



CÉGEP
Heritage
COLLEGE



Your Anglophone CEGEP in the Outaouais
Annual Report 2011 - 2012





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**Legal Deposit: Bibliothèque nationale du Québec 2012
ISBN No. 1-895552-32-X**

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MESSAGE FROM THE BOARD CHAIR



The annual report of any organization is always addressed to two constituencies: to the internal participants in the activities described, and to the greater socio-economic community in which they occurred. It is therefore with the greatest pleasure that I address the Cégep Heritage College 2011-2012 Annual Report to both of these audiences.

Our students, staff, faculty and administration may take justifiable pride in their significant accomplishments achieved over the past year, notwithstanding considerable challenges. Progress made in the realization of objectives set forth in our strategic plan reflects the collaborative contributions made by all members of the College family as our enrolment continues to grow.

The leadership of Louise Brunet, our Director General, and her management team is to be particularly commended for the successes that are raising our profile in the greater Outaouais area. To those in the community who already support our urban and regional presence, please accept my sincere appreciation, expressed on behalf of the Board of Governors and all members of the College. For those whom we may be approaching for assistance for the first time or who, as parents or potential students, may be considering enrolment in a Cégep Heritage College program, this Annual Report provides a welcome introduction.

A stylized, handwritten signature in black ink, reading "Kenneth-Roy Bonin".

Kenneth-Roy Bonin

Chairman of the Board of Governors

MESSAGE FROM THE DIRECTOR GENERAL



It is my pleasure to submit to the Board of Governors the 2011-2012 Annual Report of Cégep Heritage College.

Again this year, Heritage is proud to welcome even more students, showing another increase in clientele of 3% or 1 037 students in regular education.

Student success continues to be the priority for Heritage. Activities throughout the year have demonstrated the positive impact on first semester course success, third semester retention and graduation rates in prescribed period of time as outlined in the Strategic Plan Year 2 – Assessment Summary presented in this report.

With the increasing demand in requests from clientele for our Nursing program, the College now admits two cohorts, one in the fall and one in the winter.

A regional Tourism Consultative Committee was created and activated through the leadership of Heritage in fall 2011. As outlined in the Outaouais Plan d'aménagement FP/FT (Formation professionnelle/Formation technique) the mandate of the committee is to: bring together the education and business milieux; promote vocational and technical jobs and training in both regular and continuing education; facilitate the administration of the training offer for both regular and continuing education; student retention and success.

Heritage took the lead to conduct a study to identify the present and future training needs in anticipation of human resources development in the sectors of agriculture, agribusiness, tourism and recreational tourism in the Pontiac region. This study was done for the Table Éducation Outaouais, an alliance between Cégep Heritage College, Cégep de l'Outaouais, the Western Quebec School Board, Commission scolaire Haut-Bois de l'Outaouais and Emploi-Québec.

A new AEC (Attestation d'études collégiales) in Sheep Production was developed and offered at the Pontiac Campus and another in Accounting Principles and Software Applications was approved by the Board of Governors in November 2011.

Heritage co-hosted the AQPC (Association québécoise de la pédagogie collégiale) colloquium with Cégep de l'Outaouais and Collège Nouvelles Frontières. The colloquium was held at the Palais des congrès in Gatineau and was attended by over 800 participants. At least two workshops took place at Heritage.

I would like to thank the Chairman Kenneth-Roy Bonin and all members of the Board of Governors for their invaluable support. The success the College enjoys is without a doubt due to the competence and dedication of the faculty and non-teaching personnel who relentlessly work to improve student success. I would also like to acknowledge the important contributions of Lise Desjardins, Marketing/Communications Manager, to this report.

A handwritten signature in cursive script that reads "Louise Brunet".

Louise Brunet
Director General

CÉGEP HERITAGE COLLEGE MISSION STATEMENT

Cégep Heritage College is an Anglophone CEGEP, proudly committed to your success through a diverse and innovative, community-driven learning experience.

Cégep Heritage College Experience

Cégep Heritage College, a student-centered community, promotes academic excellence through a personal and supportive environment that recognizes the importance of continuous learning.

Cégep Heritage College Promise

Cégep Heritage College graduates will:

- Respect human diversity
- Participate in their community
- Demonstrate leadership skills
- Value working with others
- Behave ethically
- Safeguard the environment.

The 2011-2012 Senior Management Team



From left to right: Maurice Lafleur (Associate Academic Dean), Michel Hétu (Dir. Financial Services), Deborah Valdez (Dir. Student Services), Michael Randall (Academic Dean), Louise Brunet (Director General), Donald Marleau (Dir. Building Services and IT), Michèle Charlebois (Dir. Human Resources). Not on photo: Lise Bénard (Dir. Continuing Education and International Programs).

CÉGEP HERITAGE COLLEGE BOARD OF GOVERNORS AND MANAGEMENT COMMITTEES

Board of Governors



Left to right top row: Jean Thiffault (Socio-Economic), Robert Mayrand (Socio-Economic), Robert Cousineau (Teacher), Rose-Marie Leclerc (Support Staff), Daniel Michaud (Parent), Michael Randall (Academic Dean), Deborah Valdez (Dir. Student Services), Scott Gibson (Parent), **Left to right bottom row:** Larry Greene (Regional Enterprises), Gail Sullivan (Vice-Chair - Labour Market), Roy Bonin (Chair - Regional Enterprises), Louise Brunet (Director General), Judy Mueller (Professionals Staff), Sean Scott (Teacher), Michelle Wistaff (Career Program Graduate). **Not on photo:** Melissa Dick (Pre-U Program Graduate), Brian Sanchez (Pre-U Program Student), William Smith-Paquette (Career Program Student).

Academic Senate



Left to right top row: Michael Randall, Jane Larwill, Maurice Lafleur, Lee Anne Johnston, Sara Thrasher, Tim Fairbairn. **Left to right bottom row:** Poppy Adamantidis, Patrick Moran, Julie Avon, Jutta Kurtz, Deborah Valdez. **Not on photo:** Lise B  nard, Jeannine Lafreni  re,

Executive Committee



From left to right: Louise Brunet (Director General), Michael Randall (Academic Dean), Roy Bonin (Board Chair), Daniel Michaud (Parent), Gail Sullivan (Board Vice-Chair), Sean Scott (Parent).

STRATEGIC PLAN YEAR 2 ASSESSMENT SUMMARY

The following is a summary of what was accomplished during the first two years of our Strategic Plan 2010-2014.

Orientation 1: Improve Student Success

- The First Semester Course Success for all students over the 2 years averages at 80% compared to the 85% target set for 2014
- Dedicated one academic advisor to identify and counsel at risk/pathway students
- Held specific orientation sessions for special needs and aboriginal students with dedicated counsellor
- The Third Semester Retention for all students over the 2 years averages at 66% versus the 72% target set for 2014
- The Graduation Rate in Prescribed Period of Time for all students over the 2 years averages at 42% versus the 44% target set for 2014
- Initiated a tracking system for Continuing Education AEC
- A student game room and a student music lounge were completed to provide students more social spaces

Orientation 2: Respond to the Demands of the Outaouais Global Market

- Developed 2 new AEC programs
- Revised 2 AEC programs
- Two Comprehensive program evaluations were completed and approved by the Board
- Implemented first and second year of two new programs: Hotel Management and Tourism
- Worked in cooperation with Outaouais promoters to establish partnerships in tourism sector
- Humanitarian Faculty/Student Projects: Guatemala Nursing and Early Childhood Care and Education project
- Provided international training: ESL for Chilean and Columbian students; pedagogical training to Chinese students
- Second year Hotel Management students did an internship in Greece in the spring

Orientation 3: Increase College Visibility and Student Enrolment

- Increased number of applications in fall 2010 by 43% and in winter 2011 by 33%
- Increased admissions for 2010 and 2011 by 19.3%
- Developed a marketing/Communications plan
- Hosted Les Jeux du Québec, summer of 2010
- Initiated and held Public Open House events and other major events in the Outaouais
- Represented the College at all necessary forums in the Outaouais
- Won the Car-Free Challenge in the large Organization category and won Bronze level at the Provincial Level

Orientation 4: Ensure a Synergy of Human, Financial and Material Resources to Support the College Mission

- Developed a Faculty Evaluation Policy
- Worked closely with the College Foundations
- Grants were secured for a variety of pedagogical projects
- Developed and implemented an E-newsletter called Heritage Heartbeat to provide means of internal communications
- Measures were taken to promote a greener environment
- Developed an environment policy
- Obtained level 1 certification from Environnement Jeunesse

SUMMARY OF ACTIVITIES IN SUPPORT OF STUDENT SUCCESS

During the 2011-2012 academic year, the College implemented or continued to provide the following measures in support of Student Success:

New Student Orientation

The College offers specific information and orientation activities for new students, in cooperation with our 12 academic programs.

The Learning Centre

College-financed tutoring by teachers was made available during lunch hours at the College's The Learning Center (TLC) for the following subjects: English, Mathematics, Philosophy / Humanities, French and for specific program fields of study such as Early Childhood Education and Nursing. In addition, tutoring was offered to students in the scientific subjects of Biology, Chemistry, and Physics.

At Risk Courses

To promote success, during a student's first session, certain courses identified as having a higher risk of failure (English, Philosophy, French), received additional consideration. The maximum number of students in these courses was limited to 30 students. In addition, lower level French courses were capped at 25 students.

Course Attendance

College faculty indicated attendance for each of their first year students on the Omnivox system. In addition, the College encouraged the reporting of attendance on Omnivox for all students.

Mid-term Progress Reports

As per our College Policy on Evaluation of Student Achievements, College faculty entered a mid-term progress report via Omnivox for each student.

Early Warning System

Following mid-term progress reports, students who were "at risk" of failing the majority of their courses were identified, and letters were sent to their home informing them of the variety of services available at the College to assist them (The Learning Center, mentoring, tutoring). In addition, one of our Academic Advisors has the specific responsibility of identifying and counselling at risk and Pathways students.

Mentoring

Mentoring by faculty members was offered to students for the following programs: Liberal Arts, Visual Arts, Nursing, Computer Science, Early Childhood Care and Education, New Media & Publication Design and Accounting and Management Technology. In addition, approximately 70 Special Needs students participated in orientation activities with a dedicated advisor in August 2011. Orientation activities for Aboriginal students took place bi-weekly in the Aboriginal Center during the fall semester. Guests, advisors, teachers, and Aboriginal leaders from the community exchanged with students to ease the transition from high school and to promote student success.

Peer Tutoring

Tutoring was provided by students enrolled in a specific complementary course to train tutors. Tutoring was offered for the following subjects or programs: Mathematics, English, French, Spanish, New Media & Publication design, Nursing, and Early Childhood Care & Education as well as the scientific fields of Biology, Chemistry and Physics.

Professional Integration for New Teachers

In order to ensure the quality of teaching at the College, a teacher mentoring program is in place. All new teachers had access to a mentor; this has now become common practice at the College. Furthermore, additional teacher training was also offered to new faculty through our new teacher induction program.

Program Reviews

In order to ensure the quality and relevance of our academic programs, all twelve undertook annual reviews of their program profiles. As a result, Computer Science and Nursing presented modified programs which were adopted by our Academic Senate. Most of our career programs hold Program Advisory Committee meetings, which include industry representatives.

Student Satisfaction Surveys

Students were polled as to their level of satisfaction with their experience at the college. Ongoing analysis of student feedback helps the college to determine ongoing priorities and identify areas of concern for students



STUDENT SUCCESS PERFORMANCE INDICATORS

Cégep Heritage College's 2010-2014 Strategic Plan identifies the performance indicators to be achieved by the end of academic year 2014 for four Student Success Objectives as follows:

1. Improve First Semester Course Success Rate

Indicator: That the course success rate for the first semester for cohorts of students from 2010-2014, average 85% for all students in regular education.

In the fall 2011 the course success rate for the first semester for all students in regular education was 83%.

2. Increase Third Semester Retention Rates

Indicator: That the rate of re-enrolment for all cohorts of students in the third semester average a minimum of 72%.

The 3rd semester re-enrollment rate in the Fall 2011 was 62%.

3. Improve Graduation On Time Rates

Indicator: That the rate of graduation within the time provided for students in regular education average 44%.

The average on time graduation rate for the 2008 cohort of students was 42%.

4. Increase Level 101 French course success rate

Indicator: That the Level 101 French course success rate be increased to 77% by the end of the 2013-2014 academic year.

At the end of the 2011-2012 academic year, the level 101 French course success rate was 77%.



PROVINCIAL REINVESTMENT ACTIVITIES

The Ministère de l'Éducation du Loisir et du Sport (MELS) allocated a grant to Cégep Heritage College with regard to Provincial Reinvestment activities. The amount received was dedicated to activities and initiatives identified by the College in conformity with the targets identified by the Ministry:

Target 1: Accessibility, quality of services, competency development and success.

Target 2: Information Technology support and updating of documentation resource programs.

Target 3: Operation and maintenance of buildings and quality of premises.

Target 4: Involvement of CÉGEP on its territory and support to innovation and regional economic development

In 2011-2012, the College implemented or continued to provide the following measures in support of these targets:

Computer Services (Targets 1 and 2)

Computer Technician

An additional technician was hired during the 2010-2011 academic year and continues to be in place to increase the quality and reliability of the Information Technology services contributing to reduce response-time delays in the event of breakdowns, and providing improved data security.

This position is essential in order to provide adequate services and support to our students and staff in the accomplishment of their daily tasks.

Building Services (Targets 1, 3 and 4)

Security Guard

An increase of 50% in the number of hours for the security guard to reinforce the sense of security within the College continues to allow students to have access to the computer labs and classrooms during the evening.

Building Manager (Target 3)

Security Guard

The Building Services Manager hired in 2010-2011 continued during the 2011-2012 academic year to assist with the coordination and supervision of the building mechanical repairs and replacements and also to maintain the preventive maintenance program for the College equipments.

Student Services (Target 1)

Recreational Technician

A Recreational Technician was hired to increase socio-cultural and sports activities in 2010-2011 and continued in 2011-2012 to initiate more cultural and sports activities under the direction of the Director of Student Services; these activities included the following:

- Swing dance classes;
- Yoga classes;
- Cook-a-Palooza events with guest chefs;
- Open –Mike Coffee Houses;
- Equipment and management of student's music room and game room;
- Two blood drive clinics;
- Intra-mural activities (e.g. Volleyball, Ultimate Frisbee);
- Hiking on Mount Washington;
- Weekend cycling excursions;
- Halloween activities;
- Fundraising activities for charities;
- Mothers Against Drunk Driving (MADD) activities.

PROVINCIAL REINVESTMENT FUNDS 2011-2012

TUITION

GOVERNMENT GRANT

\$161,820

EXPENSES

SALARIES AND SOCIAL BENEFITS

\$181,209

EXCESS OF EXPENSES OVER REVENUES

\$ (19,389)

SUMMARY OF ACTIVITIES IN SUPPORT OF A HEALTHY LIFESTYLE

In support of Orientation 1 of the reference framework Pour un virage santé à l'enseignement supérieur, the College opted to implement a food policy in support of healthy eating habits. The objective of this policy is to help students, faculty and administrative staff change their eating habits by offering healthy, nutritious and appetizing meals.

A new food counter was implemented during financial year 2011-2012 in order to increase the daily offering of balanced meals by 10%



HEALTHY LIFE STYLE FUND 2011-2012	
REVENUES	
BALANCE FORWARDED FROM PREVIOUS YEARS	\$25,000
GOVERNMENT GRANT	\$6,250
CÉGEP HERITAGE COLLEGE	\$12,291
EXPENSES	
OTHER EXPENSES	\$43,541
EXCESS OF EXPENSES OVER REVENUES	-



REVENUES AND EXPENSES

REVENUES AND EXPENSES (Year ending June 30, 2011)		
	2012	2011
REVENUES		
MINISTÈRE DE L'ÉDUCATION, DU LOISIR ET DU SPORT (MELS)	\$12,700,139	\$12,175,016
MINISTÈRE DE L'EMPLOI ET DE LA SOLIDARITÉ SOCIALE	\$260,272	\$303,840
OTHER ENTITIES	\$55,120	\$91,142
ENROLMENT AND TUITION FEES	\$301,606	\$222,188
SALES OF GOODS AND SERVICES	\$246,289	\$261,266
RENTALS	\$162,406	\$170,685
OTHER REVENUES	\$126,806	\$136,915
SUB-TOTAL	\$13,852,638	\$13,361,052
EXPENSES		
REGULAR TEACHING	\$12,390,742	\$11,991,113
CONTINUING EDUCATION	\$1,279,286	\$1,246,713
SUMMER COURSES	\$27,319	\$48,064
INTERNATIONAL PROJECTS	\$76,571	\$58,868
AUXILIARY SERVICES	\$19,892	\$18,409
SUB-TOTAL	\$13,793,810	13,363,167
REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)	\$58,828	\$(2,115)

HUMAN RESOURCES DISTRIBUTION

LIST OF RETIREES 2011-2012	
EMPLOYEE NAME	CATEGORY
DENIS COLLARD	SUPPORT PERSONNEL
ERIK ANDERSEN	TEACHING STAFF
KEVIN CARDAMORE	

HUMAN RESOURCES DISTRIBUTION 2011-2012 (Year ending June 30, 2012)			
EMPLOYEE CATEGORIES			TOTAL NUMBER
SENIOR MANAGERS AND MANAGERS			13
TEACHERS	REGULAR EDUCATION	132	146
	CONTINUING EDUCATION	14	
PROFESSIONALS			12
SUPPORT STAFF			42
TOTAL			213



REPORT ON THE IMPLEMENTATION OF THE ADMINISTRATIVE EXPENDITURES REDUCTION PLAN

The College's implementation of the Reduction Plan as related to Administrative expenditures and Management and staff positions was as follows for the 2011-2012 academic year:

ADMINISTRATIVE EXPENDITURES				
	2011	2012	2013	2014
TARGET REDUCTION	\$8,100	\$16,200	\$24,300	\$32,400
ACTUAL REDUCTION				
ADVERTISING, TRAINING AND TRAVEL	\$18,850	\$22,188	-	-
COMMUNICATIONS AND INFORMATION	-	\$2,408	-	-
OFFICE SUPPLIES	-	-	-	-
PROFESSIONAL FEES	-	-	-	-
OTHER CONTRACTS	-	-	-	-
TOTAL REDUCTION	\$18,850	\$24,596	-	-

REPORT ON THE IMPLEMENTATION OF THE MANAGEMENT AND ADMINISTRATIVE STAFF REDUCTION PLAN

As part of the plan to reduce the Management and Administrative workforce in 2011-2012, Cégep Heritage College submitted a report respecting the objectives of Bylaw 100 as requested by the Ministère de l'Éducation du Loisir et du Sport. In 2011-2012, 2,516 positions were vacated and abolished. In order to ensure that services to students were not affected, a new part-time position was created.



COLLEGE ADMINISTRATION HIGHLIGHTS

The most important achievements for Cégep Heritage College for 2011-2012 were:

- Implementation of the IPPICT teacher induction program. The IPPICT (Institutional Program for the Pedagogical Induction of CEGEP Teachers) objective is to help new faculty meet the challenges of teaching at the CEGEP level. The IPPICT offers a practical, hands-on approach to critical teaching and learning issues. Initially developed with the assistance of Canada-Quebec Entente funding, the IPPICT is comprised of six workshops offered throughout the academic year. The sessions are collaborative and discussion-based, underpinned by references to pedagogical theory that substantiates effective teaching and learning practices;
- Installation of video conferencing capabilities. Heritage was able to procure and install the Visio conferencing system as a result of our interest and commitment to the IPPICT with Canada-Quebec Entente funding. This system makes it possible to hold sessions with teachers from across the network to enrich and broaden our discussions.
- Cégep vert level 1 certification. The College received the Cégep vert first level certification from Environnement Jeunesse in June, for the implementation of Year 1 of our Heritage Handprints sustainable development program;

In September 2011:

- The Board received the College Staffing Plan for Non-Teaching Personnel;
- A Revision to the Academic Calendar was approved;
- A motion for the establishment of a long-term loan plan was adopted;
- Modifications to policies number 30 concerning Purchasing, and to Policy 15 concerning Appraisal of Non-Tenured Teaching personnel were approved;

- A new contract for security services was signed.
- The final report on the College's Strategic Action plan and Administrative Work Plan for 2010-2011 were deposited;
- The College Priorities, Administrative Work Plan and Board work plan for 2011-2012 were deposited;
- The Chair of the Academic Senate presented his annual report and the Academic Senate work plan for 2011-2012.

In November 2011:

- The Visual Arts program presented its Program Evaluation to the Board;
- Policy 34 concerning French Second language amendments were approved;
- The revised Hotel Management program profile was adopted;
- The new Accounting Principles and Software Applications AEC Program was approved;
- The report of the Audit Committee on the Auditor's report on the Financial Status of the College as at June 30, 2011, was approved;
- The Bank of Complementary courses for 2011-2012 was approved;
- The English version of the 2010-2011 Annual Report was adopted.

In January 2012:

- An agreement between Copibec and Cégep Heritage College concerning the production of literary works was adopted;
- Amended Policy 29 and related Procedure 13 both concerning Facilities Use and Rental were adopted;
- The Endowment Fund Association presented its 2010-2011 report;
- The 2012-2015 amended profiles for the following programs were approved: Early Childhood Care and Education, Accounting and Management Technology, and Computer Science;
- The 2012-2014 current unchanged profiles for the following Pre-University programs were adopted: Social Science (with and without Math), Social Science (commerce), Visual Arts, Liberal Arts (with and

without Math), and Liberal Arts (with and without Math);

- The 2012-2015 current unchanged profiles for the following Career programs were adopted: Electronics Technology and Tourism;
- The amended Web and Desktop Programming AEC was approved.

In February 2012:

- Sean Scott, Board member representing Faculty was elected to the Executive Committee as replacement to Otto Hasibeder whose term had ended;
- Larry Greene, Board member representing Regional Enterprises, was elected to the Bylaw and Policy Review Committee as replacement to Denis Hurtubise who resigned as he had lost his qualifications to represent universities;
- A Notice of Motion was presented to amend the Bylaw 2 - (Collection of Student Fees) Courses with Fees Reference Document;
- The 2012-2015 amended profiles for the following programs were adopted: Fall Nursing program, New Media and Publication design, and Hotel Management;
- The 2012-2013 Academic Calendar was adopted;
- The amended 2010-2014 Strategic Action Plan was adopted, and the Strategic Action Plan mid-year report was deposited;
- The Administrative Work Plan mid-year report was deposited;
- The revised Operational Budget Forecast for 2011-2012 was adopted;
- The Computer Science program presented its Program Advisory Committee report;
- An orientation session on CEGEP governance for Board members was proposed, the Board provided the go ahead for the session to be organized.

In April 2012:

- The amendments to Bylaw 2 (Collection of Student Fees) - Courses with Fees Reference Document were adopted;
- Amendments to Policy 19 concerning Conditions of Eligibility for a Work Term and Policy 8 concerning Conditions of Admission to

Diploma (DEC) programs were adopted;

- Policy 20 concerning Police Record Check was dissolved as its content was integrated with Policy 19 concerning Conditions of Eligibility for a Work Term;
- Notices of Motion were presented to amend Bylaw 1 concerning the General Administration of the College, and Bylaw 6 concerning the Ethics and Professional Conduct of Board Administrators that were scheduled for review;
- The Audit Committee presented its report on the Selection and hiring of the External Auditor - as the external auditing firm's mandate had ended, a tender was issued to 4 firms who provide such services. The contract was awarded to Samson Bélair / Deloitte & Touche as per the Audit Committee's report.
- The amended profile of the 2013-2016 Nursing program Winter cohort was adopted;
- The current unchanged 2012-2014 Science program profile was adopted;

In June 2012:

- Amendments to Bylaw 1 concerning the General Administration of the College, and to Bylaw 6 concerning the Ethics and Professional Conduct of Board Administrators, were adopted;
- The amended MicroSoft Network and Security Administrator AEC program was adopted;
- New policy 40 concerning Recognition of Acquired Competencies was adopted;
- The 2012-2013 Operational and Capital Budget forecasts were adopted;
- Elections were held for the Board Chair and Vice-Chair positions and for 2 non-officer member positions on the Executive Committee, and appointments were made to the Board of Governors Standing Committees;
- The Board and Executive Committee 2012-2013 meeting schedule was deposited;

- A verbal report of the Chair of the Standing Committee to Evaluate the Achievements of the Director General was presented;
- The Director General presented her 2012-2013 Goals and Objectives;
- The list of academic department coordinators was deposited as were the College Staffing Plan for non-teaching personnel and the Bylaw and Policy Review 2012-2013 calendar;
- The Liberal Arts program presented its Comprehensive Program Assessment Report.



COLLEGE LIFE HIGHLIGHTS

- In August 2011, Jean Castonguay, Tourism program coordinator, led the Le défi des grands voyageurs expedition, a fund raising event for the benefit of the Fondation CSSS de Gatineau. The 10 guides and 93 paddlers in 7 «voyageurs» canoes paddled their way up the St-Lawrence and Outaouais rivers to Gatineau from Québec city. The participants' goal was to individually collect \$5 000 in donations.
- Heritage faculty members Hussam Al-Hertani (Electronics Technology), Guy Beaulieu (Mathematics), Elliott Brown (English and Liberal Arts), Carol Doody (Accounting and Management Technology), Boris-Antoine Legault (Biology), Allan McDonald (Computer Science), Mark Renaud (New Media and Publication Design), Stacie Syvier (Philosophy), Cynthia Smurthwaite (English and Liberal Arts) and Alex Zieba (Philosophy) received tenure in September 2011.
- Heritage participated in the Défi sans auto challenge in September and won first place in the Outaouais in the 'large organisation' category as well as 3rd place at the provincial level. For the 4th consecutive year, The Heritage Heroes and Heroines team comprising non-teaching staff, current and retired teachers and their spouses and children, participated in the Walk of Hope in support of all who are affected by ovarian cancer. The event took place on Sunday, September 11th in Ottawa, and the team exceeded its fundraising objective by raising close to \$5,000.
- In October, Heritage held its Aboriginal Culture Awareness week to celebrate the many Aboriginal cultures in Canada and to raise awareness about aboriginal history, culture and traditions.
- Also in October, the College held its second Open House open to the general public.
- The Association of Canadian Community Colleges organizes a national annual Early Childhood Education Faculty Forum each year. This year, the 6th ACCC-ECE Faculty Forum was held in Ottawa October 19-21, and Cégep Heritage College was one of four local colleges to co-host the event. Members of our ECCE department joined faculty from Cégep de l'Outaouais, Algonquin College and La Cité Collégiale in participating with the Pan-Canadian Organizing Committee to make this year's event a wonderful experience for all.
- In November, the College participated in the second Salon de la Formation professionnelle et de la formation technique in the Outaouais. Two CEGEPS and five local school boards came together to promote Vocational and Technical training.
- Heritage participated in the November event for the first time. It was fun, and Team Hairitage managed to raise \$4523 for prostate cancer research.
- The Heritage 2011 Centraide campaign raised \$4,343 thanks to all who donated and participated in fundraising activities throughout the College.
- Heritage signed a DEC-BAC agreement in Computer Science with Université Laval in January.
- Building on the huge success experienced by the participants in the Guatemala Nursing Project during 2010-2011, in March, three teachers and eight 3rd year students of the Early Childhood Care and Nursing Departments participated in a "teaching and learning" humanitarian trip to bring early learning and basic medical training to twelve daycare centres and a local health clinic in rural Mayan villages in the Lake Atitlan region of Guatemala in Central America.
- Mary Frankoff, Social Science teacher, continued her research on this generation of student's use of new technology in collaboration with Martine Peters of Université du Québec en Outaouais. In particular, the question of plagiarism versus citation in research using web based resources was researched. Ms Frankoff presented her findings at six different conferences in Canada, the United States, Thailand and China.
- Brendan Myers, teacher of Philosophy-Humanities, published

three books: "Fellwater," "Circles of Meaning, Labyrinths of Fear" and "Ironage."

- Philosophy-Humanities teacher Alex Zieba was and continues to be extensively involved in two international projects involving Deliberate Corporations (Deliberate Corporations and Sensible Economics) and self sustaining, local ownership agriculture in Sierra Leone, Africa.
- The coordinator of our Nursing program, Denyse April, presented our preceptorship model at the Congrès mondial des infirmières de la francophonie in Geneva in May. The presentation was entitled: "Le préceptorat au sein des hôpitaux de l'Outaouais: une pratique clinique novatrice et florissante grâce au Projet de formation et de rétention des professionnels de la santé."
- Uta Riccius, Coordinator of our Visual Arts Program, presented her work in three art shows in 2011-2012: "Big Pictures/ Small Things" with Susan Fowler at the Karsh-Masson Gallery in Ottawa, Ontario, "Consumers and Collectors" with Susan Fowler at the Shenkman Centre for the Arts, OSA Gallery in Orleans, Ontario, and "2011 Sheltering", curated by Michael Rikley-Lancaster of the Mississippi Valley Textile Museum, in Almonte, Ontario.
- Gwen Guth, English teacher, published a poetry booklet called "Late Plate" during the spring.
- On May 3rd, Heritage held its Annual Awards Evening to celebrate student achievement recognizing the accomplishments of non-graduating students in academic, sports, cultural and social pursuits.
- Nine 2nd year students from the College's Hotel Management Program went on the program's first international stage in Greece from May 13 to May 28th. The students focused on shadowing various departments in hotels and evaluated the many contributing factors that make a hotel successful.
- On May 31st, Heritage hosted its 25th staff recognition dinner. Celebrating 25 years was Tim Fairbairn, and Peter Langlois, 15 years.
- Heritage co-hosted the AQPC (Association québécoise de la

pédagogie collégiale) colloquium with Cégep de l'Outaouais and Collège Nouvelles Frontières. The colloquium was held at the Palais des congrès in Gatineau and was attended by over 800 participants.

- Mark Molnar, English teacher, received the Association québécoise de la pédagogie collégiale (AQPC) "Mention d'honneur".
- The Program Showcases celebrating student success were held in April and May for the following programs: Early Childhood Care and Education, Social Science, Nursing, Visual Arts, Science, Computer Science, Accounting and Management Technology, Liberal Arts and New Media and Publication Design.
- The 2011-2012 productions of the Bacchus Players Drama Club included 5 plays: "An Appointment" (written and directed by Tamarra Wallace, a Heritage student), "The Beggar and The King" (written by Winthrop Parkhurst and directed by Katerine Haleand Mara Macullum), "Pen" (written and directed by Mathieu McDougall, also a Heritage student), "Everything" (Traditional) Song (directed by Yamilee Hebert), "Hello from Bertha" (written by Tennessee Williams and directed by Jennifer Khouri).
- "The Tragical History of Dr. Faustus" by Christopher Marlowe was also presented. This was a major production directed by faculty member Nick Strachan and Liberal Arts graduate Kim Sigouin with assistance from Jennifer Khouri. Technical direction and costume design were the responsibility of Mark Molnar and Amanda Tripp, both also faculty members.



STUDENT AWARDS

- The Chemical Institute of Canada sponsors the Canadian Chemistry Contest. For the region "Montréal Centre + Ouest", all top four spots were awarded to Heritage science students Corey Martel-Perry, Levi Schlachter, Alan Ross-Ross and Ryan Fahey.
- Levi, Alan, and Ryan were also recognized by the Chemical Institute of Canada for their performance at the provincial level. Levi was awarded a seventh place ranking in Québec, while Alan and Ryan were both awarded a provincial ranking of eighth place.
- The Annual Awards Evening hosted by Elliott Brown and Paul-Elliott-Magwood was held in May. This event recognizes academic excellence at all levels, student achievement in intercollegiate and intramural sports, and contributions to student life at Heritage. The following are highlights of the event:
 - Academic excellence awards were given out to the following students: Accounting and Management Technology program: David Dunn; Social Science program – Commerce Profile : Aleksa Gavrilovic; Computer Science program: Robbie Elias; Early Childhood Care Education program: Sabrina Morin; Electronics Technology program: Joseph-Anthony Dobie; Liberal Arts program: Kate Taylor, Naomi Maldonado-Rodriguez; Visual Arts program: Jasmine Guest; Nursing program: Lisa Krawec; New Media and Publication Design program: Cynthia Essiambre; Science program: Robin Aucoin; Social Science program: Katherine Cartier; Social Science program – Math Profile: Emmanuel Ramirez; Hotel Management program: Emily Preen; Tourism program: Marie-Chantal Simard.
- Cynthia Essiambre won the annual poster design contest.
- Athletic awards were given in the following categories: Women's Rugby
 - Samantha Yost (Most Valuable Player), Ana McBride (Rookie of the year), Laurie Vaillancourt (Coach's Award); Men's Rugby - Nathan Rioux (Most Valuable Player), Alec Balfour (Rookie of the Year), Dylan Puchniak (Hurricane of Distinction); Women's Volleyball - Mackenzie Mantil (Most Valuable Player), Stephanie McGlashan (Rookie of the Year), Kendra Wilson (Coach's Award); Men's Soccer - Ryan Gossack Kennan (Most Valuable Player and Rookie of the Year), Jeremy Leafloor (Team player); Women's Basketball - Sophie Desmarais (Most Valuable Player), Deanna Valin (Coach's Award), Lily Tran (Rookie of the Year); Men's Basketball - Ryan Bradley (Most Valuable Player), Soungui Koulamallah (Rookie of the year), Keith Wyman (Coaches' award); Golf Award - Nikolai Tolstoy: Male and Female athlete of the year award: Jeremy Leafloor and Deanna Valin; Special Sports Recognition – Jacques Laramée (Athletics trainer).
- 2012 Alliance Sports-Études certificates were awarded to: Riel Allain, Ryan Fahey, Yannick Gareau-Lapierre, Christopher McMahon, Carrington Pomeroy, Michelle Workun-Hill for Cross-Country Skiing; Anthony Cortese and Alexandros Soumakis for MJHL-Hockey; Nemanja Babic for Tennis; Calvin Philippe Wren for Squash; and Patrick Hill for Baseball.
- The Science Volunteer award was given to: Corey Martel-Perry and Deanna Valin.
- Science on tourne contest certificates were given to: Team 1 - Matthew Maggio-Tremblay, Lesley Mayhew and Nikita Palaisy; Team 2 - Alex Schlachter.
- Drama Club Bacchus Directors certificates were awarded to: "An Appointment" - Directed by: Tamarra Wallace; "The Beggar and the King" - Directed by: Katherine Hale and Mara Macallum; "Pen" - Written and Directed by Mathieu McDougall; "Everything" - Directed by: Yamilee Hebert; "Hello from Bertha" - Directed by: Jennifer Khouri; and "Dr. Faustus" - Directed by: Kim Sigouin.
- Drama Club Bacchus awards were given to: Mara McCallum,

Bradley McDermid and Tamarra Wallace.

- Student Association awards were given to: Brian Sanchez (President), Zacharie Marshall (Vice-President), Yi Meng (Isabelle) Huang (Treasurer), Ronald Wray (Events Coordinator), Emily Brennan (Secretary), Chatelle Bourque (External Affairs Officer).
- Student Association Special Awards went to: Kerry Campbell and Lisa Cartier.
- Peer Tutoring Program certificates were awarded to: Amanda Bard, Emily Brennan, Milene Kravetz da Silva, Jessie-Lyne Dubeau, Nesma Etoubashi, Chloe Godman, Evan Gould, Daniel Joannis, Kate Kimber, Matthew Lamoureux-Durr, Pamela Leore, Corey Martel-Perry, Kelly McConnell, Sabrina Morin, Christopher Santillan, Alexander Satenstein, Jamie Savard, Jessie Savath, Deanna Valin, Jasmine Vesque, Kendra Wilson.
- At the June graduation held at the Canadian Museum of Civilization with key note speaker Denis Potvin – retired professional hockey player and team captain for the New York Islanders, and guest speaker Samantha Polpoel - General Duty Constable with the RCMP and 2006 Heritage Science Program Graduate, the following awards were presented:
 - Academic Achievement Awards: Sophie Reilly (Liberal Arts), Nesma Etoubashi (Science), Cassandra Richards (Social Science), Ghassan Kaaki (Social Science - Commerce), Patrick Beauclair (Visual Arts), Christopher Mainville (Accounting and Management Technology), Justin Hum (Computer Science), Evelyn Daly (Early Childhood Care and Education), Daniel Joannis (Electronics Technology), Jasmine Vesque (New Media & Publication Design), Kathy Racine and Skye Milford (Nursing), Bradley McDermid (English), Zoeyetta Saliga-Renaud (Advanced French), Kelsey Fournier (Intermediate French), Alan Ross-Ross (Mathematics), Deanna Valin (Physical Education), Lise Cartier (Philosophy), Tamara Wallace and Kathy Racine (Humanities).
 - Heritage Endowment Awards: Sara-Jeanne Daigle (Deanna Wilson Hughes Memorial Award), Cassandra Richards (Hugh Pomeroy Memorial Award), Lise Cartier (Jean Dufresne Memorial Award), Sophie Reilly (Richard E. Henderson Memorial Award), Bradley McDermid (Robert W. Waddell Memorial Award), Homira Ansari Esfahani (James M. Graham Memorial Award), Christopher McMahon and Alexander Satenstein (Barbara Chase / Terrence Keough Essay Award), Nesma Etoubashi (Lawrence Kolesar Award), Stephanie McGlashan (Environmental Protection Scholarship).
 - Imprimerie Grégoire English Achievement Award - Tamara Wallace.
 - Certified Management Accountants' Association Bursary: Zoeyetta Saliga-Renaud.
 - Nesma Etoubashi received the Governor General's Medal.
 - Cassandra Richards, Social Science Graduate was the 2012 Valedictorian.



GRADUATION AND HONOURS STATISTICS

2011-2012 GRADUATES BY PROGRAM		
PROGRAMS	PROGRAM TOTALS	HONOURS GRADUATES
PRE-UNIVERSITY – DIPLOMA (DEC) PROGRAMS		
COMMERCE	21	15
LIBERAL ARTS	17	9
SCIENCE	37	8
SOCIAL SCIENCE	57	21
SOCIAL SCIENCE (WITH MATH)	8	3
VISUAL ARTS	5	4
PRE-UNIVERSITY TOTALS	145	60
CAREER – DIPLOMA (DEC) PROGRAMS		
ACCOUNTING AND MANAGEMENT	2	0
COMPUTER SCIENCE	9	5
EARLY CHILDHOOD CARE AND EDUCATION	10	8
ELECTRONICS TECHNOLOGY	10	5
NEW MEDIA AND PUBLICATION DESIGN	7	2
NURSING	21	0
DEC WITHOUT SPECIALIZATION	2	2
CAREER TOTALS	61	22

PROGRAMS	PROGRAM TOTALS	HONOURS GRADUATES
ATTESTATION (AEC) PROGRAMS		
BILINGUAL OFFICE ADMINISTRATOR	27	26
MICROSOFT NETWORKS WITH LINUX	12	7
SHEEP PRODUCTION	3	2
WEB AND DESKTOP PROGRAMMING	8	7
ATTESTATION TOTALS	50	42

GRAND TOTAL ALL PROGRAMS	256	124
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ETHICS AND PROFESSIONAL CONDUCT OF BOARD ADMINISTRATORS

Heritage College Bylaw #6 came into force on January 1, 1998

Preamble

The present ethics and professional conduct regulations are adopted by virtue of the Act to amend the Act respecting the Ministère du Conseil exécutif and other legislative provisions as regards standards of ethics and professional conduct. These measures complete the ethics and professional conduct regulations already provided for in articles 321 to 330 of the Québec Civil Code and in articles 12 and 20 of the General and Vocational Colleges Act. The legislative provisions of a public nature, in particular articles 12 and 20 of the General and Vocational Colleges Act prevail, in case of conflict, over the provisions of the present bylaw.

ARTICLE 1—Purpose

The purpose of the present bylaw is to establish certain standards of ethics and professional conduct applicable to Board administrators of the College, with a view to:

- ensuring public trust in the integrity, impartiality and transparency of the Board of Governors of the College, and
- allowing Board administrators to carry out their mandates and to perform their duties with trust, independence and objectivity for the best achievement of the College mission.

ARTICLE 2—Application

The present bylaw applies to all Board administrators of Heritage College.

ARTICLE 3—Provisions

3.1 Coverage

Each Board administrator is subject to the regulations of the present bylaw. Moreover, the person who ceases to be a Board administrator is subject to the regulations stipulated in article 4.2 of the present bylaw.

3.2 Duties of Board Administrators

A Board administrator shall carry out the duties of office with independence, integrity and reliability to the best interest of the College and the achievement of its mission. A Board administrator shall act with caution, conscientiousness, honesty, loyalty and consistency as would

any reasonable and responsible person in such circumstances.

3.3 Remuneration of Board Administrators

A Board administrator is not entitled to any remuneration for the performance of the duties of office. A Board administrator also may not receive any other remuneration from the College, except for the reimbursement of certain expenses authorized by the Board of Governors.

This provision does not have the effect of preventing Board administrator members of staff from receiving the salary and other benefits provided for in their contracts of employment.

3.4 Regulations regarding Conflicts of Interest

3.4.1 Situations of Conflicts of Interest for Board Administrators

A situation of conflict of interests is considered to be any real, perceived or potential situation, which is objectively of a nature to compromise, or susceptible of compromising, the independence and the impartiality necessary in the performance of the duties of Board administrator, or on the occasion when a Board administrator uses, or seeks to use, the attributes of the duties of office to take unwarranted advantage or to provide a third person with such unwarranted advantage.

Without restriction to the scope of this definition and only by way of illustration, the following are, or may be considered, situations of conflicts of interest:

- a situation in which a Board administrator has a direct or indirect interest in the deliberations of the Board of Governors;
- a situation in which a Board administrator has a direct or indirect interest in a contract, or a contract being drafted, with the College;
- a situation in which a Board administrator directly or indirectly obtains, or is on the verge of obtaining, a personal or professional advantage resulting from a decision of the College;
- a situation in which a Board administrator accepts a gift or some advantage from an individual or a firm which deals with, or wishes

to deal with, the College, other than customary gifts of minimal value.

3.4.2 Situations of Conflicts of Interest for Board Administrator Members of Staff

In addition to the regulations established in article 3.4.1 of the present bylaw, the Board administrator member of staff is in a situation of conflicts of interest in the cases described in articles 12 and 20.1 of the General and Vocational Colleges Act {Ref. Doc. #B6.1}.

3.4.3 Disclosure of Interests

Within thirty (30) days following the coming into force of the present bylaw or within thirty (30) days of assuming the duties of office, each Board administrator must fill out and submit to the Professional Conduct Consultant a declaration of interests which said Board administrator, to that individual's knowledge, has in any entity doing business or having done business with the College and disclose, if need be, any real, potential or apparent situation of conflict of interest which may be of concern.

This declaration must be reviewed and updated at the beginning of every calendar year by each Board administrator, who is obliged to complete and return to the Professional Conduct Consultant the form designated for this purpose.

In addition to this declaration of interests, the Board administrator must disclose any situation of conflict of interests in the manner and in the cases described in the first paragraph of article 12 of the General and Vocational Colleges Act [see Ref. Doc. #B6.2].

3.4.4 Prohibitions

In addition to the prohibitions for situations of conflicts of interests described in articles 12 and 20 of the General and Vocational Colleges Act, a Board administrator who is in a situation of conflict of interests with respect to an item discussed at the Board of Governors has the obligation to leave the Board meeting to allow the deliberations and the vote to take place in said Board administrator's absence and in the strictest confidentiality.

ARTICLE 4—Roles and Responsibilities

4.1 Board Administrators

A Board administrator shall, in the performance of the duties of office:

- conform to the obligations imposed by law, by the constituting act of

the College, or by its bylaws, and act within the limits of the powers of the College;

- avoid situations of conflict where personal interest and the interest of the group or of the person who has elected or named the Board administrator would be in conflict with the obligations of that Board administrator's duties of office;
- act with moderation in any remarks, avoid undermining the reputation of others, and treat other Board administrators with respect;
- not use, for personal profit, or that of a third person, any property of the College;
- not disclose, for personal profit, or that of a third person, privileged or confidential information obtained by reason of the duties of office;
- not abuse the powers of office or unduly profit from the position of Board administrator to take personal advantage;
- not grant, solicit or accept, directly or indirectly, a favour or unwarranted advantage, for personal benefit or for the benefit of a third party;
- not accept any gift, token of hospitality or advantage other than the customary ones or those of minimal value.

4.2 Individuals Who Cease to be Board Administrators

An individual who ceases to be a Board administrator shall, in the year following the end of that individual's mandate as Board administrator:

- not take unwarranted advantage of the former duties of office;
- not act in person or on behalf of others in relation to a procedure, a negotiation or any other operation to which the College is a party. This regulation does not apply to a former Board administrator member of staff of the College with respect to that individual's contract of employment;
- not use confidential or privileged information relating to the College for personal purposes, and not give advice based on information which is not available to the public.

4.3 Board Chair

The Board Chair is responsible for the good functioning of the meetings of the Board of Governors. The Board Chair must resolve any question relating to the right to vote at a meeting of the Board. When a motion is tabled by the assembly, the Board Chair must, after having heard, if

need be, the representations of the Board administrators, decide which members are eligible to deliberate and vote. The Board Chair has the power to request that a person abstain from voting and that a person leave the meeting room of the Board. The decision of the Board Chair is final.

4.4 Professional Conduct Consultant

The Secretary to the Board, or any other person named by the Board, acts as Professional Conduct Consultant. This Consultant is responsible for:

- informing the Board administrators as to the content and the modes of enforcement of the present bylaw;
- advising the Board administrators regarding ethics and professional conduct;
- inquiring promptly into alleged irregularities and reporting to the Board;
- publishing in the annual report of the College the information respecting the present bylaw, as required by the Act.
- In accordance with the present bylaw, the Professional Conduct Consultant informs the Board of any complaint or any other situation of irregularity as well as the results of any investigation.

4.5 Disciplinary Committee

The Board, or a committee appointed by the Board to this end, sits as a Disciplinary Committee and decides on the validity of a complaint and on the appropriate penalty, if need be.

When a breach is alleged to have taken place, the Disciplinary Committee notifies the Board administrator in question of the alleged breach and that said Board administrator may, within 30 days and in writing, submit personal observations to the Disciplinary Committee and request to be heard by the latter relative to the alleged breach and the appropriate sanction.

In the case of an urgent situation requiring a quick intervention, or in the case of an alleged serious offence, be it an alleged breach of a standard of ethics or professional conduct or an alleged criminal or penal offence, a Board administrator may temporarily be released from the duties of office by the Board Chair.

The Disciplinary Committee, upon coming to the conclusion that a Board administrator has infringed against the Act or the present bylaw, imposes the appropriate disciplinary penalty. The possible penalties include

reprimand, suspension or recommendation of dismissal from office.

ARTICLE 5—Revision

The present bylaw will be reviewed and, if necessary, revised at least every five (5) years, or when deemed necessary by government requirements or by the Board.

GLOSSARY

Board administrator: member of the Board of Governors of the College.

Board administrator member of staff:

the two teachers, the non-teaching professional and the support staff member, respectively elected by their peers as members of the Board of Governors of the College, as well as the Director General and the Academic Dean.

College: Cégep Heritage College.

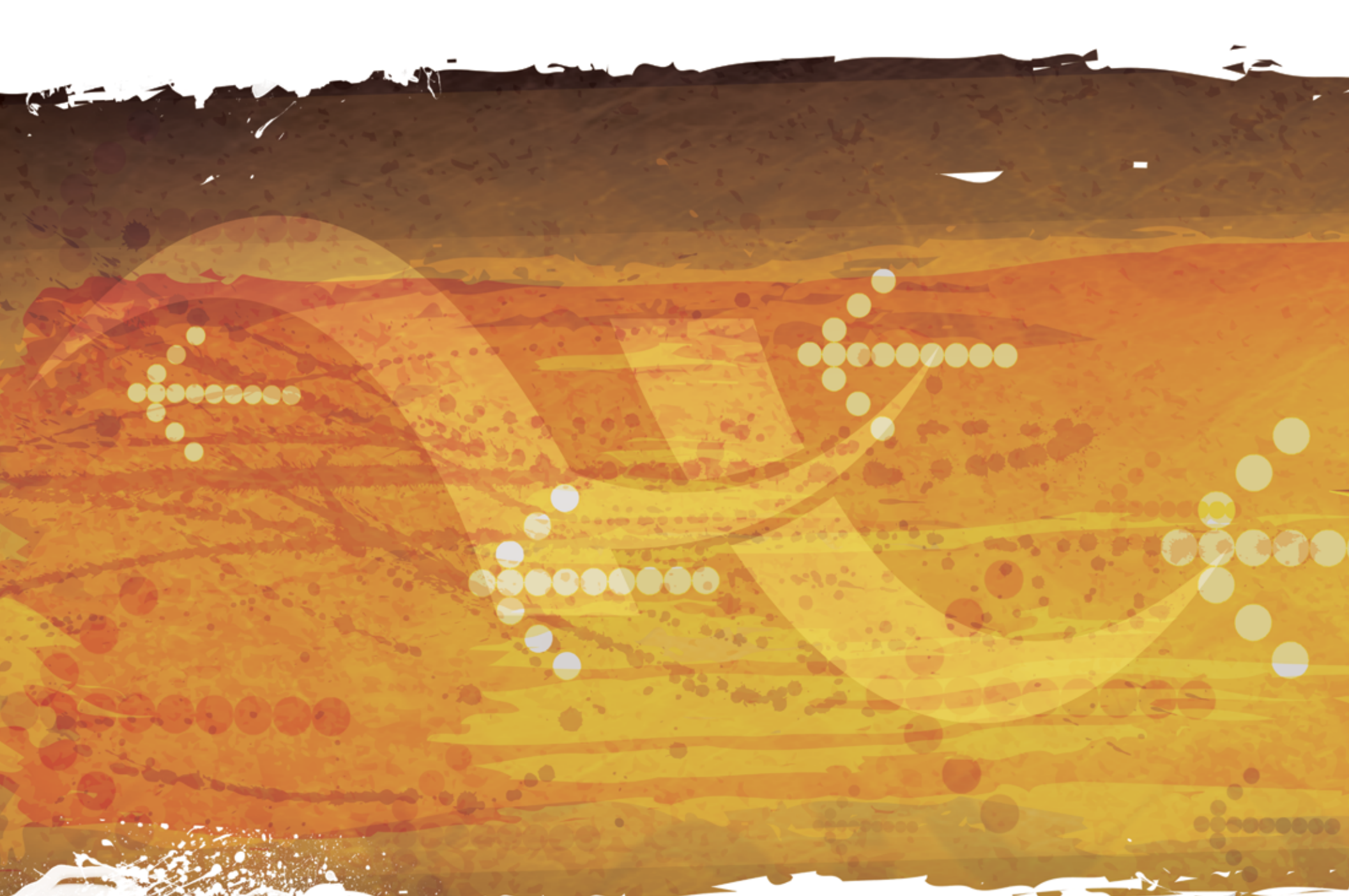
Office: the office of Board administrator.

Interest: a right, title or legal share in something; participation in something because of responsibility, self-interest, advantage, benefit, liabilities or the like, present or future.

Declaration for 2011-2012

During 2011-2012, the professional conduct consultant charged with the application of the Code of Ethics and Professional Conduct for the Board of Governors did not receive any complaints or reports of irregularities.





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