

# MINUTES

## 2020 PROVINCIAL HOSPITALITY & TOURISM ARTICULATION MEETING

Tuesday, April 28, 2020

Zoom Meeting

### Attendance:

Amanda Johnson	Vancouver Island University
Andrea Hinck	Guest- go2hr
Anna-Marie Rautenbach	College of the Rockies
Brian White	Guest - Royal Roads
Carl Everitt	Camosun College
Christy Dodds	Capilano University
Danielle Robinson	Okanagan College
David Pinel	North Island College
Eugene Thomlinson	Royal Roads University
Glenn Baron	North Island College
Graham Vaughan	Capilano University
Harley Elias	North Island College
Joanna Jagger	Capilano University
Jonathan Rouse	Okanagan College
Judith Chomitz	Thompson Rivers University
Kristin Knutson	Recorder - Selkirk
Laura Farquhar	Acsenda School of Management
Evangelia (Lian) Dumouchel	Thompson Rivers University
Mallory Attorp	Guest - Selkirk College
Mark Elliott	Douglas College
Martin Keyserlingk	Selkirk College
Melanie Meyers	Guest - BC Campus
Michael Conlin	Okanagan College
Mike Neville	North Island College
Mike Winseman	BCCAT
Moira McDonald	Royal Roads University
Monique Paassen	Vancouver Community College
Morgan Westcott	BCIT
Pedro Cortina	Acsenda School of Management
Peter Briscoe	Vancouver Island University
Rebecca Wilson Mah	Royal Roads University
Richard Stride	Camosun College
Stephanie Wells	Capilano University
Stephen Scott	Camosun College
Steve Kamps	College of the Rockies
Thomas Gomes	Acsenda School of Management
Wendy Anderson	Selkirk College
Willy Aroca	Farleigh Dickinson University

12:30

*Meeting called to order, introductions/welcome*

12:40

*Approval of Agenda and additional items*

Jonathan Rouse (2<sup>nd</sup>)

12:45

*Approval of minutes of the Articulation Committee meeting 2019*

12:50

*Presentation of Institutional Reports*

**Thomas Gomes – BCCAT**

Total 435 increase, intake from 2018

Approximately 1159 students

98% international

**Morgan Westcott – BCIT**

Moved to online delivery

There will be no overtime for full time faculty

Part time faculty are being paid out an extra hour a week

Part time studies - same enrollment as last year

Most international students are in part time studies

Being told to prepare for Fall online (half the term on the internet, half the term in person)

In terms of staffing – we are participating with Open Text

Posting out for new Associate Dean

**Stephen Scott - Camosun**

Still running 2 cohorts of Hosp Management program

52 students in 1<sup>st</sup> yr

65 students in 2<sup>nd</sup> yr

We have been having weekly meetings

Overall program itself – we haven't changed curriculum in any significant way

Big projects – participation with education in Kenya - hoping to go live in Jan. 2021

**Stephanie Wells – Capilano**

Full online mode

Trying to understand what Fall enrollments will look like

Suppose to have to cohorts beginning in May – some are starting online in their home countries, some deferred to Fall

New Dean – Laura Duke who came from Douglas College

This time last yr we were going through the program review – we now have an action plan for our program for the next 5 yrs.

North van – opened our shipyards location – overall the students are pleased, dynamic location

35% international students

**Anna-Marie – College of the Rockies**

2<sup>nd</sup> year of operation – we will have our first graduates from the original 24 students enrolled, 12 are eligible to graduate

Currently have 43 students in 1<sup>st</sup> and 2<sup>nd</sup> yr

Spring intake has been deferred to Fall intake

100% international student base

Challenges moving our programs online but we have succeeded

2 full time faculty

**Steve Kamps - College of the Rockies**

Transition to online format was already in place and easily done

Successfully wrapped up the term

95% international students – concerning for the Fall with Visa's etc.

Exploring international students starting at home online before coming here

65 in 1<sup>st</sup> and 2<sup>nd</sup> year of program

Hired a new President and CEO

Accommodation/new student residence is underway with 65 beds

**Mark Elliott – Douglas College**

Going under program review starting this year

Intake for summer was lower by 15%

Application for Fall – better than last yr

Declined offers are way, way up

80% international base

Will be looking for a new dean in 8 months, along with sourcing an associate dean

**Willy Aroca - Farleigh Dickinson University**

65 students enrolled in BA

65 in Masters

Spring enrollment was one of largest

Issues: adding more space, in 2020 to accommodate an additional 200 students

Curriculum development – added a new field course that will run next summer

Master hosp management – approved for another 5 years

Considering Masters in hosp and sports management

Looking into changing the name of the school to add the 'sports portion' to the program

Currently running all courses online

Easily moved – zoom and blackboard

Fall term – will be online as well, hopefully we will be back Spring term

### **Harley Elias - North Island**

Some co-op major employers have announced they are closing for the summer

Course delivery is planned to be online

In the process of learning online course delivery

### **Michael Conlin – OK College**

Most programs see increased enrollments

Most programs are full with waiting lists

New joint project in line with the industry in Revelstoke – 15 students – prog designed that they can work in the industry and they will have education through hybrid delivery (on-site, online, instructors will go see them).

Feedback for 1<sup>st</sup> yr of program are good

Recipient of 'BC beverage technology access centre' on Penticton campus – the college and faculty are involved with respect to business, tourism, wine making – been in operation for about 1 year – it's doing great

### **Eugene Thomlinson - Royal Roads**

Spring semester got impacted by COVID – only a few classes had to be shifted online – it more impacted the undergrad and grad level internships

We brought on 2 additional online courses for students so they will be able to graduate on time

New graduate students who were supposed to start in May – shifted this to online. Gradually we start them with a few courses now and will bring out more in September, hard to say if we will be online or on campus if Fall

Impact on the 'granting of study visas' – this will delay things and affect if we will go online or on campus in Sept. depending how much things are delayed

Delivery modes – we are all in for whatever is decided (all online or all on campus)

Yr 2 successful joint event in Whistler and we will be happy to do that again

Undergrad level – selected topics course – 1 wk block course – instructors come in from around the world

### **Martin Keyserlingk – Selkirk College**

Managed to complete our semester online with all students

Post grad hosp and culinary to start in May have been delayed until September

Struggling with summer work terms – option to do this later in their studies

Looking at trying to prepare for online delivery in the Fall – be nimble if there is an opportunity to do face-to-face

Exciting this yr – created an online intro to tourism course – offering in the Fall to other post-secondary and high schools

### **Lian Dumouchel - Thompson Rivers University**

new dean who came on board - Doug Booth

one new hire last summer – alumni – David Carter

2 retirements – Doug Elise, Rob Hood

14 programs: 12 f2f & 2 online

400 active students

15 active applications

Just finished exam period

Online until further notice – we do not know about Fall

90% international – hospitality diploma

### **Monique Paassen – Van Community College**

Working on developing the academic master plan over the next 5 yrs - receiving a full makeover

Enrollment good over the past yr

Sept – 125 seats, Jan – 75 seats intake for hospitality management diploma program – this has created an additional 25 intake for May 2020, this is the first time for a May intake – hopefully this will continue on for future cohorts

Bachelor of hospitality management degree program that started in Sept with 25 new students has been quite successful. They are rebuilding the degree program with two cohorts for this coming Sept – currently have about 50 students in the bachelor of hospitality management degree program

ESL support team not only assists technical writing and business communications courses but they have created additional weekly workshops for technical writing supports, resumes, etc. No additional costs for the students.

Hosp department has hired 7 new faculty

26 faculty

450 students

Hop. Management Diploma – bachelor of hospitality management degree program renewal – process should take around 2 yrs

Looking to adding new course programs online - demand

A need for a co-op in hosp management program

### **Amanda Johnson / Peter Briscoe - Van Island University**

Tourism side of things:

Acting Dean – Brian Webber, Rob Ferguson is in the associate dean role remaining in this role until Dec. which leave Amanda as the Chair and the program advisor

Stacy Chappel – new Dean of graduate studies

SLIM program: finishing up a review, ready to implement those action items this coming yr

Tourism intake for Fall is full = capping it at 34 students, 15 are international

3 yr articulation numbers – looking good, 8 students coming into the 3<sup>rd</sup> yr from other colleges and universities in BC

Numbers are up from last year

New colleague arrived in Sept. – Jenn ??

A few retirees

Bachelor of hospitality management program is doing well

Steep and new learning curve with alternative delivery

Applications are strong we will wait to see about enrollments when Fall comes

30+ graduates

14:00

*Discussion Topics as requested by members:*

*Strategies for alternative course delivery, platforms used. Preventing students from cheating online.*

Mark Elliot – we are using ‘Repsondus Monitor’ a tool which will capture a student’s face as they work through exam/test at home. They do need to have a monitor on their device – monitors their eyes, reports absence from screen.

Wendy Anderson– we had the problem regarding privacy issues with ‘Repsondus’ – some students refused to write the exam. A few students had internet problems, a few didn’t have fast enough internet or a video camera

Michael Conlin – we decided not to use it because of privacy, eye movement detecting difficulty.

Brian White – online for 14 yrs now, allow for open textbook exams – if they don’t know the stuff they will have a hard time getting it done in time

Harley Elais– written final assignments that are comprehensive in a certain timeframe will test students individually. Using Safe assignment – and found this to be an effective tool to identify plagiarism

Willy Aroca– moved away from Capstone style of exam – 1 on 1 on a study of topic – ask the questions via zoom – random questions. BCC – gave them exam to write on their own, put the reference under each section of where they got the info from

Steve Kamps – case studies take a while to develop but if you can develop scenario, randomize them so each student is not answering the same question. Used ‘Repsondus’. Limit the time of the exam.

Eugene - Written final assignments that are also personalized or focused on particular “Victoria or Vancouver Island” examples to minimize the possibility of buying a report.

Monique Paassen - Classes at VCC are too large to consider oral examinations.

Turn –it –In – finding students are checking this tool to check their work before turning it in.

Wendy Anderson What platforms is everyone using?

*Douglas College Blackboard*

*TRU uses Moodle*

*VCC is using Moodle with Zoom.*

*COTR - Moodle*

*NIC Blackboard*

*BCIT uses D2L*

*VIU D2L*

*CapU uses Moodle*

*Selkirk uses moodle*

*RRU Moodle*

*Camosun D2L*

*Acsenda Moodle*

CAMO Blackboard Collaborate

OSB uses Moodle

Douglas BB Collaborate as well. We used Respondus Monitor this past exam period.

Lian TRU- BIG blue button, webinar, Plexy, Moodle

**Applied learning** – strongly advise students to use customized platform, ask the students to create portfolios, advise the students to do peer studies in the classroom, students are doing digitalization mock interview, our timeframe is until June 20 for our internship program.

### *Program variances around work experience.*

Stephen Scott – handful of students capable of going out into industry because the jobs are not available right now

Lian – two approaches: practicum courses taking place this summer the instructor will develop projects with local businesses that can be done virtually, RIIPEN – provides like a match making platform btwn educators and industry - you don't have to be on site.

Amanda – we went for the exemption, weren't encouraging students to go into the workplace and there were not many jobs available to them

Morgan Westcott - BCIT tourism students are not doing practicum, they are doing a project instead (Our practicum is unpaid four days a week for 10 weeks) (It would be different if this were a paid work term)

Eugene - At the undergraduate level, to get enough credits to graduate, we offered 2 online courses to the Year 4 students.

Harley - NIC is offering Course Substitutions to meet credits

Monique Paassen (VCC) – we don't have any credits attached to the work experience component. Culinary is currently doing for the Spring and Summer courses – starting with theory first and hoping that by the time they reach the hands on (cooking) they can go back into the kitchens and do some hands on.

Anna-Marie – Give the students a year to accumulate their co-op hours. Spring courses in beverage operations we are going to have virtual classes – they will have to come to campus and pick up ingredients (tasting boxes) and then participate in a virtual class. Provided demonstrations for the students in the lab classes.

### *Changes in the future because of COVID*

Harley – many who commented on enrollments – this is going to change. Our tourism industry is not going to be the same again.

Willy - FDU is doing a student project called " Post-Covid Project and presenting at the end of the fall term to the industry

Stephanie - CapU has 1. reduced its hours following recommendation from ACE-CEWIL. 2. Students can defer to the next time. 3. Students can start later-finish later. 4. Some virtual internships are also on the table through Riipen and other channels.

Eugene – how we pivoted with our internships for our yr 4 grad students – offered them 2 online courses to cover the credits. Yr 2 students – suspended the requirement for an internship between year 2-3 and we are going to move that internship between yr's 3-4 and then their normal other internship will occur after yr 4. In discussion with Camosun for any programs that require an internship for students to graduate – see how we can allow their students into our programs before completing their internships and potentially they go back to Camosun to get

their internship (if necessary) and then they would come back and finish with us. Opened up the flexibility for students coming into yr's 3 & 4. They will not be penalized for not being able to complete their internship.

***Online Courses (outside pandemic) course equivalences and transfer credit.***

Wendy - Selkirk has Intro to tourism class online coming soon

Stephen - Business classes have transitioned online as part of a regular offering

Lian - TRU offers an online event management certificate program and a lot of the courses are first year of our diploma programs across the province - all of these courses have been suspended for this yr. because the courses are being redesigned for self-study (they were designed for cohort based delivery). Our f2f courses are all pivoting to online live cohort models. Open Learning is trying to move entirely to self-paced study.

Steve Kamps - COTR - Fall Semester we have Intro to Tourism, Event Management, Sustainable Tourism, and Risk Management. All of these course articulate Provincially all of these are online

Amanda Johnson - VIU has the event management certificate available online as well. Lian, how will you go from self-directed rather than cohort based, it would be great to discuss this later.

***Addition of Indigenous outcomes in to programs/courses.***

Stephanie - we will be adding our diploma and bachelor degree - due to pandemic it has been put on hold. Our tourism course being one in specific.

Stephanie - We review our intro to tourism course and we did add in a learning outcome. General education requirements. People from across whole university can take this course. We also now have someone from indigenous tourism BC on our advisory committee. Indigenous tourism committee with 7 faculty members on board.

Lian - TRU has required general education requirements. Developing an indigenous tourism course, hoping in the next few months we will have a draft circulate for comments. Designed for F2F.

VIU - looking at implementing its own faculty of indigenous education.

**15:30**

***Tourism and Hospitality Status report update***

***(Brian White)***

He needs to know the timing on the survey monkey survey he sends out to find out a number of different elements about the different programs, these include demographics, what has happened between international and domestic students, what the prospects are going frwd into the Fall

We will hold onto this for awhile - as I am concerned on what is going to happen going frwd

He needs to find out when he should post a letter and what should be in it. If you can think about that...id like to know what to do next, have direction from the team, and what would you find most useful

Peter - The timing of the letter - wait until the dust settles and then see what happens.

Revisit in September. Then decide from there. LATEST POSSIBLE. We can't position ourselves when we have no idea what is going on.

September is the earliest to even discuss this!

**16:00**



**BCCAT update**

*(Mike Winseman)*

We are working and actively engaged with the ministry

Key issues: living with the switch to online learning

Science based – how to deliver online labs and how it effects learning outcomes – there has not been a consensus yet

Grading scales – many schools have moved to a pass/fail – is this going to have an impact on transfer credit – no this should not have any change. As long as the student passed the course they were eligible for transfer credit.

Putting together a list of policies as new policies and practices come available – updated every 2 days on our website.

Regular activities – all working from home, spring update was sent out by Wendy – projects we have been working on in the past yr.

Articulation committees – number of articulation committees have postponed their meetings, some have done online meeting, some deferred to fall, some will wait until next year to meet.

Annual joint meeting event for Nov. 6 is still scheduled – they will let the sector know if anything changes

Recently launched a new research program that makes funding available to articulation committees to undertake projects related to transfer articulation called ‘articulation committee project’ it includes a revised application process, and helps streamline some of the applications that you are receiving. The program has been launched this Spring, we have a deadline set to the end of Aug to receive applications for funding. This information is published on their website.

Articulation maintenance – last year they did an audit of the BC transfer guide – looked at all the courses that were listed as being actively offered. They found, about 30% of the courses that were listed as actively offered have been changed in some way. This has raised the issue of articulation maintenance.

Project working on for the past year – expanding the BC transfer guide to make outside of BC equivalences publically available so that students can see how courses from anywhere transfer into BC.

**15:00**

**Go2hr update**

*(Andrea Hinck)*

Losing serving it right contract last year

Had to downsize team

New CEO started in April

Our role right now: sitting on several task forces & committees, updated our website with COVID specific section, supporting the tourism resilience program which originated on Vancouver Island

Core activities we are working on: recovery phase – continuous resilience’s program, resources to restart their business

Support industry through this time and moving ahead

Objectives: continues to run super host program – moving to a zoom option. Maintaining our 19 instructors. Updating the course curriculum.

We had run the winning page and student rendezvous event, looking at feasibility to have this run again this coming Winter. We would need to secure some funding. About \$30,000.

Step up career presentations coming to your schools.

Help educators, job seekers & employers move forward

Working on finalizing our business plan for industry training

15:15

*BC Campus update*

*(Melanie Meyers)*

Project manager with BC campus

BC Campus – supports all institutions in BC

Regional outreach – working to look at imbedding open educational practices in the smaller institutions

Funding announced last Spring, 3.26 million to go towards the develop and support of open educational resources in the province to specific program areas (business, trades, STEM programs, health sector)

Homework systems that can support free access to things such as test banks

Focusing on supporting institutions with the pivot to working online (webinars, drop-in sessions) with different weekly topics

Update: we are doing really well in this province with open educational resources; our saving was over 18 million to students

Students can have day 1 access to the material

If you are interested and looking for resources, please reach out to me

Main project focusing on – develop a \$0 textbook cost program

15:30

*Update introduction to Tourism Text*

*(Melanie/Wendy)*

Tourism textbook – there are many chapters we have covered but many that are still available. We would welcome you as an additional editor for the textbook. We are hoping to have initial textbook edit done by June 15.

Part 2 creating the homework interactive resources H5P, integrated with moodle, blackboard, etc., this will be a more in-depth project. If you would like to be part of this (interactive assessment) we have space for you and would like you to be part of the team.

15:45

*Next meeting location and date*

*Welcome incoming chair, election co-chair*

VCC is happy to host meeting – last week of April is perfect – Monique Paassen

**Eugene Thomlinson (RRU)** will be taking over as the Tourism Articulation Chair next year

Hosting event and Charing Hospitality Articulation will be **Monique Pässeen (VCC)**

Co-Chair for Tourism – Lian Dumouchel (TRU)

Co-Chair for Hospitality – Wily Aroca (will be VCC at that time changing positions)

16:22

*Adjournment*