



# **SENATE MEETING**

## **AGENDA**

*Tuesday, January 26, 2010*

**SENATE MEETING AGENDA**

**Tuesday, January 26, 2010**

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**4:30 p.m.** Light dinner will be served in The Commons, Jorgenson Hall, Room POD-250.

**5:00 p.m.** Meeting starts (POD-250).

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Pre-Senate Discussion: Financial Update – Paul Stenton

1. Call to Order/Establishment of Quorum
2. Approval of Agenda
3. Announcements
- Pages 1-3 4. Minutes of Previous Meeting  
**Motion:** *That Senate approve the minutes of the December 1, 2009 meeting*
5. Matters Arising from the Minutes
- Pages 4-10 6. Correspondence
  - 6.1 “Thank you” letters regarding Maple Leaf Gardens to: Prime Minister Harper; John Baird, Minister of Transport, Infrastructure and Communities; and Jim Flaherty, Minister of Finance
  - 6.2 Response from Minister James Flaherty
7. Reports:
  - 7.1 Report of the President
    - 7.1.1 President’s update
    - 7.1.2 Achievement Report
    - 7.1.3 Ombudsperson’s Report – 2008-2009 (*attached*)
  - 7.2 Report of the Secretary
    - 7.2.1 Special Senate meeting – February 9, 2010
    - 7.2.2 Senate elections
  - 7.3 Committee Reports
    - 7.3.1 Report #W2010-1 of the Academic Governance and Policy Committee –
      - 7.3.1.1 **Motion #1:** *That Senate approve the amendments to Senate Policy 158: Program Advisory Councils as attached.*
  - Pages 21-24

7.3.1.2 Freedom of Speech – Draft document discussion

Pages 25-41      7.3.2 Department of Professional Communication – Name Change:  
**Motion #2:** *That Senate approve the proposed name change for the “Department of Professional Communication” to “School of Professional Communication”.*

Pages 42-56      7.3.3 School of Graduate Studies:  
    7.3.3.1 **Motion #1:** *That the Senate approve the submission of the proposal for a **PhD in Computer Science** to the Ontario Council on Graduate Studies for Standard Appraisal.*  
    7.3.3.2 **Motion #2:** *That the Senate approve the submission of the proposal for a **PhD in Biomedical Physics** to the Ontario Council on Graduate Studies for Standard Appraisal.*  
    7.3.3.3 **Motion #3:** *That the Senate approve the submission of the proposal for a **PhD in Molecular Science** to the Ontario Council on Graduate Studies for Standard Appraisal.*  
    7.3.3.4 **Motion #4:** *That the Senate approve to commence the proposal for a **PhD in Economics**.*  
    7.3.3.5 Complex Course Changes in Documentary Media, and Applied Mathematics

**8.** Old Business

**9.** New Business as Circulated

**10.** Members’ Business

**11.** Consent Agenda

**12.** Adjournment

**MINUTES OF SENATE MEETING**  
**TUESDAY, December 1, 2009**

<b>Members Present:</b>			
<b><u>Ex-Officio:</u></b>	<b><u>Faculty:</u></b>	<b><u>Students:</u></b>	
K. Alnwick	A. Anderson	J. Leshchyshyn	M. A. Aumeer
C. Cassidy	A. Bal	A. Levin	K. S. Baig
M. Dewson	V. Chan	A. Lindgren	T. A. Jhuman
D. Doz	D. Checkland	N.M. Lister	A. Nofal
G. Fearon	P. Corson	J. Macalik	N. Rawdah
U. George	M. Dionne	A. Mitchell	S. Reaburn
K. Jones	F. Donald	C. Mooers	L. Salvador
A. Kahan	D. Elder	G. Mothersill	C. Samuelsson
M. Lachemi	A. El-Rabbany	M. Panitch	A. Sharif
H. Lane Vetere	S. Espin	A. M. Singh	A. West
M. Lefebvre	P. Goldman	A. Saloojee	
S. Levy	F. Gunn	C. Stuart	
A. Shepard	M. Haider	N. Thomlinson	
P. Stenton	G. Kapelos	K. Tucker Scott	
A. Venetsanopoulos	M. Kolios	J. Turtle	
M. Zeytinoglu	V. Lem	K. Webb	
<b><u>Senate Associates:</u></b>			<b><u>Alumni:</u></b>
C. Smith			P. Nichols
F. Tang			A. Rasoul
<b><u>Regrets:</u></b>	<b><u>Absent:</u></b>		
A. Ahmed	J. McLarnon		
G. R. Chang	O. Taha		
Y. Derbal	V. Quan		
L. Grayson			
T. Hassan			
O. Ijiwoye			
P. Monkhouse			
N. Williams			
M. Yeates			

1. Call to Order/Establishment of Quorum - Quorum was established.

2. Approval of Agenda – Agenda Approved

3. Announcements

4. Minutes of Previous Meeting

**Motion:** *That Senate approve the minutes of the November 3, 2009 meeting*  
N. Thomlinson moved, L. Salvador seconded

**Motion approved.**

5. Matters Arising from the Minutes

5.1 Green Paper Discussion - Provost Commission on Academic Structure at Ryerson (PCAS)

6. Correspondence - None

7. Reports:

7.1 Report of the President

7.1.1 President's update – The President reported on the day's announcement of obtaining Maple Leaf Gardens as a Ryerson athletic and recreation centre which began with a successful referendum for student support, a partnership with Loblaws and with support from the federal government.

**Motion:** *That the Senate of Ryerson University extend its thanks to Ryerson's students, Loblaws and the Weston Family, and the Government of Canada for making possible a new Athletic and Recreation Centre in a re-developed Maple Leaf Gardens.*

N. Thomlinson, moved, many seconders.

**Motion approved.**

7.1.2 Achievement Report

7.2 Report of the Secretary – Call for nominations for 2010-11 session.

7.3 Committee Reports

7.3.1 Report #F2009-3 of the Academic Governance and Policy Committee

**Motion #1:** *That Senate approve the Bylaw of the Department of Politics and Public Administration Council.*

A. Shepard moved, C. Cassidy seconded

**Motion approved.**

**Motion #2: That Senate approve the Bylaw of the Arts and Contemporary Studies Program Council.**

A. Shepard moved, L. Salvador seconded

**Motion approved.**

7.3.2 Report #F2009-2 of the Academic Standards Committee:

**Motion: That Senate approve the Certificate in Ethics.**

M. Zeytinoglu moved, D. Checkland seconded

**Motion approved.**

**8.** Old Business - none

**9.** New Business as Circulated - none

**10.** Members' Business - none

**11.** Consent Agenda: Course/Curriculum Changes (See Supplementary Report #1 - <http://www.ryerson.ca/senate/agenda/2009/suppl-dec-01-coursechanges.pdf> )

- From Arts – Arts and Contemporary Studies; Liberal Studies; and Philosophy
- From Communication and Design – Journalism
- From Community Services – Disability Studies; Early Childhood Education; and Social Work
- From Engineering, Architecture and Science – Chemistry and Biology; Civil Engineering; Computer Science; Electrical and Computer Engineering; First-Year and Common Engineering; Industrial Engineering; and Mathematics
- From Ted Rogers School of Management – Business Management (Finance, Global Management Studies, Human Resources, Law and Business, Marketing); Hospitality and Tourism; and Retail Management

**12.** Adjournment – 6:05 pm

Respectfully submitted,

Diane R. Schulman PhD  
Secretary of Senate

## RYERSON UNIVERSITY



SHELDON LEVY  
PRESIDENT

December 2, 2009

The Right Honourable Stephen Harper  
Prime Minister of Canada  
80 Wellington Street  
Ottawa, ON K1A 0A2

Dear Prime Minister,

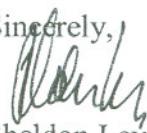
Following yesterday's announcement at Maple Leaf Gardens, I am writing to express sincere thanks and appreciation on behalf of our entire Ryerson University community for the help and support provided by the Government of Canada.

You are well known, Prime Minister, for your hockey expertise and love of the game. Yesterday on the platform at centre ice you were there with us, as Minister Flaherty reflected that he had spoken to you about the joy of watching games at the Gardens, along with many Canadians growing up with this historic experience.

We were delighted and proud to have Minister Flaherty and Minister Baird with us to launch a project that will achieve so much: exemplary partnerships, boosting the economy, creating jobs, and restoring to the community an iconic building that is part of our history. Our students were overawed at the prospect you have made possible, and in their pride and confidence you could see that this 'stimulus' is about so much more than infrastructure.

It is also a privilege to share an event that is unprecedented in my thirty-plus years in the postsecondary sector. At its meeting of December 2<sup>nd</sup>, the Ryerson University Senate, our academic governing body, passed a unanimous motion to send an expression of thanks to the federal government for its support of the Maple Leaf Gardens project. Formal thanks from Senate will follow, but I am honoured to let you know the extraordinary impact you have had on us all.

Best regards.

Sincerely,  
  
Sheldon Levy

## RYERSON UNIVERSITY



SHELDON LEVY  
PRESIDENT

December 2, 2009

The Honourable Jim Flaherty  
Minister of Finance  
140 O'Connor Street  
Ottawa, ON K1A 0G5

Dear Minister,

Following yesterday's announcement at Maple Leaf Gardens, I am writing to express sincere thanks and appreciation on behalf of our entire Ryerson University community for your help and support.

Minister, we are so proud of the 'leadership of partners' you noted in your remarks. Thank you most especially for recognizing the great move by Ryerson students whose decisive referendum laid the foundation for what followed. When you commented that we could consider today's project as an update of the 1931 infrastructure stimulus, it was an engaging and wonderful way to feel a sense of continuity, in generating excitement and jobs at a special place that will be meaningful for generations of Canadians to come.

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We look forward to having a rematch of the 'Legis-skaters' at the Gardens in 2011, and I have to say that your team is already the winner.

Best regards.

Since *Sheldon Levy*  
Sheldon Levy

## RYERSON UNIVERSITY



SHELDON LEVY  
PRESIDENT

December 2, 2009

The Honourable John Baird  
Minister of Transport, Infrastructure and Communities  
Tower C - 330 Sparks Street  
Ottawa, ON K1A 0N5

Dear Minister,

Following yesterday's announcement at Maple Leaf Gardens, I am writing to express sincere thanks and appreciation on behalf of our entire Ryerson University community for your help and support.

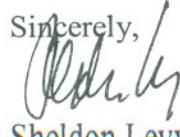
Minister, throughout this process you have always exemplified the very best aspects of partnership with government. Your encouragement and positive approach to finding a way to make it work has led to a successful outcome that will have exceptional benefits not just for Ryerson students, but far more broadly for our community and nation.

We were so proud to hear you call our project the most exciting of all the infrastructure announcements. As you said, we are working together to boost the economy, create jobs, and inspire students and families to experience a remarkable landmark that is near and dear to Canadian hearts. Our students were almost overawed at the prospect you have made possible, and in their pride and confidence you could see that this 'stimulus' is about so much more than infrastructure. This is just an example of the overwhelming positive feeling you have accomplished in helping us and helping our communities.

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Best regards.

Sincerely,



Sheldon Levy

December 7, 2009

The Right Honourable Stephen Harper  
Prime Minister of Canada  
80 Wellington Street  
Ottawa, ON K1A 0A2

Dear Prime Minister,

December 1, 2009 was an auspicious day for Ryerson University. At its meeting that evening, the Ryerson University Senate unanimously passed the following motion:

*That the Senate of Ryerson University extend its thanks to Ryerson students, Loblaw and the Weston family, and the Government of Canada for making possible a new Athletic and Recreation Centre in a redeveloped Maple Leaf Gardens.*

Ryerson is a university distinguished by its academic tradition of responsiveness to the needs of the community. By partnering in this exceptional project, the Government of Canada is recognizing the strongest aspects of academic and national history, while at the same time supporting an innovative approach that will encourage an inclusive and creative future.

In our current Academic Plan, *Shaping Our Future*, the university makes a commitment to fostering “an environment in which students are passionately engaged in their own education, and in their own development, and in the development of our community as a whole”. Among its strategies the Academic Plan includes the goal of enhancing “facilities for students to participate in sports and recreation activities” as a way to promote “physical well-being...academic focus, leadership skills, opportunities for building networks of friendship and community engagement”.

By investing in our students and community, the Government of Canada is supporting academic goals that contribute to the development of healthy, successful and contributing citizens – for the benefit of us all. The Senate of Ryerson University acknowledges our great partnership with appreciation and thanks.

Sincerely,

Diane R. Schulman, Ph.D.  
Secretary of Senate  
Ryerson University

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Tower C - 330 Sparks Street  
Ottawa, ON K1A 0N5

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Sincerely,

Diane R. Schulman, Ph.D.  
Secretary of Senate  
Ryerson University

2009FIN306467

DOC 1 - 2009

Dr. Diane R. Schulman  
Secretary of Senate  
Ryerson University  
JOR1227- 350 Victoria Street  
Toronto, ON M5B 2K3

Dear Dr. Schulman:

We acknowledge receipt of your correspondence of December 7, 2009, to the Minister of Finance, the Honourable James M. Flaherty.

Please be assured that your comments will be brought to the Minister's attention as soon as possible.

*M. M. Mays*

Departmental Correspondence Unit

## Ryerson University Senate

### President's Update for the meeting of: January 26, 2010

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**Ted Rogers Way** – A downtown section of Jarvis and Charles Streets was renamed in honour of communications visionary, philanthropist, and Ryerson supporter and benefactor Ted Rogers on December 2nd, 2009, the first anniversary of his passing. The pride and love he felt for his city were celebrated at the unveiling, along with the breadth of his exceptional contributions.

**In Memoriam David Pecaut** – Ryerson joined Torontonians in mourning the passing on December 14<sup>th</sup>, 2009 of David Pecaut, described in the Globe and Mail as ‘a civic entrepreneur who found his opportunity, his cause, and his legacy in Toronto.’ Initiatives such as the Toronto City Summit Alliance, the Toronto Region Immigrant Employment Council (TRIEC) and Luminato serve as a tribute to a leader who will continue to inspire city-builders.

**“RU Ryerson?”** – Following the success of last year’s inaugural competition, the Second Annual ‘RU Ryerson?’ contest will invite students to prepare a 3-minute film promoting what Ryerson means to them. In 2009 the response was notable for creativity, quality, and generating strong and competitive university spirit. “RU Ryerson ?” also provided opportunities to raise public perception and awareness with video screenings on a number of occasions, including Convocation.

#### Associations and Government Relations:

*November 20, 2009* – Ryerson met with the Honourable Jim Flaherty, federal minister of finance, to discuss digital media, and I attended the Minister’s speech at the Canadian Club.

*November 25, 2009*: I attended the Empire Club Forum featuring former Canadian Ambassadors to the United States the Honourable Michael Wilson and the Honourable Frank McKenna.

*November 26, 2009*: COU University Day at Queen’s Park is an annual advocacy opportunity for university presidents to meet with MPPs and Cabinet Ministers both to listen to priorities and concerns, and to advance the system position on the need for government support.

*November 30, 2009*: As one of the invited speakers, I gave a presentation at The Canadian Urban Institute/ Toronto Region Research Alliance (TRRA) symposium on the topic “Competitive Cities: 10 Years Later - Is the GTA Ready to Compete?”

*December 1, 2009*: Loblaw Companies Limited and Ryerson University welcomed the Honourable Jim Flaherty, minister of finance and the Honourable John Baird, minister of transport and infrastructure to centre ice at Maple Leaf Gardens for the announcement of \$20 million toward a new sports and recreation centre.

*December 3, 2009*: It is a privilege to recognize the success of the university’s inaugural celebration of the United Nation’s (UN) International Day of Persons with Disabilities, with very special guest Lieutenant Governor David Onley invited to Ryerson by the event organizers.

*December 4, 2009*: Frances Lankin, President and CEO of United Way Toronto, spoke next to the Tree of Hope culminating a series of twenty university events that took place over the Fall term

marking the 20th anniversary commemorating the victims of December 6th at the University of Montreal's École Polytechnique.

*December 11, 2009:* I attended the Toronto Board of Trade lunch at which remarks were delivered by the Honourable George Smitherman.

*December 17, 2009:* In discussion with Steve Harlow, Executive Lead, Pan Am Secretariat, Ministry of Health Promotion, I had the opportunity to indicate Ryerson's supportive interest in the consideration of venues for the Pan Am Games.

*January 7, 2010:* Working with Bill MacKinnon, Carol Wilding and colleagues on the Toronto Board of Trade, I am participating in the preparation of a document to be given to candidates for mayor in this year's election as a way to focus on, and respond to, the issues facing Toronto.

*January 18, 2010:* At the AUCC Professional Program for Presidents of Canadian Universities, I have been asked to speak about 'Exploring Your Culture' with Wade MacLauchlan, President, University of Prince Edward Island.

**President's Congratulations** – I am proud to recognize Ryerson achievements reported since my last update, and ask everyone to let me know about new accomplishments. More information is available on the ***Ryerson Today*** web page at <http://www.ryerson.ca/ryersontoday>.

- ❖ Fall 2009: Andrea Wilkinson (1<sup>st</sup> yr PhD Psychology) is the recipient of the 2009 Canadian Council of Departments of Psychology (CCDP) TA Award.
- ❖ November 2009: Dr. Ravi Ravindran (Department of Mechanical & Industrial Engineering) was elected a Fellow of the American Association for the Advancement of Science (AAAS) for distinguished contributions to advancing research in his field and for leadership of the Canadian engineering community.
- ❖ November 5, 2009: The institutional prizes in the annual Ontario Wood WORKS! contest were awarded to Ryerson Architectural Science students Michael Grunstra, who won the \$3,000 top prize for his carpenter's coin counter, and Dario McPhee, Brandon Scott and Kevin Shonubi who were awarded the \$2,000 second-place win for their shade structure.
- ❖ November 25, 2009: First year students Samantha Bell, Alexis Blake, and Danielle Sapers won the annual Window Wonderland competition, an event partnering the Ted Rogers School of Retail Management and the Downtown Yonge BIA. Participation in 2009 grew to 75 students and 25 locations; the Downtown Yonge BIA press release celebrated a competition in which Ryerson student creativity would 'throw ordinary out the window.'
- ❖ November 27, 2009: Dr. Usha George, Dean, Faculty of Community Services, was awarded the designation of Fellow by CERIS – The Ontario Metropolis Centre, recognizing a record of research and service distinction.
- ❖ December 2009: "Music for deaf people" (Ryerson Emoti-Chair) was ranked # 6 in the list of "25 Ideas That Are Changing the World" in the December 2009 issue of *Toronto Life* magazine [see <http://www.torontolife.com/features/25-ideas-are-changing-world/?pageno=7>]
- ❖ December 2009: Professor Judith Dimitriu, Department of Mechanical & Industrial Engineering, was awarded the designation of Fellow of Engineers Canada, for noteworthy service to the engineering profession.

- ❖ December 1: Julie Overli Ryland (4<sup>th</sup> yr Journalism) was awarded the 2009 Rolf Lockwood Scholarship by Newcom Business Media for her magazine article “Ads Gone Creative.”
- ❖ December 7, 2009: *Out in that Deep Blue Sea* by Kazik Radwanski (Image Arts '08) was chosen in the shorts category for the TIFF Canada's Top Ten for 2009, the second year in a row that Radwanski has made the list (*Princess Margaret Blvd* in 2008).
- ❖ December 15, 2009: The third Ontario Partnership for Innovation and Commercialization (OPIC) Business Plan Competition was won by Hailey Coleman (Business Management) from a field of 28 entrants, as chosen by judges from Entrepreneurship and Youth Partnerships, Ontario Ministry of Economic Development and Trade, and the Connections Program of the Ontario Centres of Excellence.
- ❖ December 21, 2009: RTA student Naomi Cowan carried the torch in Port Colborne as a member of the Vancouver 2010 Olympic Torch Relay, for a total of two Ryerson torchbearers (TRSM student Vanessa Lewis was included in the last update).
- ❖ January 30, 2010: Dr. Norman Jewison (Doctor of Letters *honoris causa* '08) will receive a Lifetime Achievement Award from the Directors Guild of America for a body of work that has made him “a legend in the industry.”
- ❖ Varsity Achievements [Ontario University Athletics (OUA)]
  - Varsity Figure Skating, Queen's Fall Invitational, November 28, 2009  
Ryerson Rams had their best showing in a decade at the event, bringing home 3 medals:
    - Jennifer Ji and Katie Docherty won a Silver Medal in the Junior Silver Dance Pairs event
    - Stephanie Hodgson won a Bronze Medal in the Senior Silver Freeskate event
    - Tara Bartolini and Alex Dabkowski won a Bronze Medal in the Creative Dance event

## RYERSON ACHIEVEMENT REPORT

*A sampling of achievements and appearances in the media by members of the Ryerson Community for the January 2010 meeting of Senate*

### Events

President Levy and Galen Weston, executive chairman of Loblaw Companies Limited joined The Honourable Jim Flaherty, minister of finance and the Honourable John Baird, minister of transport and infrastructure at the news conference held to announce the federal government's investment of \$20 million to transform part of Maple Leaf Gardens into a new sports and recreation facility. The announcement received unprecedented media coverage across Canada and internationally. A total of 369 stories appeared (95 on TV, 129 on radio, 96 on online, and 49 in print publications) in the following media outlets:

#### Print and web:

Canadian Press,  
La Presse Canadienne  
Reuters, CBC.ca,  
MSN News,  
*Sports Illustrated*,  
*The Globe and Mail*,  
*Torontoist*, *National Post*,  
*Toronto Star*, *Metro*,  
*Toronto Sun*, *Toronto Life*,  
*Montreal Gazette*,  
*Edmonton Journal*,  
*Daily Gleaner*,  
*Edmonton Sun*,  
*Calgary Sun*,

*Eye Weekly*, *Daily Courier*,  
*Daily Miner & News*,  
*North Bay Nugget*,  
*Hamilton Spectator*,  
*Yonge Buzz*,  
*Yonge Downtown*,  
*Full Comment*,  
*Waterloo Region Record*,  
*Welland Tribune*,  
*Novae Res Urbis*,  
*Chronicle-Herald*,  
*City Centre Mirror*,  
*Field of Schemes*,  
*Sentinel Review*,

*MCT Regional News*,  
*London Free Press*,  
*Pembroke Observer*,  
*Alaska Highway News*,  
*Benzinga*, *Coast Reporter*,  
*Fort McMurray Today*,  
*Fort Frances Times*  
*Online*, *xtra!*, *blogTO*,  
*Hudson Bay Post Review*,  
*Windsor Star*,  
*St. Catharines Standard*,  
*Belleville Intelligencer*,  
*Owen Sound Sun Times*,  
*Kingston Whig-Standard*

#### Broadcast:

TSN  
Sportsnet  
CTV News  
Global National  
CHCH-TV  
CP24  
CityTV  
CBC NEWS  
CTV-Canada AM  
CFTO  
CHEX-TV  
CBC-NN  
CPAC  
CKVR-TV

CKCO-TV  
CBET-TV  
CKWS-TV  
CJOH-TV  
CHEX2-TV  
CBLT-TV  
CBLFT-TV  
CFMJ-AM  
CBC Radio  
CFOS-AM  
CHUM-FM  
CKNR-FM  
CFPL-AM  
CFTR-AM

CIKR-AM  
CHEZ-AM  
CKXC-FM  
CHAM-AM  
CFLY-FM  
CKLC-AM  
CILV-FM  
CHUC-FM  
CJUL-AM  
CJBC-AM  
CBL-FM  
CFMK-FM  
CBO-FM  
CJRQ-FM

CHCQ-FM  
CKKL-FM  
CJLX-FM  
CKNX-AM  
CKRU-FM  
CJBQ-AM  
CFMJ-AM  
CKTB-AM  
CJBK-AM  
CHML-AM  
CBQ-FM  
CFRA-AM  
CKGL-AM  
CKLP-FM

## Media Appearances

**President Levy** commented in the *Globe and Mail* on gender gaps in education.

*Cleantech and Western News* articles on Ontario universities taking initiatives toward a greener world included remarks by **President Levy**.

**President Levy** was briefly quoted in a *Globe and Mail* article about the future of the Carlton Cinemas.

The *Toronto Star* quoted **John Craig Eaton**, Chancellor Emeritus, in an article about the King Tut exhibit at the ROM.

**Christopher Evans**, Associate Dean, Faculty of Engineering, Architecture and Science, published an op-ed piece in *The Mark News* about science funding in Canada.

The Canadian Press reported that political and business journalist **Peter C. Newman** was named Visiting Professor of Distinction at the Ted Rogers School of Management and the School of Journalism. The *National Post*, *Fort McMurray Today*, *Prince George Citizen*, 680 News, CBC.ca and Kelowna.com reported on the appointment.

*National Post*, *Postcity*, *Designing Canada* and *Canadian Architect* reported that world-renowned architect **Will Alsop** will teach at Ryerson as Distinguished Visiting Practitioner in Architecture. Mr. Alsop appeared on CBC Radio's *Metro Morning* discussing his appointment.

**Wendy Cukier**, Assoc. Dean of Academic at the Ted Rogers School of Management, published an op-ed article on the gun registry in the *Toronto Star* and *Metro*. She also appeared on CFRB's *Moore in the Morning* discussing the long gun registry. A *Toronto Star* article on feminism mentioned Dr. Cukier.

CAW Saw Gindin Chair **Judy Rebick**, Politics and Public Administration, was quoted in the *Montreal Gazette* and *Vancouver Sun* regarding women's rights advocates squaring off over the status of Afghan women. She also spoke to *The People's Voice* on the topic of the American Congress's handling of anti-semitism and Israeli criticism.

The *Montreal Gazette* reported that Ryerson Professors **Wendy Cukier** and **Judy Rebick** would speak as part of the 20<sup>th</sup> anniversary memorial at the École Polytechnique.

The *Cambridge Reporter* and *Waterloo Region Record* reported on an exhibit by **Marco Polo**, Architectural Science, at the Venice Biennale in Architecture.

**Tim Sly**, School of Occupational and Public Health, spoke to CBC Radio about H1N1. The interview aired on *Metro Morning* as well as in Ottawa, Corner Brook, Yellowknife, Edmonton, Prince George and Calgary.

**Usha George**, Dean of the Faculty of Community Services, spoke to Global News about an all-kindergarten school in Toronto.

*Toronto Life* profiled the **Emoti-Chair**, developed by Ryerson researchers from the Centre of Learning Technologies and the Science of Music, Auditory Research and Technology laboratory, as one of 25 ideas that are changing the world.

The *Globe and Mail* and *AZO Building* reported on a research study by **Katy McCormick**, Image Arts, on gardens and architecture. She also spoke to the *Toronto Star* about the 30<sup>th</sup> anniversary of Gallery 44.

**Avner Levin**, Ted Rogers School of Management, spoke to CHEX-TV's *Newswatch*, CBC.ca and CBLT-TV about Canada's wireless market. He also appeared on Citytv discussing Christmas shopping, on CBC.ca discussing the Financial Transactions Reports Analysis Centre of Canada's reporting system and on CANOE Live discussing a crackdown on child pornography.

**Myer Siemiatycki**, Politics and Public Administration, appeared on CBLT-TV discussing Toronto's mayoral race. He also spoke to the *Globe and Mail* about politician George Smitherman's and Deputy Mayor Joe Pantalone's possible bid for the Toronto mayoralty.

**Murtaza Haider**, Ted Rogers School of Management, spoke to OMNI News South Asian Edition about holiday shopping, commented in the *Toronto Star* on the role and future of suburbs in Canada, spoke to CBC.ca about India's economy and appeared on CANOE Live discussing traffic congestion in Toronto and on OMNI News: South Asian Edition discussing Afghanistan.

**Martin Antony**, Psychology, spoke to Global News and the *Boston Globe* about social anxiety. He also spoke to *Metro*, *Living Examiner* and *EHS Today* about holiday party tips.

The *Jewish Tribune* reported that Hillel is becoming a strong presence at Ryerson.

**Ron Babin**, interim director of the Ted Rogers School of Information Technology Management, spoke to the *National Post* and *Kelowna.com* about cultivating innovation and the RBC Challenge.

**Paul Knox**, Journalism, spoke to CBC Radio's *World Report* and *Metro Morning* about Canada's defamation law.

**Ken Jones**, Dean of Ted Rogers School of Management, spoke to CP24 on the anniversary of Ted Rogers' death.

*Daily Planet* reported on a pumpkin-launching device built by Ryerson students.

**John Turtle**, Psychology, commented in the *National Post* about the mysteries of memory.

Holiday health tips from Ryerson faculty, including **Rena Mendelson**, Nutrition, appeared in the *Toronto Sun*, *Winnipeg Sun*, *Winnipeg Free Press*, *Province*, *Hamilton Spectator*, *Times & Transcript*, *Prince George Citizen*, *Calgary Herald*, *Sarnia Observer*, *Lindsay Post*, *Guelph Mercury*, *Daily Courier*, *Waterloo Region Record*, *Herald Sun*, *Daily News*, *Chilliwack Times*, *Owen Sound Sun Times*, *EHS Today*, *North Shore News*, *Vancouver 24hrs* and *Healthzone.ca*. Dr. Mendelson also appeared on CFRA Radio (Ottawa).

**Gervan Fearon**, Dean of The G. Raymond Chang School of Continuing Education, was quoted in the *Toronto Sun* and *Kingston Whig-Standard* about professional development and jobs with staying power in such fields as sales, health care, trades and energy sectors.

**Neil Thomlinson**, Chair of Politics and Public Administration, spoke to the *Toronto Star* about “theocons” and federal policy-making. He commented on Toronto’s mayoral election in the *National Post* and the *Toronto Star* article.

**Sean Wise**, Ted Rogers School of Management, appeared on CBC News Now discussing the economy and the auto sector.

*PrintCan* reported that **Ian Baitz** was named acting chair of the School of Graphic Communications Management.

The *Parkdale-Liberty Villager* reported that students from the School of Interior Design would refurbish furniture for marginalized communities.

The *Woodstock Sentinel-Review* published a letter to the editor and open letter to the Prime Minister on the subject of climate change, signed by **Helmut Burkhardt**, Professor Emeritus, Ryerson University, Dr. Chandler Davis, Professor Emeritus, University of Toronto, and more than 500 other university faculty members from across Canada.

**April Lindgren**, Journalism, publishes a regular column in *Metro*. She also appeared on TVO discussing dissident journalists.

**Yunxiang Gao**, History, spoke to the *National Post* about the effects of global warming.

An *Ottawa Citizen* article made mention of Ryerson research on road safety.

The *Toronto Star* and *Daily Gleaner* quoted **Reed Hilton-Eddy**, learning skills strategist at the Learning Success Centre, in an article on writing post-secondary essays.

The *Toronto Star* reported that Ryerson Rams hockey players raised money for the Santa Claus Fund, in an article that included a quote by coach **Graham Wise**, Sports and Recreation.

The *Daily Miner & News* quoted **Judy Finlay**, Child and Youth Care, on the conditions of Northern First Nations.

Rogers Distinguished Visiting Professor **Jeffrey Dvorkin**, Journalism, spoke to CFMJ-AM’s *John Oakley Show* about online streaming of the Olympic torch relay.

**Grace-Edward Galabuzi**, Politics and Public Administration, spoke to the *Province*, *Nanaimo Daily News*, Dose.ca and RCI’s *The Link* about poverty in Canada. He also spoke to *Alaska Highway News* about youth unemployment.

**Patrice Dutil**, Politics and Public Administration, spoke to CBON-FM about provincial politics in 2009. He also appeared on CBON-FM and CJBC-AM discussing Ontario’s finances.

The *Barrie Examiner* reported on the Revitalizing Canadian Manufacturing Conference, held at the Ted Rogers School of Management.

**Bryan Evans**, Politics and Public Administration, commented in the Canadian Press, CBC.ca and CTV.ca on the cost of a child abuse inquiry in Cornwall.

*Telemanagement* and *Resource Shelf* reported on the results of the Mobile Device Survey by the Ryerson Library & Archives, which found that wi-fi and mobile search are in high demand.

A Canada Free Press article on the billboard tax cited a report by **David Amborski**, Urban and Regional Planning. He was also quoted in the *Globe and Mail* on the topic of public transit expansion.

The *Ottawa Citizen* quoted **Tony Hernandez**, Director of Centre for the Study of Commercial Activity, on Lowe's retail stores in the Ottawa market.

**Frances Gunn**, Ted Rogers School of Management, spoke to the *Examiner* and CBC Radio's *Here and Now* about holiday shopping.

**Eric Kam**, Economics, spoke to the *National Post* about Toronto's unemployment rate.

The *Toronto Star*, *The Times & Transcript*, *Calgary Herald* and *Daily Gleaner* reported on the G. Raymond Chang School of Continuing Education's LIFE Institute in an article about seniors and the web.

**Helen Henderson**, student at the School of Disability Studies, published an article in the *Toronto Star* on disability studies as part of human resources management curriculum.

*Burnaby News Leader* reported that first-year journalism student **Nicole Clark** was chosen to report on the Winter Olympics.

**Randy Boyagoda**, English, commented in the *National Post* on American President Barack Obama's Nobel Peace Prize acceptance speech.

*EE Times* and *Digital Communities* reported on models created by **Anthony Bonato**, Mathematics, to explain the complex connections behind online communities.

*Western News* reported that students from Ryerson and Western would publish a multimedia report, *MakerCulture - Taking Things Into Our Own Hands*.

**James Norrie**, Associate Dean of Administration, Ted Rogers School of Management, appeared on CFMJ-AM's *John Oakley Show* discussing the media storm surrounding Tiger Woods' personal life.

**John Shields**, Politics and Public Administration, spoke to OMNI News: South Asian Edition discussing Canadian immigration.

*Weighty Matters* reported on Ryerson's new dietetics workshop.

**Alan Fung**, Mechanical Engineering, appeared on Global News discussing Christmas lights.

**Trevor Hart**, Psychology, spoke to MSN News about pregnancy and HIV.

CBC Radio's *Sunday Edition* profiled **Edward Burtynsky**, Photographic Arts '82. The *Montreal Gazette* featured fourth-year management student **Andrea Belvedere** in an article on students seeking jobs offering opportunities to do some good.

**Christopher Gore**, Politics and Public Administration, spoke to the *Globe and Mail* about municipal politics.

A *Vancouver Sun* article mentioned enrolment by gender in Ryerson's Department of Engineering.

*Graphic Arts, Print Action* and *Canadian Printer* reported on the Graphic Communications Management program receiving its first flexo press.

**Alex Bal**, Image Arts, spoke to CBLFT-TV's *Le Telejournal Ontario* about Second Life. **Oren Amitay**, Psychology, spoke to Global News about loneliness.

A *Globe and Mail* article mentioned Ryerson's March 2009 job fair.

allAfrica.com reported on research by **Cecilia Rocha**, Nutrition.

A CBC News segment on Canadian experiments in space mentioned research by **Ziad Saghir**, Mechanical Engineering.

**Suanne Kelman**, Journalism, spoke to CP24 about Tiger Woods' personal troubles.

**Murray Pomerance**, Sociology, appeared on CityTV discussing the Tiger Woods affair.

The *Globe and Mail* named outgoing president of SIFE Ryerson **Andrea Belvedere** among the top 100 women in Canada.

The *Globe and Mail*, *Psychomedia*, *News Blaze*, CBLT-TV and Phys.org reported on research on viral marketing by **Melanie Dempsey**, Ted Rogers School of Management.

The *Toronto Star*, *Ottawa Citizen*, *Hamilton Spectator*, *Guelph Mercury*, *Peninsula News Review*, *New Brunswick Telegraph-Journal*, *Canoe.ca* and *24 Hours Vancouver* reported on holiday travel tips provided by Ryerson faculty experts.

The *Times & Transcript* reported that the Ryerson School of Fashion will offer the first Master of Arts degree in fashion in Canada.

*Daily Commercial News* reported on the future of the iconic Sam the Record Man sign.

**Tariq Amin-Khan**, Politics and Public Administration, spoke to OMNI News: South Asian Edition discussing the one-year anniversary of the Mumbai attacks.

The *Barrie Examiner* reported on the Revitalizing Canadian Manufacturing Conference held at the Ted Rogers School of Management.

Reuters, the *National Post*, *Star Phoenix*, *News Blaze*, *Enviro2b*, and *Islam Online* reported on a Ryerson study ranking green retailers. A number of French websites reported on the study as well, including *Developpement-Durable-Entreprise.fr*, *RMC.fr*, *L'express.fr*, and *20minutes.fr*.

The *North York Mirror* reported that students and scholars from Ryerson participated in the Assets Coming Together for Youth group.

**Patrizia Albanese**, Sociology, appeared on CANOE Live discussing poverty in Canada.

The *National Post* reported on Ryerson's second annual financial management case competition, quoting **Allen Goss**, Ted Rogers School of Management.

**Cecilia Rocha**, Nutrition, was quoted in a *Globe and Mail* article debunking our "fetish of the fresh".

*Attorney At Law* and UPI.com published Thanksgiving cooking tips provided by Ryerson faculty experts.

**Teg Wadhwa**, program manager at the G. Raymond Chang School of Continuing Education, spoke to CBC Radio's *Here and Now* about immigrant labour in Canada.

The *Examiner* reported on holiday tips on environmental responsibility by **Andrew Laursen**, Chemistry and Biology.

*Literacy News* reported on faculty expert holiday tips on food security and charitable giving.

The *Varsity* reported that **Irene Gammel**, English, spoke at the Hart House Alumni Committee's dinner series. She also published a book review of a Lucy Maud Montgomery biography in the *Globe and Mail*.

Fan 590 interviewed **Roy Rana**, head coach of the Rams men's basketball team.

The *Toronto Star* quoted **Alice Chu**, Fashion, on seasonal colours.

**Brent Barr**, Ted Rogers School of Management, was quoted in the *Toronto Sun*, *Welland Tribune*, *Stratford Beacon-Herald* and *Bellevoile Intelligencer* on holiday shopping.

**Robin Church**, Ted Rogers School of Management, was quoted in the *Globe and Mail* on the topic of female mentors.

**Ira Basen**, English, was quoted in *Straightgoods.ca* about the "spindustry".

**Lori Beckstead**, Radio and Television Arts, spoke to the *Hamilton Spectator* about the end of CING-FM in Hamilton.

A CBC Radio *Metro Morning* segment mentioned the study *DiverseCity Counts: A Snapshot of Diversity in the Greater Toronto Area* by the Diversity Institute at Ryerson.

**Candice Monson**, Director of Clinical Training, Psychology, appeared on CBC Radio discussing war veterans and post-traumatic stress disorder.

**Sandeep Agrawal**, Urban and Regional Planning, spoke to the *Globe and Mail* about zoning bylaws.

**Report of the Academic Governance and Policy Committee**  
**W2010-01**  
**January 26, 2010**

1. The AGPC was asked to consider a proposal that Program Advisory Councils (PAC) be made optional. After much consultation and discussion, it was decided that PACs are an integral part of the Ryerson mission and that it is important that they be maintained. However, it was agreed that there could be more flexibility in the composition, and meeting and reporting requirements. The revised policy is attached in indicating where the changes have been made.

**Motion: That Senate approve the amendments to Senate Policy 158: *Program Advisory Councils* as attached.**

2. **Draft statement on freedom of speech** – As reported at the October Senate meeting, Ryerson University currently has no statement that outlines its principles on freedom of speech. The AGPC established a committee to develop this statement, and a draft is attached. This draft will be posted on the Senate website and the Ryerson community will be invited to comment. The statement will then be brought back to Senate for its official endorsement.

Respectfully Submitted,

Alan Shepard, Chair, for the Committee

Keith Alnwick, Carla Cassidy, Murtaza Haider, Olufemi Ijiwoye, Jurij Leshchyshyn, Jana Macalik, Melanie Panitch, Diane Schulman, Asif Sharif, Claudette Smith, Carol Stuart, John Turtle, Heather Lane Vetere, Andrew West

**RYERSON UNIVERSITY**  
**POLICY OF SENATE**

**PROGRAM ADVISORY COUNCILS**

Policy Number: 158

Original Approval Date: December 2, 2003

Amended: January 26, 2010

Presented By: Academic Policy and Governance Committee  
Provost and Vice President Academic

Responsible Office: Provost and Vice President Academic

I. Role of Program Advisory Councils at Ryerson – A Program Advisory Council (PAC) is a group of volunteers that provides expert advice to a school or department on program related matters such as curriculum, program review, technology and trends in the industry, discipline or profession. The PAC should promote the Program in the broader community, including among potential employers, and advise and assist the program in respect to external liaison. Where appropriate, the PAC will advise on, and participate in, fund-raising and the securing of resources.

**Deleted:** school/department

A PAC provides advice to a program, may recommend such actions as it deems appropriate and, with the agreement of the program, may play an active ongoing role in the life of the program and the academic unit. However, PACs are not authorized to make decisions on behalf of the program, school/department or the University, as decision-making authority rests ultimately with Senate or the Board of Governors.

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As the PAC is advisory in nature, it shall be designated as a “Council”.

II. Establishment of Advisory Councils - All programs are required to establish an Advisory Council. Where a School/Department has more than one program, it may decide that one Advisory Committee may serve those programs.

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III. Advisory Councils shall:

- a. assist in curriculum development and change to help ensure that graduates possess the competencies, knowledge, and skills required by the profession;
- b. advise on matters related to outside accreditation, where appropriate;
- c. assist in determining current and projected demand for program graduates;
- d. assist in identifying ways in which the program can most effectively meet societal needs;
- e. participate in the program review process;
- f. assist in the identification of student placements and graduate employment opportunities;
- g. promote the Program and Ryerson in the external community, developing effective links with the profession and the broader community and enhancing the University profile; and
- h. submit minutes of their meetings to the Dean.

IV. Report - Advisory Councils should report on their activities to the appropriate Dean (s) and to the Provost and Vice President Academic, for their information, by June 30 of each year,

**Deleted:** to the Provost and Vice President Academic – Deans shall be responsible for reporting **by June 30** of each year on the dates each of the Advisory Committee met during the year.

### **Guidelines for the Establishment of Program Advisory Councils**

- I. **Membership:** Program Advisory Councils shall consist of an appropriate mix of members, depending on the discipline and program objectives, as follows:
  - a. Program alumni who are active in the industry, field or profession.
  - b. Other representatives with expertise in the Program field(s). These may be drawn from private and public organizations and agencies, professional bodies, Ryerson schools/departments, other universities, or from the community-at-large.
  - c. The Chair/Director (and, where relevant, the Program Director).
  - d. Efforts should be made to achieve an Advisory Council membership which reflects the composition of Ryerson and the community at large in terms of gender, visible minority and aboriginal status, and disability.
- II. **Program Advisory Council Chair** – The Chair shall be elected by the members of the PAC.
- III. **Selection and Approval of Members** – Members are approved and appointed by the Dean, in consultation with the Chair/Director and the Chair of the Program Advisory Council (if one is in office at the time).
- IV. **Term of Office** – Normally PAC members serve a three-year term, but may be appointed for further three-year term(s).
- V. **Meetings** – PACs will meet as needed, normally at least once a year.
- VI. **Sub-Committees** – The PAC may establish sub-committees as needed.
- VII. **Minutes and Agenda** – The Program Chair/Director is responsible for the agenda and minutes of the meeting.

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## **RYERSON UNIVERSITY SENATE**

DRAFT January 7, 2010

### **Statement on Freedom of Speech**

*In the toil of thinking; in the serenity of books; in the messages of prophets, the songs of poets and the wisdom of interpreters; in discoveries of continents of truth whose margins we may see; we delight in free minds and in their thinking.\**

Ryerson embraces unequivocally the free exchange of ideas and the ideal of intellectual engagement within a culture of mutual respect. It is a powerful ideal that encompasses every dimension of the University. Everyone who is part of the University, as well as guests and visitors, has a role to play in this shared enterprise. This responsibility extends to both proponents and detractors of any idea or point of view. Recognizing and respecting diversity of people, thought and expression are essential and an integral part of the ideal.

*In the majesty of the moral order; in the faith that right will triumph; in the courage given us when we ally ourselves to truth in any form; in the privilege of being co-workers in good causes; we celebrate the unseen goals we share and serve.\**

In order to achieve and sustain Ryerson's ideal, members of its community must have freedom of thought and expression, freedom from harassment or discrimination and the freedom to consider, inquire, and write or comment about any topic without concern for widely held or prescribed opinions. This right to freedom of thought and expression inevitably includes the right to criticize aspects of society in general and the University itself.

Ryerson does not avoid controversies, difficult ideas, or disagreements over deeply held views. When such disagreements arise within the University or within a broader social context, the University's primary responsibility is to protect free speech within a culture of mutual respect. The right to freedom of speech comes with the responsibility to exercise that right in an atmosphere free of intimidation and in an environment that supports those with opposing views.

While Ryerson is committed to freedom of thought and the free exchange of ideas, it is also recognized that there are limits to the right of free speech. When speech on campus is used in a way that prevents the lawful exercise of free speech by others, interferes with University business, threatens in any way the safety or security of the community or is considered hate speech, the University may act to prevent it.

*Let us build a world safe from war and oppression, free and satisfying, one that ultimately furnishes answers for us all.\**

(This statement is to be considered within the context of all other Ryerson policies addressing matters related to freedom of expression, behaviour, discrimination and harassment.)

\*Ryerson University Invocation, 1990.



**To:** Dr. Diane Schuman, Secretary of Senate

**From:** Dr. Daniel Doz, Dean

**CC:** Dr. Catherine Schryer, Chair  
Department of Professional Communication

**Date:** January 12, 2010

**Subject:** For Senate Agenda

This memo is to respectfully ask that Senate approve the proposed name change for the Department of Professional Communication to School of Professional Communication. The Department Council at its December 8, 2009 meeting unanimously approved the change.

To that end please find enclosed the rational for the name change.

Thank you for your help on this matter.

**RYERSON UNIVERSITY**DEPARTMENT OF PROFESSIONAL COMMUNICATION  
FACULTY OF COMMUNICATION & DESIGN**DEPARTMENT OF PROFESSIONAL COMMUNICATION  
PROPOSAL FOR NAME CHANGE TO  
SCHOOL OF PROFESSIONAL COMMUNICATION (ProCom)****1.0 INTRODUCTION**

The Department of Professional Communication is proposing to change its name to the School of Professional Communication. The rationale for this proposal is founded on current and developing curriculum, the scope of faculty research, image issues, and contemporary trends. ProCom's Departmental Council unanimously supported the proposed name change at its departmental meeting on December 8, 2009 (see attached Minutes). Attached to this proposal is also a letter of support from Dr. Daniel Doz, Dean of the Faculty of Communication and Design.

**2.0 THE NEED FOR A NAME CHANGE**

The Department of Professional Communication should be called the **School of Professional Communication** for several reasons:

**New Master's Program**

In the Fall of 2010 ProCom begins its new Masters in Professional Communication (MPC). Although many such programs exist in the United States, Europe and Australia, the MPC is the first of its kind in Canada. It is projected to attract numerous, high quality students. The designation of School will assist in the development of this initiative.

**New Curriculum Planning**

Building on this initiative, ProCom is developing a series of changes to its curriculum including planning for double majors in partnership with other areas.

**Faculty Research Development**

ProCom has increased its research profile significantly over the last few years. Its current Chair, Dr. Catherine Schryer, with a background in discourse analysis and qualitative methodologies, has over 50 publications in academic journals and has won several Social Sciences and Humanities Research Council (SSHRC) and Canadian Institute of Health Research (CIHR) grants. Dr. Jean Mason has received a SSHRC grant to continue her research into health communication. Dr. Isabel Pedersen has important publications in the area of visual rhetoric and mobile computer technology. Dr Joanne DiNova's research into Aboriginal world views achieved notable success with the publication of *Spiraling Webs of Relation: Movements Toward an Indigenist Criticism* (Routledge, 2005). Greg Levey's

2008 book *Shut Up. I'm Talking: and Other Diplomacy Lessons I Learned in the Israeli Government* reveals much of the chaotic world experienced by speech writers. Dr Susan Cody focuses on health communication, organizational communication and text analysis. Dr. Ava Cross has been conducting research on nonprofit sector communications, determining the influence of effective communication as a factor in gaining corporate support. Dr. Carolyn Meyer is concentrating on exploring risk and corporate communications. Dr. Wendy Freeman has several grants investigating new media and their effects on learning environments.

This research commitment is reflected in ProCom's recently revised and accepted Scholarship, Research and Creativity (SRC) guidelines (see attached).

### **Image Issues**

Currently, the Department of Professional Communication is the only unit with Departmental status in FCAD; the rest of the units are Schools. The title of **School of Professional Communication** carries more weight both within FCAD and in the outside community. The **School of Professional Communication** will signify the importance of Professional Communication to FCAD and to Ryerson and will make it easier for the new School to establish corporate connections. These corporate connections are essential for our MPC program as all MPC participants have an internship requirement.

### **Trends**

The discipline of Professional Communication is itself experiencing significant growth. As our SRC guidelines indicate, a wealth of journals and conferences support research areas in Professional Communication. More important has been the growth in dedicated university level programs. According to the Princeton Review website, 552 universities in the United States are currently offering Professional Communication related majors in communications studies, speech communication, and rhetoric. An additional 161 universities are offering related majors in public relations and image management. Additionally, the Princeton Review rates Communication Studies as eighth among the top ten major programs in the United States. Currently, at both the graduate and undergraduate levels we also know of 20 other programs in universities across Europe and an additional dozen in areas such as Hong Kong, Australia and New Zealand. These programs are not only preparing researchers in Professional Communication who receive tenure track positions but also practitioners in fields such as advertising, human relations, technical communication, healthcare communication, and legal communication.

ProCom and Ryerson occupy a unique niche in this trajectory of a growing field. To date, almost no dedicated Professional Communication programs exist in Canada and certainly not at the graduate level. Other universities such as the University of Western Ontario, St. Thomas University, and Memorial University have courses, minors and undergraduate degrees in Professional Communication, but no graduate programs. In fact, our Master's in Professional Communication is the very first such program in Canada. A unique opportunity exists for Ryerson to be the leading university in Canada in terms of developing both the researchers and practitioners needed in this advancing field.

### **3.0 CONCLUSION**

Therefore, in order to reflect the important changes that have occurred within ProCom and to capitalize on this unique niche, ProCom is requesting that its designation be changed from that of the Department of Professional Communication to that of the **School of Professional Communication**.

### **4.0 ATTACHMENTS**

1. Message of endorsement from Dr. Daniel Doz
2. Minutes, ProCom Departmental Council Meeting of December 8, 2009
  - Item 7.1 – motion endorsing name change to School of Professional Communication
3. SRC Guidelines



RYERSON UNIVERSITY  
DEPARTMENT OF PROFESSIONAL COMMUNICATION  
DEPARTMENTAL COUNCIL MEETING  
TUESDAY, DECEMBER 8, 2009  
10:10 AM, RCC 202

MINUTES

**PRESENT:** Susan Cody, Ava Cross, Natasha Flora, Wendy Freeman, Greg Levey, Jean Mason, Richard McMaster, Carolyn Meyer, Sheila O'Neill, Isabel Pedersen, Carolyn Rayfield, Sandra Rosenberg, Sheila Rosenberg, Fotios Sarris, Gaye Savage, Linda Schofield, Catherine Schryer (Dept. Chair), Carol Sevitt, Doug White

**REGRETS:** Kathy Voltan

**1.0 Call to Order**

Sheila O'Neill called the meeting to order at 10:10 a.m.

**2.0 Approval of the Minutes of October 26, 2009**

Susan Cody moved to approve the minutes, Doug White seconded, and the motion passed unanimously.

**3.0 Business Arising from the Minutes**

Catherine Schryer let Ira Levine know she will be the SCI liaison.

**Action items:** Suggestions for the SCI advisory committee are still needed

**4.0 MPC Committee Report**

Jean Mason reported

- The Masters in Professional Communication Program is no longer pending; it has been officially approved by the Ryerson Board of Governors.
- The committee is currently focusing on recruitment and admissions. We sent out a large mailing to Canadian universities to help recruit students.
- We are holding an information night for prospective students on Monday, December 14, 2009. All ProCom faculty and instructors are invited to attend.

- SGS has projected we will receive 200 to 300 applications.
- We are in the process of determining who will teach which course and the resources that the RCC can provide for us.

## **5.0 Curriculum Committee Report**

Ava Cross reported

- The committee is working on courses for Creative Industries and for the Major in Professional Communication.
- The Curriculum Committee is asking instructors to evaluate and give feedback on the courses they teach or have taught and the textbooks used in those courses. A Textbook Review Template and Course Review template (attached) have been distributed to serve as a starting point for course evaluation. Instructors are to use what they like from the templates and add to them as they wish. These templates were created to jumpstart the process of course re-evaluation before the May meetings, which some people feel are too compressed. There will be more CMN course evaluation meetings in January.

**Action items:** Course comments are to be submitted to the Curriculum Committee in January

## **6.0 Web Site Report**

Isabel gave a preview of the website redesign, which is still in progress.

## **7.0 Chair's Report**

Catherine Schryer reported

### **7.1 Change of name from Department to School**

Catherine proposed a name change from “Department of Professional Communication” to “School of Professional Communication” (documentation attached). Jean Mason moved to approve the change, Joanne DiNova seconded, and the motion passed unanimously.

### **7.2 Teaching standards document**

ProCom is ahead of all the other schools in developing the Teaching Standards document (attached), which has been a confusing exercise. We have provided the other FCAD schools with guiding documentation for their Standards documents. The FCAD Dean has not yet seen the document.

In the discussion that followed the Chair's report on the Teaching Standards Document, there was general support around the table for the document in its current state, though there was concern about whether it will be approved or be achievable. The document is an ideal to strive for. Several individuals expressed their concern over the masters' student supervision load, particularly over the summer. Additionally, a question was raised about what role CUPE members without PhD's could play in supervision.

**Action item:** Jean will research whether second readers must be appointed to SGS

### **7.3 Fund raising issues**

The Dean's office is compiling funding priorities and we were to provide them with ProCom's funding priorities. The Chair's Advisory Committee met with Stephen Franklin from Dean's office to discuss what is being asked of us. The fundraising document (attached) came out of that meeting. It is up for discussion. Many department members expressed that ProCom should get a list of people who have completed the Business Communication certificate and minor.

**Action item:** 1) Catherine to request lists of minor and certificate student for purpose of MPC publicity

2) Jean will approach Ken Radway to see what kind of statistics and lists we can get regarding the certificate

### **7.4. Research report**

ProCom held its first research Mashup in November in which Catherine Schryer presented views of mediated discourse analysis, and Ava Cross presented on her research into trustworthiness signals of charitable sector websites. The next Mashup will be held on January 11<sup>th</sup>, and Susan Cody will present her research about "Oddities in the etchings: Theories of the Recessed Narrative in Rembrandt's works" and Wendy Freeman will discuss "Students, Social-networking technologies & Professionally-related knowledge." Anyone else who wants to present his or her research is invited to do so over the next semester.

## **8.0 New Business**

There was no new business.

## **9.0 Announcements**

Susan Cody had a long poem, "Porridge and Ice," published in the December 2009 edition of the Literary Review of Canada.

ProCom was well represented at the Association for Business Communication (ABC) conference November 4<sup>th</sup> through 7<sup>th</sup> in Portsmouth, VA. Carolyn Meyer

presented “Evolutions in Email Style and Usage: An Analysis of Email Prescriptivism in Print-Based Media.” Sheila O’Neill gave a presentation on presentations, and Jean Mason and Carolyn Meyer presented together on their exploration of Communication programs. The announcement of the MPC was a big hit at the conference, as well.

Joanne DiNova was an external reader for an architecture student and is working on a paper with him now titled, “Speaking of the Place Beyond Words.” She is also working on a paper about Aboriginal intercultural communication and the necessary foundation of trust.

Isabel Pedersen gave a paper, “Radiating Centers: Augmented reality and human-centric design,” at the Institute of Electrical and Electronics Engineers (IEEE) Conference in Orlando on October. This was the first time the IEEE conference was opened up to the humanities.

Carolyn Rayfield mentioned that there is an opportunity to study science communication between autistic children and judges at science fairs.

Greg Levey’s next book is coming out in September. It will be titled, “How to Make Peace in the Middle East in Six Months or Less Without Leaving Your Apartment.”

Catherine Schryer’s article on the expert witness in child abuse cases published in Written Communication has been nominated for an award. Her research group has had two articles accepted: one in Technical Communication Quarterly and another in Child Abuse and Neglect.

As part of the RFA Professional Affairs Committee, Joanne DiNova is putting together a debate on the possibilities and perils of online/distance education. The debate will probably take place in March.

Jean Mason has indicated she is willing to nominate anyone who would like to be nominated for the upcoming RFA leadership positions.

## 10.0 Adjournment

The meeting was adjourned at 11:50 a.m.

## Department of Professional Communication: Plan for Scholarly, Research and Creative Activity

### 1.0 Background

The purpose of this document is to review and clarify policies for the scholarly, research, and creative (SRC) activities in the Department of Professional Communication. SRC is well defined in the FCAD SRC policy statement dated November 2001. The Department of Professional Communication operates within the definitions provided in that document. This document further localizes the FCAD SRC policy to reflect SRC criteria unique to ProCom.

Professional Communication is a distinct, well-defined, and multi-faceted discipline grounded in and contributing to theoretical perspectives that form the intellectual nexus of Communication Studies. ProCom researchers investigate developments and issues of direct relevance to workplace and professional practitioners. The many distinct divisions of communication studies, as defined by the International Communication Association, include information systems, interpersonal communication, mass communication, organizational communication, intercultural and development communication, political communication, instructional communication, technical communication, health communication, communication law, visual studies, public relations and marketing communication, and intergroup communication.

SRC activities are not restricted to, but may include, one or more of the following activities:

- Grants received from internal and external sources
- Internal grant applications
- External grant application to government sources
- External foundations/private grant applications
- Publication in peer-reviewed journals and magazines
- Presentations at conferences
- Publishing, editing or reviewing a book, chapter in a book, or similar monograph
- Publication in conference proceedings
- Moderating, chairing a conference or conference/workshop session
- Writing software or computer programs
- Website design/authorship
- Scholarly blogging

### 2.0 Department of Professional Communication SRC Mandate

The Department of Professional Communication recognizes that scholarly and research activities together with teaching and community involvement constitute the core obligations and rights of the faculty. In line with the rest of Ryerson University, the Department will actively promote and facilitate

SRC activities of the faculty and students. A review of these activities will form an integral part of any recruitment, tenure, and promotion process.

### **3.0 Areas of SRC Activity**

Faculty research areas correspond to four distinct streams of educational scholarship defined by the Carnegie Foundation for the Advancement of Teaching and Learning (Boyer, 1990):

- Scholarship of discovery: the systematic and disciplined search for truth; the creation of new knowledge and understanding;
- Scholarship of application: the disciplined and systematic use of existing knowledge to solve problems and inform practice;
- Scholarship of integration: disciplined, serious work that seeks to interpret, draw together, and bring new insight to bear on original research and spans disciplinary boundaries;
- Scholarship of teaching: the systematic and disciplined inquiry into higher education teaching practices and issues related to student learning.

Currently, several broad theoretical perspectives frame ProCom research. They include but are not limited to:

- a. Rhetoric: Classical and modern
- b. Linguistics: Applied and critical
- c. Discourse analysis
- d. Visual communication
- e. Media ecology
- f. Genre
- g. Narratology
- h. Social theories of meaning making
- i. Theories of teaching and learning

These perspectives are used to investigate areas such as:

- a. Health communication (pathographies, patient narratives)
- b. New technologies (encompassing computer-mediated communication, digital design, podcasting, human-technological interfaces, implications of new technologies, and other types of investigations)
- c. Communication and culture
- d. Governmental and legal communication
- e. International and speech communication (politics and communication)
- f. Non-profit communication
- g. Organizational communication
- h. Risk communication
- i. Issues management communication

#### **4.0 Quality Standards/Standards of Excellence for SRC**

The Department of Professional Communication tenured and probationary faculty members engage in diverse scholarly activities that are often of an interdisciplinary nature and, as such, no single set of criteria is appropriate in all cases in determining the quality of scholarly, research and creative work. While determination of excellence is difficult and requires informed professional judgment, guidelines for quality recognize the differing scope and nature of scholarly activities conducted by ProCom faculty. Quality can be defined in terms of the work's importance in the progress or redefinition of a field or discipline; the originality of conceptual frameworks, conclusions and methods; the establishment of relationships among disciplines; the improvement of practitioner performance, or creativity of thought and methods. Indicators, including but not limited to the following, may be considered to measure or establish the quality of intellectual output, outcomes and contributions (as set out in categories 4.1.1 to 4.1.4 below):

- The author's role in terms of publication. ProCom values collaborative research and accepts the importance of multi-authored publications; however, priority will be assigned to first authorship.
- Journal standards of excellence as indicated by acceptance/rejection rates, externally established impact factors, reputation of review board, and high citedness, etc.;
- Conference standards of excellence as indicated by acceptance/rejection rates for proposals; acceptance/rejection rates for published conference proceedings, etc.;
- Publisher reputation and selectivity as indicated by acceptance/rejection rates; awards or other recognitions;
- External reviews of scholarly or creative activity;
- Grants from government and private agencies;
- Awards and other scholarly recognition for research and creative endeavours;
- Dissemination of creative works in high-quality venues;
- Citations of work in other scholarly works;
- Invited publications of scholarship or presentation of creative works;
- Extramural support for scholarly endeavours.

##### **4.1 Refereed Contributions**

###### **4.1.1. Books that are published by academic publishers after editorial board review.**

- Research monographs
- Edited collections

###### **4.1.2. Blind peer-reviewed journal articles. Publication in the following journals, among others, would be considered good/excellent:**

- Business Communication Quarterly
- British Journal of Educational Technology

- Canadian Journal of Communication
- College Composition and Communication (the journal of the CCCC)
- College English
- Communication
- Communication Arts
- Communication, Culture and Critique (published on behalf of the ICA)
- Communication Monographs
- Communication Theory (published on behalf of the ICA)
- Computers and Education
- Critical Studies in Media Communication
- IEEE Transactions on Professional Communication
- English Language and Linguistics
- Harvard Business Review
- Higher Education
- Human Communication Research (published on behalf of the ICA)
- Internet and Higher Education
- Journal of American Culture
- Journal of Applied Communication Research
- Journal of Business Communication
- Journal of Business and Technical Communication
- Journal of Communication (official publication of ICA)
- Journal of Communication Inquiry
- Journal of Computer Mediated Communication
- Journal of Educational Multimedia and Hypermedia
- Journal of Language and Social Psychology
- Journal of Health Communication
- Journal of Higher Education
- Journal of Public Relations Research
- Journal of Social and Personal Relationships
- MIT Sloan Management Review
- Language and Communication
- New Media & Society
- Nonprofit and Voluntary Sector Quarterly
- Public Relations Review
- Research in Higher Education
- Rhetoric Review: A Journal of Rhetoric and Composition
- Semiotica
- Stanford Social Innovation Review
- Technology & Learning
- Technical Communication

- Technical Communication Quarterly
- Written Communication

#### 4.1.3. Book chapters (if refereed by peers)

4.1.4. Blind peer-reviewed conference papers (when the whole conference paper is reviewed before a prospective participant is invited to present).

Acceptance of papers at the following conferences, among others, would be considered good/excellent:

- Association for Business Communication Convention and Conferences (ABC)
- American Educational Research Association (AERA)
- Association of Teachers of Technical Writing
- Canadian Association for the Study of Discourse and Writing
- Conference on College Composition and Communication (CCCC)
- Cultural Attitudes Towards Technology and Communication Conferences
- Hawaii International Conference on System Sciences
- IEEE Communications Society Conferences
- International Association for Semiotics Studies
- International Communication Association (ICA)
- Media Ecology Association
- Modern Languages Association (MLA)
- National Communication Association (NCA)
- Popular Culture Association/American Culture Association
- Rhetoric Society of America

#### 4.2 Textbooks

- First edition<sup>i</sup>
- Editions of currently existing textbooks

#### 4.3 Other Refereed Contributions -- conference papers

##### 4.3.1. Conference papers in proceedings

4.3.2. Conference paper when only the abstract is blind peer-reviewed (abstract judged before conference attendance)

#### 4.4 Non-Refereed Contributions

##### 4.4.1. Workshops and poster presentations

##### 4.4.2. Invited talks

- 4.4.3. Website authorship
- 4.4.4. Reviews of books for scholarly and trade publications
- 4.4.5. Reviews of manuscripts for academic publishers
- 4.4.6. Conference organization (specific to communication and professional communication)
- 4.4.7. Editing scholarly peer-reviewed journals specific to interdisciplinary ProCom studies
- 4.4.8. Speech writing
- 4.4.9. Films, podcasts, videos, gallery installations
- 4.4.10. Program reviews, tenure and promotion reviews, grant reviews
- 4.4.11. Consulting with industries, government agencies and non-profit organizations
- 4.4.12. Reports for industries, government agencies and non-profit organizations
- 4.4.13 Discipline-based blogs
- 4.4.14. Memberships in academic organizations
- 4.4.15. Leadership roles in academic organizations

## **5.0 Graduate Studies**

The Masters in Professional Communication program will assist SRC development by providing:

- Connections to various industries and thus research partners through student contacts;
- Access to graduate student research assistance needed for grant applications and for conducting research projects;
- Opportunities for developing research projects as all MPC students must complete a research study;
- Opportunities for mentoring new researchers / teachers.

## **6.0 SRC Programs**

Each ProCom member should have his or her own active program of research. The department will also encourage research alliances with other members of FCAD as well as other areas in Ryerson. New external alliances will also be sought.

## **7.0 Research Assistants**

Over the past 3 years, about 4 research assistants per year have been working with ProCom faculty members.

Currently 2 research assistants are associated with the department.

The MPC will increase that number. In five years' time, 10 research assistantships should be associated with the department.

## **8.0 External Grants**

One faculty member currently holds a SSHRC Standard Grant.

Between 2005/2008, one faculty member held a SSHRC Standard Grant.

Between 2005/2009, several faculty have successfully applied for travel and seed grants.

In 2009, two SSHRC applications were submitted.

8.1 Goal of one SSHRC application per year with ProCom member as PI.

8.2 Goal of three ProCom members holding SSHRC (or equivalent) in five years.

8.3 Initiate search for external non-governmental grants.

## **9.0 Recruitment**

9.1 The new MPC program requires a new hire as soon as possible as the number of graduate students will strain the department's supervisory capacity. Additional expertise is also needed in the area of professional editing and publication.

9.2 Any retirements should be replaced with faculty members with active research programs in the areas of new media, technical communication, corporate communication. When ProCom develops its own Majors program, several other faculty positions will also be needed.

## **10.0 Support and Promotion for SRC**

- Dean's support for active research
- Visiting scholar program
- ProCom group or committee dedicated to supporting research
- Monthly research meetings for ProCom members
- Conferences hosted by ProCom (one-time/continuous)
- Ryerson post-doctoral program

## **11.0 SRC Facilities**

- Space for graduate research assistants within the Department's physical parameters.

## **12.0 SRC Impediments**

- Teaching load (related goal of release time). The current teaching load of 3/2 makes SRC activities particularly challenging.
- Anticipated MPC graduate supervisory responsibilities.
- The lack of a ProCom undergraduate Majors has meant that many ProCom members are teaching only service courses and not courses in their own areas of expertise. Teaching in an area of research expertise enhances that expertise. The lack of its own undergraduate program has also led to some financial instability and morale problems. Its role as a "service" department must cease if ProCom is to achieve its SRC potential.

## **13.0 Peer Review**

As section (4) indicates, using existing peer review structures in Professional Communication should assist the department in assessing scholarly and research work. There is a fully developed infrastructure of journals, conferences, and citation indexes and impact studies to assist us in terms of assessment.

The assessment of "creative" work is more challenging. In an effort to further refine and define its criteria for creative work in the context of Professional Communication, we intend to survey how other related academic disciplines both within and external to Ryerson establish criteria for assessing creative work.

## **14.0 Future Development**

Because Pro Com sees this SRC plan as a living document, the DAC will review it once a year (in the Fall) to see if any changes are needed. Any proposed changes will be ratified by RFA members and will be forwarded to FCAD's SRC committee.

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<sup>i</sup> Although ProCom values the development of teaching related material, a priority will be placed on the development of new textbooks rather than the editing of existing textbooks.



**To:** Dr. Catherine Schryer, Chair  
Department of Professional Communication

**From:** Dr. Daniel Doz, Dean

**Date:** November 30, 2009

**Subject:** Department Name Change

This memo is in response to the Proposal for Name Change from Department of Professional Communication to School of Professional Communication.

I believe that the proposed name will better represent the department's trajectory, both from a Scholarly Research and Creative activities point of view, and from an academic development one. In the Fall of 2010 the Department of Professional Communication will be launching a Master of Professional Communication. The Department has also started the process of developing future programs at the undergraduate level - possibly as double majors, as well as through participation in the Creative Industries initiative (with the development of a Communication module).

As the Faculty is currently composed of seven Schools and one Department and is in the process of repositioning itself (through the three distinct and interrelated "streams" of Design, Communication, and Visual and Performing Arts), it will be critical to demonstrate parity between all 8 programs in the Faculty.

To that end I fully support and endorse this proposal for name change to the School of Professional Communication and believe that it will further act as catalyst for the next evolution of the department.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Dr. Daniel Doz'.

**SCHOOL OF GRADUATE STUDIES**

***REPORT TO SENATE, JANUARY 26, 2010***

**1. *PhD in Computer Science***

**Motion**

That the Senate approve the submission of the proposal for a *PhD in Computer Science* to the Ontario Council on Graduate Studies for Standard Appraisal.

**2. *PhD in Biomedical Physics***

**Motion**

That the Senate approve the submission of the proposal for a *PhD in Biomedical Physics* to the Ontario Council on Graduate Studies for Standard Appraisal.

**3. *PhD in Molecular Science***

**Motion**

That the Senate approve the submission of the proposal for a *PhD in Molecular Science* to the Ontario Council on Graduate Studies for Standard Appraisal.

**4. *PhD in Economics***

**Motion**

That the Senate approve to commence the proposal for a *PhD in Economics*.

**5. Complex Program Changes – *Documentary Media* (for information)**

**6. Complex Program Changes – *Applied Mathematics* (for information)**

Submitted by:

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Maurice Yeates, Dean  
Chair, School of Graduate Studies Council

1. The School of Graduate Studies has reviewed the proposal for a ***PhD in Computer Science*** listed below, and submits it to Senate for its approval for it to be sent to the Ontario Council on Graduate Studies for external review ('standard appraisal'). Vol. I of the brief ('The Program') is available for review in the office of the Secretary of Senate, and Volumes I & II ('The Program', and 'Curricula Vitae') are available for review in the office of the Dean of the School of Graduate Studies (YDI-1109). Vol. I of the brief ('The Program') is also available for review at [www.ryerson.ca/graduate/temp](http://www.ryerson.ca/graduate/temp).

Username: gradstudies Password: 4ryerson

## **Motion**

That the Senate approve the submission of the proposal for a ***PhD in Computer Science*** to the Ontario Council on Graduate Studies for Standard Appraisal.

**Note:** *Once a program is approved by OCGS, it is presented to the Board of Governors for approval.*

The Provost has final authority to determine whether a program may proceed.

**Ryerson University**  
***PhD in Computer Science***

### **EXECUTIVE SUMMARY**

The Department of Computer Science proposes the creation of a Doctor of Philosophy degree program in Computer Science. The program falls within the norms of Computer Science graduate education within the province of Ontario. However, more importantly, the creation of this program will serve to promote Ryerson's mission and address the growing needs of our society for effective graduate education at the doctoral level. In addition, the program should help mitigate the inability of existing programs to fill the demand for graduates.

The proposed program contains the fields of "Intelligence and Robotics" in addition to "Computer Communication Networks". It is nominally three-years long, is thesis-based and requires participants to take four one-term graduate courses (two from each field) as shown in the table below.

<b>Intelligence and Robotics</b>	<b>Networks</b>
CP8206 Soft Computing and Machine Intelligence CP8303 Collaborative Computing CP8305 Knowledge Discovery CP8306 Presence  CP8307 Image Analysis CP8311 Genetic Programming CP8308 Visualization	CP8201 Algorithms and Computability CP8301 Secure Computing CP8304 Distributed Systems CP8303 Collaborative Computing CP8202 Advanced Software  Engineering CP8203 Advanced Database Systems

In addition, students must take one “research methods” course, one “method of instruction” course and a mandatory non-credit seminar. Candidates must also pass written and oral qualifying exams. Students must be full-time residents within the program for at least two years.

The program has the objective of providing scientific research experience to participating students in the field of Computer Science.

Located on the second floor of a new state-of-the-art computing and engineering building, the program will have access to generous research and office space highlighted by five labs equipped with CFI funding.

Additional urban search and rescue (US&R) research and testing facilities are available for use through the Ontario Provincial Police at their Provincial (OPP) Emergency Response Team (PERT) headquarters in Bolton, Ontario, where approximately two acres of purpose-built urban disaster simulations are available for research in computational public safety through a memorandum of understanding between the OPP and Ryerson.

Building on the strength of the highly successful Master of Science program in Computer Science, a complement of 22 faculty members will present courses and supervise graduate students within the program. They will support a proposed yearly intake of five students who meet or exceed Ryerson’s admission standards. All of the faculty members have supervisory experience from other graduate programs in other departments and universities. It is the intent of the program to financially support each domestic student with at least \$22k/year of funding from all sources for a maximum of three years.

2. The School of Graduate Studies has reviewed the proposal for a ***PhD in Biomedical Physics*** listed below, and submits it to Senate for its approval for it to be sent to the Ontario Council on Graduate Studies for external review (‘standard appraisal’). Vol. I of the brief (‘The Program’) is available for review in the office of the Secretary of Senate, and Volumes I & II (‘The Program’, and ‘Curricula Vitae’) are available for review in the office of the Dean of the School of Graduate Studies (YDI-1109). Vol. I of the brief (‘The Program’) is also available for review at [www.ryerson.ca/graduate/temp](http://www.ryerson.ca/graduate/temp).

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## **Motion**

That the Senate approve the submission of the proposal for a ***PhD in Biomedical Physics*** to the Ontario Council on Graduate Studies for Standard Appraisal.

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**Ryerson University**  
***PhD in Biomedical Physics***

**EXECUTIVE SUMMARY**

Biomedical Physics is a branch of applied physics that aims to understand and make use of the complex interactions between the physical and biological worlds. Research in Biomedical Physics is often applied to age-related diseases, such as cancer. In Ontario and across the country, demands on the health care sector have reached unprecedented levels due mainly to the demographics of the Canadian population. In 2006, 13.7% of the Canadian population was over 65 years of age. This percentage is expected to increase to 21.2% by 2026. Within the health care sector, cancer diagnosis/ management services employ the greatest number of professionals trained in medical physics. On the national scene it was estimated that in 2003, 75% of new cancer cases in men and 63% of new cancer cases in women occur in patients over 60 years of age. It is expected that this will increase substantially when the Baby Boomers (born 1946-1965) begin to reach 60 in 2006. This has and will continue to place increasing demand on diagnostic imaging and cancer treatment services in Canada. Delivery of high-quality medical care requires a large pool of highly trained individuals who will function in a variety of health care related settings including hospitals and cancer centres, research institutes and universities, and the biotechnology industry. The rapidly growing and changing aspects of physics-based technologies such as 3D medical imaging and radiation treatment devices have placed extraordinary demands on graduate education and research in the medical physics discipline. Furthermore, with regulatory requirements for the safe storage, handling and transport of nuclear substances becoming ever more complex, and with the apparent resurgence of the nuclear power industry in Ontario, there is a need for highly qualified personnel with expertise in radiation physics, radiobiology and health physics.

The Brief include a Periodic Appraisal of the current M.Sc. program in Biomedical Physics and a Standard Appraisal of a proposed Ph.D. program in Biomedical Physics. The existing M.Sc. program, in place since 2006, leads to a M.Sc. in Biomedical Physics. This program consists of full-time study including coursework and the preparation of a research thesis, typically completed in two calendar years. The proposed Ph.D. program in Biomedical Physics will also require coursework and the completion of a research thesis. The program is designed for completion in four calendar years of full-time study. The existing M.Sc. program will provide a strong pool of graduates from which the proposed doctoral program may recruit candidates.

The graduate programs in Biomedical Physics at Ryerson have the distinct advantage of being located in close proximity to world-class teaching hospitals and research institutions. Several strong collaborative ties have been in place between the Department of Physics at Ryerson University and members of these institutions. The Department has also established a formal collaborative research agreement with the German Cancer Research Centre (known at DKFZ) and a graduate student exchange agreement with Heidelberg University. A similar agreement is being arranged with French National Institute for Health and Medical Research and Université Claude Bernard Lyon-1 in France.

The OCGS brief lists 11 tenured and tenure-track core faculty for the program, all in the Department of Physics, and 5 faculty members from other departments or universities. One more faculty member will be hired after the Ph.D. program launches, targeted to be in the area of Radiobiology, or another field deemed suitable at the time of hire. The normal teaching workload of the faculty members is 3 undergraduate or graduate courses per academic year. This is a very active group of core faculty that have published 185 papers in relevant peer reviewed journals, of which 86 have been published in the last 5 years. They have had 9 patents issued and published 98 conference papers (32 in the last 5 years). One of the faculty members, Dr. Kolios, received a Premier's Research Excellence Award in 2000 and became a Tier II Canada Research Chair in

Biomedical Applications of Ultrasound in 2005. Such scholarly achievements have contributed, and will continue to contribute, to the discovery and dissemination of new knowledge and to the development of relevant technological applications. The 11 core faculty involved in the programs have obtained \$5.5 million in operating research grants since 2002, and \$3.4 million in infrastructure and equipment grants. They have supervised 42 Master's and 9 Ph.D. students to date.

The current requirement for the M.Sc. degree in Biomedical Physics is successful completion of 5 semester courses and a research thesis. The Brief proposes that this be changed to 3 required courses and 2 elective courses. The proposed Ph.D. program will have 1 required course and 2 elective courses. Students who enter the Ph.D. program from a program other than Ryerson's M.Sc. program in Biomedical Physics will be required to take 2 additional courses (which may be waived under certain circumstances). A seminar series is run in both programs in which a pass/fail grade is assigned depending on attendance and giving a presentation once a year. The supervisory committee and the thesis supervisor will consult with the student on appropriate course selection. The curriculum is structured to facilitate completion in two calendar years of full-time study for the M.Sc. program and 4 calendar years of full-time study for the Ph.D. program. All Ph.D. students will have to pass a candidacy examination, which has both a written and oral part. It must be held by the end of the 4<sup>th</sup> semester of the program. It is anticipated that the M.Sc. program will have a steady-state enrolment of 20 students and the Ph.D. program will have 15 students at steady-state (with an intake of 4 per year). Applicants must meet normal requirements for admission to the Ryerson School of Graduate Studies.

**CURRICULUM:** A pass/fail seminar series, thesis/dissertation, and,

**M.Sc. required:** Science Communication I, Medical Diagnostic Techniques, Radiation Physics for Medical Physicists.

**M.Sc. electives** (2 required): Stats for the Health Sciences, Radiation Therapy, Computational Methods in Biomedical Physics, Optical, Acoustic, and Thermal Physics, Radiation Protection and Dosimetry, Principles of Ultrasound, Radiobiology, Advanced Imaging, Special Topics I/II.

**Ph.D. required:** Science Communication II.

**Ph.D. electives** (2 required): Stats for the Health Sciences, Radiation Therapy, Computational Methods in Biomedical Physics, Optical, Acoustic, and Thermal Physics, Radiation Protection and Dosimetry, Principles of Ultrasound, Advanced Imaging, Special Topics I/II.

The current M.Sc. program has been admitting between 23% and 40% of qualified applicants. The vast majority of these students have completed the program within 6 semesters (14 out of 16), and most (13 out of 16 graduates) have been successful in obtaining employment or entry into a Ph.D. program. These students have published or submitted 5 peer-reviewed journal papers, 1 conference proceeding and 8 conference abstracts. Several of these students are in the process of completing additional papers for publication in peer-reviewed journals.

In summary, the existing M.Sc. program has been very successful as it enters its 4<sup>th</sup> year since launch. A minor curriculum change is proposed for this program. The proposed new Ph.D. program is viable and is a natural evolution of graduate studies for the Department of Physics and Ryerson University, fuelled by the significant research investments and successes of our faculty, and a growing societal need for highly qualified personnel with expertise in bio/health/medical physics.

3. The School of Graduate Studies has reviewed the proposal for a ***PhD in Molecular Science*** listed below, and submits it to Senate for its approval for it to be sent to the Ontario Council on Graduate Studies for external review ('standard appraisal'). Vol. I of the brief ('The Program') is available for review in the office of the Secretary of Senate, and Volumes I & II ('The Program', and 'Curricula Vitae') are available for review in the office of the Dean of the

School of Graduate Studies (YDI-1109). Vol. I of the brief ('The Program') is also available for review at [www.ryerson.ca/graduate/temp](http://www.ryerson.ca/graduate/temp).

Username: gradstudies Password: 4ryerson

## **Motion**

That the Senate approve the submission of the proposal for a ***PhD in Molecular Science*** to the Ontario Council on Graduate Studies for Standard Appraisal.

**Note:** Once a program is approved by OCGS, it is presented to the Board of Governors for approval.

The Provost has final authority to determine whether a program may proceed.

**Ryerson University**  
***PhD in Molecular Science***

### **EXECUTIVE SUMMARY**

Molecular Science encompasses the unfolding scientific revolutions that have tied the genetics of heredity to the composition and structure of the deoxyribonucleic acid (DNA) molecule, linked biochemical metabolism to protein expression at the genomic level, developed unique materials through design strategies which mimic Nature's own, and seen the direct imaging and manipulation of individual molecules on surfaces. All these discoveries have one thing in common – a fundamental recognition of the importance of events at the molecular level. Molecular Science studies the composition, structure, function, expression, interaction and imaging of molecules using theories and methodologies in the chemical and biological sciences.

There is a rapidly growing demand for professionals with research expertise in molecular sciences in Canada. The International Council for Science has identified four key areas including molecular biosciences, nanotechnology and natural and man-made hazards. A significant report prepared recently by the RAND Corporation, *Global Technology Revolution 2020* (2006), identifies biotechnology, materials technology and nanotechnology among the four categories of technologies and applications with the greatest potential for significant global impact by 2020. Finally, the National Research Council of Canada, in its report, *S&T for the 21st Century* (2005), concludes that the rising wave is biotechnology. All of these reports highlight the importance of molecular sciences, particularly the two fields identified in this PhD program proposal: (i) molecular biosciences and (ii) materials, surfaces and interfaces.

The latest reports also articulate a strong need for interdisciplinary expertise, a key aspect of the Molecular Science graduate program. The National Research Council of Canada predicts that disciplinary convergence will increasingly dominate science and technology development: "New technologies will often be a blend of two or more disciplines and advances in one field will enable advances in another." The NRC report also identifies multidisciplinary collaboration as potentially "the most important challenge facing the future of science and technology development to 2020". A report on the State of the Science and Technology in Canada by the Council of Canadian Academies in 2006 noted the creation of new areas of science from multiple disciplines as a recurring theme in the latest literature. The doctoral program in Molecular Sciences with its strong interdisciplinary focus clearly meets this need.

Toronto has a large number of chemical, biological, biochemical, pharmaceutical, and biotechnological industries all of which require personnel skilled in techniques and concepts at the interface of the biological and chemical sciences. There is a demonstrated increasing demand for science graduates from the biotechnology industry, the environmental sector and chemical/pharmaceutical companies. Data from the Association of Universities and Colleges of Canada suggests the demand for graduate degrees is growing even faster than predicted. The importance of science to society has also been recognized by government through commitments to increased support of research and training of graduate students. In short, the career prospects for graduates are excellent.

The proposed Doctorate of Philosophy in Molecular Science is designed to provide a high quality, interdisciplinary and research-based graduate education. It will be a source of the highly qualified personnel required to fill the need for interdisciplinary expertise in careers at the interface of chemistry, biochemistry and biology. Furthermore, the proposed program is aligned with Ryerson's mandate of applied professional education, and fills the need for doctoral level education in Molecular Science following from the successful Master of Science program in Molecular Science launched in 2006. Enhanced undergraduate and graduate science education and research in Molecular Science, will ensure our ability to attract and retain the best students and faculty and to ensure excellence in our professional programs.

Consistent with Ryerson's Academic Plan for 2008-2013, the development of this PhD program in Molecular Science provides an important opportunity to increase Ryerson's doctoral level research-based graduate programs and importantly, with a cross-disciplinary focus that allows for "new channels of ideas" and new "approaches to the creation and transmission of knowledge". The program is designed (i) to provide an advanced, interdisciplinary research-focused program for graduate students in two key fields of study in the molecular sciences (ii) to provide students with the opportunity to further their professional development in research, critical thinking, and scientific communication (iii) to conduct advanced leading-edge research in the two key fields of molecular science (iv) to provide highly qualified personnel to fill the need for advanced, interdisciplinary expertise at the interface between chemistry, biochemistry, biology and environmental sciences with experience in materials, surfaces and interfaces and molecular bioscience (v) to foster interactions with other partners in universities, industries, and government institutes within the country and internationally through research collaborations, student co-supervisions and faculty/student exchanges.

The close proximity of Ryerson to a wide array of industries, educational and research institutions with which partnerships can be built will provide exceptional opportunities for students compared to programs in other Canadian locations. Furthermore, the program will not place a significant financial burden on the University as is evident by the core faculty's capacity to support graduate students through research grant revenues and the ability of the Department of Chemistry and Biology to offer graduate assistant positions.

The requirement for the PhD in Molecular Science is successful completion of 3 one-semester courses, a seminar course, the research thesis as well as the candidacy exam and the final thesis defence. The courses are selected from a set of offerings (see table) which will ensure that all students are exposed to a cross section of concepts and techniques from both the biological and chemical sciences. This maximizes the interdisciplinarity that is the central feature of this program. Students will enroll in the seminar course throughout all academic years of their normally 4 year tenure in the program. Students will be obligated to attend seminars as well as to present two seminars, one of which is focused on their thesis research. In addition, the seminar course will contain a module, to be run each academic year, training students in scientific communication. The students' supervisory committee and supervisor will consult with the student on course selection.

To pursue the PhD degree, a candidate would elect to study in one of two fields in the PhD program.

**A. Materials, Surfaces and Interfaces**  
**B. Molecular Bioscience**

The two fields are supported by the 10 currently offered courses plus 4 new courses as listed below.

**Curriculum**

<b>COURSES (*new)</b>
Advanced Analytical Chemistry
Advanced Organometallics: Catalyst Design, Uses, and Environmental Impact *
Advanced Microscopy and Imaging in Molecular Sciences
Advanced Structure Determination
Directed Studies
Environmental Biotechnology
Experimental Design and Statistical Analysis*
Genomics and Proteomics
Interfacial Phenomena in Chemical and Biological Systems
Molecular Basis of Pathogen, Host and Environmental Interactions*
Molecular Machines of the Cell*
Molecular Recognition in Chemical and Biological Systems
Materials Science
Molecular Virology

It is anticipated that the program will accept its first students in fall 2011 and will have a steady-state enrollment of 20. To be accepted into the program, applicants must have completed a Master of Science degree in Molecular Science or in related discipline with a B+ or better average.

The OCGS brief lists 21 tenure and tenure-track core faculty from the Department of Chemistry and Biology, 2 tenured faculty from the Department of Physics, and 1 tenured faculty member from each of the Departments of Chemical Engineering and the Department of Nutrition. The normal teaching workload of the faculty members is typically 3 courses per academic year, one of which may be a one-semester graduate course.

In summary, this PhD program is a natural evolution for the Department of Chemistry and Biology at Ryerson, fuelled by the growth and success of our Master of Science degree program in Molecular Science coupled with the significant research investments and successes of our faculty, and a growing societal need for highly qualified personnel with expertise at the interface of the chemical and biological sciences.

4. The School of Graduate Studies has reviewed the proposal for a ***PhD in Economics*** listed below, and submits it to Senate for its approval to commence the program. This program has

been approved to commence by OCGS following a full appraisal as part of the periodic appraisal of the master's program in *International Economics and Finance*. Vol. I of the brief ('The Program') is available for review in the office of the Secretary of Senate, and Volumes I & II ('The Program', and 'Curricula Vitae') are available for review in the office of the Dean of the School of Graduate Studies (YDI-1109). Vol. I of the brief ('The Program') is also available for review at [www.ryerson.ca/graduate/temp](http://www.ryerson.ca/graduate/temp).

Username: gradstudies Password: 4ryerson

## **Motion**

That the Senate approve to commence the proposal for a ***PhD in Economics***.

**Note:** Once a program is approved by OCGS, it is presented to the Board of Governors for approval.

The Provost has final authority to determine whether a program may proceed.

**Ryerson University**  
***PhD in Economics***

### **EXECUTIVE SUMMARY**

**Introduction:** Today's world economy is characterized by increased globalization and vast international integration. The volume of international trade is growing at a faster pace than world output, barriers against capital mobility have been substantially reduced, and immigration policies have become extremely important. The challenge for business is to remain competitive and to find their comparative advantages. The challenge for policymakers is to design and implement policies that improve the welfare of societies, enhance economic efficiency, and encourage the adoption of new technologies while recognizing their country's interactions with the rest of the world. The challenge for international organizations is to promote development, to ensure fair and timely resolution of trade disputes, and the efficient enforcement of high environmental and labor standards. These challenges are especially important for Canada which, given his geographical location next to the U.S.A, has always been more dependent on trade than other developed economies.

Meeting these challenges requires highly skilled individuals that are knowledgeable about the economic complexities of our globalized world. In particular, there is an ever-growing need for individuals with strong expertise in international aspects of economics and finance. The increase in demand for highly skilled economists with expertise in these areas can be substantiated by the dramatic rise in the number of positions requiring related graduate training. Despite this strong demand, there are still few graduate programs providing in-depth training covering a large variety of issues in international economics and finance. For example, in the U.S.A., there is only one graduate program specialized in international economics (the PhD program at the University of California at Santa Cruz), and one graduate program specialized in international economics and finance (the MA/PhD program at Brandeis University). In Canada, the only such graduate program is the MA in International Economics and Finance (IEF) launched by Ryerson University in 2005. At the PhD level, Ryerson University is now proposing a new and innovative program in the same field – the PhD in Economics with a single field in International Economics and Finance.

The research areas of the 19 current faculty in the Department of Economics encompass both width and depth in to support the field in International Economics and Finance. The proposed PhD

program builds on the success of Ryerson's MA graduate program in International Economics and Finance. Since its inception in 2005, the MA program has attracted large number of full time applicants, 43.4% of which are international applicants. Demand for admission can also be demonstrated by the fact that only 1 in over 4 applicants are admitted into the program and of those admitted, approximately 24% are international students. The MA program also boasts a 93.65% on time graduation rate of non-withdrawn students, and has placed nearly all of its students in either professional careers related to International Economics and Finance, or other graduate programs (primarily PhD programs in Economics).

**Mission:** The mission of the proposed PhD program in Economics is to produce highly qualified professional economists with the analytical and empirical expertise required for success in the global economy. Compulsory core courses offer rigorous training in economic theory, econometrics, and mathematical economics, while field and elective courses are designed to prepare students to undertake cutting-edge research in International Economics and Finance. Solid theoretical training combined with an empirical orientation ensures that graduates are well suited for high-level research and management positions in national and international financial institutions, international organizations, provincial and federal governments, and academia.

**Field:** In order achieve the mission and program goals, the program curriculum is designed to build on existing the graduate programs and research expertise at Ryerson. It consists of a core field of International Economics and Finance.

**Admissions:** Applicants must meet normal requirements for admission to the Ryerson School of Graduate Studies. The PhD in Economics expects to admit 5 PhD candidates in the first year of registration in 2010-2011 and 5 students each year thereafter, for a steady state enrolment in year four of 20 PhD students by the year 2013-14. We expect roughly 50% of the enrolments to originate from the existing MA program.

**Requirements:** The PhD program in Economics will be available only on a full-time basis and will require the completion of the preliminary Mathematics and Statistics Review course, the Seminar Course, the PhD dissertation, and fourteen one-credit courses scheduled during a maximum period of two years (four semesters) from the start of the PhD program.

PhD DEGREE REQUIREMENTS	
<b>PhD Dissertation</b>	
<b>Mathematics and Statistics Review</b>	
<b>Seminar Course</b>	
<b>Core Courses:</b> Compulsory	
EF8901 Microeconomics I	
EF9901 Microeconomics II (Prerequisite: EF8901 Microeconomics I)	
EF8902 Macroeconomics I	
EF9902 Macroeconomics II (Prerequisite: EF8902 Macroeconomics I)	
EF8903 Econometrics I	
EF9903 Econometrics II (Prerequisite: EF8903 Econometrics I)	
EF9904 Mathematical Economics	
<b>Required Field Courses:</b>	
EF9905 Advanced Topics in International Trade (Prerequisite: EF9901 Microeconomics II)	
EF9906 Theory and Methods in International Finance (Prerequisite: EF9904 Mathematical Economics)	
<b>Elective Field Courses:</b> Choose one from the following courses	
EF9907 Game Theory with Applications to Industry and Trade (Prerequisite: EF9907 Microeconomics II)	
EF9908 Asset Pricing and Finance (Prerequisite: EF9902 Macroeconomics II)	
EF8933 Empirical Topics in International Trade	

EF8914 Financial Econometrics

**Elective Courses:** Choose four from the following courses or the remaining three field courses

EF8913 International Financial Markets

EF8932 International Trade and Imperfect Competition

EF8936 International Public Economics

EF8937 International Labour Economics

EF8938 Microeconomic Issues: Industry, Development and International Economics

EF8939 Nonparametric Econometrics

EF8940 Environment and Economic Growth

EF8941 Topics in International Economic Development

EF9909 Numerical Methods in Economics (Prerequisite: EF9904 Mathematical Economics)

EF9910 Trade and the Environment (Prerequisite: EF9905 Advanced Topics in International Trade)

EF9911 Topics in Labour Economics (Prerequisite: EF9903 Econometrics II)

AM8001 Analysis and Probability

AM8201 Financial Mathematics (Antirequisite: EF8904 Financial Theory)

ONTARIO COUNCIL ON  
GRADUATE STUDIES  
CONSEIL ONTARIEN DES  
ÉTUDES SUPÉRIEURES

June 18, 2009

Dr. Maurice Yeates, Dean  
School of Graduate Studies  
Ryerson University  
Room T-439-A  
87 Gerrard Street  
Toronto, ON, M5B 2K3

Dear Dr. Yeates:

At its meeting of June 15, 2009, the Appraisal Committee (Section 2) decided to recommend that the proposed PhD program in Economics at Ryerson University be APPROVED TO COMMENCE. The first students must be enrolled no later than September 2011.

The following field has been identified and approved:

- International Economics and Finance

In keeping with the OCGS By-Laws and Procedures Governing Appraisals, this is the only area of strength within the program which may be advertised, apart from the program as a whole.

According to the memorandum from the Ministry of Education and Training, dated 1996 11 08, the University may apply to the Minister for consideration for funding approval in the context of the criteria set out in the memorandum and by the deadline specified by the ministry each year.

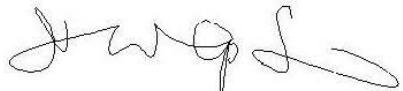
The program will undergo periodic appraisal in 2015/16 (Year 5 of Cycle 6).

This recommendation is not effective until it has been accepted by OCGS, and the information in this letter should not be widely circulated until it is so accepted. However, this

Page 2

preliminary notification may be useful to you. We are providing you with this opportunity to confirm the identification of fields in the program or to question any discrepancies which you feel may exist. Please advise us no later than July 2, 2009 of your acceptance or questions regarding the field designation.

Sincerely Yours,



John ApSimon  
Executive Director, OCGS

JA:cr

ONTARIO COUNCIL ON  
GRADUATE STUDIES

CONSEIL ONTARIEN DES  
ÉTUDES SUPÉRIEURES

June 19, 2009

Dr. Maurice Yeates, Dean  
School of Graduate Studies  
Ryerson University  
Room EPH 439-A  
Toronto, ON M5B 2K3

Dear Dr. Yeates:

This is to indicate that the following programs;

- MPC, Professional Communication
- PhD, Economics
- MA, International Economics and Finance

Has been approved by the Ontario Council on Graduate Studies Executive Committee  
at its meeting on June 19, 2009.

Sincerely,



John ApSimon  
Interim Executive Director, OCGS

JA/pi

*An affiliate of the Council of Ontario Universities*

180 Dundas Street West, Suite 1100, Toronto, Ontario M5G 1Z8 416 979-2165 Fax 416 595-7392  
E-mail [ocgs@cou.on.ca](mailto:ocgs@cou.on.ca) Web Site [www.cou.on.ca](http://www.cou.on.ca)

5. Complex Course Changes - ***Documentary Media***

The program plans to reduce the number of electives from three to two. This change will not affect the program objectives. The second -year of this studio-based program should be focused on delivering the final project and project paper to be defended at the end of the program. There are a number of production and theoretical issues that are being addressed in five other courses during the second year of the MFA. With this reduction, the total number of required courses in the MFA program is still above the average for Canadian MFA programs. This change would be effective for all current students in the program.

6. Complex Course Changes – ***Applied Mathematics***

The proposed change in the curriculum for the program consists of the introduction of the Master's Seminar as a requirement for the completion of the degree. The students in the program will be required to maintain registration in the new course during the duration of their studies, attend the seminar regularly, and deliver at least one talk during their stay in the program. The new course will be graded on a pass/fail basis. This change in curriculum is intended to take effect in the fall of 2010. Current students will not be affected by this change.

# Listening and Learning



Annual Report for July 1, 2008 to June 30, 2009 for the  
Ombudsperson for Ryerson University



**“Injustice anywhere is a threat to justice everywhere.”**

Martin Luther King Jr.

## THE CORNERSTONES OF THE OFFICE OF THE OMBUDSPERSON ARE:

### Independence

The Office of the Ombudsperson shall be independent of all existing university and student administrative structures.

### Impartiality

To investigate, in an impartial fashion, student complaints that may arise against the University or against anyone in the University exercising authority.

### Confidentiality

Shall meet with individuals or groups on a confidential basis and shall not intervene without their express consent. However, the Ombudsperson is not required to maintain confidentiality in cases involving the commission of a serious crime or where there is an imminent risk of physical harm to the complainant or others, and will clearly communicate this exception to complainants; and shall not release any confidential information.

### Principles

Services provided by the Office of the Ombudsperson are founded on a number of general principles including independence, impartiality, confidentiality, informality, the ability to investigate and accessibility.

### Authority to Act

The Ombudsperson shall require information from the University or from anyone in the University exercising authority, therefore:

Requests for information from the Ombudsperson must be given priority by every employee of the University.

In order to fulfill the function of the office, the Ombudsperson shall have access to all official university files, records and information as required in accordance with the University’s Policy on Freedom of Information and Protection of Privacy.

**It shall be the special concern of the Ombudsperson that:**

- a)** Decisions affecting members of the University student community are made with reasonable promptness;
- b)** Procedures and policies used to reach decisions affecting students are adequate and consistently applied and that criteria and rules on which the decisions in question are based are appropriate;
- c)** Any gaps and inadequacies in existing University policies and procedures that might jeopardize the principles of fairness and natural justice of members within the University student community be brought to the attention of those in authority. It is not the function of the Ombudsperson to devise the new rules and procedures, but to make recommendations and follow these up to the extent necessary for their formulation and/or improvements; and
- d)** The complaints received by the Ombudsperson are analyzed on an annual and multi-year basis, to determine trends and identify potential for systemic or system-wide problems.<sup>1</sup>

I am also required by the terms of reference that delineate the responsibilities of the Ombudsperson to report annually to the Ryerson community on the activities of my Office. I do so with great enthusiasm as the circulation of the annual report has proven to be an excellent means for:

- Providing statistical information on the type and volume of concerns and complaints that are brought to my attention so that all members of the community have the opportunity of ‘listening and learning’ about these matters (p. 4 - 5)
- Providing recommendations for system-wide improvements (p. 6 - 12)
- Provost and Vice President Academic and Vice President, Administration and Finance Response (p.13)
- Providing updates on progress made on recommendations put forward previously (p. 14 – 15)
- Engaging community members in discussions about fair and effective conflict resolution and providing information about ‘ombudsing’ in a broader context. (p. 3)

<sup>1</sup> <http://www.ryerson.ca/ombuds/mainsubpages/termsreference.html>

## HAPPY ANNIVERSARY...

The year of 2009 is particularly important in relation to the democratization of society and those who are engaged with the principle of accountability within administrative environments as it marks the 200th anniversary of the establishment of the 'modern' Parliamentary Ombudsman. Most historical accounts indicate that this role was first established by the Swedish Parliament in 1809 as the '**justitieombudsmen**' (JO). Interestingly enough, though, the role of Ombudsman was established previously in Sweden as early as 1713, albeit in a different form. This Officer who was responsible for responding to complaints reported directly to the King Charles XII himself and was not established by legislation and did not report to the legislature. Therefore, this configuration could be more accurately described as an example of the first 'executive or organizational ombudsman'. In an October 2008 interview with Olli Rehn, the Member of the European Commission responsible for Enlargement, it was indicated that the Ombudsman institution was actually created by the Ottoman empire and was brought to Sweden by King Charles after he spent time in Turkey.

Other historical accounts say that "... in October, 1713 Charles XII, the King of Sweden signed an ordinance establishing the position of the "King's Highest Ombudsman". At the time Charles had been away from Sweden for 13 years fighting a war and he felt it was necessary to have someone back home monitoring the country on his behalf. The job of the King's Highest Ombudsman was to ensure that civil servants were following the laws of the country and abiding by the rules. The King's Highest Ombudsman, however, was not very independent of the King. That all changed with a new Swedish constitution in 1809 that established the office of the Ombudsman as an independent institution of Parliament."<sup>2</sup>

All this to say, 2009 is an important year for institutions, organizations and governments which place a high value on people being able to complain without fear of retaliation or reprisal; effective administrative oversight and the respectful and timely resolution of disputes. These characteristics are hallmarks of democratic and civilized societies.

<sup>2</sup> The 2008/2009 Annual Report for the Ombudsman for Saskatchewan.



## TYPES OF CONCERNS

	08/09	07/08	06/07	05/06	04/05	03/04	02/03
<b>TOTAL</b>	<b>586</b>	<b>558</b>	<b>606</b>	<b>573</b>	<b>535</b>	<b>480</b>	<b>513</b>
ACADEMIC ADVICE <sup>3</sup>	103	92	106	71	59	61	60
ACADEMIC APPEALS <sup>4</sup>	158	142	165	137	168	152	136
ACADEMIC MISCONDUCT	83	64	57	37	34	23	19
ACCESSIBILITY	12	11	5	8	5	6	6
ADVANCEMENT & DEVELOPMENT	0	0	1	1	3	0	1
ADMISSIONS (UNDERGRADUATE)	15	25	35	28	34	31	27
ADMISSIONS (GRADUATE)	6	5	4				
ANCILLARY SERVICES	0	1	1	2	0	2	8
CAMPUS PLANNING & FACILITIES	0	0	2	2	1	2	1
CONDUCT – INSTRUCTOR	43	42	45	60	82	57	59
CONDUCT – STAFF	12	11	12	21	15	16	16
CONDUCT – STUDENT	7	9	11	15	12	4	8
CONFIDENTIALITY	1	0	3	1	1	2	2
CONVOCATION & AWARDS	1	1	N/A	N/A	N/A	N/A	N/A
CURRICULUM ADVISING <sup>5</sup>	11	18	17	23	10	9	15
ENROLLMENT SERVICES <sup>6</sup>	41	35	44	55	28	25	29
EXCHANGE PROGRAMS	0	0	0	0	2	0	1
FEES	20	24	18	30	10	18	17
FINANCIAL ASSISTANCE	15	13	14	11	10	8	11
INFORMATION REQUESTS – NO COMPLAINT	4	9	7	10	20	17	29
LIBRARY	1	1	1	1	0	3	2
OUTSIDE JURISDICTION	13	9	7	10	7	7	14
PRACTICUM/PLACEMENT (ADMINISTRATION & AVAILABILITY)	7	9	11	5	4	5	7
REINSTATEMENT/RE-ADMISSION	15	26	25	25	13	16	26
RESIDENCE	4	3	2	3	3	3	1
SAFETY & SECURITY	2	3	5	3	4	4	3
SPORTS & RECREATION	0	1	1	0	0	0	2
STUDENT MEDIA	0	0	0	0	1	0	1
STUDENT SERVICES	2	2	2	3	1	2	3
STUDENT UNIONS/ASSOCIATIONS	8	2	4	9	7	3	5
TEAM WORK	2	0	1	2	1	4	4

<sup>3</sup>This category includes concerns regarding not being able to easily access academic advice from a knowledgeable person.

<sup>4</sup> Includes Grades and Academic Standing.

<sup>5</sup>Including Transfer Credits and Challenge Credits.

<sup>6</sup>Including Late Withdrawals.



## STATUS OF INDIVIDUALS BRINGING FORWARD CONCERNS & COMPLAINTS

CONSTITUENCY	08/09	07/08	06/07	05/06	04/05	03/04	02/03
ALUMNI	22	6	22	27	10	7	7
APPLICANT	25	27	40	29	15	29	21
CONTINUING EDUCATION/PART TIME DEGREE	95	82	87	92	85	79	84
FULL-TIME DEGREE	385	375	394	372	375	334	358
GRADUATE STUDENTS	25	32	31	14	10	4	3
MISCELLANEOUS (PARENTS, STAFF, ETC.)	34	36	32	39	40	27	40
<b>TOTAL</b>	<b>586</b>	<b>558</b>	<b>606</b>	<b>573</b>	<b>535</b>	<b>480</b>	<b>513</b>

## SUMMARY OF SERVICE PROVIDED

### Information:

Providing information on policies and procedures.

### Advice:

Providing information and discussing possible options with students.

### Intervention:

Taking action to assist in some way to resolve the concern, e.g. clarifying information, facilitating, mediating, conducting investigations.

ACTION TAKEN	08/09	07/08	06/07	05/06	04/05	03/04	02/03
INFORMATION	10	8	9	23	51	114	159
ADVICE	471	452	434	386	364	262	228
INTERVENTION	105	98	163	164	120	104	126
<b>TOTAL</b>	<b>586</b>	<b>558</b>	<b>606</b>	<b>573</b>	<b>535</b>	<b>480</b>	<b>513</b>

ACTION TAKEN	08/09	07/08	06/07	05/06	04/05	03/04	02/03
ADVICE & REFERRAL	471	452	434	386	364	262	228
INFORMATION	10	8	9	23	51	114	159
INTERVENTION – CLARIFYING	43	36	79	82	62	49	69
INTERVENTION – MEDIATION	1	1	1	0	2	3	0
INTERVENTION – SHUTTLE DIPLOMACY	31	42	61	62	45	40	50
INVESTIGATION	30	19	22	20	11	12	7
<b>TOTAL</b>	<b>586</b>	<b>558</b>	<b>606</b>	<b>573</b>	<b>535</b>	<b>480</b>	<b>513</b>

## SELECTED HIGHLIGHTS OF STATISTICAL INFORMATION: DECREASES AND INCREASES OBSERVED <sup>7</sup>

### Decreases

I am very pleased to report on a number of reductions in concerns and complaints in key areas:

The category of 'Admissions' has decreased again this year by the large percentage of 40%. I believe this continuing reduction is connected to the attention paid by this Department to communicating a great deal of relevant information to applicants via its website as well as through personalized communication with applicants. The website contains detailed information on what to do, when and how in order to keep track of the status of an application and it is updated frequently. Instead of individuals complaining that their application was not handled properly as has been the case in the past, the bulk of the complaints are now from individuals who were surprised they were not admitted due to their excellent qualifications. When applicants become aware of what is often intense competition for a limited number of spaces, the focus of the discussion with the University then turns to what their alternatives are for post-secondary education elsewhere, or what they can do to improve their chances for success when applying again.

This year we have also observed a 35% reduction in complaints in the category of 'Reinstatement/Re-admission'. While the downward trend is a positive development, in reviewing the data year after year in this area the most readily identifiable common thread is that students have not been able to find out the criteria that will be used to determine whether or not they will be reinstated and/or the process that will be used to make that determination.

In the area of Curriculum Advising, which relates to Transfer Credits and graduation audits primarily, we have observed a 30% decrease. This is a very positive development. I would also like to comment on the very informative website that has been set up on the subject of applying for Transfer Credits. The information provided is comprehensive and ordered in a logical manner and provides information on how to deal with a wide variety of potential variations or complications. In addition, it now allows students to put forward their applications for transfer credits on-line rather than in hard copy format.

### Increases

In the category of Academic Misconduct the number of complaints has increased by 30%. Based on statistics provided by the Academic Integrity Office (AIO), this increase is slightly less than the 37% increase in suspicions raised by instructors from 2007/2008 to 2008/2009. For the most recent year, the statistics from the AIO reveal that 50% of the suspicions raised resulted in no further action being taken. By comparison, 47% of the suspicions raised resulted in no further action being taken in 2007/2008.

A large percentage of complaints in this area relate to procedural errors with respect to the organization of appeal hearings; the timing and the manner in which information about the appeal hearing has been (or has not been) distributed and other related types of administrative and adjudication related complaints. The University has implemented an Academic Integrity Council (AIC) for appeal hearings at the Faculty level and a number of initiatives are currently in play:

- a methodology is being developed for triaging time sensitive appeals in order to ensure those appeals that require immediate attention are given priority in scheduling;
- the communication between Enrollment Services and the AIC is being streamlined so all parties are aware of when various designations should be input or removed;

<sup>7</sup>The number of complaints under review in some categories are not large thus, movement in the data will result in a large percentage increase or decrease.

- instructors and students who wish to serve on the AIC must now apply to be members and those who are appointed have been trained using a revised methodology; and
- a number of procedural issues have been evaluated and revised, e.g. it has been determined that witnesses must always be identified if their evidence is to be taken into consideration.

As a result of the latest developments I will not comment further on this general area of complaint until the new AIC has had an opportunity to operate for at least a one year period.

In the category of 'Academic Advice' which in this context is defined as 'concerns regarding not being able to easily access academic advice from a knowledgeable person', we have observed an increase of 12%. As this issue has been addressed many times before in this Report and the University has established the Student Information and Advisory Centre as well as publishing more detailed information about how to access advising resources in each department and school, I will not comment on this increase for this service year by way of a recommendation. Nonetheless, it is worth noting that one of the most frequent statements made by people who approach my office when they have not been able to acquire academic advice is they have found it to be difficult to speak to someone who has sufficient time to review their circumstances and to have an in-depth discussion about how best to proceed in order to meet their academic goals. It is very clear to me from reviewing thousands of concerns and complaints that the availability of basic and in-depth academic advising, in a timely manner, is a powerful prophylactic in relation to the prevention of serious problems at later dates.

## ACADEMIC CONSIDERATION AND APPEALS

The category of 'Academic Appeals' which relates to concerns with how academic grades and standing have been handled or calculated has increased by 11%.

A number of similar issues have emerged in this area of complaint and also cross into other related categories, e.g. Academic Information and Advice, Enrollment Services, Instructor Conduct, Staff Conduct:

For instance, the Academic Consideration and Appeals policy says that: "*Instructors will determine if (my emphasis) medical documentation is required for an alternate arrangement based upon the duration of the medical condition and the amount and type of work missed and affected.*"

However, I have seen many course outlines that stipulate that a medical certificate must be provided to justify any absence and to be eligible for any academic consideration. Apart from this approach being inconsistent with the University's policy, it seems reasonable to ask: Is this expectation really what is in the best interest of the broader community and our shared health and medical resources? Given the number of course outlines that indicate that a medical certificate is required to justify any absence, I'm wondering if some instructors believe they are obligated to ask for documentation for every absence. However, the policy clearly indicates instructors may use their discretion to determine when documentation is required and when it is not, given the particular circumstances of the situation.

In the same vein, the University's Academic and Consideration Appeals policy indicates documentation for medical conditions can be provided in this fashion: "*Students must submit a fully completed Ryerson Medical Certificate, or a letter on letterhead containing all of the information required by the medical certificate, signed by an appropriate regulated health professional for the applicable period of time.*"

However, I have seen many course outlines as well as emails sent by instructors which state: “*A Ryerson Medical Certificate must be submitted to document any absence*”. In addition, I have been consulted on a number of situations where students who have received detailed, signed letters on letterhead from their physicians have then been advised that only the Ryerson Medical Certificate will be accepted. In these instances I am aware of a number of students who then met with the attending physician a second time and were required to pay twice for this documentation, i.e. once for the detailed letter and again for the completion of the Ryerson University Medical Certificate. Clearly duplication of this nature is not appropriate in terms of best use of limited medical resources, and student and faculty time and is an unintended consequence of misunderstanding the University’s expectation for how documentation can be provided.

Other issues have arisen where students have been told that their medical documentation will not be accepted because they did not advise the instructor before the test or the exam they would not be able to attend. Once again, the Academic Consideration and Appeals policy says “Students shall inform instructors (via email whenever possible) in advance when they will be missing an exam, test or assignment deadline for medical or compassionate reasons. **When circumstances do not permit this, the student must inform the instructor as soon as reasonably possible.** (my emphasis)

In circumstances where a student was involved in a car accident or had a sick child or parent attended to at an emergency department the day of the exam or the night before a morning exam, it may not be possible or reasonable to expect them to email the instructor to advise them of their unexpected calamity and resultant inability to meet their academic obligation as originally planned. Once again, I have seen course outlines and emails from instructors indicating that consideration can **only** be given if the student advises them in advance of the test or exam for which they are unavoidably absent. Clearly this message contradicts the policy and reasonable expectations for fairness. As the wording of the policy recognizes, inevitably,

circumstances will arise which preclude responsible people from sending an email or making a telephone call in advance of a test or exam.

Similarly, I have been consulted on situations where students have received consideration for a medical problem and an exam is deferred or a deadline extended. Unfortunately, prior to the re-scheduled date, the students fall ill again, or the illness is ongoing and has not been successfully treated and the students are still incapacitated. Surprisingly, in some instances, students in this situation have been told that no further consideration can be granted. Clearly, to any fair minded person this type of response makes no sense. When circumstances are beyond the control of the person it is not reasonable to say nothing further can be done. When a student presents valid documentation indicating he or she is still incapacitated, arrangements must be made to take that unexpected turn of events into account.

In the same vein, on occasion, individuals have been told via email and verbally that an INC (Incomplete Grade) can not be extended as the policy prohibits the instructor from doing so. While the GPA policy states the INC must be cleared within three months of the petition being granted, if circumstances are such that an extension is justified, this kind of amendment can be fairly implemented through consultation with the appropriate personnel. One can only imagine the kind of anxiety that is created for someone who is already extremely ill, (and for his or her family) to be told that even though they have not recovered, no further consideration can even be discussed when in fact there are options available that can be fairly applied, e.g. an extension for a reasonable period of time if the student will be healthy shortly; a petition for an AEG grade; a request for a retroactive drop of the course if the student will not be well enough to complete the final course requirements for the foreseeable future. Ironically, it is not uncommon for extensions of a few weeks for clearing an INC grade to be granted when a physician’s estimate of when a student will be healthy has been off by a couple of weeks. Yet, in some instances, individuals have concluded or been advised that they have no flexibility.



It is paramount that all decision-makers recognize that treating people identically is only fair when they are in exactly the same circumstance and have access to the same resources. It is vital to fair decision-making that the specific circumstances of an individual's situation be considered prior to any determination being made.

**Recommendation 1:**

That instructors, Chairs/Directors be advised that the type of declarations and prohibitions described above and that have appeared in course outlines and student handbooks are not consistent with the Academic Consideration and Appeals Policy and, if they are still being used in 2009/2010 documents they should be revised to reflect the actual policy requirements. Similarly, instructors should be reminded they have the discretion to determine when and if documentation is required, and they also have the discretion to extend deadlines within the semester when circumstances warrant doing so. After the semester has ended the instructor in consultation with his or her Chair or Director also has the ability to extend deadlines when circumstances are such that doing so is fair and reasonable.

**“Hope will never be silent.”**

Harvey Milk



## **POLICY ON UNDERGRADUATE GRADING, PROMOTION AND ACADEMIC STANDING (THE GPA POLICY) IMPLEMENTED IN SEPTEMBER 2008**

**Impact of Required to Withdraw (RTW) designation:**

The RTW designation is new to Ryerson as of September 2008. As a result, this year we observed the first go-round of RTW designations at the end of the Winter term that would require a student to be away from the University for a one year period. Perhaps this is the reason there was a great deal of misinformation floating around. For example, I saw emails and written appeal decisions saying that a student could take courses at the Chang School and other universities or colleges while on RTW status when in actual fact students are prohibited from taking any certificate or degree equivalent Continuing Education (CE) course at the Chang School (unless they are interested in Course Series offerings and special arrangements have to be made for them to do so). Also, I have been advised by Registrarial staff that the convention in place among universities and colleges across Canada is that they will respect each others' academic standings. As a result, the bulk of other Canadian post-secondary institutions will not admit students into individual courses as a special student or into a different undergraduate degree program that is better suited to their abilities, if they have a current RTW standing from Ryerson. In support of that view, we have also reviewed letters from other universities which state that the student was not offered admission because of being on RTW from Ryerson. It was also noted that until the academic status changes, the student could not expect to be offered admission.

## REINSTATEMENT

A further complication has also arisen in that some schools and departments at Ryerson University are saying to students: "You can not be reinstated unless you demonstrate the ability to get good grades elsewhere". However, as noted above, for the most part, students are not able to take courses elsewhere for a one-year period. In other instances, some students have been told to take courses in a different program at Ryerson or elsewhere, do well in that new program and then apply for re-admission to their original program. Given these divergent directions, it's not surprising that the reinstatement system could be seen to be a labyrinth to the uninitiated. In addition, other academic advisors are indicating that as the chance of being reinstated is 'slim to none', given the amendments to the promotion policy, students should focus exclusively on getting admitted into another institution in order to complete their degrees. However, I have also read documents issued by other departments that state that RTW students will automatically be reinstated at their request, after twelve months have elapsed, and be allowed to return to their program on a restricted probationary contract to take two courses only. If they are not successful they will be permanently withdrawn.

If it is true for some schools and departments that students can not expect to be reinstated once they have been placed on RTW, this information should be told to students who are signing Probationary Contracts. As the consequences of not fulfilling the terms of a probationary contract can be so far-reaching, the individuals laying out the contract should make that abundantly clear. We often hear from both parents and students that a first year student attended a group meeting and signed 'a paper' but didn't really understand what it meant. To sign a contract without understanding its terms is clearly unwise. It is also incumbent upon students to pay sufficient attention so as to comprehend the seriousness of the situation. Nevertheless, not being able to finish a degree once started and not being able to gain admittance to another post-secondary institution for a minimum

of twelve months, is a matter of such significance that this potential outcome should also be conveyed to students signing Probationary Contracts.

The Grading and Promotion policy also provides a final opportunity for students who performed poorly in the Winter semester to bring up their CGPA to 2.0. With the permission of the Program Director/Chair and the sign-off of the Registrar's Office, students who are close to a CGPA of 2.0 can take another course or two in order to bring their CGPA up to or above 2.0 by the end of the Spring/Summer term. However, I have been consulted on a number of situations where students were told this form of consideration did not exist even though the Grading and Promotion policy specifically provides for it; or, students were told while the provision was available, the student was not eligible even though they only needed an average grade, which based on their past performance, was doable in order to bring their CGPA up to 2.0.

In discussing these types of situations, I have often been told by students that the person they were talking to just wanted to say 'no' regardless of the circumstances. My response is to query why would someone 'want' to say 'no' when all that is required is a quick analysis to determine if the student's academic record is such that achieving a CGPA is viable, e.g. he or she doesn't have to get an A+ in order to get to a CGPA of 2.0 and in fact, a C+ or higher would result in the requisite change. Whether it be due to a misunderstanding or lack of information, it is profoundly unfair to say a form of consideration is not in existence when it clearly is, or, to make it more difficult for someone to make use of such consideration than it needs to be.

It is also unfair for students to misrepresent conversations had with others and that is why we are always very careful to ensure that all parties' points of view are heard on what transpired before an opinion is formed as to whether or not someone has been treated unfairly.



**“Justice consists not in being neutral between right and wrong, but in finding out the right and upholding it, wherever found, against the wrong.”**

Theodore Roosevelt

**Recommendation 2:**

That additional information be provided to decision-makers on all of the ramifications of a student being placed on RTW as well as encouraging that more detailed information be provided on the long term consequences of not fulfilling a probationary contract to students both at the beginning and the middle of the Winter semester (before the final deadline for dropping courses without academic penalty).

**Recommendation 3:**

That all schools and departments publish the criteria they will be using to determine whether or not students will be reinstated after RTW. If students are required to take courses elsewhere to demonstrate their academic ability, they should be apprised that it will likely be 18 months or 2 years before they will actually be in a position to apply for reinstatement. Similarly, if the attrition rate for students leaving the program is so low that students who have been placed on RTW can never expect to be reinstated, this information should be communicated to students before they enroll in courses elsewhere in an effort to demonstrate their academic ability.

I would suggest that the clear mode of communication used by the Ted Rogers School of Management be emulated by others. For example, it is stated on the School of Business Management website: You are not allowed to attend classes at Ryerson for 12 months; you are eligible to take two courses on a Qualifying Probationary Contract after the twelve month period has elapsed and if you are not able achieve the minimum academic requirements set you will be Permanently Withdrawn. A very detailed and relevant set of FAQ'S has been posted on the Business Management School website that explains exactly what a student needs to do to be reinstated. In addition, helpful information related to OSAP eligibility and the need for financial planning is also included. This kind of approach is straightforward and fair in that it specifies what is automatic, i.e. you are eligible for a qualifying contract after twelve months has elapsed. It is then made very clear, what is within the student's control, i.e. if you meet the qualifications by doing well in the two courses prescribed for you, you will be able to continue in your original program. This approach has greatly reduced anxiety and allows students and their families to plan accordingly.

## REASONS FOR DECISIONS

This problem has been observed in responses to grade and standing appeals; appeals of decisions on determinations of a student engaging in Academic Misconduct; as well as written decisions issued by a variety of administrative units related to the denial of a request or benefit.

In my experience, it is not uncommon for some decision-writers to provide a list of agreed upon facts along with various individuals' opinions or observations and then conclude with: "...as a result your appeal is denied." It appears that the decision-maker was trying to list in full all of the information that was heard prior to coming to a conclusion. However, the requisite skill in writing a decision is in demonstrating what information was relied on and the weight it was given; why the weight given was determined to be fair; why some pieces of information were not considered to be relevant and how the information reviewed and weighed was applied to whatever policy or procedure is relevant to the matters under review.

Or, a decision-maker will write: "I have contacted the person who is the subject of the complaint and what you've said has been denied and the matter is closed." Or, individuals will say "You have been accommodated for compassionate reasons on a previous occasion and therefore no further consideration will be provided". Once again, it is a basic standard of fairness that the current circumstances put forward by the appellant be considered. It is not fair to rely on responses made in a previous situation that are not relevant to the current request. In addition, it is important to take into account that some individuals encounter many more difficulties in their daily lives than others, e.g. chronic medical conditions; minimal financial security; and/ or limited or non-existent family supports. As a result, some individuals may legitimately encounter more than one extenuating circumstance that will have a negative impact on their ability to cope with multiple problems. Both within the Ryerson community and the broader world it is well recognized

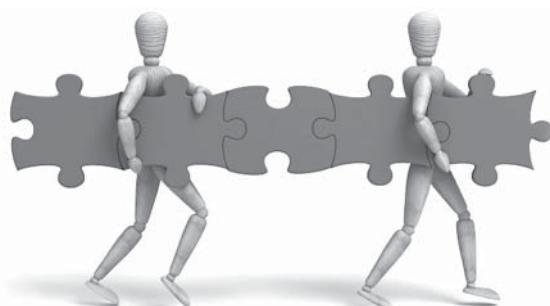
that an individual's social location will have a significant impact on their capacity to cope effectively with multiple instances of unexpected negative situations. As a result, individuals who are responding to complaints and appeals need to apply the most basic standards of investigation namely:

- Hear all relevant perspectives on the situation under discussion before forming an opinion.
- Carefully review any relevant documentation before forming an opinion.
- Determine what the appropriate response should be without a positive or negative bias toward either party in the dispute.
- Provide rationale for the decision which includes an explanation for what has been considered and if one person's view of what transpired has been accepted, how and why that decision was made.

The foregoing expectations would strike many readers as being the most basic of requirements. However, for those for who investigation of a complaint or concern, or responding to an appeal is a new experience, these minimal expectations may not be obvious. I would also like to point out that I have also seen exemplary decision letters which demonstrate with great clarity why a particular outcome is considered to be reasonable.

### Recommendation 4:

That individuals who respond to complaints and appeals be oriented to the importance of providing a detailed rationale including what information the decision-maker relied on and why it was considered to be important; that demonstrates all parties' views were taken into account, in an unbiased a manner as is possible, before a decision was made.





## **PROVOST AND VICE PRESIDENT ACADEMIC AND VICE PRESIDENT, ADMINISTRATION AND FINANCE RESPONSE TO LISTENING AND LEARNING OMBUDSPERSON'S REPORT JULY 1, 2008 - JUNE 30, 2009**

Dear Ms Farrell,

We are writing to offer a response to your 2008-2009 Annual Report, "Listening and Learning," which we received in our offices recently. Thank you for sending it.

The observations made by you in your annual reports provide important insights and suggestions, many of which have brought about positive changes at Ryerson. As mentioned in this year's report, several of the areas of concern last year have resulted in significant changes and the impact of those changes will be seen as this year unfolds.

We are pleased that, again this year, the number of students with concerns in several key areas has either decreased somewhat or remained almost the same. While there has been an increase in the number of complaints regarding academic misconduct you point out that the percent increase is less than the increase in the number of suspicions of academic misconduct, and that the institution of the Academic Integrity Council this year may well address the procedural matter that students are concerned about. The report also mentions that there have been initiatives to address concerns about "Academic Advice", and it is important to note that a review of advising processes has been undertaken by the University Committee on Student Success, which was established last year.

### **Recommendation 1 (Academic Consideration and Appeals):**

*The Undergraduate Academic consideration and Appeals Policy* does state that instructors determine if medical documents are required in a particular situation, and that if a Ryerson medical certificate is not available, students may submit a note that contains the same information with the affirmation portion of the medical certificate completed. Chairs and Directors will be reminded that Department and School policies and procedures must be consistent with the Policy.

With regard to the concern about INC grades, there will be further discussion about policies and procedures related to the extension of the three month deadline, where warranted, for the completion of an INC.

### **Recommendation 2 and 3**

#### **(Grading Promotion and Academic Standing (GPS) Policy):**

There has already been significant clarification of procedures when students are Required to Withdraw (RTW). It is agreed that there needs to be more discussion about how the rules are applied and that students should be informed of the potentially dire consequences when they do not meet the requirements of a Probationary contract. The Academic Planning Group (APG) will discuss these matters in the coming year. The communication strategy used by the Ted Rogers School of Management will be reviewed as a possible model. It should be noted that the policy allowing students to change their standing from RTW to Probationary by completing one of two courses, normally in the Spring/Summer term, has been very successful. Over 50% of the students who were given this opportunity were able to return to their program.

### **Recommendation 4 (Reason for Decisions):**

Template response letters for academic and misconduct appeals have been developed. These require that all decision makers summarize the perspective of both the student and the instructor (or other respondent), and that reasons for the decision be included in a separate section. The need for decision makers to specifically address the evidence considered and the reasons for the decision based on that evidence will be reiterated. The training of decision makers continues for academic decision makers (Chairs, Directors and Deans' designates), members of the newly implemented Academic Integrity Council and the Senate Appeals Committee.

Again we would like to thank you for your thoughtful Report and your commitment to Ryerson University.

Regards,

Alan Shepard  
Provost and Vice  
President Academic

Linda Grayson  
Vice President,  
Administration and Finance

## **FOLLOW UP ON RECOMMENDATIONS AND COMMITMENTS MADE**

The text shown in *italics* below is the University's update on the progress made on each of the 2007/2008 recommendations:

### **Recommendation 1 (Fee Statements):**

That a consultative review of the format in which students' indebtedness and the amount of fees paid, when and for what purpose, be undertaken. This consultation would include soliciting input from individuals who are not already familiar with the Ryerson approach to receive recommendations on how the information could be presented to make it more easily comprehensible.

*During the past year we have taken a series of steps to enhance the clarity of fees information provided to Ryerson undergraduate students. Information on the Student Fees web site was overhauled ([http://www.ryerson.ca/currentstudents/fees\\_finances](http://www.ryerson.ca/currentstudents/fees_finances)).*

*A second step was the introduction of an account statement in a PDF form in the re-engineered RAMSS Student Centre that allows students to isolate charges and payments to one term at a time, either in detail or summary form ([http://www.ryerson.ca/RAMSSsupport/ugrad\\_grad/student\\_fees](http://www.ryerson.ca/RAMSSsupport/ugrad_grad/student_fees)). Fees information in Ryerson's Student Guide was also revised extensively (<http://www.ryerson.ca/studentguide/MoneyMatters1.html>).*

*A further step was the introduction of a monthly fee reminder email message to students who had an outstanding balance. Finally, an electronic RAMSS demo on how to navigate and use RAMSS information (including fees information) was introduced as part of the RAMSS upgrade in November 2008 ([http://www.ryerson.ca/currentstudents/images/ramss\\_leftsidebar\\_demo.jpg](http://www.ryerson.ca/currentstudents/images/ramss_leftsidebar_demo.jpg)). Feedback from students as these measures were developed and implemented has been extremely positive.*

*We continue to invest significant amounts of time on the part of Student Fees staff to ensure that erroneous charges do not occur. Based on experience in the past year it would appear that these efforts have reduced the incidence of problems.*

### **Recommendation 2 (Reducing Unintentional Accumulation of Debt and Affect on Academic Record):**

That an investigation be undertaken to determine alternative technological or administrative methods of determining if students who have submitted course intentions or registered for continuing education courses are actually attending classes at the beginning of the semester. In addition, in the interim, I am recommending that additional efforts be made to alert students at the point of registration of the importance of cancelling their registration as soon as possible in order to avoid negative consequences if they subsequently decide not to attend classes.

*During the past year we have continued efforts to ensure that undergraduate students clearly understand the academic and financial obligations they undertake when they either enter Course Intentions or directly enroll in classes for the academic semester/year. For the first time this fall, a feature has been built into the student portal website. Undergraduate students with a Fall 2009 enrolment have been asked to confirm that they are planning to attend classes that they are enrolled in prior to entry to RAMSS. Those who indicate they are not continuing in Fall 2009 studies have been asked to formally withdraw from courses. During the coming year this tool and related procedures and communications will be refined to ensure that all students with an active enrollment have confirmed their enrollment.*

*With respect to registrations for Chang School courses, a review team has been analyzing Chang School registration and fee issues. One of the objectives of the review is to introduce process and procedural changes that will ensure students are fully aware of their academic and financial responsibility for all continuing education course registrations. Review team recommendations are expected later in the fall with implementation beginning in the 2010/2011 academic year.*

### **Recommendation 3 (Review of Methodology for Orientation on Student Code of Conduct Policy and Procedures):**

That the current training program for orienting faculty and staff on how to handle suspicions of academic misconduct and conduct hearings be reviewed by a diverse group of Ryerson community members, including educators, student representatives and content experts, so as to build on its strengths and increase university-wide participation.

### **Recommendation 4 (Investigation of Alternatives for Adjudicating Appeals of Charges of Academic Misconduct):**

That the university investigate alternatives to the Faculty Appeals Committee approach for adjudicating charges and penalties associated with the Student Code of Academic Conduct so as to reduce the demand currently placed on a small number of faculty members, reduce waiting times and contribute to a higher level of fairness. My understanding is the Academic Integrity Officer has recently amassed a comprehensive inventory of all the academic honesty/integrity policies and procedures from across Canada. This material may yield alternatives that are also viable within the Ryerson community.

*The Student Code of Academic Conduct has been revised such that Faculty Appeals Committees have been replaced with a centralized Academic Integrity Council. As the AIC will be managed by the Academic Integrity Office, it can be ensured that all members are properly trained and that the policies and procedures are more consistently applied.*

### **Recommendation 5 (Review of Academic Standing Variations):**

That all academic standing variations be reviewed by the Academic Standards Committee or its delegate, in consultation with the relevant schools and departments, to ensure the variations are consistent with the University's recently adopted Academic Plan (June, 2008) and are presented in such a manner as to be easily understood.

*The standing variations have been reviewed by the Chair of the Academic Standards Committee who is in the process of*

*working with the various departments/schools to clarify language and determine if any changes need to be made. These revised variations will be presented to the Academic Standards Committee for its approval, and then reported to Senate.*



## **OFFICE OF THE OMBUDSPERSON WEBSITE ACTIVITY**

In the interests of increasing student awareness and capacity, we have set up the Office of the Ombudsperson website so as to assist users to acquire the knowledge they need to solve or prevent academic or administrative problems without ever having to contact our office directly.

We are pleased to report that an average of 650 unique visitors viewed our website each month of this service year. This number represents one hundred (100) more visitors per month than made use of this resource last year. Activity was greatest in the month of May 2009 when 947 individuals visited the site and in January 2009 when 745 individuals viewed the site. We track the pages visited and the amount of time spent on each of them in order to analyze what viewers appear to be most interested in so as to increase accessibility to the most useful and relevant information.

We also ask individuals who have lodged a complaint or raised a concern with this office to provide us with feedback on their experience via an anonymous online questionnaire.

## OFFICE OF THE OMBUDSPERSON RESPONSE TIMES

Every effort is made to respond to all contacts in a timely way. This year we are pleased to report the following performance statistics:

RESPOND ON THE SAME DAY (EXCLUDING WEEKENDS)	99.5%
RESPOND WITHIN ONE DAY	.3%
RESPOND WITHIN TWO DAYS	.2%

## CASE CLOSURE TIMES

CASES CLOSED AFTER ONE WEEK	82.3%
CASES CLOSED AFTER TWO WEEKS	5.6%
CASES CLOSED AFTER THREE WEEKS	2.4%
CASES CLOSED AFTER FOUR WEEKS	2.6%
CASES CLOSED AFTER FIVE WEEKS	1.9%
CASES CLOSED AFTER SIX WEEKS	1.2%
CASES CLOSED AFTER MORE THAN SIX WEEKS	4.0%

## IN APPRECIATION

I would like to express my appreciation to everyone who has contacted this Office and all those who have responded to inquiries made by this Office in a manner that contributes to the fair resolution of concerns and complaints in a respectful and civil manner.

I would also like to thank the members of the Ombudsperson Committee for their input and support over the past year; and to recognize Ayesha Adam, the Assistant Ombudsperson for her dedication and thoughtfulness, and Stephanie Lever, our Administrative Assistant, for her attention to important details.

Respectfully submitted,

Nora Farrell, Ombudsperson  
Ryerson University

