

Academic Council Meeting MINUTES

Tuesday, February 11, 2025

5:00 – 6:30 PM

Online



Time	Agenda Item	Action	Owner
A. Welcome and Treaty Acknowledgment			
5:00	<p>Attendees: Angel Eustaquio, Bev Suntjens, Debbie Little, Erin Turnell, Greg Eklics, Hebah Abukhadra, Jadine Sherman, Jaison Singh Narang, Janelle Morrison, Loni Robertson, Marlene Phillips, Maroro Zinyemba (for Norma Schneider), Mayme Wong, Melanie Mattila, Michelle Rentura, Nancy Thornton, Rowena Quedado, Sanampreet Kaur, Souravdeep, Sheena Sereda, Tanya Friesen, Wendy Ilott.</p> <p>Guests: Rebecca Benson, Eve Poirier.</p> <p>Regrets: Norma Schneider, Tracy Ross, Ryan McKale, Ama Dogbefou.</p> <p>Scribe: Nikita Kataria Meeting started at 5:00 PM.</p>		
A.	AGENDA ITEMS		
5:02	<p>1. Approval of Agenda – February 11, 2025</p> <p>MOTION: That Academic Council approve the presented February 11, 2025 Agenda.</p> <p>Moved by [Jadine Sherman]. Seconded by [Marlene Phillips].</p> <p>All in favour. Motion Passed.</p>	Approval	Bev Suntjens
5:04	<p>2. Approval of the Minutes – January 13, 2025</p> <p>MOTION: That Academic Council approve the January 13, 2025 minutes as presented.</p> <p>Moved by [Janelle Morrison]. Seconded by [Souravdeep].</p> <p>16 in favour, 3 Abstained. Motion Passed.</p>	Approval	Bev Suntjens

5:05	<p>3. Electronic Communications with Students Policy & Procedure.</p> <p>Rebecca Benson shared the Electronic Communications with Students Policy & Procedure presentation with Academic Council.</p> <p>Consultation: The following consultations have been conducted:</p> <ul style="list-style-type: none"> • SALT (Senior Academic Leadership Team) • SANQC (Students' Association of NorQuest College) • Academic Council • Admissions, Readiness, Student Services Centre, and Financial Aid & Awards • International Office • Indigenous House of Learning • Miyo-pimâtisiwin Centre • Office of Equity • Accessibility Services • Office of Student Judicial Affairs • Security • Alumni • Marketing • Information, Risk and Compliance • BTS (Business Technology Services) • Recruitment • Communications <p>Feedback from the Consultations:</p> <ul style="list-style-type: none"> • Inclusion of All Forms of Electronic Communication: The policy should cover all electronic communication methods. • Reflecting Learner Diversity: Communication approaches should be inclusive and acknowledge the diverse backgrounds of learners. • Maintaining FOIP Compliance: All communications must align with FOIP (Freedom of Information and Protection of Privacy Act) regulations. • Distinct Approach for Applicants vs. Learners: Communication with applicants differs from communication with current learners and should be treated accordingly. • Ensuring Due Diligence: Any critical information affecting a learner's ability to become, remain, or graduate from NorQuest must be communicated clearly and effectively. <p>Policy Revisions</p> <ul style="list-style-type: none"> • A clear objective statement has been included to define the scope of the policy and procedure. • Mentions of Canada's Anti-Spam Legislation (CASL) have been removed from the policy. <p>Procedure Revisions</p> <ul style="list-style-type: none"> • Personal email addresses may be used more broadly, particularly before students attend NorQuest. 	Approval	Rebecca Benson
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	<ul style="list-style-type: none"> • The procedure now covers text messaging, direct messaging, VAS (Virtual Admission System), and the learning management system. • Clear guidelines have been established on what information different groups send to applicants and learners and through which electronic channels. • The policy now includes a reference to Web Accessibility Guidelines to ensure compliance. • The policy now refers to the External College Communications procedure for guidelines on social media use. <p>Questions:</p> <ul style="list-style-type: none"> • Hebah Abukhadra raised concerns about student privacy and fraud risks related to personal emails. Rebecca Benson clarified that the BCC (Blind Carbon Copy) functionality is used to protect sender information. Additionally, no personal details are included in text messages—only general information is shared to maintain privacy and security. • Bev Suntjens raised concerns about the increasing number of phishing and fraudulent emails being received. Rebecca Benson responded that security measures are being explored to enhance the protection of student data. • Debbie Little shared student feedback indicating that they often receive multiple messages about the same topic. The goal is to streamline communication to reduce duplication. She also noted that students frequently lack awareness of event schedules. Efforts are underway to improve proactive communication and ensure students receive timely event information. <p>MOTION: that Academic Council approve and recommend approval to the Executive Team on the revised Electronic Communications with Student Policy as presented.</p> <p>Moved by [Sheena Sereda]. Seconded by [Michelle Rentura].</p> <p>16 in favour. 1 Abstained. Motion Passed.</p>		
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5:20	<h4>4. Student Complaint Procedure</h4> <p>Eve Poirier shared the Student Complaint Procedure presentation to Academic Council members as an information item.</p> <p>High level changes:</p> <ul style="list-style-type: none">• Focus on Dispute Resolution & De-escalation: Emphasize on resolving disputes early and streamlining the complaint process.• Clear Separation of Informal & Formal Processes: Informal processes are managed by OSJA (Office of Student Judicial Affairs)/SRIO (Student Rights and Responsibilities Intake Office). Formal complaints are coordinated by OSJA/SRIO, which determines the appropriate path forward.• Increased Transparency: Shared assessment rubric, clear timelines, and visual guides to outline the process.• Enhanced Clarity: Defined confidentiality vs. anonymity to ensure proper handling of complaints.• Tighter Timelines: Improved efficiency in resolving cases within a set timeframe. <p>Consultations:</p> <ul style="list-style-type: none">• Student Engagement: 135 students participated through the CSL (Community Service Learning) course.• SCP Working Group: Initially formed to advance the procedure.• Anti-Racism Committee• Academic Program Managers (APMs)• NorQuest Faculty Association (NQFA)• AUPE (Alberta Union of Provincial Employees -Invitation sent, no response received)• Student’s Association, NorQuest College (SANQ)• Office of Student Judicial Affairs (OSJA) – All SRIO (Student Rights and Responsibilities Intake Office) Advisors• Human Resources (HR) – Director Level• Academic Strategy & Integration (ASI) & Student Services (SS) Dean• Senior Academic Leadership Team (SALT)• Dean’s Council (DC)• Vice President Academic (VPA) <p>Side-by-Side Comparison: Student Complaint Procedure (SCP) 2019 vs. 2025</p> <table><tr><th>Category</th><th>SCP 2019</th></tr><tr><td>Procedure Overview</td><td>No introduction or context provided</td></tr><tr><td>Confidentiality & Anonymity</td><td>No statement on confidentiality or anonymity</td></tr><tr><td>Informal Complaint Process</td><td>Limited guidance on informal resolutions</td></tr></table>	Category	SCP 2019	Procedure Overview	No introduction or context provided	Confidentiality & Anonymity	No statement on confidentiality or anonymity	Informal Complaint Process	Limited guidance on informal resolutions	Information	Eve Poirier
	Category	SCP 2019									
Procedure Overview	No introduction or context provided										
Confidentiality & Anonymity	No statement on confidentiality or anonymity										
Informal Complaint Process	Limited guidance on informal resolutions										

	Formal Complaint Structure	General complaints and appeals grouped together		
	Category	SCP 2025		
	Procedure Overview	Includes a prologue outlining the procedure's purpose and scope.		
	Confidentiality & Anonymity	Clearly defines confidentiality and differentiates it from anonymity		
	Informal Complaint Process	Expanded options for informal resolution and referrals for additional support		
	Formal Complaint Structure	Divided into Part 1: General complaints and Part 2: Specific complaints (e.g., Code of Conduct, RWLE - Respectful Workplace and Learning Environment)		
	Process Transparency	Introduces a visual guide to illustrate the complaint resolution process		
	Decision Criteria	Implements an assessment rubric to evaluate and determine the progression of complaints		
	Timelines & Deadlines	Establishes clear timelines for each stage of the complaint process		
	Support During Investigations	Allows for alternative arrangements to support students during the investigation process		
	Academic Program Manager (APM) Role	Introduces the APM role to support the process and provide oversight		
	Appeal Review Process	SRIO now reviews and assesses appeals to determine appropriate next steps		
	Definitions	Definitions added: Alternative arrangement, Anonymous, Attendant, Bullying, Discrimination, Harassment.		
	Questions <ul style="list-style-type: none"> • Hebah Abukhadra questioned how staff and faculty can assist students in understanding the student complaint process. Eve Poirier responded that they are available to visit classes to provide information, students can also visit the SRIO Office (formerly known as Office of Student Judicial Affairs) for support, and visual guidelines are available on the webpage for reference. 			
5:41	Meeting Adjourns Moved by Marlene Phillips. Meeting ended at 5:41 PM.			