</p> |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

**General Strategy 2.2.3: Continuously build capacity to ensure accountability through effective administrative practices and procedures**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes |
|--|--|-------|
| <p><b>Director of Financial Services</b></p> <p>The College is building capacity to minimize financial risks and continuously improving accuracy of financial information (2)</p> <p>Timeframe: Winter</p> <p>Leads:</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> A new administrative framework is developed concerning Self-Employed Workers and Consultants</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> First draft is developed</p> <p style="padding-left: 20px;"><input type="checkbox"/> First draft presented to DGAC</p> <p style="padding-left: 20px;"><input type="checkbox"/> First draft is presented to the Finance committee</p> <p style="padding-left: 20px;"><input type="checkbox"/> Second draft is prepared considering suggestions and comments from DGAC and Finance committee</p> <p style="padding-left: 20px;"><input type="checkbox"/> Second draft is presented to DGAC for final comments and adoption</p> <p style="padding-left: 20px;"><input type="checkbox"/> The new administrative framework is communicated</p> <p style="padding-left: 20px;"><input type="checkbox"/> Efficiency of processes are continuously improving</p> <p><input type="checkbox"/> HR and Finances processes between are improved</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Processes between HR and Finances are defined</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Each process is described and information collected</p> <p style="padding-left: 20px;"><input type="checkbox"/> A guideline is written and shared with campuses</p> <p style="padding-left: 20px;"><input type="checkbox"/> Meeting with HR, Finances, and Campuses is held to communicate the processes</p> <p style="padding-left: 20px;"><input type="checkbox"/> Processes and accuracy of information is continuously improving</p> <p><input checked="" type="checkbox"/> A new guideline is developed for Business Offices concerning the financial statements processes</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> The guideline is written</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> The guideline is presented to Business Offices</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Processes are improved concerning the production of quarterly financial statements</p> <p><input type="checkbox"/> The Finances and Purchasing section of each campus' employee guideline is revised</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> The employee guideline is revised</p> <p style="padding-left: 20px;"><input type="checkbox"/> Each campus has revised their employee guide accordingly</p> <p><input type="checkbox"/> Review the rates to Travel Expenses and Representation Policy to ensure that they are consistent with the current economic environment.</p> <p style="padding-left: 20px;"><input checked="" type="checkbox"/> Research is completed regarding College appropriate rates</p> |       |

## Orientation 2: Provide Relevant Programs & Services

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| Initiatives/Projects/Activities   | Indicators / Results  | Notes |
|---|---|-------|
|   | <ul style="list-style-type: none"> <li><input type="checkbox"/> Draft rates are prepared and presented to DGAC</li> <li><input type="checkbox"/> Initial feedback integrated into revised rates</li> <li><input type="checkbox"/> Information is forwarded to the Executive Committee</li> <li><input type="checkbox"/> Information is forwarded to the Board of Governors</li> <li><input type="checkbox"/> Rates have been reviewed, adapted, and recommended by the Board of Governors.</li> </ul> <p style="text-align: center;">-----</p> <p style="text-align: center;">SUCCESS: (IMPACT)</p> |       |
| <p><b>Director of Financial Services</b></p> <p>The College is building capacity to respond to government financial compressions.</p> <p>Timeframe: All Year</p> <p>Leads:</p>          | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> DGAC is developing options for consideration.</p> <p style="text-align: center;">-----</p> <p style="text-align: center;">SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Decision made regarding allocation model and efficiency of processes.</p>  |       |
| <p><b>St-Lawrence</b></p> <p>Implement the new injury protocol (including concussions) in all sports teams.</p> <p>Timeframe: Winter</p> <p>Leads: Josianne Giroux</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> The new Injury Protocol is explained and electronically sent to the sports coaches at the coach meeting for the fall semester.</p> <p style="text-align: center;">-----</p> <p style="text-align: center;">SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> All sports coaches understand and formally use the protocol in reporting injuries to the Student Activities Coordinator and/or the Recreational Technician.</p> <p style="text-align: center;">Benchmark: , Target: 100%, Achieved:</p>                                     |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

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| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>St-Lawrence</b></p> <p>Provide training on the use of the time management module in Omnivox.<br/>                     Timeframe: Winter<br/>                     Leads: Marie-Eve Ouellet<br/>                     Measures: S024A-Special Needs</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Develop a better understanding of how the system works using the following:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Access the proper resources to better understand the system</li> <li><input type="checkbox"/> Identify the specific needs of the team (e.g. timesheets)</li> <li><input type="checkbox"/> Develop and organize the structure of the training, including needed materials</li> <li><input type="checkbox"/> Provide the training</li> <li><input type="checkbox"/> Evaluate the effectiveness of the training</li> <li><input type="checkbox"/> Assess need for future training</li> </ul> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> Staff and managers that participated in the training:<br/>                     Benchmark: , Target: 100%, Achieved: 100% participated (and all managers were satisfied)</p> <p><input type="checkbox"/> are more effective in their use of Geremi.</p> |       |

## Orientation 2: Provide Relevant Programs & Services

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| Initiatives/Projects/Activities  | Indicators / Results  | Notes  |
|--|---|--|
| <p><b>St-Lawrence</b></p> <p>Implement improvements in the process for reserving rooms in the CLARA computer system.</p> <p>Timeframe:</p> <p>Leads: Vincent DeBlois, Josianne Giroux</p> <p>Measures: S024A-Special Needs</p>   | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Add more resources to the Clara room reservation module, to ensure the gathering of all pertinent information/specific needs involved in a reservation.</p> <p><input checked="" type="checkbox"/> Ensure that everyone affected by any room reservations will receive the information they need for the performance of their work.</p> <p><input checked="" type="checkbox"/> Ensure all students, teachers and other employees have been informed of the new procedures.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> The new room reservation process is respected by the students, staff and faculty.</p> <p style="text-align: center;">Benchmark: , Target: 75%, Achieved:</p> <p><input type="checkbox"/> The needs specified in the reservations are met on time daily and by all involved parties (ex.: building support staff, IT, guard, cleaning, etc.) review and complete the requested tasks.</p> <p style="text-align: center;">Benchmark: , Target: 90%, Achieved:</p> |  |
| <p><b>St-Lawrence</b></p> <p>Review the parameters of the academic calendar to ensure continued compliance with ministerial expectations and the needs of students and other stakeholders.</p> <p>Timeframe: All Year</p> <p>Leads: Edward Berryman, Gordon Brown</p> <p>Measures:</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Review the expectations of all stakeholders during fall meetings of the Pedagogical Committee.</p> <p><input checked="" type="checkbox"/> Share common concerns or solutions among campuses, in collaboration with the Director of Studies Office.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Obtain approval for the 2016-17 academic calendar.</p> <p style="text-align: center;">Benchmark: , Target: Approval, Achieved:</p>  | <p>NOTES/SUCCESS COMMENTS:</p> <p>15-09-23 Subsequent to discussion regarding the 2015-16 academic calendar at the Pedagogical Committee and the Board of Governors, consultation on the 2016-17 is being widened.</p> |

## Orientation 2: Provide Relevant Programs & Services

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| Initiatives/Projects/Activities   | Indicators / Results   | Notes  |
|---|--|--|
| <p><b>Director of HR and Sec. General</b></p> <p>Develop and implement a series of Administrative Frameworks (AF) that facilitate administrative processes and maximize efficiency and transparency.</p> <p>Timeframe:<br/>Leads: Maxime Filion</p> | <p>PERFORMANCE:</p> <p>[√] Advancing towards an AF on staffing, the employee file, the use of vacation time, the use of overtime and accumulated time, and the management of employee absences due to health reasons</p> <p style="padding-left: 20px;">[√] Identified purpose and content<br/>[√] Initial draft completed<br/>[√] Consultation with HR Committee<br/>[√] Revised draft completed<br/>[√] Forwarded to DGAC for consideration<br/>[√] AF finalized</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] HR Managers agree or strongly agree that the administrative frameworks will facilitate their work.<br/>Target: 80%, Achieved: 100%</p> <p>[√] DGAC members agree or strongly agree that the administrative frameworks will provide appropriate guidelines for HR managers and services.<br/>Target: 80%, Achieved: 100%</p> <p>[√] HR Managers and DGAC members agree or strongly agree that the administrative frameworks will provide a consistent way of managing the different HR activities across the College.<br/>Target: 80%, Achieved: 100%</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-05 Rational: Managers, Faculty and Staff of the College are users or require the services of HR in the context of their employment or duties</p> |

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| Initiatives/Projects/Activities  | Indicators / Results   | Notes  |
|--|--|--|
| <p><b>Director of HR and Sec. General</b></p> <p>Develop and implement a series of HR procedures that facilitate administrative processes, maximize efficiency and ensure consistency in the processing of HR information across the College</p> <p>Timeframe: All Year<br/>Leads: Maxime Filion</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Advancing towards defining HR procedures regarding staffing, use of overtime, use of vacation time, the employee file and the management of employee absences due to health reasons</p> <p><input checked="" type="checkbox"/> Identified purpose and content</p> <p><input checked="" type="checkbox"/> Initial draft completed</p> <p><input checked="" type="checkbox"/> Consultation with HR Committee</p> <p><input type="checkbox"/> HR procedures finalized</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> HR Managers agree or strongly agree that the HR procedures will facilitate their work.</p> <p style="padding-left: 40px;">Target: 80%, Achieved: Ongoing</p> <p><input checked="" type="checkbox"/> HR Managers agree or strongly agree that the HR procedures will provide a consistent way of managing the different HR activities across the College.</p> <p style="padding-left: 40px;">Target: 80%, Achieved: Ongoing</p> |  |
| <p><b>Lennoxville</b></p> <p>Establish effective communications and sharing of cost tacking between College Admin and Campus for Financial Services and Material resources for CAPEX Projects</p> <p>Timeframe: All Year<br/>Leads: Yves J.P. Gendron, Daniel Poitras<br/>Measures:</p>              | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Define the need (College Admin &amp; Campus) for enhancing communication</p> <p><input type="checkbox"/> Brainstorm the elements that would be integrated into a pilot</p> <p><input type="checkbox"/> Pilot the communication platform / approach</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input checked="" type="checkbox"/> A pilot platform / approach is being implemented</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p> <p><input type="checkbox"/> Users agree or strongly agree that the new tool is enhancing communication.</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p>   | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-06 In order to achieve this initiative is will be important to engage and ensure the support from College Admin Directors as well as to integrate the campus and College Admin IT teams.</p> <p>16-03-06 Any platform must be kept simple such that it is actually used!</p> <p>16-03-06 A shared spread sheet system using one-drive to track costs and ensure up-to-date reporting has been implemented and is now accessible by the main parties to the various CAPEX projects.</p> |

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| Initiatives/Projects/Activities   | Indicators / Results  | Notes   |
|---|---|---|
| <p><b>Director of Material Services</b></p> <p>Using facilities assessments tools for preparation and execution of the 10-year master plan (capital).<br/>                     Timeframe: All Year<br/>                     Leads: Yves Rainville</p> | <p>PERFORMANCE:</p> <p>[√] All campuses have access to the facilities assessment tool.<br/>                     [√] Data is validated on each campus prior to data extraction by the MESRS.<br/>                     [√] Data extraction reports are reviewed and corrections are applied.<br/>                     [√] Corrections are shared with each campus.</p> <p>[√] Data analysis is completed to prepare the 10-year plan.<br/>                     [√] Each campus reviews the updated data.<br/>                     [√] Initial draft of the 10-year plan is created.<br/>                     [√] Plan is reviewed with Director of Material Services.</p> <p>[√] Plan is approved by the Board of Governors.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Ten-year Master Plans are accurately generated and Campus Directors are using the facilities assessment tool to prepare the annual capital budget.<br/>                     Benchmark: , Target: 75, Achieved: Yes</p> <p>[√] Campuses agree or strongly agree that the facilities assessment tool respects the Ministry requirements and serves the needs of the College with respect to long-term planning.<br/>                     Benchmark: , Target: 90, Achieved: Yes</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-07 Please note that the facilities assessments tools are continuously being improved. The B&amp;E departments have a good mastery of the tools. The tools are being tailored to meet the needs of the Campus Directors.</p> |

## Orientation 2: Provide Relevant Programs & Services

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| Initiatives/Projects/Activities   | Indicators / Results  | Notes   |
|---|---|---|
| <p><b>IT Coordinator</b></p> <p>Implementation of Law 133 requirements have been streamlined<br/>                     Timeframe:<br/>                     Leads: Claude Leduc</p> | <p>PERFORMANCE:</p> <p>[√] Gather and analyse information related to Law 133 and its application</p> <p style="padding-left: 20px;">[√] Meet with Government's official to get informed on Law 133</p> <p style="padding-left: 20px;">[√] Assemble relevant information in a structured way to support College Directors' understanding of the accountability requirements</p> <p style="padding-left: 20px;">[√] Prepare related information to design a presentation to the Directors at DGAC</p> <p>[√] Present Law 133 to the College</p> <p style="padding-left: 20px;">[√] Build a presentation for DGAC and present</p> <p style="padding-left: 20px;">[√] Translate and assemble documentation packages for the Campuses' resources</p> <p style="padding-left: 20px;">[√] Build a communication plan for the Campuses' resources involved in Law 133</p> <p style="padding-left: 20px;">[√] Present Law 133 to the Campuses' resources</p> <p style="padding-left: 20px;">[√] Build and distribute documentation and forms that can be used by the Campuses</p> <p>[√] Deploy Law 133</p> <p style="padding-left: 20px;">[√] Secure Campuses' Directors help in the process</p> <p style="padding-left: 20px;">[√] Train the Campus based identified resources in Law 133 processes</p> <p style="padding-left: 20px;">[√] Execute the first phase (RI) Resources Inventory</p> <p style="padding-left: 20px;">[√] Execute the second phase (PARI/PTPARI) current year and three-year plan</p> <p style="padding-left: 20px;">[√] Present gathered information and result to the Board of Governors and obtain a resolution</p> <p style="padding-left: 20px;">[√] Submit the official documents and resolution to the Ministry</p> <p>[√] Maintain continuous Law 133 accountability cycle</p> <p style="padding-left: 20px;">[√] Last phase of the cycle, (BARRI) the Law 133 yearly report</p> <p style="padding-left: 20px;">[√] Maintain updated documentation and keep Campuses updated on the process</p> <p style="padding-left: 20px;">[√] Assist the Campuses in maintaining the required Law 133 documents and planning</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-08 Streamlining of Law 133 would not have been possible without the help of the Campus Directors in allowing direct access to their resources and ensuring the application of the required processes on Campus.</p> |

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| Initiatives/Projects/Activities  | Indicators / Results  | Notes  |
|--|---|--|
|  | <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[ ] Procedures related to the implementation of Law 133 have been streamlined.</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p> <p>[ ] Director involved in the implementation of Law 133 agree or strongly agree that the procedures related to the implementation of Law 133 have been streamlined.</p> <p style="padding-left: 40px;">Benchmark: , Target: 80%, Achieved:</p>  |  |
| <p><b>IT Coordinator</b></p> <p>Users are supported and informed in ways to optimize their use of IT tools and software</p> <p>Timeframe:</p> <p>Leads: Claude Leduc</p> | <p>PERFORMANCE:</p> <p>[√] A College-wide Newsletter is developed and implemented:</p> <ul style="list-style-type: none"> <li>[√] Ensure access to all users</li> <li>[√] Develop a format for the newsletter</li> <li>[√] Gather relevant information to design newsletter's content</li> <li>[√] Plan a distribution schedule</li> <li>[√] Distribute the newsletter College-wide (March 2016)</li> </ul> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Newsletter is being distributed throughout the College</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-09 Since its launch, the newsletters there has been a great deal of positive feedback and appreciations from a variety of individual in a variety of functions. It also raised targeted questions around the published subjects and has shown a marked interest to learn more.</p> |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

**General Strategy 2.2.3: Continuously build capacity to ensure accountability through effective administrative practices and procedures**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>IT Coordinator</b></p> <p>Develop unified solution to our IT administrative software needs<br/>                     Timeframe:<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Improve the current Web based service offer<br/>                         <input checked="" type="checkbox"/> Update the Web Services to today's market standards<br/>                     (Ongoing)<br/>                         <input checked="" type="checkbox"/> Migrate old application based systems to the Web Services (Ongoing)<br/>                         <input checked="" type="checkbox"/> Add new features based on user's request targeting improvements and efficiency (Ongoing)<br/>                         <input checked="" type="checkbox"/> Communicate changes and improvements to the system to the users<br/>                         <input checked="" type="checkbox"/> Collect and follow-up on feedback from users targeting for improvements</p> <p><input type="checkbox"/> Migrate our administrative applications toward a Web based environment<br/>                         <input type="checkbox"/> Analyse current applications<br/>                         <input type="checkbox"/> Design improvements to existing applications targeting deployment when migrated to the Web Services<br/>                         <input type="checkbox"/> Plan to migrate applications one at a time<br/>                         <input type="checkbox"/> Communicate changes to the users<br/>                         <input type="checkbox"/> Deploy application</p> <p><input type="checkbox"/> Prepare our infrastructure for the new "Finance module"<br/>                         <input checked="" type="checkbox"/> Comparative analysis of our situation versus available market based software<br/>                         <input checked="" type="checkbox"/> Meet with different software makers to weight options<br/>                         <input checked="" type="checkbox"/> Build a budgetary plan to implement<br/>                         <input type="checkbox"/> Participate in a project team to plan the deployment of a new Finance module</p> <p>-----</p> <p>SUCCESS: (IMPACT)<br/> <input type="checkbox"/> Campuses agree or strongly agree that IT administrative systems are getting unified<br/>                     Benchmark: , Target: 80%, Achieved:</p> |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.2: Our faculty and staff are supported in their ability to continuously improve the programs and services they offer**

**General Strategy 2.2.3: Continuously build capacity to ensure accountability through effective administrative practices and procedures**

| Initiatives/Projects/Activities   | Indicators / Results   | Notes |
|---|--|-------|
| <p><b>IT Coordinator</b></p> <p>Campuses are provided with support for their initiatives<br/>                     Timeframe:<br/>                     Leads: Claude Leduc</p> | <p>PERFORMANCE:</p> <p>[ ] Projects supported at St. Lambert:</p> <ul style="list-style-type: none"> <li>[ ] Network restructuring</li> <li>[ ] Call center Voice Over IP deployment</li> <li>[ ] Continuing Education Special Timesheet</li> <li>[ ] RAC management system design</li> <li>[√] Continuing Education Microsoft Dynamics Deployment</li> <li>[√] Online learning system (D2L + Adobe Connect)</li> </ul> <p>[ ] Projects supported at St. Lawrence</p> <ul style="list-style-type: none"> <li>[√] Firewall replacement</li> <li>[ ] Building expansion</li> <li>[ ] Campus New Website</li> </ul> <p>[ ] Projects supported at Lennoxville</p> <ul style="list-style-type: none"> <li>[√] Wireless network upgrade</li> <li>[√] Residences' tenants Internet and Television contract</li> <li>[√] Residences' Voice Over IP Phone System life extension</li> </ul> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[ ] Campuses agree or strongly agree that they are being supported in the development and implementation of their IT initiatives</p> <p style="padding-left: 40px;">Benchmark: , Target: 80%, Achieved: Ongoing</p> |       |

## Orientation 2: Provide Relevant Programs & Services

**General Outcome 2.3: Champlain provides relevant programs and services to meet the needs of our external partners**

**General Strategy 2.3.2: Reaches out to external partners to continually improve our programs and services to meet their needs**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes |
|--|--|-------|
| <p><b>St-Lawrence</b></p> <p>Provide flexibility in access to the on-line version of the Tour Guide course and in pricing both the on-line and in-class offerings, in order to meet the expectations of major clients (Parks Canada, large tour operators) and limit the chance of increased competition (currently limited to an in-class course given by Merici). See 2.3.1 for more details on the course.</p> <p>Timeframe: All Year<br/>Leads: Gordon Brown<br/>Measures:</p> | <p>PERFORMANCE:</p> <p>[√] Volume pricing (tour operators) as requested</p> <p>[√] Provide appropriate rebates (Parks Canada)</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Parks Canada is retained as a client and they continue to provide the special access to their sites</p> <p style="padding-left: 40px;">Benchmark: , Target: Retain Parks Canada collaboration, Achieved:</p> <p>[ ] Large tour operator clients who enquire about pricing are retained/attracted, enabling the campus to serve at least 20 students in 2015-16.</p> <p style="padding-left: 40px;">Benchmark: , Target: 20 students annually, Achieved:</p> |       |

## Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.1: Develop specific initiatives to encourage participation in college life**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes  |
|---|---|--|
| <p><b>St-Lambert</b></p> <p>Host the Men's National Soccer Championships</p> <p>Timeframe:<br/>Leads:<br/>Measures:</p> | <p>PERFORMANCE:</p> <p>[√] Event successfully hosted</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Number of students who participate in hosting the event</p> <p style="padding-left: 40px;">Benchmark: , Target: 25, Achieved: 75 students actively participated!</p> <p>[√] Visiting teams confirm that the event was a success</p> <p style="padding-left: 40px;">Benchmark: , Target: 90%agreement, Achieved: 96% agreement</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-02-11 The provincial negotiations had a major impact on staffing during the event. The result was that 6-8 students took a far greater leadership role in hosting the event and thanks, in no small part to them the event was a complete success</p> |

**Orientation 3: Create an Engaging Environment**

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.1: Develop specific initiatives to encourage participation in college life**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>St-Lawrence</b></p> <p>Create a student sports committee to organize intramural activities.<br/>                     Timeframe:<br/>                     Leads: Josianne Giroux<br/>                     Measures:</p> | <p>PERFORMANCE:<br/>                     [√] Schedule a meeting between the Recreational technician and the students who want to volunteer in order to explain our expectations regarding their role and involvement.<br/>                     -----<br/>                     SUCCESS: (IMPACT)<br/>                     [ ] A group of students support the Rec tech in ensuring the fitness center remains clean at all times in making other students aware of their responsibility.<br/>                     Benchmark: , Target: 3 students minimum, Achieved:</p> |       |

**Orientation 3: Create an Engaging Environment**

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.2: Develop specific goals and plans for each campus to enhance learning spaces in the spirit of commitment to academic excellence**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes |
|---|---|-------|
| <p><b>St-Lawrence</b></p> <p>Review and develop the library collection in collaboration with academic departments and the continued support of Champlain - St-Lambert.<br/>                     Timeframe:<br/>                     Leads: Josianne Giroux<br/>                     Measures:</p> | <p>PERFORMANCE:<br/>                     [√] Determine weeding criteria for the current library collection and a timeline for each section.<br/><br/>                     [√] Develop strategies to involve each department in the development Library collection, in collaboration with the Dean of Faculty.<br/>                     -----<br/>                     SUCCESS: (IMPACT)<br/>                     [ ] The planned budget for purchasing has been spent.<br/>                     Benchmark: , Target: , Achieved:<br/><br/>                     [ ] Thirty percent of the Library's current collection has been reviewed for weeding by the end of the summer 2016.<br/>                     Benchmark: , Target: 30%, Achieved:</p> |       |

### Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.3: Develop specific goals and plans for each campus to enhance student spaces to encourage engagement in college life**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes   |
|--|--|---|
| <p><b>Director of Material Services</b></p> <p>Material Services works with the campuses to redesign student spaces to promote participation in College Life<br/>                     Timeframe: All Year<br/>                     Leads: Yves Rainville</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Each campus submits projects to redesign or create student spaces.</p> <p><input checked="" type="checkbox"/> Projects are received by Material Services.</p> <p><input checked="" type="checkbox"/> Projects are reviewed with the campuses to ensure that the new space design meets the needs of the students within the allowed budget.</p> <p><input checked="" type="checkbox"/> Material Services coordinates project management with external resources.</p> <p><input type="checkbox"/> Redesign projects are completed within the specified timeframe.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> An increase in the usage of the redesigned student space is observed by the campus.</p> <p>Benchmark: , Target: 75, Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-07 Please note that the St. Lawrence extension project is on-going until December 2016.</p> <p>The St. Lambert projects and the Lennoxville projects have been completed for 2015-16.</p> |

### Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>St-Lambert</b></p> <p>Launch the new internal website to support and encourage staff and faculty at Champlain Saint-Lambert<br/>                     Timeframe: Fall<br/>                     Leads: Maria Bologna</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Site launched in Fall 2015 semester</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Staff and faculty confirm the value of the internal site</p> <p>Target: 75% of sample group agree site was helpful and supportive,</p> |       |

### Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes |
|--|---|-------|
| <p><b>St-Lawrence</b></p> <p>Implement a club handbook to support the creation and ensure the effective operation of official clubs, in collaboration with the Student Association.</p> <p>Timeframe:<br/>Leads: Josianne Giroux<br/>Measures: S024A-Special Needs</p> | <p>PERFORMANCE:</p> <p>[√] Obtain a common agreement regarding the policies involved in the Club Handbook between the Student Association and the Student Services Department.</p> <p>[√] Inform students &amp; staff on how to create an official Club at St. Lawrence.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] All current clubs become official according to the Club Handbook (if they choose to have official status, and thus receive Student Association funding)</p> <p style="text-align: center;">Benchmark: , Target: 100%, Achieved:</p> |       |

## Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes   |
|--|---|---|
| <p><b>Director of HR and Sec. General</b></p> <p>Develop initiatives that will help Governors better understand the ethics and accountability of their role.</p> <p>Timeframe:</p> <p>Leads: Maxime Filion</p> | <p>PERFORMANCE:</p> <p>[√] Revision of the "Policy on Code of Ethics and Professional Conduct for Members of the Board of Governors"</p> <p style="padding-left: 20px;">[√] Identified purpose of the review and sections to be reviewed</p> <p style="padding-left: 20px;">[√] Initial draft completed</p> <p style="padding-left: 20px;">[√] Consultation with the Fédération des cégeps (legal department)</p> <p style="padding-left: 20px;">[√] Revised draft completed</p> <p style="padding-left: 20px;">[√] Forwarded to DGAC for consideration</p> <p style="padding-left: 20px;">[√] Forwarded to Board of Governors for adoption</p><br><p>[√] Training session for Board members</p> <p style="padding-left: 20px;">[√] Reviewed needs from Governor's survey (from last year)</p> <p style="padding-left: 20px;">[√] Contacted Fédération des cégeps to align the training with the needs of the Board members</p> <p style="padding-left: 20px;">[√] Finalized contract with the Fédération and confirmed date of training</p> <p style="padding-left: 20px;">[√] Provided training</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] The revised Policy on "Code of Ethics and Professional Conduct" is approved by the Board of Governors</p> <p style="padding-left: 40px;">Benchmark: ,</p><br><p>[√] Governors agree that the training provided by the Fédération des cégeps assisted in developing their understanding of their role as a Governor</p> <p style="padding-left: 40px;">Benchmark: , Target: , Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p style="padding-left: 20px;">Board members are responsible for ensuring the governance of the College in a time of higher accountability</p> |

## Orientation 3: Create an Engaging Environment

### General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life

#### General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>Director of HR and Sec. General</b></p> <p>Provide ongoing training and support to new HR Managers at each Campus, including College Administration</p> <p>Timeframe:</p> <p>Leads: Maxime Filion</p> | <p>PERFORMANCE:</p> <p>[ ] HR Director provides the necessary support to HR Manager to ensure a successful transition in their new role and responsibilities</p> <p>[√] Identified training needs of HR Managers and areas where support is needed (e.g. professional and support personnel classification) - Ongoing</p> <p>[√] The College Administration HR team is available to meet and discuss HR matters with the Campus HR Managers - Ongoing</p> <p>[√] Regular opportunities are provided as a forum for HR Managers to share ideas, experiences and knowledge (see note)- Ongoing</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] HR Managers agree or strongly agree that the College Administration HR team provides the necessary support to assist them with the daily operations on Campus</p> <p style="padding-left: 40px;">Benchmark: , Target: 80%, Achieved: Ongoing</p> <p>[√] HR Managers agree or strongly agree that the new biweekly meetings are a good forum for sharing of ideas, experiences and knowledge</p> <p style="padding-left: 40px;">Benchmark: , Target: 80%, Achieved: Ongoing</p> <p>[√] HR Managers agree or strongly agree that the training provided and sharing of expertise has been helpful in fulfilling their role on Campus</p> <p style="padding-left: 40px;">Benchmark: , Target: 80%, Achieved: Ongoing</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>HR Managers play a pivotal role in the delivery of HR services and in the operations of each of the locations of the College</p> <p>16-03-08 Since the beginning of the academic year, changes have been made to the type and number of interactions with HR Managers on Campuses and the HR team at College Administration. Rather than monthly face-to-face meetings, we have transitioned to biweekly focused meetings of approximately an hour to address specific and emergent items. As well, the College Administration HR team has meet regularly with each Campus Director and HR Manager to address campus specific HR items.</p> |

## Orientation 3: Create an Engaging Environment

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes   |
|---|---|---|
| <p><b>Director of Material Services</b></p> <p>Maintain, Promote and Support Sustainability Development on Campus<br/>                     Timeframe: All Year<br/>                     Leads: Yves Rainville</p> | <p>PERFORMANCE:</p> <p>[ ] Each campus has a "Green" team or Sustainability Development Group</p> <p style="padding-left: 20px;">[ ] Groups meet a minimum of two times per semester.</p> <p style="padding-left: 20px;">[ ] Each campus tracks and reports sustainability development achievements to the Campus Director.</p> <p style="padding-left: 20px;">[ ] Each campus supports student run events for at least two sustainable development elements: Society, Environment and Economy.</p> <p>[ ] For major construction projects, a sustainability development committee should be created to consider "Green" solutions.</p> <p style="padding-left: 20px;">[√] Committee, comprised of students and staff, is created and meets as required during the construction period.</p> <p style="padding-left: 20px;">[√] Ideas and suggestions are presented to the Director of Material Services for evaluation.</p> <p style="padding-left: 20px;">[√] After evaluation and approval, sustainability development options may be implemented when all criteria, including budget constraints, are met. When criteria is not met, alternate solutions will be offered.</p> <p>[ ] Sustainable Development achievements are promoted.</p> <p style="padding-left: 20px;">[√] Achievements are promoted via internet sites updated by our students and campuses: "Green" team websites, campus websites and social media.</p> <p style="padding-left: 20px;">[√] Sustainable development achievements are promoted at the Board of Governors' meeting via the Campus Director Reports.</p> <p style="padding-left: 20px;">[√] Sustainable development achievements are tracked by the Material Services department for reporting purposes on an as needed basis.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[ ] Students continue to plan, promote and host sustainability development events on campus.</p> <p style="padding-left: 40px;">Benchmark: , Target: 80, Achieved:</p> <p>[ ] Campus Directors are Material Services continue to track events for reporting purposes.</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p style="padding-left: 20px;">15-08-31 Whenever possible, Material Services with work with student groups to create promotional material for reports.</p> |

**Orientation 3: Create an Engaging Environment**

**General Outcome 3.1: Champlain creates an environment that encourages a culture of engagement in college life**

**General Strategy 3.1.4: Create opportunities to develop peoples' capacity and talents**

| Initiatives/Projects/Activities | Indicators / Results             | Notes |
|---------------------------------|----------------------------------|-------|
|                                 | Benchmark: , Target: , Achieved: |       |

**Orientation 3: Create an Engaging Environment**

**General Outcome 3.2: Champlain develops mutually beneficial partnerships**

**General Strategy 3.2.1: Establish the means to facilitate communication across our campuses to encourage sharing of ideas, experiences, successes, and challenges**

| Initiatives/Projects/Activities  | Indicators / Results | Notes |
|--|----------------------|-------|
| <b>St-Lawrence</b><br>Establish an inter-campus working committee on continuing education development.<br>Timeframe:<br>Leads: Edward Berryman |                      |       |

## Orientation 3: Create an Engaging Environment

### General Outcome 3.2: Champlain develops mutually beneficial partnerships

#### General Strategy 3.2.3: Develop opportunities for external partners to participate in the college life

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>Lennoxville</b></p> <p>Establish corporate partnerships that increase visibility and credibility of Continuing Education programs, focusing on one specific program this year.</p> <p>Timeframe:<br/>Leads: Pierre Harvey</p> | <p>PERFORMANCE:</p> <p>[ ] Identify programs that might benefit from corporate partnership and identify possible partners who might align with program and College values.</p> <p>[ ] Approach potential partners and draft agreement</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] Signed agreement with one corporate partner for identified program</p> <p style="padding-left: 40px;">Benchmark: 1, Target: 1, Achieved: 100%</p> <p>[√] Program Faculty and students strongly agree that the partnership enhanced opportunities for students.</p> <p style="padding-left: 40px;">Benchmark: 80%, Target: 80%, Achieved: 100%</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-06 A partnership agreement was signed with Mobilier Dagenais (interior decorating and high-end furniture company) in conjunction with our Interior Decorating AEC. This successful partnership resulted in \$7500 of revenue for the College, the loan of decorative furniture, extensive joint publicity for our program, prominent displays of our students' work at the Salon Expo-Habitat and two bursaries for top students of the program 'Decoratrice de la relève' won by students Sarah Choquette_Scott and Louise Perreault. Dagenais has indicated that they were very pleased with the partnership and the publicity which they enjoyed by sharing visibility with the program. Publicity appeared linking Dagenais and Champlain's AEC in multiple media outlets (radio, newspaper, etc) before and after the Salon in Feb 2016.</p> |

## Orientation 4: Encourage Innovation

### General Outcome 4.1: Champlain creates opportunities for innovation

#### General Strategy 4.1.1: Support faculty and staff that are exploring innovative ways to enhance learning

| Initiatives/Projects/Activities   | Indicators / Results   | Notes  |
|---|--|--|
| <p><b>St-Lawrence</b></p> <p>Continue to support innovators in the use of appropriate technology for pedagogy by providing necessary hardware/software, active-learning classroom access, and opportunities for sharing through pedagogical workshops.<br/>                     Timeframe: All Year<br/>                     Leads: Gordon Brown, Vincent DeBlois</p> | <p>PERFORMANCE:</p> <p><input checked="" type="checkbox"/> Present IT strategic orientations at a Coordinators' meeting.</p> <p><input type="checkbox"/> Present IT strategic orientations at a meeting of the Pedagogical Committee.</p> <p><input type="checkbox"/> Distribute IT strategic orientations to all faculty and other employees.</p> <p><input type="checkbox"/> Establish a sub-committee of the Pedagogical Committee to develop means to encourage progress on IT strategic orientations and further IT innovation, in collaboration with IT employees.</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Distribution of the IT strategic orientations of the campus to all employees<br/>                     Benchmark: , Target: 100% of employees, Achieved:</p> <p><input type="checkbox"/> Functioning of the IT sub-committee, to push forward innovators' agenda<br/>                     Benchmark: , Target: Meetings each semester, Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>15-09-23 Two classrooms were equipped last year with active-learning furniture (facilitating the reconfiguring of the classroom for various forms of student collaboration). Interactive projectors and white boards have also been installed in the majority of classrooms, to expand the number of presentation approaches possible for teachers. This year, IT strategic orientations are being discussed in various forums, to stimulate faculty interest in the potential of new tools.</p> |

## Orientation 4: Encourage Innovation

### General Outcome 4.1: Champlain creates opportunities for innovation

#### General Strategy 4.1.1: Support faculty and staff that are exploring innovative ways to enhance learning

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>IT Coordinator</b></p> <p>Deploy a Unified Email Platform<br/>                     Timeframe: All Year<br/>                     Leads: Claude Leduc</p> | <p>PERFORMANCE:</p> <p>[√] Prepare for deployment:</p> <ul style="list-style-type: none"> <li>[√] Leverage our existing contract with Microsoft</li> <li>[√] Secure the support needed of a consultant</li> <li>[√] Gather campus information needed to establish the plan</li> <li>[√] Establish deliverables for deployment with the Campuses</li> <li>[√] Implemented the plan with the Campuses</li> <li>[√] Deploy (August 2015)</li> </ul> <p>[√] Develop and implement a communication plan:</p> <p>[√] Post-Deployment Actions:<br/>                     -----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] New Unified Email Platform is up and running.<br/>                     Benchmark: , Target: , Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>16-03-08 One of the motivators for the development of the Unified Email Platform was to reduce "outages" that have occurred with the separate platforms. Since the deployment, there has been NO system outages. Important to note that this is different from "internet outages" that depend on local servers.</p> |

**Orientation 4: Encourage Innovation**

**General Outcome 4.1: Champlain creates opportunities for innovation**

**General Strategy 4.1.1: Support faculty and staff that are exploring innovative ways to enhance learning**

| Initiatives/Projects/Activities   | Indicators / Results  | Notes |
|---|---|-------|
| <p><b>IT Coordinator</b></p> <p>Enhanced our Campuses' ability to share information, ideas, and innovations<br/>                     Timeframe:<br/>                     Leads:</p> | <p>PERFORMANCE:</p> <p><input type="checkbox"/> Improve the video-conference network to increase opportunities for inter-campus exchanges:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Analyse current situation</li> <li><input checked="" type="checkbox"/> Look at each campus needs</li> <li><input checked="" type="checkbox"/> Offer campuses a tailored solution to their needs</li> <li><input checked="" type="checkbox"/> Plan and deploy chosen solution on each campus</li> <li><input checked="" type="checkbox"/> Transfer knowledge and documentation to local resources to support locally</li> <li><input checked="" type="checkbox"/> Serve as a resource to coordinate efforts in inter-campus videoconferencing</li> </ul> <p><input type="checkbox"/> Explore ways to bring video-conference into a support to enhance learning</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Design a test pilot</li> <li><input type="checkbox"/> Analyse different product offer on the market</li> <li><input type="checkbox"/> Perform tests and select potential technology</li> </ul> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p><input type="checkbox"/> Campuses agree or strongly agree that they have enhanced ability to share information, ideas, and innovations</p> <p>Benchmark: , Target: 80%, Achieved:</p> |       |

**Orientation 4: Encourage Innovation**

**General Outcome 4.1: Champlain creates opportunities for innovation**

**General Strategy 4.1.2: Provide students with alternative ways to pursue college-level studies**

| Initiatives/Projects/Activities  | Indicators / Results   | Notes |
|--|--|-------|
| <p><b>Director General's Office</b></p> <p>Develop ways to optimize Continuing Education Services<br/>College-wide<br/>Timeframe: Winter<br/>Leads: J. Kenneth Robertson<br/>Measures:</p> | <p>PERFORMANCE:</p> <p>[ ] Explore ways to further the sharing of services and expertise in Continuing Education College-wide</p> <p>[√] Explore desire to further the sharing of services and expertise in Continuing Education with each Campus Director and with DGAC as a whole</p> <p>[√] Meeting #1: Bring together Directors and members of the management team committed to enhancing Continuing Education services from all Campuses to explore ways to further the sharing of services and expertise, and identify 2 or 3 concrete pilot initiatives that will explore different ways of working collaboratively</p> <p>[ ] Meeting #2: During the Annual Planning Session, evaluate the progress being made on the concrete pilot initiatives, and the desire to continue towards the sharing of services and expertise in Continuing Education</p> <p>[ ] Meeting #3: Develop an action plan to be integrated into the 2016-2017 AOP to further the sharing of services and expertise in Continuing Education College-wide</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[ ] There is a concrete plan to further the sharing of services and expertise in Continuing Education integrated into the 2016-2017 AOP</p> <p align="center">Benchmark: , Target: , Achieved:</p> |       |

## Orientation 4: Encourage Innovation

### General Outcome 4.1: Champlain creates opportunities for innovation

#### General Strategy 4.1.3: Explore opportunities to facilitate applied research

| Initiatives/Projects/Activities   | Indicators / Results   | Notes   |
|---|--|---|
| <p><b>Director of Studies' Office</b></p> <p>Obtain accreditation for the College from federal funding agencies in order to allow faculty and staff access to funds for conducting research.<br/>Timeframe: All Year<br/>Leads:</p> | <p>PERFORMANCE:</p> <p>[√] Documents required for the request for accreditation have been completed.</p> <p>[√] Request for accreditation has been submitted to SSHRC for joint consideration by NSERC and CIHR.</p> <p>[√] The College has responded to any additional requirements made by any of the three bodies as part of their review of our application.</p> <p>[√] All three bodies have acknowledged receipt of our application package.</p> <p style="padding-left: 20px;">[√] Acknowledgement received from SSHRC<br/>[√] Acknowledgement received from NSERC<br/>[√] Acknowledgement received from CIHR</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p> <p>[√] The College has received accreditation from the Tri-Council.<br/>Benchmark: , Target: , Achieved:</p> <p style="padding-left: 20px;">[√] Accreditation by SSHRC<br/>[√] Accreditation by NSERC<br/>[√] Accreditation by CIHR</p> | <p>NOTES/SUCCESS COMMENTS:</p> <p>This initiative is associated with implementing the Institutional Policy on Research.</p> <p>-----</p> <p>ACRONYMS:</p> <p>CIHR: Canadian Institutes of Health Research<br/>NSERC: Natural Sciences and Engineering Research Council<br/>SSHRC: Social Sciences and Humanities Research Council</p> |
| <p><b>Director of Studies' Office</b></p> <p>Ensure that research conducted on College premises conforms to standards of ethical acceptability.<br/>Timeframe: All Year<br/>Leads:</p>  | <p>PERFORMANCE:</p> <p>[√] Research proposals from members of the Champlain community have been reviewed for ethical acceptability.</p> <p style="padding-left: 20px;">[√] Number of proposals reviewed to date = 5<br/>[√] Number of Certificates of Ethics Approval issued to date = 1</p> <p>[√] Research proposals from academics external to the Champlain community have been reviewed for ethical acceptability.</p> <p style="padding-left: 20px;">[√] Number of proposals reviewed to date = 2<br/>[√] Number to date of positive recommendations transmitted = 1</p> <p>-----</p> <p>SUCCESS: (IMPACT)</p>   | <p>NOTES/SUCCESS COMMENTS:</p> <p>This initiative is associated with implementing the Institutional Policy on Research.</p>   |

**Orientation 4: Encourage Innovation**

**General Outcome 4.2: Champlain is recognized as an innovator by our external partners**

**General Strategy 4.2.2: Seek partners that provide opportunities for innovation**

| Initiatives/Projects/Activities  | Indicators / Results  | Notes   |
|--|---|---|
| <p><b>St-Lambert</b></p> <p>Thanks to support from the TIPSA table, the College will launch its first Business and Industry course, Transportation of Dangerous Goods, a required training in many industries in Quebec including the transportation sector</p> <p>Timeframe:<br/>Leads:<br/>Measures:</p> | <p>PERFORMANCE:<br/>[√] Materials are available for asynchronous online training<br/>-----</p> <p>SUCCESS: (IMPACT)<br/>[ ] Number of individuals who register for the initial cohort<br/>Benchmark: , Target: 10-15, Achieved:</p> | <p>NOTES/SUCCESS COMMENTS:<br/>16-03-06 This project will both:</p> <ol style="list-style-type: none"> <li>1. Strengthen our relationship with the Pole</li> <li>2. Allow us to develop expertise in the area of asynchronous online training</li> </ol> <p>-----</p> <p>ACRONYMS:<br/>TIPSA = Table Interordres Pour le Secteur Anglophone<br/>Pole = Pole d'excellence québécois en transport terrestre</p> |