

CNC Staff Newsletter

September 8, 2020



Welcome to our new staff newsletter

We want to provide faculty and operational staff with more information due to the significant changes produced by COVID-19.

We plan to develop one issue a month. We will include other contributors and focus on key topics that are timely and relevant.

If you have a suggestion for the newsletter or a topic you'd like to see explored, please email communications@cnc.bc.ca.

Thank you.

Fall 2020 Outlook

An update to members to the CNC Community

Tuesday September 8, 2020

A Fall Semester Like No Other

From Dr. Dennis Johnson, President and CEO



Dear Faculty and Operational Staff,
As we launch the new academic year, I'm delighted to welcome new and returning students to our Fall Semester 2020.

It has been more than five months since COVID-19 forced us to move to alternate delivery for many of our students, along with faculty and operational staff to teach and work from home. To open our 2020-2021 school year, we have chosen the path that we believe is best suited to keep CNC's students, both new and returning, on track to achieve their educational aspirations, while safeguarding the health of all members of our campus community.

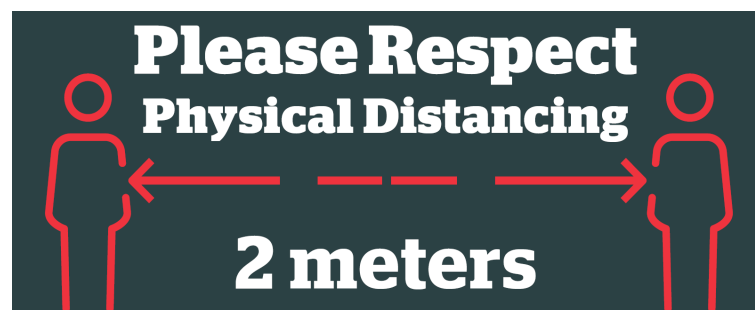
The next several months will be a test of our individual adaptability and collective care for one another. Most post-secondary institutions across the country (and the world) have scaled-back the in-person student learning experience as a necessary measure during the COVID pandemic. Our ability to adapt and continue to support student learning despite the pandemic is due to

the amazing work of our faculty and operational staff who have established important new safety protocols and created built-in flexibility for our programs. However, further adjustment to our operations may become necessary and we must remain vigilant.

With your help, we will do our part to give the students a positive learning experience while keeping everybody safe. Our success depends upon our shared commitment to the health and well-being of every individual in the CNC community regardless of the location from which they study and work.

For a general review of all our plans, please see our CNC safety plan at cnc.bc.ca/covid. It is inspired by our responsibility to do our part to reduce the transmission of the coronavirus and will be routinely updated. To the many members of our campus community who have planned carefully for the first day of fall classes and continue to work hard under the demands of this unusual time: thank you! The strong leadership and commitment to excellence demonstrated by our faculty, operational staff and the leadership team have truly made an enormous and positive impact.

Do your part to reduce COVID



Clearly, the opening of our new school year is unlike any other in our 50+ year history. Health and safety is always a top priority but this year we must all work together to protect one another. Please keep that top of mind.

I ask each and every one of us to take personal responsibility for safeguarding ourselves and one another. This means:

- Following all policies and guidelines as necessary;
- Wearing facial coverings when in common areas or hallways (except when eating or drinking);
- Cooperating with the cleaning of our classrooms and workspaces;
- Washing hands properly and often;
- Maintaining a distance of two meters (six feet) between us;
- Performing a self-administered wellness checks (confirming you do not have a fever, cough or shortness of breath, and have not traveled outside of Canada in the past two weeks) before entering CNC campuses; and
- Staying home when we are sick.

Enrolment update

Amid these challenging times, the good news is that our domestic applications are up slightly from last year. However, international students continue to face obstacles in getting here from overseas. Although some have chosen to study online from their home countries, fall enrolment is down significantly.

Securing our future through SEM

A key to CNC's future success will be strategic enrolment management (SEM). As a SEM institution, we will do more to achieve student success. SEM is a way to bring departments and the entire institution together to ensure student success throughout their journey. We will use richer data to inform our program offerings, refine our marketing approaches to provide us the greatest benefit, adapt our services to more effectively meet students' needs, and take new steps to support student retention.

Under the leadership of Vice President of Student Affairs Shelley Carter-Rose, we have established a steering committee to guide CNC's activities on SEM. Three subcommittees will focus on

recruitment and marketing, data, as well as retention and student success. We will work throughout the organization to put new best practices in place.

Students have a much broader array of education options than ever before. Adopting SEM will help keep CNC relevant and competitive in a challenging time.

Welcome and orientation, as well as face-to-face contact

Unfortunately, we will not be able to welcome students to campuses with the traditional celebrations we normally would conduct.

A great deal of work has focused on our on-line orientation, which recently was shared with students and the CNC community.

We continue to ask faculty and operational staff to use on-line meetings such as Teams and BlueJeans rather than face-to-face contact. New guidelines were recently issued about face-to-face meetings. We will revise these guidelines as new information and practices become available.

On-campus signs and COVID

Several other COVID safety aspects are now in effect. Updated and standardized signage is now in place or being installed across all campuses.

We have training modules for students, faculty and operational staff. We have guidance on the use of non-medical masks, which of course do not replace the responsibility to stay home if one has symptoms, ensure two meters of physical distancing at all times, and to commit to regular hand hygiene.

We will update our practice as Provincial Health Officer Dr. Bonnie Henry and others authorize new direction or guidance.



Have your say: strategic planning survey

The deadline to participate in the strategic planning survey has been extended from September 14th to September 21st.

We welcome everyone's participation in helping us understand what the community needs from us. Contribute now through our survey at cnc.bc.ca/next50.



Virtual focus groups will take place following the completion of the strategic plan survey.

Preparing for potential challenges

While the pandemic hit and changed our lives, along with billions of people around the world, I believe our College community has done well to cope with the new reality. As we look to the current fiscal year, we are cognizant that we may face additional challenges and we are planning for as many contingencies as possible.

Commitment to diversity and inclusion

2020 has become a defining period - shaped by a pandemic, economic hardship and calls for racial justice. While we jointly protect one another from the virus, each of us must also take ownership and stand up to eliminate racism and social injustice.

Diversity and inclusion are core values of CNC. We stand against racism and prejudice in all its forms. Above all, I want to reaffirm our commitment that CNC will be a safe, welcoming and inclusive place to learn and work.

In closing, please have a great (and safe) year. Thank you for your commitment.

P.S. Remember: When we're out in common areas, masks on!

From Shelley Carter-Rose, Vice President, Student Affairs



The student affairs portfolio has had a very active summer preparing for the return of students in the fall term. Here are some key initiatives we've been working on...

SEM workshops

In June, 120 college staff ranging from front line staff to executives participated in a series of strategic enrolment management workshops with a consultant whereby staff enhanced their knowledge around SEM. These workshops were designed to set the stage as CNC becomes a SEM institution.

You are welcome to turn to the final page of this newsletter to see the structure of the SEM steering and sub committees that we have recently established.

Enrolment/admissions team meetings

A new team has formed early in the summer which includes staff from Admissions, International, Community and Continuing Education, Student Services, Deans, Associate Deans, Registrar's Office. This team regularly monitors and assesses student applications.

An organized approach to track and report on the application cycle has provided benefits for staff but more importantly this work will directly support serving students.

Sexual misconduct policy and procedures review and professional development training.

A task team has been working with a consultant in the redevelopment of CNC's Sexual Misconduct Policy and Procedures. A robust process has occurred and the draft revision will be presented to the Board of Governors in September.

A key component of the revisions was an emphasis on professional development and understanding of the policy and procedures so staff can support students.

On August 20th, more than two dozen college employees attended a full-day workshop reviewing the revised policy and procedures, as well as discussing and planning ahead for a trauma informed care implementation plan.

Fall term highlights

A collaborative effort between Student Services, International Education as well as Marketing and Communications has occurred. A team of dedicated staff and students have created a comprehensive on-line student orientation. Check it out [here](#); take the time to go through the orientation and I'm sure you will find it is very informative and well done. This work was accomplished in a brief period of time with a high-quality result, thanks to all who contributed.

Student Affairs operations will be available this fall through a blended delivery model. Please check the web at cnc.bc.ca/covid for details on service

availability. An infographic detailing services has been provided to staff for quick access to services during this pandemic. We will post this on our social media accounts in the near future.

A new appointment scheduling and queuing process will be available in early September to support students access and to avoid student line ups for service.

International staff have been busy working with new International students through a variety of means to support students who have chosen to study from home as well as preparing safety plans and protocols for students who do arrive at CNC.

From Tara Szerencsi, Vice President, Finance and Corporate Services



COVID-19 safety plan

CNC's COVID-19 Safety Plan has been developed with guidance from BC's Public Health Officer, and the Ministry of Advanced Education, Skills and Training. This plan is available to all employees at cnc.bc.ca/covid

We will continue to revise and update it as the pandemic continues and new information and guidance become available.

Please familiarize yourselves with the contents, and don't hesitate to ask questions as the health and safety of colleagues and students is everyone's responsibility.

Capital Projects

Most projects have experienced some delays due to COVID-19, but we are pleased to report that our major projects are wrapping up. A lot of time and energy has been devoted by the Facilities team, the Procurement team, and many others who participated in the planning and execution of these projects. Thank you so much to all involved!

Aboriginal Student Housing



Construction on the Aboriginal Student Housing project in Prince George is nearing completion. Once the finishing touches are complete, we will be able to start cleaning and furnishing the building.

The design intention was to promote an open collaborative community environment with shared open spaces. This means tenants would be living more closely than in our current student housing building, which is less than ideal given the current pandemic. Therefore, we have chosen to delay opening.

New Vanderhoof Campus

The new Vanderhoof Campus has reached the substantial completion milestone. Final details and a deep clean are underway, and we will soon be able to start setting up the furnishings. The move date from the old campus to the new one has yet to be determined, but is expected to happen in late fall.

Quesnel Trades Expansion

The Trades expansion project at the Quesnel Campus was completed in the spring. The project included the addition of space in the Trades shops to provide expanded space for the Power Engineering lab, and an additional computer lab.

Canfor Tech Building Renovations

The new Civil Engineering Technology Lab and Classroom in the Canfor Tech building at the Prince George Campus have been completed in time for the first cohort to begin class this fall.

Construction is under way to the mezzanine above the Power Engineering shop to facilitate the Pipe Fitting Class. Renovations to this space include full enclosure of the mezzanine with a new HVAC system and new finishes. Completion is scheduled for October 10th for the start of class in November.

Lecture Theatre

The complete renovation of the Lecture Theatre at the Prince George Campus is nearing completion. The project included a full remediation, a new projection booth, new seating and carpet, and refreshed finishes. Delays in delivery of materials and the lighting fixtures fabricated in the US have moved the expected date of opening to the second week of October.

Main entrance- Prince George Campus

Last winter, a project was started to refresh the main entrance of the Prince George Campus. New light fixtures have been installed and the area has been cleared and repainted, but the next phase was paused during the onset of COVID-19 response. This area is now a blank slate ready for a small committee to start working this fall to design a welcoming and inclusive theme that is reflective of this region and CNC's Indigenization objectives.

From Dr. Chad Thompson, Vice President, Academic



Fall classes

Programs began for the new academic year in August, in Health Sciences, Trades, and Business – most programs, at all campuses, will start on September 8th.

Classroom activities that can be delivered successfully online are being delivered online, with labs and shops taking place on campus where necessary.

As student return to campus, we all have to make sure that we, as CNC employees, are modelling the safety measures that we expect our students to follow: maintain two meters of physical distancing; practice impeccable hand hygiene; and wear a mask in indoor areas.

It may take some time for students to get used to maintaining physical distancing, so be patient as you remind them to stay two metres apart.

Staying the course for the semester

We will not be switching online classes back to face-to-face during the semester. As adults, students have all had to make their own arrangements for housing and possibly work, while faculty have been working incredible hard to prepare for a new style of teaching. It would be unfair to everyone to switch things up midway through the term.

We expect to maintain our scheduled on-campus activities through the term, but this depends on everyone following safety protocols; if students are not following the safety measures, we may need to re-assess whether we can run a particular program.

Of course, we take direction from the Public Health Officer and Northern Health, and we will adjust activities should they instruct us to do so.

Student absences

No student should feel they need to come onto a campus if they are sick.

On August 18th, EdCo approved a “Policy & Procedures Statement for academic concessions during the provincial state of emergency”. This outlines the procedures we must take to ensure students are not encouraged to come on to a campus when they should not or cannot, and what CNC’s responsibilities are to ensure students are not being penalized for absences necessary to keep everyone safe.

Of course, students must fulfill all learning objectives to successfully complete a course!

From Fred Alaggia, Executive Director- Human Resources



Welcome back for the start of the fall semester. It’s been a cold wet summer and COVID-19 has been a very challenging change to our lives. We in

human resources hope you managed to get time to relax and find ways to enjoy your time off.

COVID-19 continues to challenge us. It's important to follow the safety protocols as the best line of defense in fighting this epidemic: physical distancing, frequent hand washing, staying at home if you have symptoms and wearing masks.

This is a team effort. We need to keep each other safe. This pandemic has also created additional stresses in our lives. Please, for you and your families, access our [employee and family assistance program](#) for support. You don't need to deal with this on your own.

I am happy to say that we successfully completed collective bargaining with the FACNC and CUPE. I want to extend my appreciation to the Union representatives for their dedication and hard work and to the management team for their important contributions in achieving fair and equitable collective agreements.

Welcome back.

From Marlene Beaulieu, Manager, Executive Office



Welcome back. I hope you enjoyed time off during the summer months to refresh and recharge.

The Executive Office is busy preparing for the fall; supporting the ongoing work of the President's

Office, Vice Presidents and College Board.

As we look ahead to 20/2021 there will be many opportunities to celebrate successes. For internal events requiring the President, Vice President(s) or Board Chair attendance/video greetings, please contact me at your earliest for scheduling and planning. President Johnson and members of the Executive would be pleased to connect and share in campus celebrations.

The President's office should be notified of all events to which external VIPs will be invited for protocol purposes. If you are unsure, please contact me directly.

I wish you the very best for the academic year ahead.

From Marlene Erickson, Executive Director, Aboriginal Education



The staff in the Aboriginal Resource Centre at the Prince George Campus are excited to be opening in September. The capacity will be limited and occupancy limits posted. The Advisor, Cultural Advisor and tutors will be available and will have you adhere to safety protocols.

Due to safety concerns we will not be offering the Language Circle this year but will be looking for creative ways to support language revitalization. Students cannot access the cultural supplies, but staff have prepared small kits for Orange and Pink Shirt Days, and Veterans Day.

We welcome Indigenous students to stop in and see what services are available to support your success at CNC.

**From Mark Karjaluoto, Executive Director,
Marketing and Communications**



Communications services has had a busy summer in supporting the college towards the upcoming term.

Our website has moved from more of a frequently asked questions approach to having a dedicated COVID-19 landing page with key topics. The intention is to more effectively guide students to the information they need, and ensure the website remains current.

Several communications services staff members worked very closely with student services to



develop content for the new on-line orientation. The summer months have seen a great deal of work in domestic marketing to help boost applications and inquiries. Our marketing team is working hard to plan for the months ahead to support domestic and international recruitment in the new SEM structure.

We are working to plan upcoming communications activities through the help of a COVID-19 communications working group. We want to improve our student-facing, internal and external communications and adapt to any new challenges that emerge through the pandemic.

Looking ahead, we are developing new project planning processes to support CNC departments. We are also working to enhance our strategic storytelling to help explain the advantages that CNC provides students in north-central BC.

For those of you who don't know me, I was very pleased to join CNC at the end of May in leading the marketing and communications team. My roots are in northern BC, and I've greatly appreciated the role CNC plays in providing educational opportunities and skills-based learning to the region. It's been a pleasure returning home.

My early career involved broadcast and print news reporting in Prince George and Vancouver. I worked in communications with health providers for 18 years... first with Northern Health, then with a regional hospital outside of Toronto, and with Canadian Blood Services. I've also provided consulting services for a municipal business development, a technology in health care advocacy group, as well as physician leaders.

I'm grateful for the warm welcome that members of the CNC community have provided me, and the wisdom that people continue to offer. I've been privileged to work with the professionals in communications services, and look forward to their enthusiasm and expertise as we enter a busy fall.

College of New Caledonia Strategic Enrolment Management - SEM

Draft

as of Sept 1.20

Steering Committee

Co-Chairs:

Shelley Carter-Rose, VP Student Affairs &
Chad Thompson, VP Academic
Jennifer Hess, Admin Support
Rafael de la Pena, Director, Student Services
Romana Pasca, Acting Director Int'l Education
Paul Campo, Registrar
Christina Kahl, Associate Director, Finance

Mark Karjaluoto, Executive Director, Marketing &
Communications
Marlene Erickson, Executive Director, Aboriginal
Education
Dave Lampron, Chief Information Officer
Jonathon Penny, Associate Dean for
University Studies
Doug Jamieson, Dean, Regional Campuses

Marketing & Recruitment Team

Co-Chairs:

Mark Karjaluoto, Executive Director Marketing & Communications,
& Manager, Student Engagement & Recruitment
Marla Flynn, Administrative Support
Rafael de la Pena, Director, Student Services
Doug Jamieson, Dean, Regional Campuses
Frank Rossi, Dean, School of Trades & Technology
Patricia Prince, Kamala Duncan & Robert Elmslie, Recruitment
Sarah Kinch, Manager, Student Affairs
Anne Harris, Operations Manager, Int'l Education
Steven Perison, Associate Registrar
Damon Robinson, CNC Student Union
Ed Benoit, Dean, CCE
Christine Blok, Marketing Lead
Glen Beach, Faculty, SUSCA
Craig Hull, Faculty, Trades

Student Success & Retention Team

Chair: Rafael de la Pena

Jennifer Hess, Administrative Support
Jonathon Penny, Associate Dean for University Studies
Tamara Chambers-Richards, Dean, Health Sciences
Ed Benoit, Dean, CCE
Miley Yang, Student Engagement Coordinator, Int'l Education
Dawn George, Aboriginal Student Advisor
Tim Lofstrom, Regional Campuses Principal, Quesnel
Marnee Boman, Academic Advisor
Amy Barry, CNC Student Union
Sharanjit Kaur, Student Representative
Sarah Kinch, Manager, Student Services
Steven Perison, Associate Registrar
Faculty - TBD

Data Team

Chair: Paul Campo

Julie Kolybaba, Admin Support
Shelley Carter-Rose, VP Student Affairs
Chad Thompson, VP Academic
Tamara Chambers-Richards, Dean, Health Sciences
Rafael de la Pena, Director Student Services
Christina Kahl, Associate Director, Finance
Melinda Roy, Analyst, Planning & Institutional Research
Eric Johnson, Institutional Research Analyst
Nick Sarabyn, Network/Admin/Web Developer, IT Services
Jennifer Castley, Acting Manager, Policy & Planning