

1. Call to order & Welcome – Meeting was called to order at 9:01am.

2. Introductions, Regrets, & Housekeeping

Meeting Chair: Brenda Ridgeley-Ketchell – Chair of Office Administration - Okanagan College

Present – In Person:

Sylvia Fraser – Program Lead ABT – Northern Lights College

Sheena Svitch – Program Coordinator of Office Administration - College of the Rockies

Present - Online:

Colin Cameron – Chair OADM – Vancouver Island University

Alicia Miller – Coordinator - Douglas College

Julia Slade – Department Head – Vancouver Career College

Sabrina Van Hellemond – Program Coordinator – Selkirk College

Christine Nehring – Program Head ABT– University of the Fraser Valley

Richelle Gardiner-Hynds – Program Coordinator – North Island College

Nicholas Read – Chair of ABT – Camosun College

Patti Lamusse – ABT Instructor – Northern Lights College

Kathleen Lewis – Associate Dean of Academic & Vocational Programs – Systems Liaison Person with BCCAT – Northern Lights College

Patricia Gaudreault – Program Lead - Camosun

Recorder: Kelsey Icton – Program Assistant - Okanagan College

3. Approval of Agenda – May 8, 2024.

Motion to approve agenda made by Sheena Svitch and seconded by Richelle Gardiner-Hynds.

Motion carried.

4. Approval of Minutes for Articulation Meeting - May 5, 2023.

Motion to approve minutes as presented made by Christine Nehring and seconded by Sylvia Fraser.

Motion carried.

5. Business Arising from the Previous Minutes

Last meeting it was decided to compile a database of course outlines from BC & Yukon institutions. There were not enough course outlines sent to the organizer (Patti Lamusse) so little progress was made. Was discussed last meeting that rather than putting all courses into the transfer system, a database would aid institutions in aligning programs to allow for transfer credits between institutions. Committee members have been communicating directly with each other on an as-needed basis but could improve communication of transfer credit opportunities externally to students.

Brenda proposed that next meeting the articulation committee should have BCCAT to give everyone a tutorial on how to get the course outlines in the transfer system so that the process to determine transferability is easier going forward. Inputting all the courses into the system is a daunting task, with members unclear on the logistics of how it gets done and who within an institution is responsible for it. Anabella Chun from BCCAT can likely help with the training piece. If this is a goal, would likely require a 2-day meeting and for people to attend the meeting in person.

Communication channels: Tried Slack and it worked for a while. Service was free but now it is not. BCCAT did give access to a Moodle-based hub, but it doesn't get used enough. Communication and transfer of knowledge is key.

- [BCCAT Moodle Link](#)
- Call out for any ideas of another communication channel that can be used to keep the flow of communication going.

6. ABT/OADM Correspondence

Brenda hasn't received correspondence from BCCAT/BC Campus. Anything that has come through is forwarded on through email to committee members.

7. New Business

7.1. BCCAT Report - Anabella Chun (Articulation Committees Coordinator & Technology Support at BCCAT):

New council co-chair appointed as of Nov 2023: Angus Graeme, former president of Selkirk College. 2024 BCCAT Transfer Awards nominations open on BCCAT website. They have updated articulation resources: the committee guide, and the "how to" guide for articulation. BCCAT Joint Annual Meeting being held Nov. 7-8, 2024. First day online only and second day hybrid with both an in-person and an online option. If you want more information on the meeting visit the website or the BCCAT YouTube channel. BCCAT publication on accessible admissions, professional regulations and transfers, course outlines in the BC Transfer system, direct admissions, and a summary of recent publications and resources are available for download.

Scheduled research projects for 2024/5 will be on exploring the use of LOP within the BC Transfer System and awards of equivalency for courses at institutions outside of BC. 4 calls for proposals out: deadline May 15. See website for more information. BCCAT Technology: Working on 3-year strategic plan including rebuilding transfer credit system platform which is the back end of the BC Transfer guide. BCCAT in partnership with ONCAT to deploy the TCS in Ontario which will enable greater data sharing between the two provinces. Pathway Project: in the beginning stages. Will enable institutions to identify and create pathway articulations based on the course-to-course articulations already in place on the BC Transfer Guide. Updates will be available on the website over this year and the next.

Brenda would like course outlines on BCCAT Transfer System and requested instructional video to help OADM/BAT articulation committee members with the process of uploading everything. Anabella replied that every institution has a Registrar and a designated TCC (Transfer Credit Coordinator) that is responsible for distributing requests and corresponding with other institutions. BCCAT can provide the TCC contact at each institution. First step is for Chairs/Coordinators to send articulation requests to their TCCs. The TCC will send request to other institutions and the other institutions can accept or not. If accepted, will pass to an evaluator (usually faculty or Dean) to read the outline and decide if credit can be provided. The decision will be uploaded to the BC Transfer System and an agreement will be drafted. Sending and receiving are different processes. Anabella recommended to send requests only to institutions that you know has similar programming rather than just sending to all. Anabella recommends not to "deny" credit because it is an official agreement, rather "close" the agreement to leave it open for a 1:1 decision through the department.

- Information available on ["How to Articulate" guide](#).

Nicholas asked how does the process work if course content changes but is still the same course code/name? Process: Send to TCC to send a new request. Will close the current agreement so students who took the old version can still have their learning evaluated but will allow for the creation of a new agreement for students who take the new course.

Richelle clarified that the "course description" sent must be the one that has gone through BCCAT governance not the outline version that is distributed to students. The BCCAT evaluator will have the authorized version and can provide when asked.

- Existing agreements can be found here: [BC Transfer Guide Link](#).

7.2. Provincial Chair Report – Brenda Ridgeley-Ketchell

Encouraged everyone to get their course information into the BCCAT system. Challenge is that everyone comes from different backgrounds (hours vs. credits; academic vs. CS vs. vocational). Instructor for Okanagan College, Nicole Davis, doing province-wide research on all the OAD/BAT program offerings from BC and the Yukon. Have been compiling information to be able to compare all the programs by length, cost, hours, content etc. Has so far identified a lot of variation between programs. Spreadsheet still in progress but it will be sharable once it is completed.

7.3. Institutional Reports

Will put zip filed reports in OADM/ABT Articulation Moodle shell. If you don't have access, let Brenda know.

Alicia Miller – Douglas College

- Moved from being under Commerce & Business Administration to under Health Sciences because now mostly offering MOA program. Health Sciences is quite invested in the MOA program and in moving it forward and growing, but they have paused intake until the newly redesigned MOA program is released. Health sciences as far as facilities and budget is invested in maintaining the program. They are well-resourced from their other offerings and are extending those resources to the MOA program.
- Prior to COVID, decision made to close the Admin Assistant program. Coming out of COVID, decision made to discontinue Basic Office Skills and Legal Office Admin Certificate program because it was felt that employers wanted to train their own staff. Focus is on teaching out any students who are finishing those programs and previous version of MOA so that the new program can start Fall 2025. No equivalencies granted between old MOA program and new program. Last fall was a record high intake since COVID but still the decision was made to shut it down to revise it.
- Big focus on CHIMA accreditation and aligning programming to those requirements as well as looking at ways to ladder into different programs. Going through exciting curriculum development. Adapting courses to the changing needs in the primary care workplace such as CHIMA accreditation with an emphasis on electronic data management and communication, as well as examining current trends and practices (EDI focus, trauma-informed practice, mental health impacts, etc.).
- Some staffing attrition experienced due to extended leaves and loss of team member. For the past year there has been 1 full-time employee with some part-time employees and contractors.
- Most courses are offered through hybrid delivery. Not currently offering open educational resources.
- Transfer credit: Usually if there is a similar program with a comparable number of credits and duration it's an easy reciprocal agreement.
- Interested in feedback from similar programs that have MOA students doing online learning as any students still working through the old program will be doing either online learning or self-guided study for the courses Medical Terminology II, Medical Admin Procedures, Medical Clinical Procedures, EMR and Billing.
- Challenges: Concerned about the effects of the pause in intakes on enrollments and marketing as well as the time that the CHIMA accreditation might take.
- No official research projects, only informal information gathering. Looking at the best ways to attract students in this educational climate and economic situation.
- Discussion re: CHIMA: Accreditation recognized more by employers further East, unsure if the rest of the country is aware of this and/or will be asking for this accreditation. Vancouver Health Authority is somewhat aware of accreditation and some schools in the lower mainland are gaining the accreditation.
 - Julia Slade was approached about CHIMA. Cost is very high and support minimal. Still working on it after 1 year. Thinks it is valuable for students to have because it gives them a nationally recognized accreditation in addition to the certificate.
 - Okanagan College not moving towards at this point because it is costly and not yet asked for by the local health authority.

Sheena Svitich – College of the Rockies

- Programs are all online. Campus lab space no longer available to students.
- Programs are continuous intake. Currently offer 3 certificates: Office Admin, Administrative Assistant, and Bookkeeping Specialty.
- 3 full-time instructors and 1 part-time regular instructor to cover releases.
- Continuing Ed has asked if the Office Admin Department wants to create smaller programs to qualify for the Future Skills funding. Sent proposal.
- Programs full, no waiting list. College allocating money for marketing.

- Office Admin Certificate changes: got rid of Business Calculators and changed to Business Math and Excel I. Increased length of Office Procedures course and added 2-week special project course. Trying to adapt and keep course content relevant. Developed small special project courses for social media, MS Teams, presentations (Canva, PowerPoint, etc.). Challenge is to have time to put small projects together.
- Department under Dean of Trades. Credit based.
- Find that flexibility of programming is key because most students are working already.

Sylvia Fraser – ABT – Northern Lights College

- Offering Office Assistant, Financial Assistant, Administration Assistant under the ABT umbrella. Have a program bridge connecting to Executive Assistant under the academic portfolio in the Business Management Department.
- Running two F2F offerings as well as an online delivery.
- 2 full time instructors, 1 new online instructor, 2 contracted part time online instructors. 1 part-time F2F instructor in Fort Nelson as well as some online instructor contracts to deliver a hybrid Office Assistant program.
- NLC serves the entire Northeast of BC, so it is exciting to see revitalization on some of the smaller campuses.
- Healthy enrollment throughout. Provincial dual credit program changes have impacted enrollment. Finding that they get less of those students than usual.
- Dawson Creek campus - building hospital through partnership. FSJ campus - brand new classroom.

Richelle Gardiner-Hynds – North Island College – Program Coordinator

- 2023/24 offered Office Assistant, Admin Assistant, and Computerized Accounting Assistant programs through online delivery. Were not able to offer Medical Terminology micro-credential because of lack of funding. Large demand for the MT program (200 interested)- Island Health requires it for employment- but funding went to continuing education instead. Resulted in the loss of sessional faculty member.
- Faculty: 2 regular (1.00 FTE), 1 regular (0.85 FTE), 1 regular (0.75 FTE), 1 sessional (0.50 FTE).
- Under program review since Fall. Finishing self-study and will be looking for external reviewers.
- Curriculum development: Updates to non-textbook courses. June will be spent looking at curriculum. Looking at more laddering with business programming.
- Used to be an independent department but now under Business.

Sabrina Van Hellemond – Program Coordinator - Selkirk

- Office Assistant, Bookkeeping, Advanced Bookkeeping programs all delivered online. No designated lab space available for students.
- Bookkeeping receiving more applications than Office Admin. Many students already working and are choosing bookkeeping because it is run on a part-time basis. Offering some content through open studies to lure students into the full programs.
- Run under the School of Business at the Castlegar campus. Independent unit within the department.
- Budget: none because of the size of the programs.
- Programs not eligible for Future Skills Grant because of the length. Before Future Skills Grants were available, students were able to access funding through Columbia Basin Trust. This CBT funding was dropped because the Future Skills Grant was filling that need. Used to get students from WorkBC but they were also utilizing the Columbia Basin Trust funds. Hard to find funding avenues for students who are not able to go to school full-time and receive student loans with the loss of Columbia Basin Trust and not being eligible for Future Skills. Future Skills Grant has hurt the program.
- Approximately 20 students per year. Higher completion and success rate this year compared to previous years. Have been trying to work with local high school to bring more dual credit students in but that effort hasn't been successful so far.
- Instructors are part-time and on contract.

- Program development: creating 2 shorter Associate Certificates (Word Processing Skills, Bookkeeping) in the hope that they would be eligible for Future Skills Grants.
- Any transfer credits have been evaluated on a case-by-case basis by comparing courses and content.

Christine Nehring - University of the Fraser Valley – Abbotsford, Mission, Hope, Chilliwack

- Normally run 2 full-time cohorts (Fall and Winter). For the Winter 2024 term the decision was made to drop program from full-time to part-time delivery. This change enabled them to attract the students they wanted: people already working who want further education. Have some students who are taking the part-time program in addition to another part-time program so are in effect full-time students.
- Part time program runs via asynchronous online delivery. Full time programs run via synchronous hi-flex delivery (either online or in class).
- Keyboarding: internal discussion over whether to keep the course as many students struggle with that aspect of the course.
 - Changed course to Adaptive Technologies and Keyboarding. Less emphasis on typing & WPM. Added speech to text software like Dictate through Word. Industry finding that applicants struggle to pass their keyboard timing tests and some are considering allowing applicants to test using dictate.
 - Students no longer fail course if they don't achieve the WPM and are able to move on in program to complete the practicum and get certificate. Department clear to students that some employers will require a certain typing speed. When sending students on practicum, will make sure that the students sent will meet the expectations of the employer.
 - Nicholas stated the Camosun does not have a keyboarding course and has no entrance/exit requirements for office admin programs.
- 2 full-time faculty members and some sessional instructors. Thinking ahead about succession planning and how smaller programs can ensure the continuation of the programs once employees retire.
- Standalone program under the Faculty of Education, Community, and Human Development.
- Awarding vocational credits makes it hard for students to ladder into other programming. Unclear on why they must be listed as vocational credits. Faculty are considered academic faculty and are on an academic schedule. The credits show up as regular academic credits on student transcripts but in Banner they show up as vocational credits which means that they do not affect students' GPA.

Colin Cameron – Vancouver Island University – Chair – Office Administration

- Down to just the Office Admin Assistant Program. Running 1 cohort on each of the Cowichan and Nanaimo campuses. 2 full-time employees: 1 regular and 1 on contract. Good enrollment in Nanaimo, Cowichan is behind in enrollments. Having issues enrolling more dual credit students. Working on strengthening the relationship with the school district to maintain that source of enrollments.
- Not running the legal program and haven't offered accounting in a while. Still getting community inquiries about these programs. Trying to get program assessments done but slow moving with changes in leadership.
- Reaching out to PD&T (Continuing Ed) to see how the departments can work together. Looking into offering micro-credentials using their Basic Admin Assistant as a pre-requisite so we can carry on and build beyond it.
- Still delivering F2F. Like many others, trying to phase out calculators as well as looking into addressing issues with keyboarding. Department has reduced the requirements for keyboarding. Trying to reach out to HR contacts for local public-sector employers to find out what typing tests they are using and finding out how strict they are about those WPM requirements.

Nicholas Read – Camosun – Chair ABT

- Fall 2024 launched reinvigorated suite of Office Administration programs including the Legal Administrative Professional Certificates, Medical Office Administration Certificate, and Office Admin Professional Certificate.

- The big change in all programs is that they have been structured so that they have 5 common core courses. These courses are Business Communication, Business Info Tech, Business Document Creation, Workplace Professionalism, and Introduction to Management. For each program (legal, medical, office, etc.) there are then 5 specialty courses.
- The core courses are offered through the Business program although ABT instructors deliver some courses such as Business Info Tech. Courses are transferable within the School of Business programs at Camosun, so students are given laddering opportunities. Many of the courses taken will also transfer to other institutions like UVIC. This delivery allows students many scheduling options including online or F2F delivery. Also allows students to switch specialty areas or to do multiple areas to increase their job prospects.
- Delivering the program this way takes some strain off trying to fill classes with just the cohort students because students in other programs take the core courses as well ensuring healthy course enrollment. Only running 1 offering per year for specialty courses.
- Legal Admin Professional program is available completely online asynchronously. Working towards offering Office Admin program online. Keeping Medical Office as F2F delivery as it still works better that way due to the clinical skills involved.
- Programs run on open enrollments. Students responsible for their own scheduling and completion of the program of their choice. Have a suggested timeline available for optimized scheduling if they want to go full-time and finish within 8 months.
- All programs have work experience in some capacity.
- Upcoming challenges: department asked to develop a Dental Office Admin Professional Certificate. Development would require more knowledge about the field. Idea would be to offer within the same framework as the other programs with the 5 common core courses plus 5 dental office specialty courses.
 - Brenda requested table or visual lay out of programs with the structure of 5 core courses and 5 specialty courses to be distributed to committee members.
- 9 staff members who are primarily responsible for ABT programs but also deliver the Business Info Tech course (25 sections per year) for the whole School of Business as well as other courses (i.e.: web design, data management).

Brenda Ridgeley-Ketchell – Department Chair - Okanagan College:

- F2F numbers down. Moved to high-flex delivery last year (2 days online synchronously, 3 days F2F or online). Vocational delivery: 6 hours a day/5 days per week for 10 months. Closed programs out of Penticton and Salmon Arm campuses because of low enrollment. Vernon experiencing low enrollment but still running. Kelowna maintains strong enrollment.
- Experiencing many changes through leadership changes both in the department and institution wide. School of Business used to have its own recruiters, but the institution has centralized all recruitment. It is not apparent what recruitment efforts, if any, have been happening since the change was made. Any marketing going on is being done via our own social media platforms or through Adrienne (former recruiter and current advisor).
- 8 programs: Administrative Assistant (10 months), Office Assistant (5 months), new Bookkeeping/Accounting Technician certificate (10 months) which includes free certification with Canadian Professional Bookkeepers, Virtual Assistant program (online synchronous), Legal Administration Assistant- Corporate/Conveyancing, Legal Administration Assistant - Litigation focus, Medical Administrative Assistant (offered online and part-time over 10 months), new Paralegal Diploma (2 year program: 1st year includes both Legal Admin programs and 2nd year is Paralegal specific content and being offered for the 1st time in September 2024).
 - Legal and Paralegal have been popular and have high enrollments. Possibly because of licensing changes in the Paralegal Society. 24 physical classroom seats and over 50 students have applied. Offering via high-flex delivery which will allow for over-subscribing the class. For the 3 F2F optional days, students will use sign-up app to claim seat. Have seen in other programs that most students choose to stay with the online delivery due to the convenience and time/money savings. Will see how it works for the Paralegal program in the Fall.
- 6 continuing staff and 4 non-regular (3 full-time, 1 part-time). Able to reassign professors affected by program cancellations to other programming so able to maintain staffing levels for now.
- New program development: Developing Office Management Diploma for the 2025/2026 academic year. Will be a 2-year diploma where the 1st year is the Administrative Assistant Certificate (vocational credit) and the 2nd year consists of courses from the existing business program (HR, Marketing, Events, Project Management, etc.).

- Feedback from PAC members is that industry is increasingly using AI for some administrative tasks. Challenge for department is to figure out how to incorporate AI into programming and broaden the scope of admin assistant role as some tasks become obsolete.
- Impact of Future Skills Grant: Department programming is in competition with Continuing Studies program. None of our programs are eligible for these grants, only CS programs.
 - Availability of funding led students to take basic bookkeeping through CS without them understanding the scope of the course and what jobs that they are prepared to do. Have found that the result of this is people with very basic skills applying for high-level jobs that they are not prepared for. This has the potential to reflect badly on our program as industry may not understand the difference between the different bookkeeping programs.
 - Conversation between committee members regarding Future Skills Grants: Misrepresentation to students on what they need to work in this economy. Wonder if this funding is a tactic to put instructors on short contracts rather than commit to employing people full-time. Worries re: existence of AI devaluing the work done by assistants and driving the micro-credential market.
- Tier 3 program review being requested. Last one was done 10 years ago.
- In June the department is undertaking a 3-day working session to breakdown each course and realign it to make programming more current and efficient.

Julia Slade– Department Head - VCC

- Programs under the School of Culinary, Hospitality, and Applied Business.
- 2 programs suspended due to lack of funding: Medical Transcription program and Executive Assistant program. MT had low enrollment issues for several years. Executive Assistant (part-time online program) suspended due to low enrollment.
 - Discussion re: availability of MT programs in province: Offered privately through CanScribe. Other institutions have it as part of their programs but don't offer it as a standalone program.
- Have done 3 program renewals: MT (suspended), Legal, and MOA. Renewed MOA will start in September 2024 and renewed Legal will start in January 2025.
- 15-16 faculty total. 7 full-time and part-time regular employees and the rest are on term contracts.
- Enrollments for 2nd intake have been more difficult than September intakes. Have been able to run but it has been down to the wire.
- All programs offered hybrid. Feedback was that they missed F2F delivery but also liked the convenience of joining online. Legal is high-flex delivery right now but it is likely that flexible delivery will be incorporated into the others as well.
- Budget: sparse. Hard to access anything.
- Allocated to work on a new program that is an International Diploma that combines HUC and MOA. Pressure is immense to have programming to market to international students.
- Find that practicum providers are asking for more and more specific things from the program.

7.4. Next meeting:

Brenda would like to have the next meeting be a 2-day conference combining articulation and keynote speakers. Discussed barriers for people attending articulation in-person:

- Time: lack of time to travel, some people not having time between terms, some are teaching.
- Budget for travel isn't an identified issue for present members.
- Date didn't work out, previous plans.
- May seems to be a good time for members to attend an articulation meeting.

Nicholas favors joining OADM/BAT articulation to the Business articulation.

Brenda will find out about the length of the chair term. Unsure if term is 2 or 3 years.

8. Articulations

Brenda screen shared spreadsheet that Nicole Davis (OC Instructor) is compiling with the information about the Office Administration/Bookkeeping programs offered in BC/Yukon. Will share when complete. Nicole may reach out with questions to committee members if she needs more data.

Brenda posed question to group: What is everyone doing for recruitment?

- Sylvia – NLC marketing department has stepped up their efforts over the last few years and it has made a huge improvement. Use college wide media to write about programs and events. Use their strong social media presence to get the word out.

Brenda posed question to the group: Does anyone have specific enrollment thresholds?

- At OC, whole programs are at risk of being cut because they are cohort based. One instructor teaches the whole program from start to finish. Hard to maintain equitable workload for instructors when some programs have much lower enrollment than others. Instead of offering a program at another campus with 4 students, cut the program and give students the opportunity to join an online class.
- Nicholas: One of the benefits to the department of marrying ABT/OADM programs to academic offerings is that you are offering less classes with low enrollment numbers because they are backfilled with other students. Challenge is to decide how often to offer the specialty courses. Offering only once a year constricts flexibility and student choice but haven't been able to offer them twice a year due to enrollment concerns.
- Camosun is credit based. Challenge at OC would be that Office Admin programs are vocational credits and the business classes that could make up the "common core" would be academic credits.

9. Meeting Adjourned – 1:32pm

Motion to adjourn made by Patti Lamusse and seconded by Richelle Gardiner-Hynds.

Motion carried.