

**Applied Business Technology/Office Administration
Online Coordinators and
ABT/OA Coordinators' Meeting
Langara College Campus, Vancouver
Thursday, May 6 from 1:30 p.m. to 4:30 p.m. (Room B144)**

COORDINATORS' MEETING MINUTES

Attendance (see final page for complete list, 18 in attendance)

Wayne Ratcliffe, Chairperson – Douglas College

John Demeulemeester, Vice-Chair – Vancouver Community College

LeaAnne Webster, Recorder – Camosun College

1. Call to Order - 1:35 p.m.

1.1. Introductions

1.2. LeaAnne Webster, Camosun College, Minute Recorder

2. Approval of Agenda from October 2009

2.1. Re-ordering of agenda items.

Recorder changed to LeaAnne.

Additional agenda item – grades.

2.2. Approval of revised agenda.

Moved by: Terri Barber

Seconded by: Shannon Bezo

CARRIED

3. Approval of Minutes from October 2009

Moved by: Leighan Crowe

Seconded by: Shannon Bezo

CARRIED

4. Business Arising

4.1. ABT/OA BC Campus Course Pre-requisites – Terri Barber

Terri provided a summary of course pre-requisites received from teaching faculty and team leaders. Changes requiring approval:

Business English – remove Keyboarding I as a prerequisite add as recommended

Human Relations – Add Business English and Word Processing I as prerequisites

Job Search – Add Business English to the present prerequisites: Keyboarding I and Word Processing I

Records Management - Remove Word Processing I as a prerequisite

Spreadsheets I – Add Business Math as prerequisite

Word Processing I – Add Keyboarding I as a prerequisite

Medical Terminology I – Remove Business English and add Intro to Computers and the Internet

Medical Terminology II – Add Word Processing I as prerequisite and remove Business English

Medical Terminology III – Remove Business English

Discussion ensued covering – Pros and cons of removing Business English from Medical Terminology - Not all students take an entire program only medical terminology. Why should we change for a few students?

Students do not require Business English to succeed in Medical Terminology.

Programs have prerequisites – individual institutions have different prerequisites and Coordinators/Chairs can waive with an internal exemption.

Spreadsheets I - Is Business Math required for Spreadsheets I?

Discussion ensued covering – Would students do fine in the course without the math? Math skills are more important in Spreadsheets II.

Suggestion: change to a co-requisite, Co-requisites are discouraged.

Agreed - Add Business Math as a recommended course for Spreadsheets I.

Business English – Is Keyboarding required for Business English?

Discussion ensued covering - Why is keyboarding a prerequisite?

Removing keyboarding would increase spelling errors.

Keyboarding does not ensure students success, we are testing grammar not keyboarding skills.

Students do not have to know how to key to be successful in Business English.

We have to be cognizant of the overall certificate requirements.

Overloading prerequisites puts up more barriers.

Institutions can change their prerequisites.

Agreed to the following:

Spreadsheets I – Business Math recommended.

Business English – remove Keyboarding I as a prerequisite.

Agreed to other changes suggested in Terri's report.

Moved by: John Demeulemeester Seconded by: Leighan Crowe

CARRIED

Terri Barber left the meeting after expressing her appreciation to everyone during her time with the Consortium. Northern Lights College will no longer be offering the ABT online program. If anyone needs an online instructor Terri is available.

4.2. ABT/OA BCcampus Update - Leanne Goldring, ABT Online Coordinator.

Leanne's report was delivered via teleconference.

Wayne provided Leanne with an update on the agenda changes and the course prerequisites discussion.

The summary will be sent out to the listserv. Wayne advised that today's meeting minutes will be sent out ASAP and the prerequisite changes will be included.

4.2.1 FTE Report 2009/2010

FTE update – FTE count - Overall 307 FTEs, with 5,577 registrations in the last fiscal year.

Leanne Goldring sent the report to the Ministry on April 16. The Ministry will send out reports to the individual institutions. The Ministry requires confirmation of the divisor being used. Not having the divisor being used could account for the changes in hours and/or credits.

Micropayments were submitted April 20, and Leanne forwarded reports to the individual institutions.

Discussion ensued regarding FTEs - As of next year BCcampus will not be calculating FTEs, this will be completed by the individual institutions. At this point it is not known if we can expect regular updates. Please advise Leanne if FTE targets change.

Each coordinator is to identify target FTEs for 2010–2011. These targets are to be emailed to Leanne by June. There may be changes (i.e. NLC is no longer offering or teaching online courses). Leanne will complete the report similar to last year.

Discussion ensued regarding - Are we receiving count for actual registrations and has the formula changed? Data should go to the individual institutions and institutions should receive credit for number of courses taught. How do we obtain the data?

Leanne advised that the data may be automated next year and institutions would receive raw data. Leanne mentioned that if reports were automated the raw data would go to institutions to calculate.

The Consortium was encouraged to request BCcampus to provide institutions with the data in the same manner as in previous years.

FOIPOP discussed. Student's personal data is a concern. If you review previous reports sent out, no personal data was included. Institutions will receive records for number of registrations taught not class lists with personal information only courses and numbers.

Discussion ensued on– Information in reports does not always match with the individual institution.

Look at information Leanne provided in the past and the most recent information.

From what Thorne Won was saying, in future the calculation should be completed by institutions not BCcampus.

A lot will have to do with today's meeting and the discussion regarding registrations.

Who is going to reconcile all of the separate numbers sent in?

It was felt that this is another job BCcampus is passing on to the institutions.

Can BCcampus create a report in the portal so all collaborative members can use it?

Emergence was much more detailed, then FOIPOP came out.

Leanne - what is sent out to the institutions is really sheet 2 and personal information is removed. Teaching institutions seeing this information is not a concern.

Page two of the present report shows the individual institution numbers, this has always been public knowledge. Data for home institutions – took a year to get right.

Leanne will check if these reports can be made available to all institutions.

4.2.2 Course Schedule 2010/2011

Significant changes will need to be made due to losing NLC as part of the Collaborative.

Leanne will make revisions within the next month. Please avoid registering students in NLC sections.

Leanne requested any additional sections to be sent to her by the end of May.

There may be changes in VIU schedules when confirmation is received.

When all of the information has been received we will then look at the gaps left by NLC.

Agreed – Every effort will be made to ensure that all entries are in the portal by the end of May.

4.2.3 Course Team Leader – updates and vacancies

Course team leader based on schedule, cannot report on what each college is covering until the schedule is complete. There is potentially a big gap with Terri Barber leaving.

Human Resources, OLS, Word Processing I & II, Terri Barber wants to keep if possible.

Leanne will bring this up at the next faculty meeting. Coordinators are requested to see if we can get someone to come forward to replace some of the course previously led by Terri Barber.

Changes and vacancies as follows - NLC withdrawals, VIU is in the process of restructuring their online programs and Betty Serjeant is awaiting confirmation from her Dean and expects some vacancies will result for course team leaders, CoTR is also in process of restructuring their online programs and Pauline Bennison reports that currently no online teaching is scheduled.

Dianna Bergmann has agreed to assume the duties of course team leader for Family Litigation Procedures.

Course Team Leader Roles - Vacancies will be brought up at the next Team Leader meeting.

Instructors are requested to encourage instructors to be active even if they do not want to come on as team leaders. A fresh pool of volunteers is required for team leaders.

Clarifying roles and responsibility – Sandy Clark will report later in the meeting.

Leanne – It is important to find out what people are doing in their roles, with our without changes.

Leanne would like to put changes into the faculty guide before the end of June.

4.2.4 Course Revisions

Courses requiring revisions due to changes in textbook versions: Business Communications, Computerized Accounting and Job Search. Major revisions are required with Litigation Procedures I & II, Family Litigation Procedures, and Personal Injury due to changes in legislation effective July 1.

Leanne has made copies of the course masters in D2L. The major concern is for developers to keep watch on the revised courses being taught for the first time. Leanne requested changes be completed before June wherever possible. As the legal course changes cannot be tested in the field until after July 1, these revisions may be delayed to permit field testing with changes completed before the middle of August.

Family Litigation Procedures – Wayne circulated a draft outline of the required changes to learning outcomes and course content. Rules have changed and both regular classroom and online instruction will need to be revised to incorporate these rules. There are two entirely new learning outcomes and a significant change to an existing learning outcome. Similarly there are three new content items and changes to four existing course content items. Wayne reported that Titus Yip and Diana Bergmann were given release time (from classroom delivery) to develop the revised course materials for regular classroom delivery. Titus and Diana would like permission from the Collaborative to revise the online course delivery. Currently all of the content is available online and this would require a significant amount of additional time to thoroughly revise. Now that new course and precedent manuals are being developed, Titus and Diana would like to incorporate these materials into the online course delivery and require that they be purchased by our online students.

Agreed – Family Litigation Procedures will be revised to require the purchase of the new course and precedent manuals.

Shannon Bezo – Asked whether the manuals are available from Douglas College, or materials can be ordered as normal when an institution adopts these Douglas College materials. Wayne responded that the manuals can be ordered from Douglas College or institutions can purchase the right to duplicate these materials for distribution to their online legal students.

The text list and course outlines will require changes as a result of these revisions. Leanne requires a full copy of the changes. Unless information gets updated and sent to Leanne by the team leader, information cannot be updated. Text lists and course outlines are posted on the BCcampus website.

Marion Haythorne responded that she will revise the course outline after she revises the course. Wayne indicated that changes to Family Litigation Procedures will be finalized and both the text list and course outline will be revised as needed. Leanne explained that she is trying to complete all alterations in the time she has left in her contract which ends at the end of June. Leanne emphasized that all changes should be completed over the summer and ready for fall delivery.

Leanne asked revisers for tentative target dates. Legal changes will not be coming until July 1 and in final form in the middle of August as feedback is required with the changes.

The main item is institutions teaching the courses in September and instructors need to be comfortable with the changes in the courses.

Family Litigation Procedures – Diana Bergmann, Sept 20. Litigation Procedures I – Marion Haythorne, Sept 7. It is good that revisers are teaching the first round of the course. Leanne will keep on top of the dates so what is received is what they are working on.

Leanne advised that there have been some changes to the BCcampus website design and usability improvement should be experienced. There are issues with the maintenance of courses and where they are kept. BCcampus has decoupled the website and this decoupling was intentional, but will create some problems.

Leanne will be attending a meeting concerning the changes to website design. There are plans to have an ABT URL with BCcampus in it. BCcampus will continue to supply certain supports.

Previously changes were handled by BCcampus now Leanne will be given access to make the changes. Leanne is not sure exactly what the meeting will bring? Maybe enhanced web presence, but in future maybe this website will have to be maintained by this group! Leanne encouraged the Collaborative to get involved.

Leanne expects all BCcampus programs (currently ABT/OA and NCIT) to move to one site - all login and related information will be available on this website.

Collaborative – Does not want to maintain the site.

There will be changes coming up with who completes the updating but at this time Leanne does not know who will take this on.

4.2.5 Programs and Special Projects Coordinator Position

Leanne asked if Wayne received a phone call from Paul Stacey about her position. Wayne confirmed that he did and was under the impression that Leanne was supposed to be finished April 30 but consented to stay on until the end of June. He expressed our appreciation that she consented to stay on.

Paul talked to Wayne end of April. Paul indicated that Lawrence Parisotto would be coming along and will take on some of the duties that currently part of Paul's responsibility. Apparently, there are lots of staffing changes within BCcampus.

With Leanne stepping out of the position of online coordinator, BCcampus are thinking of increasing the FTE for Leanne's funding, and looking to increase the time allotment from one day per week to two days per week. It is not known if this is for just ABT or for all programs (including NCIT).

Paul expressed his desire to double the current FTEs. Additionally, he indicated a preference to look internally for a replacement rather than hiring someone externally. As part of their re-organization, they are looking at BCcampus staff to take over Leanne's role. This would involve two new people. We would be asked to connect with a staff member help desk and related D2L issues. We would be asked to connect with another staff member for work flow issues. It would likely be Greg Link who would be our point person in terms of work flow. Wayne requested that if this plan was implemented we would require a specific person be assigned for us to talk to regarding any help desk and related D2L issues. Paul will respond after our recommendations are forwarded from today's meeting.

The immediate and unanimous response was that the collaborative would like BCcampus to staff and maintain the online coordinator's position from within the collaborative membership.

Marion Haythorne asked if there was any use in the collaborative sending in a letter to BCcampus clarifying our position. She suggested that we don't want to fight for something if no one comes forward to fill the position. After some thought it was agreed that we do have a natural person, Terri Barber who has been let go by NLC who might be interested in the position. Madelaine Befus, Okanagan College, also expressed interest in the position. Wayne will take our recommendation forward to BCcampus, the group wants someone from our group to take care of online coordination requirements.

BCcampus needs to save some money under the current budgetary constraints. Betty Serjeant commented that this is the third time that BCcampus (and predecessors) have they tried to axe this position.

Leighan Crowe suggested we pass a motion and send it to Paul Stacey and Lawrence Parisotto with a copy to Leanne, indicating that we prefer that this position be posted as an internal rather than an external posting (need to do fairly quickly). Leanne does not know if this would do anything. (Wayne confirmed with Leanne that it was her choice to withdraw from this position on a personal basis.) Micheline Stainton commented on the importance of leadership from BCcampus for the collaborative. If they do not recognize the importance of the collaborative, which is a major part of BCcampus, then their investment could be lost.

Wayne is to put in the letter that the funding for the position should remain the same and the person to be hired strictly for ABT online.

Motion

To strongly recommend to BCcampus that they continue to fund at the same or an increased level, an ABT online coordinator of the collaborative from someone within the collaborative.

Moved by: Sandy Clarke

Seconded by: Leighan Crowe

CARRIED

Wayne is to compose a letter from our discussions and address same to Paul Stacey, copy to Lawrence Parisotto and Leanne Goldring, and send as an attachment to listserv.

Wayne thanked Leanne on behalf of the group for all her work. Leanne will be returning to teaching and her areas of strength when her contract ends. Leanne signed off at 3:20 p.m.

Break and resume at 3:30

4.3. ABT/OA BCcampus Funding Recommendation

There were three principal recommendations from the January 15th meeting held at Capilano University.

4.3.1. Fee Charge for OLS

All colleges are looking into attaching a course fee or assigning a credit to Online Learner Success (i.e. a half credit course). Wayne mentioned that it is easier to put a fee on the course rather than credits as the entire program would have to be revised and go through the institutions governance system.

Capilano has arranged to charge a \$50 course fee. This will be in effect in September or January at the latest. Everyone is encouraged to initiate a similar fee at their own institution. It is requested to have this fee in place by the winter semester.

4.3.2. Discontinuation of Exam Invigilation Services

Discussion ensued on – Should we charge invigilation fees? Betty Serjeant suggested that if we charge an invigilation fee for each exam it will kill the program. (Selkirk College currently charges the students as they do not have ABT students \$25.)

Shannon Bezo noted that the faculty guide has information on who else can invigilate exams. If we are going to start charging this has to be in the student guide.

Wayne reported that from his investigation he determined that Douglas College cannot charge an invigilation fee. Many expressed a desire that we continue to provide invigilation services without fee.

Agreed - that we continue to provide invigilation services at no charge.

4.3.3. Non-instructional Members

Discussion ensued on the following: FTE and tuition

Non-instructional members are current members of the collaborative that provide students but are not actually teaching. Wayne expressed that we need to maintain a balance of students we send elsewhere and those we teach ourselves.

Betty Serjeant suggested that to participate in the collaborative institutions should have to be teaching institutions, not just registering institutions.

Madelaine Befus asked, how do we enforce this requirement? Apparently, Deans are aware of institutions that are not teaching and this has raised serious concerns at the executive/administrative level. It was suggested that we could write letters to the institutions that are not fully participating.

Historically, FTEs were given from the ministry to teaching institutions. Those FTE allotments have been subsequently frozen so that no more FTEs are available. This makes it difficult for those that are joining the collaborative after its original formation.

Concern was expressed that non-teaching institutions have the luxury of collecting tuition fees while not providing instructional services. This point is countered by the knowledge that the Ministry is looking at the capacity in our classes. Can we tell the non-

teaching institutions (Camosun and Yukon) that their students can no longer register in the courses? Students have a choice and register with any member college. LeaAnne Webster reported that she is very interested in Camosun College teaching courses; however, there are a few details to work out before Camosun can become a teaching institution.

Leighan Crowe – What other kinds of contributions can non-teaching institutions have? It was agreed that they could participate in a course team leader role and contribute to the ongoing course revisions. LeaAnne Webster responded that this would be difficult without firsthand knowledge of the online course offerings.

Pauline Bennison – What does everyone charge per credit for tuition? It was determined that the cost per credit varies from between \$68 - \$299 across the province.

The issue of non-teaching membership in the collaborative will have to be discussed further at our fall meetings.

4.4. ABT/OA BCcampus Registration Sub-committee Report

The sub-committee has held several meetings since January. The desire is to have registration at the home institution create a corresponding registration at BCcampus portal effective April 1, 2011. This recommendation will be provided to BCcampus.

There is another virtual meeting planned for May 11, at 10:00 a.m. Wayne indicated that he had previously planned to participate but will be unable to do so. Marion Haythorne volunteered that as sub-committee chair she would take part and report back to Wayne.

4.5. ABT/OA BCcampus Additional Course Revisions – Sandy Clark

4.5.1. Introduction to Computers

Introduction to Computer and Internet, Unit 7 has been added. There is a problem with the course as a student can pass the course without completing any of the theory and obtain 70%. Sandy will look at the evaluation profile and discuss with teaching instructors to address this.

4.5.2. Job Search

Job Search cannot get the old edition of the text, so Micheline Stainton will update.

Computer software will be updated to 2010. We need to ensure we are sharing the load of the revisions.

Need to make sure Windows 7 and software are compatible.

Round table discussion of when software upgrades will be completed at each institution.

This upgrade will take place in the next round of revisions over the summer months.

4.6. AVED/ALMD update – Elaine McCreary

Elaine McCreary was invited and encouraged to come to this meeting. She expressed by phone that funding for travel has been significantly curtailed by the Ministry.

Elaine sent a 12-page post secondary activity report to Wayne to peruse.

The report contains information about changes at BCcampus on pages 3 and 4 and confirms that BCcampus is experiencing major funding difficulties that will require a restructuring of their operations.

Wayne will encourage Elaine McCreary to attend our next meeting even if it is virtually. As BEAC will be on the island next year, it is anticipated that she will be able to attend.

4.7. BCCAT Update

4.7.1. Raili McIvor – circulated email

Information was circulated to the listserv. Email contains lots of good information concerning BCCAT and provides several links to web pages.

4.7.2. Julie Crothers, Systems Liaison Person

Julie Crothers was introduced to the group. Julie expressed her excitement in taking on this new role. Julie came to the last BEAC in Cranbrook and is happy to have her name put forward as she has an ABT/OA background. She is really pleased the way Wayne is chairing the committee and the willingness of everyone to come forward and take on the required course revisions, etc.

Julie reported there is not much to update on BCCAT but will advise of any news.

4.7.3. Transfer Guides – Madelaine Befus

Madelaine was concerned as she received very few change notifications. VIU in the process of completing a program review at present, so changes will be coming. Kwantlen – Madelaine has sent emails but received no response? Pam Galea had to leave early and so Madelaine will check with Pam.

No changes to the categories.

Used strikethrough and highlight for courses removed or added so we have a paper trail of previous events.

NLC changes for last year did not receive until two weeks after.

Correction made to Kwantlen University College's new name Kwantlen Polytechnic University.

Madelaine was hoping the articulation sessions would take the guides and review the learning outcomes.

Sandy Clark would like to recommend that if there is only one college listed that we leave it in.

Madelaine is concerned that what is in the guide is accurate and up to date. She noted that it isn't always the chair doing the transfer credits. This form makes transfer credits easier to assess.

A few minor changes were made to the guide.

Some time was also devoted to examining the online matrix – just BCcampus course numbers, no articulation only numbers (these are common courses).

Onsite to online: Do we want institutional course names listed? – group consensus yes leave in.

Wayne requested permission to continue the meeting until we get through the agenda.

Agreed

4.7.4. Legal Updates – Marion Haythorne

Some minor changes were reported. The most current electronic version was not available so Marion will send out the new one by email. It was agreed to simply review now and approve in November.

4.7.5. Election of BCCAT Chair

Madelaine Befus' term as chair is up. We need to elect a new chair and two new committee members. The chair would maintain the guide.

BCCAT is aware that we want to put the medical courses online the same as legal. Wayne has tentatively put through an application but no funding has been approved at this time.

4.7.6. Committee Members

Elections:

Sandy Clarke agreed to stay on the committee (for one year) but not as chair.

Leighan Crowe volunteered as Chair (two-year term).

Micheline Stainton volunteered to stay on as committee member (for one year).

Need to choose two new committee members next year.

4.7.7. JAM 2010

JAM is the Joint Annual Meeting of articulation chair and BCCAT chairs throughout the province. The meeting was held in the fall in Richmond and is scheduled again this fall 2011 at River Rock Casino in Richmond.

Whoever chairs BCCAT is invited (now Leighan Crowe); Wayne and the Systems Liaison person are also invited.

Good information – talk about the roles we are filling, changes coming and a lot of discussion last year regarding a recommendation from the group and around the province, not enough articulation funding for those who live outside the lower mainland. It was suggested that we keep meetings in the lower mainland to save on travel expenses. This will take time to be put into policy.

4.8. Request for Articulation

4.8.1. Native Education College – Sandy Moore

Sandy Moore, Native Education College would like to join the ABT/OA – Business Educators' Articulation Committee and articulate her course offerings with ours. John Demeulemeester has talked to Sandy and visited her school. John reported that there was a previous agreement in place sometime ago. John will have his instructors compare course outlines and report back to the group.

Discussion ensued regarding: Private verses community institutions. Quality of teaching, course outlines, have they articulated anything, do they have articulation agreements with public institutions? It was agreed that we need to look at instructor qualifications as well.

Wayne Ratcliffe - Where do we want to go with this?

Should we open up our articulation meetings to include private colleges (Spratt-Shaw, CDI, Vancouver Career College, etc.)?

Agreed

VCC will be encouraged to explore a formal articulation agreement with NEC. If NEC is able to meet articulation standards set for Administrative Assistant course offerings at VCC, we will look favourably at allowing NEC to join our group.

4.9. BEAC/BECC May 2011 – Host and Confirmation of Dates

Camosun will be hosting in 2011. Articulated courses are to be determined this fall. Capilano will be hosting in 2012.

4.10. Grades

LeaAnne Webster asked if the other institutions felt online course marks seemed a bit high. Discussion followed: Camosun has noticed that there are quite a few As and A+s. Wayne reported he was also entering grades mostly As and A+

Grading schemes for the colleges discussed. Also concerns about assessment, can students pass without writing the final exam and is the final exam rigorous enough? Are grades too high?

Suggestion: If any questions contact the coordinator at the teaching institution.

Meeting Adjourned at 5:13 pm

Attendance		
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