



Hit and Myth

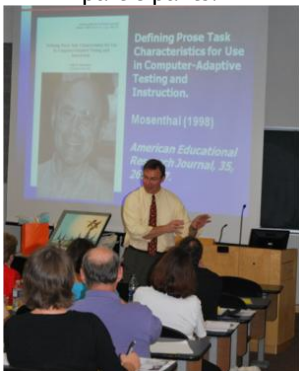
The College Sector Committee for Adult Upgrading
 May 31, June 1 & 2, 2010 · Georgian College, Barrie Campus

Conference Report: Hit and Myth was a HIT!

The 2010 annual conference provided ample opportunity for the 150+ participants to fulfill their professional development (and social!) needs. The CSC wishes to thank the staff of our generous host, Georgian College, as well as the presenters and participants themselves who all contributed to the success of the 2-1/2 day event. The CSC also wishes to thank all those who submitted evaluations which will be used as the basis for continued improvement.



Sandra Hennessey and Bea Clark welcome participants.



Michael D Hardt shares an innovative approach to instruction.



Arlene Cronin dispels myths about ACE Distance learners.

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- © Presenters' Biographies Page 15
- © Participant Contact List (*separate*)
- © Available presentations (*to be posted soon!*)



Sarah Delicate outlines a plan to move *From Compliance to Competition*.



Marco Antonelli takes advantage of the many sessions offered

Our respondents spoke:

- 100% agreed the information gathered during the conference was mostly relevant to the program at their college and their PD needs.
- 98% felt there was a good mixture of working groups, workshops and keynote speakers.
- 100% believed they gained important information about new directions and developments in the field.
- 100% enjoyed having the conference at a college site.



Join us at St. Lawrence College, Kingston for the 2011 conference
 May 30, 31 & June 1.



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“The greatest danger for most of us not that our aim is too high and we miss it, but that it is too low and we reach it.” Michaelangelo

The theme of this year’s conference says it all. We are in a time of rapid evolution in Ontario in terms of what is delivered, who is delivering and whom we are delivering to!!! In times of such rapid change, accurate information is often out distanced by rumours and misconceptions. The purpose of this conference is to separate fact from fiction and ensure that college staff have the necessary skills and knowledge to address the coming changes with maximum accuracy. In other words, we want to debunk the **Myths** and make sure College programs are **Hitting** the mark.

Program of Events

Monday, May 31st

- 11:00 a.m. - 12:15 p.m. **Registration** (Alumni Hall Foyer) & **Light Lunch** (C Bldg. Cafeteria)
- 12:15 p.m. - 12:30 p.m. **Welcoming Remarks & Conference Overview** (Alumni Hall)
- 12:30 p.m. - 1:00 p.m. Laurie LeBlanc (Alumni Hall)
Assistant Deputy Minister, MTCU
- 1:00 p.m. - 3:30 p.m. **Manager, Faculty and Support Staff Working Groups:**
(Break at 2:00 p.m. - 2:15 p.m. in K222)

Managers (K218)
Managers’ provincial meeting

Teachers/Practitioners:
The very successful subject working group discussions return this year. For the first hour you will have an opportunity to share learning strategies, resources, and insights in individual subject areas with each other. Learn what other colleges are doing to promote student success. For the balance of the meeting the college representative on the OALC working group for your subject area will consult with you and provide information on developments since the winter piloting. This is a chance for colleges who didn’t participate in piloting to become informed and provide input.

Communications (K224B)
Math (K220)
Self Management (K224A)

Sciences (K225)

Science teachers will also have a chance to share information and resources for the first hour. Many colleges in an effort to control the excessive costs of texts for these courses have purchased the ACE Biology and Chemistry courses which are text free. For the balance of the science meeting, the ACE Distance teachers responsible for the development and delivery of Biology and Chemistry will demonstrate these two courses and give you an opportunity to discuss how they can be best integrated into existing programming.

Support Staff (K226A)

Frontline staff are the important first point of contact for the many Employment Ontario students and clients served by the colleges. Whether it's serving Second Career, LBS, Apprenticeship, Job Connect or Employment Assistance participants, support staff play a key role in directing and assisting students and clients. During this interactive session, Bea Clark - Consultant with the CSC - will lead the group in a discussion and review of current issues affecting front line service delivery. Come prepared to share your skills and experience!

4:00 onwards

Check-in and ARTISANS' SALE (Residence, 1st Floor Lounge)

Plan to do some shopping with talented local artisans. Exhibitors from the famous Toronto One of Kind craft show will be featured in displays located in the first floor lounge at the residence during the conference. Check out women's and children's clothing, jewellery, accessories and outdoor art.

5:30 - 6:30
6:30

Cash Bar followed by
Gala Dinner, (Georgian Dining Room)

Tuesday, June 1st

8:00a.m. - 9:00 a.m.

Registration & Breakfast (Alumni Hall Foyer, C Bldg. Cafeteria)

9:00 a.m. - 9:30 a.m.

Opening Comments (Alumni Hall)

9:30 a.m. - 12:00 Noon

From Compliance to Competition (Alumni Hall)

Sarah Delicate

Director, BBMD Consulting Inc.

Are you competing or just complying? It could be argued that there has never been a more competitive time for non-profit organizations like LBS/AU deliverers. There are more social service agencies now than there have ever been, and many are experiencing a heightened sense of anxiety about funding and organizational stability:

- Several long-term funders have reduced their granting programs
- Agencies are experiencing higher or vastly different demands for their service, challenging capacity
- The public is demanding accountability and transparency in funding and results
- Government funding bodies are facing deficits in the 10's of billions and are now turning their attention to streamlining and doing more with less

What is your plan? For management and front-line staff alike, this session will:

1. Explore the direction of governments and what it means to you
2. Examine the all-too-common and very hazardous "compliance trap"
3. Challenge your thinking with 5 must-do's for today's competitive environment
4. Discuss why this shift in practice is ultimately advantageous for both agencies and their clients

10:45 a.m. - 11:00 a.m.

BREAK (K222)

12:00 p.m. - 1:00 p.m.

LUNCH (Cafeteria)

1:00 p.m. - 4:30 p.m.

Afternoon Workshops

Unless otherwise stated, workshops are 1 hour in length with a break at 2:00 in Room K222.

Moving from Compliance to Competition (Alumni Hall)

Sarah Delicate
Director, BBMD Consulting Inc.
Bryan Bell
Director, BBMD Consulting Inc.

Building upon the morning plenary session, the discussion will move from theory into action. This facilitated workshop will:

- Assess strengths and weaknesses both as a sector and as individual deliverers
- Document current threats and opportunities
- Prioritize the actions that **MUST** be put into place as LBS/AU college programs transition into Employment Ontario

1:00 p.m. - 2:00 p.m.

Concurrent Workshops

OALC: Where Are We? Where Are We Going? When Will We Get There?? (K218)

Barb Glass
CSC OALC Project Coordinator

Barb will provide an update on developments in the Ontario Adult Literacy Curriculum initiative. Since the completion of the piloting of the framework and competencies in February, development work has moved forward under the direction of the CSC. Cross sector working groups are developing and refining the six competencies based on the input from the pilot phase. Barb will report on how this work is going, explain how you will be involved, and identify the timelines for implementation.

Going Behind Bars (K220)

Megan Way Nicholson
L2L Facilitator

Megan is the facilitator of an innovative new program at the Sudbury Jail which is providing inmates with an opportunity to qualify for admission to postsecondary and apprenticeship training. An effective partnership between the Sudbury Jail, Collège Boréal, Cambrian College and the CSC has resulted in a ground breaking initiative to enable inmates to study ACE programming online.

This interactive workshop will explain the development of this initiative and outline the policies and procedures which made it possible. Megan will provide details outlining the participant profiles including why they are incarcerated, their previous education and their goals. Research on the impact of education on recidivism will be presented. She will show how the core programming has been modified to meet their specific needs.

Following an interactive exercise, the workshop participants will have an opportunity to ask questions.

Web Savvy - Web 2.0 Technology (B212)

Take Control of your Bookmarks: Use the Social Bookmarking Tool called Delicious to Save and Share Websites

Monika Jankowska-Pacyna
AlphaPlus

Explore the benefits of using the Delicious social bookmarking tool to find, bookmark and share your favourite websites. Learn how to set up an account, tag and organize bookmarks, and use a network to easily share your favourites. Find out how others in the field are using their Delicious accounts for professional and personal use.

Top Ten Student Retention Strategies: ACE Distance a Case Study (K224A)

Mary Jonik

Academic Advisor, ACE Distance Program

This session will present the findings of the research that informed the Academic and Career Entrance (ACE) Distance retention strategy developed after the college sector began the delivery of the ACE program in 2008. Although this case study focuses on an online program, the strategies are applicable to all college programs. This workshop was presented at the recent Colleges Ontario College Retention Conference.

2:00 p.m. - 2:15 p.m.

BREAK (K222)

2:15 p.m. - 3:15 p.m.

Concurrent Workshops

Web Savvy - Web 2.0 Technology (B212)

Create Online Working Documents: Use Wikis to Develop Collaborative Web Pages

Monika Jankowska-Pacyna

AlphaPlus

Learn how wikis can be used for group collaboration, as websites, or to showcase student or group work. Explore wiki technologies and tools, set up and configure your own wiki, and learn how to work with others on your wiki's content. See examples of how others in the field use wikis and get ideas about how to enhance your own wiki experience.

Ontario Skills Passport (K220)

Chantal Locatelli

Ministry of Education

Join us for a live tour of the Ontario Skills Passport (OSP) and see how you can use it with learners and job seekers to:

- Learn about the Essential Skills and work habits
- See how ES are used on the job and in everyday life, and
- Assess and build these skills and then transfer them to a job or further education or training.

Chantal also invites you to share your experiences and strategies for using the OSP.

What is Microsoft OneNote? (K218)

Don McGrath

Project Manager / Chef de Projet, eHealth Program PMO

Many of us carry a notebook or notepad around to take notes for business, school, or personal projects. But can you easily find – and decipher – the info you need? Is it convenient to share your notes with others? Take control with Microsoft Office OneNote 2007, the easy-to-use note-taking and information management program where you can capture ideas and information in electronic form. Insert files or Web content in full-color, searchable format or as icons that you can click to access. Watch this demo to see how simple it is to gather, format, organize, and share information. And then say goodbye to your notepad!

What's New in ACE Distance? (K224A)

Sandra Hennessey

Consultant, CSC

Delivery of ACE Distance began in July, 2008 with 36 students. In the past 18 months, enrolment has grown to more than 3,000, and the CSC is expecting 3,500 to 4,000 for 2010-2011. This interactive workshop will familiarize you with the course materials, identify why students opt for distance learning and explain the registration processes.

You will have an opportunity to view the *Learn to Learn* intake and assessment module, explore the online Biology and Chemistry courses and ask questions. This workshop will enable you to see for yourself why this program has been so successful.

3:30 p.m. - 4:30 p.m.

Concurrent Workshops

Web Savvy - Web 2.0 Technology (B212)

Tweet (in 140 characters or less): use Twitter to update others on your latest initiatives and pass along information

Monika Jankowska-Pacyna
AlphaPlus

Learn how using Twitter's "What are you doing" field can help support your organization, market your initiatives, and build a network of followers interested in your cause. Learn how to set up your own account, post and re-tweet messages, use hashtags and integrate feeds. Find and follow others on Twitter.

Improving the Postsecondary Application Process (K220)

Sue Menard
Cherpa Consulting

Although the postsecondary application process has improved for upgrading students, there are still many challenges facing both the students and the college staff guiding them through the process. The CSC has hired Sue Menard to identify these challenges and to identify solutions. This is your chance to explain the barriers and help the CSC to improve both the application and subsequent tracking procedures. Explain the frontline frustrations and challenges to someone who is focused on improvement.

What is Microsoft Project? (K218)

Don McGrath
Project Manager / Chef de Projet, eHealth Program

Project is a long-term project management tool that can be used by: Teachers, Students, Administrators, and Staff to manage time and control the workflow of any project or task. Using Gantt charts, and other tables Microsoft Project can help make large tasks manageable and increase the ability to track and change timetables and sub-projects. This demo session will allow you to see an introduction to the capabilities and power of Microsoft Project and how it can be applied to your projects to improve time management, organization, workflow and the allocation of resources.

Developing Apprenticeship-Specific Upgrading Curriculum (K225)

Sue Folinsbee, Claire Hall
CSC Consultants

In March 2010, the CSC received funding from MTCU for a new, year-long development project whose goal is to ensure that pre-apprenticeship students receive an Academic Upgrading Component that is tailored to their trade and is integrated in the trade component of their program. The project which will identify best practices in integration at the program level will be piloted with Durham College's pre-apprenticeship electrical program. The presenters are interested in hearing your feedback on integration initiatives at your college, the challenges which must be overcome and the content that should be included in a "how to" handbook for Upgrading and Apprenticeship faculty.

Who Are the ACE Distance Learners? (K224A)

Arlene Cronin

Project Lead, ACE Distance Program

There is no doubt that ACE Distance has been an overwhelming success. So - Who are the students? Where do they come from? How did they hear about the program? Why have they chosen distance delivery? How are they different from students in classrooms? You will be very surprised by the answers to these questions. We were!!!

4:00 onwards

**Check-in and ARTISANS' SALE continues
(Residence, 1st Floor Lounge)**

Plan to do some shopping with talented local artisans. Exhibitors from the famous Toronto **One of Kind** craft show will be featured in displays located in the first floor lounge at the residence during the conference. Check out women's and children's clothing, jewellery, accessories and outdoor art.

**6:30-7:00
7:00**

**Cash Bar followed by (The Last and First Class)
Dinner, Bar and Live Band
Rhythm Resurgence**

Following on last year's conference rave reviews, Rhythm Resurgence is back again this year to provide an evening of entertainment, lively listening and can't-sit-down dance music. The fun is guaranteed!

- 8:00a.m. - 9:00 a.m. **Breakfast** (Alumni Hall Foyer, C Bldg. Cafeteria)
- 9:00 a.m. - 9:15 a.m. **Opening Comments** (Alumni Hall)
- 9:00 - 12:00 *Refreshments will be available in the Alumni Hall Foyer throughout the morning.*
- 9:30 a.m. - 10:45 a.m. **Structuring Successful Learning** (Alumni Hall)
Michael D Hardt
President and Co-founder of Performance by Design, Inc.
- As a result of the recommendations of those who had an opportunity to hear Michael at the fall Essential Skills conference in Ottawa, the CSC is pleased to have recruited him to share his wisdom, insights and enthusiasm for learning with you. This is a “must hear” presentation.
- Learning is the process of transforming information into knowledge. Numerous philosophies, theories, models, and one really good taxonomy, explain the process of learning. However most of these brilliant frames fall a bit short when they are translated into the real world of teaching and training. Michael D Hardt, President of Performance by Design, Inc. and an Adjunct Professor at Syracuse University, will share a fundamentally pragmatic approach to instruction that taps into the learning potential of all learners.
- 10:45 a.m. - 11:45a.m. **What Have We Learned? What Next?** (Alumni Hall)
This interactive discussion will give all conference participants a chance to comment on the future direction of college upgrading programs and the best way to get there. Findings from the previous day’s facilitated group session will be presented and incorporated into the discussion. *We want to learn from your experience; this is your opportunity to be heard!*
- 11:45 a.m. - 12:00 Noon **Closing Comments, Evaluation and Prize Draws** (Alumni Hall)
- 12:00 Noon **Farewell & Boxed Lunch** (Pick up in the Alumni Hall Foyer)
Glad you could join us. Have a safe journey home!



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“The greatest danger for most of us not that our aim is too high and we miss it, but that it is too low and we reach it.” Michaelangelo

CONFERENCE EVALUATION

51 evaluations in total were submitted. Percentages have been rounded up/down for simplicity’s sake (so some may total 100% by +/- 1 point). All anecdotal comments are included where they were noted.

Please respond to the following statements using the following scale: (circle your choice)

1= (strongly agree) 2= (agree) 3= (disagree) 4= (strongly disagree)

Content:

The information I gathered during the conference was mostly relevant to the program at my college and/or my PD needs.	(agree)	(disagree)
	1 2 3 4	
51 responses (100%)	38 13 0 0	
	(75%) (25%)	

I will be able to apply much of the information I gained during the conference.	1 2 3 4
51 responses (100%)	29 20 2 0
	(57%) (39%) (4%)

There was a good mixture of working groups, workshops, and keynote speakers.	1 2 3 4
51 responses (100%)	37 13 1 0
	(73%) (25%) (2%)

Comments:

- Very helpful
- The longer speaker workshops could have more small group/breakouts
- I would like to have the info from other workshops – too many really good ones!
- Loved the workshops – you folks outdid yourselves this year
- Great workshop topics!
- I’d like to see more support staff based workshops
- Keep us updated on OALC developments, e.g., assessment
- Very, very useful workshops
- Good job!
- Speakers from Gov’t, consultants & research fronts; great variety and inspiration
- Too bad we had to cut short the morning presentation by Mike Hardt – bring him back for a full morning session

- Some are topics (workshops) that should be in computer labs to play with online content (e.g., L2L, ACE Biology, ACE Chemistry); not much new info for me or presented to add on to known info
- Every year, I leave the conference feeling energized/almost jump-started again to get into renewed action – Thanks for the kick!
- Excellent
- No apprenticeship info
- Thoroughly enjoyed all presenters; a lot of information; need more development on information provided
- Keynote speakers were EXCELLENT this year
- Enjoyed Mike Hardt’s presentation!
- Would like to see more support staff specific topics like IMS, intake or frontline procedures, training plan development, support staff info exchange like the one Bea did this year – was excellent; maybe a support staff specific mini conference?
- Loved Mike Hardt’s presentation

Networking:

There was ample time to share information with colleagues from other colleges.

50 responses (98%)

1	2	3	4
23	23	3	1
(46%)	(46%)	(6%)	(2%)

I made new contacts that I will try to maintain.

48 responses (94%)

1	2	3	4
22	17	7	2
(46%)	(35%)	(15%)	(94%)

Comments:

- Would like time to connect more
- I enjoyed spending time with my colleagues from home whom I don’t normally see
- Will there be a contact list generated?
- I hope we will receive a contact list
- The meet and greet nights are the best
- Well organized, a BONANZA of information
- Best practice website will help!
- I look forward to working with Sue and Claire in the development of apprentice-specific upgrading
- Long breaks between workshops and dinner allowed time for networking
- Refreshed old contacts too!
- I didn’t find the opportunities; only a few offered their cards – this area needs working
- More networking time for Support Staff
- Maybe other workshops had more networking, but there was not a lot of time for this in my workshops
- Nice to hear how other CP departments are set up
- What a great group of intelligent and caring and committed individuals. I am proud to be part of this CSC group!
- Would like more time to collaborate in subject groups

New Directions:

I gained important information about new directions and developments in the field.

51 responses (100%)

1	2	3	4
39	12	0	0
(76%)	(24%)		

I gained important information about CSC activities and projects for 2010-2011.

50 responses (98%)

1	2	3	4
30	20	0	0
(60%)	(40%)		

Comments:

- I really appreciated Barb Glass’s sharing – she’s brave to take on the curriculum coordination – my thanks to her
- With the help of program staff
- OALC is the only initiative I can remember hearing about
- Very valuable to be reconnected with a provincial perspective. How do we get this information to trickle through the management screens during the rest of the year?
- Absolutely!
- Enjoyed Mary Jonik’s presentation on L2L

Accommodations:

In general, I enjoyed having the conference at a college site.

47 responses (92%)

1	2	3	4
38	9	0	0
(81%)	(19%)		

The meals and room accommodation were satisfactory.

47 responses (92%)

1	2	3	4
34	10	1	2
(71%)	(21%)	(2%)	(4%)

Comments:

- A lot of fun – well hosted; great to see other colleges
- Excellent food – loved it a little too much!
- It was nice not having to drive anywhere
- Thank you so much for the vegan options; could we add fruit to our snack sections, maybe please? This is an awesome location!
- Georgian College is well landscaped
- Excellent food and snacks; more vegetables, please
- Residence should accommodate last minute refunds/cancellations since we are providing an influx of guests and college income
- Please offer more fruit and fewer cookies for break times
- Breakfast – below average; lunches – average; dinners – wonderful!
- Enjoyed the Georgian site
- Gala dinner terrible, rest of the food below average; rooms not clean; parking situation awkward – pass only worked for resident and ended up paying in other lots
- Gala dinner could be a little more substantial; recommend an afternoon wine and cheese to all for informal networking
- Invoicing of room cost should be available
- Meals were NOT very impressive; room was fine
- Great band at last night’s dinner!

- Meals and accommodation were excellent; kudos for the awesome event planning – rooms and food and entertainment were excellent!!
- Service and amount of food at the dining room was not satisfactory
- The students in the Dining Room did an amazing job

Outcomes:

Overall the training event met my needs and/or expectations.

51 responses (100%)

1	2	3	4
38	11	2	0
(75%)	(22%)	(4%)	

Comments:

- Thanks for all your great work!
- This was my first and I loved it
- Exceeded them
- Well done
- Not much new info; could have easily read info on web to get caught up
- CSC could help with the transformation – service charter, new curriculum
- Great job! Congrats to the organizing committee and I look forward to Kingston in 2011
- More info. on developing a Customer Service Structure
- I really enjoyed this valuable experience in meeting and getting to know my compatriots in Academic Upgrading
- CSC training is always great and meets needs and expectations
- Loved the conference! A great energizer/rejuvenator

PLEASE ANSWER THE FOLLOWING QUESTIONS:

What did you like best about the conference?

- Preparation for transformation helpful; great organizing
- The ability to exchange ideas about future initiatives
- Sharing
- Workshops
- Strategic planning info from Sarah and Bryan; having Laurie here (although there wasn't any new info)
- Workshops were great but the best is the unstructured time at meals, etc., to connect with others
- Loved the Compliance to Competition and structure; learning in workshops; Rhythm Resurgence was awesome – had a great time – learned lots
- From Compliance to Competition session; excellent prep for OALC
- The people; the time to bond with my fellow employees
- The presentation and facilitation by BBMD; excellent speakers and relevant topics; well organized
- Mary's Top 10 strategies
- Band, dinner and dance
- Insight into MTCU initiatives that affect us
- From Compliance...
- The knowledge gained to make informed changes in our programs
- Dr. M. Hardt
- Workshops I attended met all my expectations
- Michael Hardt – Structuring Successful Learning
- Sarah Delicate was awesome and very direct

- Compliance to Competition
- Sarah Delicate/Bryan Bell – Moving from Compliance to Competition
- Great opportunities for networking
- Presentation and workshop by Sarah Delicate
- Presentation style (some content) of Sarah Delicate and Bryan Bell (very engaging and useful); dinners; Michael Hardt's presentation
- Networking with others
- 1. Mary Jonik's & Arlene Cronin's workshop on ACE Distance Program; 2. Michael D. Hardt's Structuring Successful Learning workshop
- Networking, OALC and EO initiatives, Dr. Michael Hardt
- Structuring Successful Learning; Microsoft One Note seminar
- The reunion dimension
- The speaker on Wednesday morning was exceptional! – witty and informative – Mike was a pleasure to listen to!
- Workshops – Michael Hardt
- Subject group Monday afternoon
- The format
- The math group and Structuring Successful Learning
- The speakers Tuesday and Wednesday morning
- Time to meet with colleagues
- Relevant workshops
- Networking
- Knowing that the structure exists to help in the coming transition and seeing the tangibles – prep workshops, etc.
- Michael Hardt
- Presentation by Michael D. Hardt
- The atmosphere, the mood; very mellow, fun, non pretentious; Lynne sets the tone
- June 1st workshop with Sarah and Bryan
- Very organized, well planned conference. Great campus and very informative
- Tuesday morning with Sarah and Bryan was actually inspiring to me and has given me a lot to think about in terms of making our program better and more competitive
- That the info is specific to LBS/AU delivery; plenty of downtime
- From Compliance to Competition and Mikey-Mike
- The camaraderie and sharing of ideas – the people in attendance were great!
- The conference was great! It energized me and gave me focus for 2010/11 activities; food was great, too! Porridge, fruit, peanut butter were appreciated at breakfast; dinners were enjoyed

What did you like least about the conference?

- Hard to sit for so long – shorter key speakers helpful – but your speakers were great
- We could focus more time speaking about teaching and learning, rather than operational/business issues
- 2nd night food
- Stuffy classrooms
- Wasn't able to fully participate (work commitments)
- It was all good
- My bed
- Not used to sitting for long periods during the day
- Last day – not enough time to absorb ideas of presentation (interesting but truncated)

- The seats (lol). They are made for shorter people
- Not much downtime
- The chairs in the Alumni theatre
- I don't think that way (i.e., "least")
- OALC workshop
- Can't think of anything
- Lack of fruit!
- Not able to explore L2L, ACE Bio and ACE Chem on my own with guidance in a workshop; ACE Bio set up as a full course rather than add-on to easy-to-find (30) web resources rather than pics? like in a testbank – no different
- Liked it all!
- Everything was great, even the weather
- Loved it all
- Nothing
- Hmm – can't think of an answer for this
- From Compliance to Competition
- "keynote" – although interesting and made some good points, not sure it was totally applicable to classroom practitioners
- Lack of OALC specifics
- Compliance to Competition – not enough fun
- Apprenticeship – not enough information
- I can't think of anything
- Nothing
- Food
- OALC – not enough known yet
- The "word from the government" sessions
- Nothing
- OALC workshop – my college was not part of the pilot and I didn't understand most of what Barb said as she did not give an overview at the beginning and was obviously guarded right from the beginning - confusion

What recommendations do you have about improving the conference for next year?

- Start with a check-in for networking that focuses on individual college best practices, best stories in each area (management, faculty support) so we learn from each other and become more familiar with what's working
- Is there a possibility of a one-day option (Tuesday) so more contract staff could attend?
- More small group workshops?
- Keep the band – they were wonderful!
- It was great! Thank you
- Keep up the good work and variety of topics discussed
- Things to bring – pillows and mattress pad
- 2-1/2 days
- Info on athletic centre and surroundings; fresh fruit at snack time; workshops for support staff
- Heavy learning for early in conference when we are fresh!
- Keep the time to info share; keep the interactive/questions asking type workshop – we are using the first part of the brain
- Subject area – sharing was great but even longer would be better
- Needs no improvement

- Some sharing between colleges regarding college practices
- Invite more numbers from each class – the message should be given to more front line and higher directors
- For those of us who are new, an icebreaking activity may help with introductions
- Build in a bit more free time for exploring the surrounding area – organize early morning walks or afternoon activities (similar to the OCMA conferences)
- Be consistent in “green” support – re-usable cotton bags = Good; throw-away (garbage) plastic utensils, Styrofoam bowls, plastic cups etc. – should use washable dishes or “green” throw-away dishes and cutlery (e.g., “compostable plastics”); draws should be in a large bag/box with ballots of same size so equal chance
- More of the great work that you do!
- Keep up the great work CSC!
- One of the speakers could be a motivational speaker of some sort – not anything to do with education; perhaps someone to inspire you in some way as a person; also, an interesting activity – some sort of sightseeing trip or local spot to visit in the evening
- Sharing “Best Practices” in different subject areas
- More time on speakers like Mike Hardt – smaller group with him
- More development on OALC and Tuesday morning and Wednesday morning sessions
- Would like to take in more sights of the city
- Maybe the first session on the morning after the last evening “party” should start at 9:30! Lol!
- More networking time during the day
- Better food
- Kingston site
- All good
- Programs with the same number of students exchange “This is how we do ____” info (i.e., small/medium/large)
- I would like a chance to see the upgrading classrooms at Georgian College (even for a short time)
- Increase support staff component to help us standardize or do our frontline job better – i.e., dealing with OW/ODSP folks with better understanding
- Better quality food – less cookies, more nutritious snacks (e.g., fruit, hummous and pita bread, etc.)
- Invite Michael Hardt to do workshop with faculty

THANK YOU!! HAVE A SAFE TRIP HOME!! SEE YOU NEXT YEAR!!

Additional comments:

- Thank you for all of the seriously hard work that went into this – an amazing worker group!
- Please send out a few reminders for people to bring resources for the working group
- Thanks you – learned lots – had a great time; excellent job yet again!!
- No, thank YOU!
- Thanks again!
- We needed a whole day with Mike
- Thank you for the opportunity of this invaluable experience
- I’m looking forward to next year

Laurie LeBlanc
Assistant Deputy Minister, MTCU
12:30 p.m. - 1:00 p.m.

Laurie LeBlanc is the Assistant Deputy Minister, in the Employment and Training Division for the Ministry of Training, Colleges and Universities.

Prior to joining the Ministry of Training, Colleges and Universities she was the Assistant Deputy Minister for the Policy and Strategic Planning Division in the Ministry of Community Safety and Correctional Services. While there she provided leadership on key ministry legislative priorities and the development of the ministry's first integrated strategic plan. Laurie has more than 20 yrs experience in the Ontario Public Service in a variety of policy, communications and program positions. Her extensive senior management experience includes her previous position as the ADM, Cabinet Office Communications where she provided communications leadership to 14 ministries in the justice, education and resource sectors. She also held the position of Director, Urban Affairs and Stakeholder Relations with the Ministry of Municipal Affairs and Housing (MMAH), and was Director of the Communications Branch in the same ministry.

Laurie has an M.A. in Political Science and a Bachelor of Journalism from Carleton University, and is a graduate of the Queen's University Public Executive Program.

Bea Clark
Support Staff Working Group
1:00 - 3:30
Room: K226A

With a management career which spanned 20+ years, Bea was Niagara College's Director, Workforce and Business Development until her retirement in November 2007. The Workforce and Business Development Division, with 46 full-time staff, included co-op and career services, the Business Development Division, public and private sector contract training, youth employment services, sector research and development.

One of her final accomplishments was securing a \$1.8m contract for one of only 14 federally funded projects in Canada, forming the Workplace Development Services for small and medium sized employers. She was responsible for the College's Skills Training Council and the co-ordination of apprenticeship training.

In addition, Bea was one of the founding developers and facilitators of the Western Region Colleges' training programs for new and experienced faculty, support staff and managers. For 4 years, she was a facilitator at Ontario's Management Development Institute and she chaired Niagara College's inaugural Professional Development Committee.

In addition to her divisional responsibilities, Bea served on a variety of college, community, governmental and Colleges Ontario committees. She is a recognized facilitator and workshop presenter.

Bea has remained active in planning and labour market initiatives. She is currently working as the project lead on the college network development project- Taking Action!, she is the chairperson of the John Deere Adjustment Committee in Welland and she is facilitating planning processes with numerous organizations.

Bea has a Bachelor of Arts degree and a Master of Science degree in Educational Administration. She was the 1998 recipient of the Niagara College Award of Excellence for Administration and a nominee for the 2009 College Ontario Distinguished Service Award.

Barb Glass

Subject Working Groups

1:00 - 3:30

Room: Alumni Hall

Barb began her career as an elementary and secondary school mathematics and science teacher in Markham, Ontario. In 1991, she joined Canadore College as a faculty member in the School of Access and Preparatory Studies. She also spent one year working as a program consultant for Continuing Education. For the past ten years, Barb has been the coordinator of Canadore's Adult Upgrading and Pre-Apprenticeship Programs while also working on a variety of access-related projects and committees in LBS/AU and other areas of the college system. Barb is a founding member of Ontario's TOWES Advisory Committee and has been active in TOWES since its inception in Ontario in 2003. In addition, Barb chaired the provincial College Sector Committee for Adult Upgrading from 2002 to 2009. She is currently working on her Master's degree in Education.

Patricia McCormick

Agnes Bielecka

Science Working Group

1:00 - 3:30

Room: K225

Trish returned to university as an adult student and graduated from Lakehead University with her HBA/BEd in Biology and English in May 2004. In addition to courses at Lakehead University, Thunder Bay, Ontario, she completed paper-based and online distance education courses from Athabasca University, Alberta and the University of Waterloo, Ontario...so Trish knows what it's like to be a distance education student! Trish taught ACE Biology, ACE Chemistry, LBS/ACE Mathematics and LBS/ACE Communications at Confederation College, Thunder Bay, for four years in the Literacy and Basic Skills upgrading program. She very much enjoys working with adult students who have decided to return to school to earn credits for a career direction and/or personal interest. It is Trish's goal to ensure that each student feels like part of their virtual classroom. Students and instructor alike are connected as classmates in learning even though they may be physically miles apart. It is Trish's hope that new friendships develop, just as in an on-campus classroom. It is her intention that each student receives the same quality instruction as they would in an on-campus classroom.

Agnes Bielecka is the ACE Distance Chemistry instructor and ACE Chemistry and Biology Instructor at Sheridan College, Brampton (Greater Toronto Area), Ontario, for six years. She has been the Co-ordinator of the Night Program there for four years. Currently, as of September 2009, I am the Academic Upgrading Day Program Co-ordinator at the Davis Campus. In addition, she taught Biology and Chemistry for General Arts and Sciences Program, and numerous courses, such as Nutrition, Animal Diseases, and Ethics, for the Animal Care Program at Sheridan. In her "previous" life, I taught ESL for 10 years in a variety of multicultural settings of Greater Toronto Area, as well as online in the LINC Homestudy Program.

Agnes holds a Master of Animal Husbandry degree, with a specialization in Biochemistry, from a University in Poland, and a Master of Education Degree from University of Toronto. She also has a Teaching English as a Second Language Certificate and maintains her Teachers of ESL membership with TESL Ontario.

Agnes loves what she does: helping Upgrading students achieve their goals. "Everybody is a Gift" is her professional and personal motto.

Sue Slessor
Debra Grobb
Communications Working Group
1:00 - 3:30
Room: K224B

Sue has taught a variety of courses at Georgian College for the past 17 years. Some of which include Communications, Mathematics, Organizational Behaviour, Critical Thinking in the Information Age, Thinking for Yourself, and College & Career Preparation. Furthermore, Sue has enjoyed teaching introduction to Personality Dimensions over the last five years. She has also taught Leadership, Work-Life Balance, and Team Building, Dealing with Conflict Situations and Career Development based on personality types through Personality Dimensions. Sue is a certified Ontario Superhost Trainer for over 12 years. She also has 16 years experience in teaching career assessments like COPS, COPES and CAPS. To add to this she has taught Customer Service, Time Management, Stress Management, Conflict Resolution, Critical Thinking and Problem Solving skills for various corporations. Sue has been acknowledged for her insightful contributions to the review of the Third Canadian Edition of P.O.W.E.R. Learning text. Sue also is a member of the Simcoe-Muskoka Literacy Network for training and development.

Debra began her career as an elementary and secondary school English teacher for grades 7 to OAC in St. Catharines, ON. In 1998, she joined Niagara College as a faculty member in Academic Upgrading Workforce & Business Development. She worked part time, partial load, and sessional for various college programs since 1993. Debra received her B.A. from Brock University in St. Catharines and an M.S. Ed., as well as a teaching eligibility certificate for Ontario from Canisius College in Buffalo, N.Y. She is currently working the Curriculum Development team for the OALC project.

Val Currie
Math Working Group
1:00 - 3:30
Room: K220

Val has been coordinating the Academic Upgrading program at Fanshawe College, Woodstock campus since 1999. The Woodstock location provides service for LBS levels 2 - 5 and ACE. Because Woodstock is a fairly small centre, a one room school room format is used to facilitate learning; it is common to have 20 - 30 students of varying levels all work in one class at the same time. Over the past 11 years, the Woodstock program has expanded to

include the Essential Skills Resource Centre; Fast Forward, a program for "at risk" youth; and a Tillsonburg location serving LBS 5 and ACE learners. Previous to working in literacy, Val was an employment coach for people with developmental disabilities and marketing representative for an insurance company. Currently, Val is working towards her ESL certification as well as working on the Curriculum Development team for the OALC project.

Anne Jones
Self Management Working Group
1:00 - 3:30
Room: K224A

Anne has dedicated the majority of her teaching career to working with adult learners largely in the area of communications. In 1999, she joined the Preparatory Programs - Academic Upgrading program at Conestoga College where she enjoyed several teaching roles until achieving faculty status. She is currently the Academic Upgrading Communications Subject Lead for Conestoga's five campuses. Prior to this, Anne worked in the St. Lawrence College Futures program for twelve years where she moved from part time instructor to full time faculty/co-ordinator, teaching vocationally based academic and self-management skills. Anne has been involved in considerable Essential Skills and related training through various in-house, community, and provincial opportunities. In 2008, she participated in a pilot project to develop a Millwright Study Guide to assist apprentices in preparing to write the provincial Certificate of Qualifications examination. Most recently, she has been involved with the OALC pilot project (2010) and is currently working on the Curriculum Development team for the OALC project.

Sarah Delicate
From Compliance to Competition
9:00 a.m. - 12:30
Room: Alumni Hall

Sarah Delicate knows intimately the challenges facing today's not for profits, having worked directly with 100's of service delivery agencies and government bodies towards understanding, developing and successfully implementing outcomes-based management. Sarah's high-energy, dynamic facilitation style and her results-orientation guarantees that all participants leave feeling invigorated, well-challenged, and ready to hit the ground running.

Bryan Bell
From Compliance to Competition
1:00 - 4:30
Room: Alumni Hall

Bryan Bell is a recognized leader in management consulting with a wide variety of high profile international engagements to his name. He has been consulting for over 20 years in both the public and private sectors. He was a lecturer in the MBA program at the University of Ottawa and has trained thousands of public sector executives, managers and practitioners in performance measurement and results-based management principles, using a combination of sound theory and practical exercises.

Barbara Glass

OALC: Where are we? Where are we going? When will we get there?

1:00 - 2:00

Room: K218

Barb began her career as an elementary and secondary school mathematics and science teacher in Markham, Ontario. In 1991, she joined Canadore College as a faculty member in the School of Access and Preparatory Studies. She also spent one year working as a program consultant for Continuing Education. For the past ten years, Barb has been the coordinator of Canadore's Adult Upgrading and Pre-Apprenticeship Programs while also working on a variety of access-related projects and committees in LBS/AU and other areas of the college system. Barb is a founding member of Ontario's TOWES Advisory Committee and has been active in TOWES since its inception in Ontario in 2003. In addition, Barb chaired the provincial College Sector Committee for Adult Upgrading from 2002 to 2009. She is currently working on her Master's degree in Education.

Megan Way Nicholson

Going Behind Bars

1:00 - 2:00

Room: K220

Megan Way Nicholson works for the CSC as the online teacher/facilitator for the Learn to Learn-Sudbury Jail project. Megan recently retired from St. Lawrence College after teaching in the Justice Studies field for 25 years. She was the Coordinator of the Correctional Worker program and also taught in the Police Foundations program and the Behavioural Psychology degree program. Prior to embarking on a teaching career she was a probation and parole officer with Ministry of Correctional Services in the Jane/Finch area of Toronto. Megan also worked in the field of policy and development with the Ministry of Corrections and assisted with a number of provincial initiatives, one of which was the FINE option program. Megan has also taught Active Learning workshops for faculty. She is a Criminologist by profession and has a Masters degree in Criminology, A Bachelor's degree in Sociology and degree/diploma from Queen's University in Restorative Justice

Monika Jankowska-Pacyna

Web Savvy - Web 2.0 Technology: Take Control of Your Bookmarks 1:00 - 2:00

Web Savvy - Web 2.0 Technology: Create Online Working Documents 2:15 - 3:15

Web Savvy - Web 2.0 Technology: Tweet 3:30 - 4:30

Room: B212

Working as Projects Coordinator at AlphaPlus Centre, Monika is involved in a variety of Web 2.0 projects where she enjoys exploring, testing and training others in integrating web-based tools and resources into practice. Her latest initiatives, *Web Savvy* and *Tech Tuesdays*, introduce educators to new technologies via face-to-face meetings and workshops. With her background in business and enterprise development and over 10 years in the literacy field, Monika sees first-hand the benefits of using social media tools and open source technology in the non-profit sector.

Mary Jonik
Top 10 Retention Strategies
1:00 - 2:00
Room: K224A

Mary is responsible for designing the *Learn to Learn* course with the help of many others; she is also a Facilitator with L2L and the Academic Advisor for the ACE Distance program. Mary has been an Academic Advisor and Professor at Cambrian College for over twenty years. She possesses a degree in Psychology and a Masters in Human Development. Mary has taken over twenty online courses and continues to do so, so she understands the needs of students venturing into this exciting learning environment.

Chantal Locatelli
Ontario Skills Passport
2:15 - 3:15
Room: K220

Chantal Locatelli is the provincial lead for Ontario Skills Passport initiative and supports its application in a wide range of educational and training policy and program contexts. She works collaboratively with a diverse group of stakeholders, including organizations involved in Employment Ontario programs, to ensure that the OSP continuously evolves to support skills awareness, development and recognition for all Ontarians. Chantal is recognized for her passion, expertise and leadership in the areas of skills development, transitions and business-education-community partnerships.

Don McGrath
What is Microsoft One Note?
2:15 - 3:15
What is Microsoft Project?
3:30 - 4:30
Room: K218

Don is the Project Manager / Chef de Projet, eHealth Program PMO.

Sandra Hennessey
What's New in ACE Distance?
2:15 - 3:15
Room: K224A

Sandra has worked in adult education in the college system for 30+ years, and her portfolio included coordinating Literacy and Basic Skills and adult upgrading programs across four campuses of Fanshawe College. She has been involved in various adult education, apprenticeship and Essential Skills pilot and research initiatives nationally, provincially and regionally. Sandra continues her involvement with the college system through project work as a consultant with the College Sector Committee.

Sue Menard
Improving the Postsecondary Application Process
3:30 - 4:30
Room: K220

Sue Menard started her career teaching elementary school, managed Continuing Education, scheduling, admissions and registration over 12 years in the college system, then became Director of Admissions at Dalhousie, Registrar at McMaster and faculty at St Clair College in Windsor. She subsequently moved into the IT world as an enterprise architect, managing systems projects and performing organizational assessments for colleges, OCAS, WSIB, Ryerson University, the Law Society of Upper Canada, Association of Ontario Health Centres, Canadian Breast Cancer Foundation and most recently MTCU. She has designed two automated admissions systems and has agreed to lend her expertise to the challenges facing the management of AU grades for admission to College programs.

Sue Folinsbee & Claire Hall
Developing Apprentice-specific Upgrading Curriculum
3:30 - 4:30
Room: K225

Sue has over 25 years of experience working in workplace literacy and essential skills as both a practitioner and a researcher in a variety of contexts nationally and internationally. For the last three years, she has worked with the College Sector Committee on projects including work with the Millwright Regional Council of Ontario on upgrading supports for apprentices, evaluation of the ACE on-line start up and the CSC's Making the Business Case research project. Sue is widely published and is a co-author of the book *Reading Work: Literacies in the New Workplace*. She holds a Master of Adult Education from Saint Francis Xavier University.

Claire has been involved with workplace literacy and essential skills, for over 15 years, as both a practitioner and a researcher in a variety of contexts. In 2007 she worked with the College Sector Committee on a project that included work with the Millwright Regional Council of Ontario on upgrading supports for apprentices. She is currently working on several projects to raise employers' awareness of essential skills and to support the development of strategies to integrate them into workplaces.

Arlene Cronin
Who are the ACE Distance Learners
3:30 - 4:30
Room: K224A

Arlene - the Anglophone Project lead for ACE Distance - has worked in education throughout her career, first as a Reading and English teacher in public schools and later as an English professor and administrator at St. Lawrence College where she held a number of management positions including Dean of Academic Policy and Development. Arlene has a Bachelor of Science and a Master of Arts Degree from the State University of New York at Plattsburgh and has extensive experience in curriculum and program development. Arlene

now works as an educational consultant for the College Sector Committee for Adult Upgrading as the Project Lead for ACE Distance Delivery which provides academic upgrading courses online. Arlene has had a long term commitment to adult upgrading and literacy. She has served on boards at both the community and provincial level and is currently a member of the Board of Directors of Kingston Literacy.

Michael D Hardt
Structuring Successful Learning
9:30 - 10:45
Room: Alumni Hall

Michael Hardt received his Masters in Learning Disabilities from Syracuse University and is currently completing his PH.D in Literacy Education. His early work focused on the application of neuropsychology to the treatment of brain trauma. He is a learning disabilities reviewer at Syracuse University, has worked on projects to enhance school-to-work transition and is a teacher in the Reading and Language Arts Centre, teaching Educational tests and measurement.

A protégé of the late Professor Peter Mosenthal, he is President at Performance by Design, an educational research and training organization established by himself and Dr Mosenthal. This organization is dedicated to optimizing the learning potential of all learners. College participants at the fall, 2009 Essential Skills conference in Ottawa, reported that Michael is...

“ Engaging, thought-provoking, providing a new slant on learning/brain use,”

“ ...highly acclaimed by those present after his presentation.....”

“ ...a phenomenal speaker. He is witty and entertaining, yet insightful and inspiring. His presentation last October was over an hour long and yet it felt like 10 minutes. He has an incredible amount of energy and it comes across in his presentation. I would love to see that same presentation again.”