

**UNIVERSITY OF TORONTO**  
**THE GOVERNING COUNCIL**  
**REPORT NUMBER 171 OF THE COMMITTEE ON**  
**ACADEMIC POLICY AND PROGRAMS**  
**January 13, 2015**

To the Academic Board,  
University of Toronto

Your Committee reports that it met on Tuesday, January 13, 2015 at 4:10 p.m. in the Council Chamber, Simcoe Hall, with the following present:

Professor Elizabeth M. Smyth (Chair)  
Professor Maydianne Andrade (Vice-Chair)  
Professor Sioban Nelson, Vice-Provost,  
Academic Programs and Vice-  
Provost, Faculty and Academic Life  
Professor Locke Rowe, Vice-Provost,  
Graduate Research and Education,  
Dean of the School of Graduate  
Studies  
Ms Halla Ahmed  
Ms Shakira Brathwaite  
Professor Markus Bussman  
Mr. Ken Chan  
Professor Zhong-Ping Feng  
Ms Stephanie Gaglione  
Professor Robert B. Gibbs  
Professor Tara Goldstein

Ms Jeannie Kim  
Professor Paul Kingston  
Ms Lorraine McLachlan  
Professor Elizabeth Peter  
Professor Sonia Sedivy  
Professor Markus Stock  
Professor Vincent Tropepe  
Ms Alena Zelinka

Mr. Richard Levin, Executive Director,  
Enrolment Services and University  
Registrar

**Secretariat:**  
Mr. Patrick F. McNeill

**Regrets:**  
Professor Peter Lewis, Interim Vice-  
President, Research and Innovation  
Professor Emmanuel Nikiema  
Dr. Graeme W. Norval

Professor Russell Pysklywec  
Professor Nhung Tuyet Tran  
Ms Adriel Weaver  
Professor Sandy Welsh

**In Attendance:**  
Ms Jennifer Francisco, Coordinator, Academic Change, Office of the Vice-Provost,  
Academic Programs

Professor William Gough, Vice-Dean, Graduate Education & Program Development, UTSC

Professor Rick Halpern, Dean and Vice-Principal Academic, UTSC

Dr. Elaine Khoo, Coordinator, English Language Development Centre, Centre for Teaching & Learning, UTSC

Dr. Daniella Mallinick, Acting Director, Academic Programs, Planning and Quality Assurance

Ms Erika Loney, Manager, International Student Services, UTSC

Professor Eileen McKee, Assistant Dean, Field Education, Factor-Inwentash Faculty of Social Work

Mr. Sinisa Markovic, Assistant Faculty Registrar, Enrolment Services

Ms Lola Rudin, Librarian, UTSC

Ms Stephanie Perpick, Finance Librarian, UTSC

Mr. Jaime Pinto, HPC Storage, SciNet

Professor Wes Shera, Dean Emeritus, Factor-Inwentash Faculty of Social Work

Ms Mae-Yu Tan, Acting Coordinator, Academic Planning and Reviews, Office of the Vice-Provost, Academic Programs

ITEM 1 AND ALL OTHER ITEMS ARE REPORTED TO THE ACADEMIC BOARD FOR INFORMATION.

The Chair introduced Dr. Daniella Mallinick who would be supporting the Committee in her role as Acting Director, Academic Programs, Planning and Quality Assurance.

The Chair expressed thanks to Dr. Jane Harrison for her support to AP&P since 2010. Professor Nelson had previously announced that Dr. Harrison agreed to be seconded for one year as Interim Director, Office of the Vice-Provost, Faculty and Academic Life. The Chair stated that Dr. Harrison had provided leadership and guidance not only to the Committee, but to all of the University's faculties and divisions with their academic planning needs.

**1. Program Closure, Factor-Inwentash Faculty of Social Work: Advanced Diploma in Social Service Administration**

The Chair noted that the Committee approves the closure of diploma programs and certificate programs as required by the University's *Policy on Diploma and Certificate Programs*.

Professor Nelson provided some context with respect to the proposal noting that an External Review Report was previously presented to the Committee. Under the University of Toronto Quality Assurance Process, program creation, review, change and closure are all normal parts of the cycle of program evolution. The Review endorsed the Faculty's decision to phase out the graduate Advanced Diploma in Social Service Administration and develop an appropriate Continuing Education offering. All students currently in the program would be supported to complete the program and would be able to complete all remaining course work.

Emeritus Dean Shera stated that the diploma program was developed in 2010 to provide skills and knowledge to leaders and managers of social service organizations. Although, feedback from graduates had been positive, student demand for the program had been more limited than anticipated, mainly because of related time constraints and expense for the participants. He indicated that the Faculty believe that a better approach to offering this type of training for working professionals would be as a Continuing Education offering rather than as a stand-alone graduate diploma. Professor Shera added that the experience of other Schools of Social Work in North America revealed that Continuing Education was the predominate mode of delivering the type of content to working professionals and this context informed the Faculty's decision.

In response to several questions, Professors Shera and McKee confirmed that students would have access to the core and elective courses via the MSW Specialization in Social Service Administration; that there would be no change in the overall FTE complement of current faculty due to the closure of the diploma program; and that overall, the Faculty would continue to benefit from the expertise and experience of working professionals through continuing education offerings and guest lectures.

On motion duly moved, seconded and carried

YOUR COMMITTEE APPROVED

THAT the proposed closure of the Advanced Diploma in Social Service Administration, to which admissions has been suspended, as described in the proposal from the Factor-Inwentash Faculty of Social Work dated November 27, 2014, be approved with an anticipated program closure date of August 31, 2019.

## **2. Academic Presentations**

### ***(a) Transfer Explorer***

Mr. Richard Levin, Executive Director, Enrolment Services and University Registrar, provided an introduction of the presentation. The University had continued to undertake the Next Generation Student Information Services project (NGSIS) to renew its information system and related services. In addition to planning for the replacement of the Repository of Student Information (ROSI), NGSIS had already introduced a number of enhancements in areas such as Business Intelligence, Residence Systems, electronic marks, and it would be redoing the student facing interface to web services including registration. *Transfer Explorer* was one such NGSIS project designed to help students navigate transfer credits. He called upon Mr. Sinisa Markovic, Assistant Faculty Registrar, Enrolment Services, to further describe the Transfer Explorer service.

Mr. Markovic stated that *Transfer Explorer* was a value-added service to students launched in 2013. As a transfer planning tool it enabled students to check the eligibility of course credits taken at other institutions (or other University of Toronto divisions) for transfer to (or within) the University of Toronto. Highlights of the tool included its student friendly design and the

minimum resources required to operate it. He noted that Transfer Explorer provided undergraduate transfer information only as a “guideline” for students and did not act as a guarantee for a transfer credit. Students would still need to formally apply for transfer credit through the appropriate registrar’s office. Mr. Markovic presented a live demonstration of the service tool.

Mr. Markovic remarked that the effectiveness of the service and its contents will be considered on an ongoing basis. There was early anecdotal evidence at the divisional level that the service was beneficial to students; and, although there were no active plans for re-development, the Registrar would continue to explore means to better assess it as a service tool and would undertake improvements, as appropriate.

The Chair thanked Mr. Levin and Mr. Markovic for their informative presentation.

***(b) Ensuring International Student Success at UTSC***

Professor Rick Halpern, Dean and Vice-Principal Academic, UTSC stated that he was pleased to attend, as a follow-up to the UTSC Provostial (non-UTQAP) Review presented at the October 28, 2014 AP&P meeting, to provide some background on UTSC’s English remedial programs and initiatives. He introduced the following individuals, who further presented to the Committee: Dr. Elaine Khoo, Coordinator, English Language Development Centre, Centre for Teaching & Learning; Ms Erika Loney, Manager, International Student Services; Ms Lola Rudin, Librarian; and Ms Stephanie Perpick, Finance Librarian.

Highlights presented by Professor Halpern regarding the “*Green Path Program*” included:

- UTSC recruited approximately 250 students each year from 20 high schools in the Republic of China;
- School of Continuing Studies had developed an entrance test, which had acted as a predictor of success;
- Summer foundation program held in May to August each year was aimed at developing technical vocabulary (also included field trips and offered topics on general life issues, sample lectures, etc.);
- Program had become a platform for other UTSC initiatives including raising scholarship funds;
- UTSC would explore a program for graduate students.

Dr. Elaine Khoo described the support systems offered by the Centre for Teaching and Learning (CTL) for English language learning and programming, including those of the English Language Development Centre, which is administered by the CTL. The Centre uses diagnostic program software (Academic English Health Check - AEHC) to check on academic English proficiency offered to students on a volunteer and anonymous basis. A practical approach was also used for both international and domestic students to address the myriad of issues faced by students (i.e., feeling overwhelmed; lack of confidence and motivation; marginalization and lack of connection, etc.), from the point of cognitive, affective and sociocultural factors.

Other program initiatives of the CTL included “*Reading and Writing through Email*” (RWE), the Café series; and, the Facilitator Training Certificate Program (FTC). Students served as peer facilitators and brought the strengths of their diverse backgrounds and perspectives to almost all areas of undergraduate experience. To address students’ academic communication needs, the CTL worked closely to provide a seamless support system for students in collaboration with other departments (Residences, Academic Advising and Career Counseling Centre, etc.).

Ms Erika Loney presented information on the programs offered by the UTSC International Student Centre (ISC) and noted that orientation started well before students arrived using a “just-in-time” approach. The First Year Experience Program addressed issues of Canadian culture, culture shock and the UTSC Academic culture. Other programming included a first semester check-in and on-going workshops, events and information sessions on immigration, intercultural competence, exam expectations, etc. The ISC had increased student staff and volunteer opportunities with over 40 volunteer opportunities and 10 paid positions. The Centre also provided advice to students (Academic Jeopardy Advising) on suspension and probation.

Ms Lola Rudin and Ms Stephanie Perpick described the services provided by the Library and its technology lab, as delivered through their ‘embedded’ role with the Department of Management. Embedded librarians facilitate the integration of the library system into the teaching, learning and research activities of UTSC by serving as discipline-specific liaisons for individual departments. With international students making up 18% of the student population, the libraries provided a number of second language programs and assist in curriculum development and planning.

The Committee commended Professor Halpern and the presenters on the rich and diverse offering of services to students at UTSC. Several members asked questions on the challenges associated with the development and delivery of such services and programs.

The UTSC presenters noted that among the challenges outlined were:

- continuing to be bold and persistent with the experimentation of new initiatives (e.g. development of early warning systems);
- adapting to the diverse student needs;
- generating statistical data about the retention and progress of international students;
- familiarizing students within first six weeks of their arrival on campus;
- expanding programs for all upper year and graduate students;
- helping students reach a level of competitiveness for consideration by top schools and professional qualifications.

The Chair thanked Professor Halpern and his UTSC colleagues for the excellent presentation.

## **CONSENT AGENDA**

On motion duly moved, seconded and carried

**YOUR COMMITTEE APPROVED**

THAT the consent agenda be adopted and items approved

**3. Report of the Previous Meeting: Report 170 – October 28, 2014**

Report number 170, from the meeting of October 28, 2014 was approved.

**4. Business Arising from the Report of the Previous Meeting**

There was no business arising from Report Number 170.

**5. Date of Next meeting – March 3, 2015 at 4:10 p.m.**

Members were reminded that the next regular meeting was scheduled for March 3, 2015 at 4:10 p.m.

**END OF CONSENT AGENDA**

**6. Reports of the Administrative Assessors**

Professor Nelson provided an update with respect to previous proposals presented to AP&P for approval. She noted that the Quality Council and the Ministry of Training, Colleges and Universities had recently approved the Master of Health Science in Translational Research in Health Sciences, a professional master's degree program; and the Conjoint Doctorate in Theological Studies, Toronto School of Theology. Professor Nelson also advised that she had recently been appointed to the Quality Council and would begin her term in July.

Professor Nelson reminded the Committee that the discussion of the second report of cyclical reviews would take place at the March 3, 2015 (Cycle 5) meeting.

Mr. Levin advised that he would be providing two reports to the Committee at the next meeting for information: a report on all new, amended and withdrawn awards annually; and, the Report on Student Financial Support.

**7. Other Business**

There were no items of other business.

The meeting adjourned at 5:45 p.m.

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Acting Secretary

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Chair

January 14, 2015