

**Small Group Discussion Highlights March 28-April 30**

Date	Session	Location	Time	Facilitators
March 28 <sup>th</sup>	Employee Experience/Leadership/Collaboration	OM 2632	9:30-11:20am	Coby Fulton Andrea Rhodes
<ul style="list-style-type: none"> <li>• Standardizing innovations and changes so that things don't get "lost" as employees leave the institution. Archive of institutional knowledge</li> <li>• Valuing graduate studies for CUPE employees. Sometimes creative solution in terms of time-off may help. These solutions need to be equitably applied though – shouldn't be department specific or based on the creativity of the supervisor.</li> <li>• Formalize the possibility of scaling work back to a certain position to align with phases within employee lives (e.g., raising children or transitioning into retirement)</li> </ul>				
March 29 <sup>th</sup>	Program Courses	OM 2652	11:30-1pm	Lian Dumouchel Carol Rees
<ul style="list-style-type: none"> <li>• Limit of courses required for the program</li> <li>• More upper level courses in Open Learning</li> <li>• Better communication channels from Open Learning faculty members</li> <li>• More off-campus experience for students</li> </ul>				
April 2 <sup>nd</sup>	Student Focus Experience	OM 2652	11:30-1pm	<b>CANCELLED</b>
April 2 <sup>nd</sup>	OL Campus Integration	OM 2652	2-3:30pm	<b>CANCELLED</b>
April 4 <sup>th</sup>	Employee Ex./Leadership/Collaboration	OM 2652	10-11:30am	Andrea Rhodes Coby Fulton
<ul style="list-style-type: none"> <li>• Start a program aimed at efficiently onboarding all new employees, starting on their first day.</li> <li>• More flexibility in duties to incorporate work/life balance (e.g., parenting obligations)</li> <li>• Define and measure and be accountable for the strategic goals within the university</li> <li>• Provide the tools, the resources and the time to learn and develop</li> </ul>				
April 4 <sup>th</sup>	Student Focus Experience	OM 2652	1-2:20pm	<b>CANCELLED</b>
April 5 <sup>th</sup>	Diversity/Indigenization	OM 2652	10 -11:30am	<b>CANCELLED</b>
April 5 <sup>th</sup>	Community Relations	OM 2652	1 -2:30pm	John Churchley Mark Rogers
<ol style="list-style-type: none"> <li>1. TRU should have more of a people presence in the community</li> <li>2. Open TRU to the community for more things               <ul style="list-style-type: none"> <li>• families — bouncy castle, movies, snowmen</li> <li>• A gathering place for the community throughout the year</li> </ul> </li> <li>3. Citizenship and sustainability component to every course required for graduation</li> </ol>				
April 9 <sup>th</sup>	Accessibility/Flexibility/Innovation	Culinary Arts	9-11am	<b>CANCELLED</b>

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April 9th	Program Courses	OM 2652	11:30-1pm	Andrea Heath Kim Torreggiani
<ul style="list-style-type: none"> <li>• We need to create clear pathways for students so that they can plan for employment</li> <li>• Students will research the website and we do not do a good job of providing good information, up to date information, accurate information. Very important tool that is not well managed.</li> <li>• Experiential learning program/service learning. We need to improve these opportunities. We are behind in integrating experiential learning and career planning (17 years behind)</li> </ul>				
April 9 <sup>th</sup>	OL Campus Integration	OM 2652	2-3:30 pm	<b>CANCELLED</b>
April 11 <sup>th</sup>	Student Focus Experience	Culinary Arts	9-11 am	Bala Nikku John Churchley
<ol style="list-style-type: none"> <li>1. A client service model, not gate-keeping or “passing the buck”               <ol style="list-style-type: none"> <li>a. Advising services are siloed into several different departments. They need a Dean to ensure consistent seamless service</li> <li>c. Enrolment services/OL advising on the 3rd floor of OL needs a real person (or people) as reception, so students can get help F2F, not on a phone outside a locked door.</li> </ol> </li> <li>2. Communication               <ol style="list-style-type: none"> <li>a. A high level of accessibility to student information about themselves (ie student portal to degreeworks). Degreeworks is being held up by CurricUNET. Providing that level of 24/7 accessibility means that more staff/faculty time can be spent on F2F interactions (high touch)</li> <li>b. Students need communication through modern means – some form of instant messaging. myTRU emails are never used</li> </ol> </li> <li>3. Technology               <ol style="list-style-type: none"> <li>a. Application systems need to be totally available on line (like Degreeworks) so that students can track the progress of their application</li> <li>b. Degreeworks (as noted above)</li> <li>c. A contact management system needs to be available so that future students (and current students) don’t have to re-tell their story to every person they get forwarded to. This is part of the client service model.</li> </ol> </li> <li>4. Support for international students:               <ol style="list-style-type: none"> <li>a. Interculturalization needs to be a part of the culture of TRU – particularly faculty who still want to mark and value students by their ability to write in English, rather than on student success in specific learning outcomes.</li> <li>b. More writing support for international students. It’s good but we need more – way more – also for OL students</li> </ol> </li> </ol>				
April 11 <sup>th</sup>	Diversity/Indigenization	OM 2652	9-10:30 am	<b>CANCELLED</b>
April 11 <sup>th</sup>	Program Courses	OM 2652	12-1:30 pm	Donald Poirier Susan Lidster

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<ul style="list-style-type: none"> <li>• Add services to complement the programs</li> <li>• Have a learning dialogue which includes students, instructors and the community</li> <li>• Curriculum should be reviewed each semester to meet current demands and demographics of the students</li> </ul>				
April 12 <sup>th</sup>	OL Campus Integration	OM 2652	10-11:30 am	Andrea Rhodes Mark Rogers
<ol style="list-style-type: none"> <li>1. Perceived inequalities have created unnecessary cultural clashes. These need to be addressed in fact and with dispelling myths.</li> <li>2. Should be more outreach of various kinds to allow for staff doing similar work to get to know each other and be able to assist one another.</li> <li>3. OL has a successful model with increasing enrolment. Should support this and help it grow.</li> </ol>				
April 12 <sup>th</sup>	Community Relations	OM 2652	1-2:30pm	Lucille Gnanasihaman y Mark Rogers
<ol style="list-style-type: none"> <li>1. Every faculty and department — institution as a whole and individual parts — make it a priority to tap into community organizations and needs.</li> <li>2. Support for this — faculty will need support to understand how this works.</li> <li>3. Structure — spaces where community can innovate, learn and teach with each other</li> <li>4. Make TRU more borderless — break down barriers — live streams of all events?</li> <li>5. Year round draws to the community — at TRU or within the community</li> </ol>				
April 16 <sup>th</sup>	Diversity/Indigenization	Culinary Arts	9-11am	Lian Dumouchel Juli Holloway
<ol style="list-style-type: none"> <li>1. Include Indigenous people at the beginning of planning</li> <li>2. More Indigenous representation in staff, faculty, admin (senior)</li> <li>3. More cross-cultural learning opportunities with International students</li> <li>4. Better definition of diversity &amp; inclusion in strategic planning</li> <li>5. Should be guiding principles, not a single priority (i.e. sustainability impacts all facets of TRU)</li> </ol>				
April 16 <sup>th</sup>	Employee Ex./Leadership/Collaboration	HOL 269	10-11:30am	John Churchley Coby Fulton
<ul style="list-style-type: none"> <li>• Need to improve on-boarding: orientation, pay on-time, access to TRU Network, keys, email, too much HR activities are offloaded to departments</li> <li>• A community-minded university not community college</li> <li>• Decreasing opportunities for career advancement</li> <li>• TRU needs to support student/faculty/staff mental health through financial support for projects such as the Faculty of Arts, Labyrinth, and Wisdom Garden</li> <li>•</li> </ul>				

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April 18 <sup>th</sup>	Community Relations	HOL 269	9-10:30am	Sara Wolfe Bala Nikku
<ol style="list-style-type: none"> <li>1. We need to think about being a hub of innovation through partnerships</li> <li>2. Creating a life- long learning community</li> <li>3. Bring TRU to the community and the community to TRU</li> <li>4. Invest in the community and community relations</li> <li>5. Be community driven not university driven</li> <li>6. Start with define who is the community and regions then do a needs assessment of strengths and gaps; hear what community needs and communicate with them</li> </ol>				
April 18 <sup>th</sup>	Accessibility/Flexibility/Innovation	HOL 269	11-12:20pm	Carol Rees Bala Nikku
<ul style="list-style-type: none"> <li>• Access means helping students succeed once they are at TRU</li> <li>• Innovation ideas: <ul style="list-style-type: none"> <li>✚ create more spaces for students to provide anonymous feedback.</li> <li>✚ assign mentors of students when they arrive so that they can be made aware of resources that can help them and opportunities available to them ( e.g. many students do not know about the career and experiential learning department, opportunities for volunteering in the community and ways to get themselves recognition)</li> </ul> </li> <li>• Flexibility PLAR is a great benefit for increasing access</li> </ul>				
April 23 <sup>rd</sup>	Program Courses	HOL 269	9-10:30am	<b>CANCELLED</b>
April 23 <sup>rd</sup>	OL Campus Integration	HOL 269	11:30-1pm	Carol Rees Maggie Fung
<ul style="list-style-type: none"> <li>• We need a celebration - recognition of OL faculty and staff and space for collaboration.</li> <li>• Breaking down the silos - It is about people and relationships.</li> <li>• Dealing with inherent problems – e.g. sometimes courses are not the same but they should be – they are equivalent courses</li> <li>• Visibility of OL in marketing materials – 10% of announcements have anything to do with OL while half the TRU students are OL students</li> </ul>				
April 23 <sup>rd</sup>	Accessibility/Flexibility/Innovation	HOL 269	2-3:30pm	Brian Lamb Eric Youd
<ul style="list-style-type: none"> <li>• More training for faculty needed on creating accessible classrooms, universal and mental health training.</li> <li>• Programs that do not respond to accessibility needs.... are not flexible. Such as rigid scheduling and residency requirements. Offering courses in varied formats to fit the varying needs of our students.</li> <li>• What about our regional mandate? Are we meeting the needs of regional partners in Williams Lake and elsewhere?</li> </ul>				
April 25 <sup>th</sup>	Diversity/Indigenization	HOL 269	12:30-2pm	Carol Rees Juli Holloway
<ul style="list-style-type: none"> <li>• Faculty Pro-D for Indigenization - Need a series of Pro-D for faculty and a space in the schedule for faculty to take the pro-D language and culture classes</li> </ul>				

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<ul style="list-style-type: none"> <li>• MOOC - could be developed - like the UBC MOOC free resource - we should develop one for Secwepemc culture knowledge land laws</li> <li>• The systemic underpinnings of discrimination need to be addressed. Resources, funding, a team in place to organize, a space for change to happen</li> <li>• Indigenous knowledge across the community .</li> </ul>				
April 25 <sup>th</sup>	Community Relations	HOL 269	2:30-4:20 pm	Theron Reed Mark Rogers
<p>In order for TRU to be sustainable in our community through the years, the working group(s) came up with a number of ideas, but there was a great deal of overlap in the following 3 areas that occurred: housing, joint community programs/capstone projects, and community engagement.</p> <p><b>Housing</b> Not enough affordable housing available on campus and In the community at large, housing availability is stretched thin and rentals are very expensive</p> <p><b>Joint Community Programs/Capstone Projects</b> In order to maintain longevity the groups felt that TRU needed to use the skills that have available to us to engage and support our local communities.</p> <p><b>Community Engagement</b> The groups discussed ideas that would link Campus Life to Community Life; Kamloops could be seen as a University town and based on its central location, size and economic importance, TRU should be striving to leverage the community to create a positive and welcoming atmosphere for not only our staff, students and partners but for our community members as well.</p>				
April 26 <sup>th</sup>	Student Focus Experience	HOL 269	9-10:30am	Lian Dumouchel Maggie Fung
<ul style="list-style-type: none"> <li>• Responsiveness - from individual concerns to institutional changes - speed of change</li> <li>• Diversify mental health support (language, background), general wellness a priority, increase counselling services, increase visibility of wellness centre</li> <li>• Learning centres for all disciplines/faculties</li> <li>• We excel in flexible - schedule, advising (specialized by faculty international program), admission</li> </ul>				
April 26 <sup>th</sup>	Employee Ex./Leadership/Collaboration	HOL 269	11:30-1pm	Andrea Rhodes Kim Torreggiani
<ul style="list-style-type: none"> <li>• We need to invest in our current people (including faculty, staff and students). This includes setting them up for success right at the start with great onboarding and training, then follows through with career path support and quality feedback.</li> <li>• We need to aim to be our best. It isn't enough to say that we aren't as bad as somewhere else. Even when we are already top in a certain area we should continue to push the limits and aim to be even better.</li> </ul>				
April 26 <sup>th</sup>	Program Courses	HOL 269	2-3:30pm	<b>CANCELLED</b>
April 30 <sup>th</sup>	Accessibility/Flexibility/Innovation	HOL 269	11:30-1pm	Kim Torreggiani

				Brian Lamb
<p>Top areas where TRU is inflexible</p> <ul style="list-style-type: none"> <li>○ Program Delivery           <ul style="list-style-type: none"> <li>▪ Lack of options</li> <li>▪ Campus based</li> </ul> </li> <li>○ Physical Inaccessibility           <ul style="list-style-type: none"> <li>▪ Parking</li> <li>▪ Transit needs to improve</li> <li>▪ Different options for getting here</li> <li>▪ Encourage 'greener' options</li> <li>▪ Not open on weekends or evenings</li> </ul> </li> <li>○ Faculty (OLFM's) should have the ability to be more flexible on their program delivery.           <ul style="list-style-type: none"> <li>▪ OL courses need updating</li> </ul> </li> <li>○ Employee flexibility           <ul style="list-style-type: none"> <li>▪ Needs to be consistency across the institution</li> <li>• TRU culture should allow for taking courses, doing fitness, hours, etc.</li> </ul> </li> </ul>				
April 30 <sup>th</sup>	Student Focus Experience	Culinary Arts	9-11am	Kendel Lavallee Catharine Dishke
<p>1. DIVERSITY: We need people of diverse backgrounds and ethnicities in leadership and support service roles</p> <p>2. GROWTH: If our institution is growing, we need to also expand the services we offer and expand the service departments</p> <p>3. BURNOUT: Both student and staff: job sharing, finding efficiencies, using more peer-to-peer mentoring</p>				