



uOttawa

**Standing Committee on Francophone Affairs  
and Official Languages**

2012-2013 Annual Report

Presented to the Senate and the Board of Governors  
of the University of Ottawa

December 2013

## Table of Contents

1. Message from the Co-chairs	3
2. Members	4
3. Mandate	5
4. Review of Activities	7
4.1 2012-2013 Workplan	7
4.2 Recruitment of Francophones and Linguistic Balance	8
4.3 Regulation on Bilingualism	8
4.4 Designation	8
4.5 Bilingualism of Professors	8
4.6 Living in French and a Francophone Space	9
4.7 University-Community Roundtable	9
4.8 French-language Teaching Materials	9
4.9 Coordination of Inter-institutional Initiatives	9
4.10 Complaints and Comments Related to Language of Service	10
5. Conclusion	10
APPENDICES	11
Appendix 1. New Programs in French Created in 2012-2013	
Appendix 2. Minutes of the Meetings of the University-Community Roundtable	

## 1. Message from the Co-chairs

To the Senate and the Board of Governors,

We are pleased to present a summary of the activities undertaken by the Standing Committee on Francophone Affairs and Official Languages during 2012-2013. Work on these activities continued to progress nicely.

We are very proud to have created the position of Senior Language Policy Officer to help support our work, particularly as it relates to designation and the *Politique d'aménagement linguistique*. This new position will also help us better handle complaints on the language of service and, even more importantly, assist us in becoming more proactive in identifying the sectors where the level of bilingualism needs to be improved.

We would like to express our sincere thanks to all members of the Standing Committee for their valuable advice and commitment to the francophonie and bilingualism. We are sincerely grateful for their invaluable contributions. We also wish to offer special thanks to staff members of the various academic units and services who work with us regularly on the various files under the Standing Committee's responsibility. And finally, we'd like to thank our community partners who participate in the University-Community Roundtable. Their involvement is critical in order for us to remain deeply rooted in our community.

Co-chairs of the Standing Committee on Francophone Affairs and Official Languages:



Christian Detellier  
Vice-President Academic and Provost

Marc Joyal  
Vice-President, Resources

## 2. Members

The Standing Committee on Francophone Affairs and Official Languages is comprised of 20 members. Below is the list of members for 2012-2013:

<b>NAME</b>	<b>AFFILIATION</b>
Marie Biron	Alumna
Michel Bock*	Research Chair in Canadian Francophonie
Johanne Bourdages	Associate Vice-President, Academic
Christine Charrette	Alumna
Stéphanie Chouinard	Graduate student
Richard Clément	Faculty member, Humanities
Christine Dallaire	Faculty member, Humanities
Julien Dancose*	Undergraduate student
Pierre de Blois*	Member, Board of Governors
Christian Detellier	Co-chair, Vice-President Academic and Provost
Rosy Fournier	Undergraduate student
Guy Drouin	Faculty member, Sciences
Marc Joyal	Co-chair, Vice-President, Resources
Sophie LeTouzé	Support staff member
Alain Malette	Support staff member
Marcel Mérette	Dean, Faculty of Social Sciences
Rachel Ouellette	Standing Committee Secretary
Tim Stanley	Vice-Dean of the Faculty of Graduate and Postdoctoral Studies
Dominic Villeneuve*	Graduate student
Mustapha Yagoub	Faculty member, Sciences

\*These individuals completed their term this year.

### **3. Terms of Reference**

#### **Establishment**

The Standing Committee on Francophone Affairs and Official Languages was established on February 4, 2008, by resolution of the Senate 2007-2008.50. The terms of reference were amended by the Senate on April 12, 2010 (2009-2010.42).

#### **Status**

The Standing Committee is an advisory committee of the Senate. Its role is to oversee the planning and implementation of initiatives that will help the University fully assume its mission and its commitment to promote and develop French culture in Ontario. The Committee will also support the University community's development in both official languages.

#### **Functions**

1. To ensure that the recommendations proposed in the Senate-approved development plan for programs and services in French are implemented, the results are evaluated annually, and the next five-year plan for Francophone affairs is prepared.
2. To establish, implement and coordinate a mechanism for receiving and processing complaints related to the use of official languages in the various programs and services.
3. To ensure that the *Regulation on Bilingualism at the University of Ottawa* is promoted, is subject to follow-up, and fully and consistently applied, and to annually evaluate how the *Regulation* is applied in the various programs and services.
4. To design and implement an ongoing action plan for improving linguistic balance within the student population.
5. To work closely with faculties to design and implement an action plan for ensuring that mandatory courses are offered in French and that the range of elective courses offered in French is expanded.
6. To examine and support the implementation of faculties' plans designed to increase the opportunities of practical, clinical and Co-op placements in Francophone or bilingual settings.
7. To evaluate faculties' annual action plans for developing French teaching materials and recommend the allocation of appropriate resources.
8. To establish a University-Community Roundtable Forum and regularly consult its members.
9. To monitor how faculties and services control the quality and the level of bilingualism of written communication.

#### **Membership**

1. The Vice-President, Academic and Provost, Co-chair
2. The Vice-President, Resources, Co-chair

3. The Associate Vice-President Academic
4. The Vice-Dean of the Faculty of Graduate and Postdoctoral Studies
5. One Board of Governors member, appointed by the Executive Committee of the Board
6. Four faculty members, including two from sciences and two from humanities
7. One dean or department chair, appointed by the Senate
8. Four full-time students, including at least one graduate and one undergraduate, appointed by the Senate
9. Two support staff members, appointed by the Senate
10. Two alumni or retired staff members who are active in the community, appointed by the Senate
11. One holder of the research chairs in *francophonie*, appointed by the Executive Committee of the Senate
12. The Chief of Staff of the Vice-President Academic and Provost, Secretary.

To ensure continuity, mandates will be renewed for a period of one or two years. Mandates are renewable.

### **Officers**

1. Co-chairs: the Vice-President Academic and Provost and the Vice-President Resources
2. Secretary: the Chief of Staff of the Vice-President Academic and Provost

### **Meetings**

The Committee will meet at least four (4) times a year, when convened by the Co-chairs.

### **Meeting Attendance**

A member who misses three consecutive meetings will lose the status of member of the Standing Committee and his or her position will be filled on an interim basis by the Committee until the end of the mandate.

### **Relations**

The Committee reports regularly to the Senate.

### **Quorum**

The majority of members constitutes a quorum.

### **Secretarial Services**

Secretarial services are provided by the Office of the Vice-President Academic and Provost.

## 4. Review of Activities

The following pages provide a summary of the activities undertaken between September 2012 and August 2013. The Standing Committee held four meetings during this time. Members continued efforts aimed at moving forward recommendations made by the Task Force on Programs and Services in French in the fall of 2007 and monitoring important initiatives implemented in previous years.

### 4.1 2012-2013 Workplan

An update on the activities completed was done in September 2012, and the 2012-2013 following action plan was developed.

#### Regulation on Bilingualism (recommendation 1)

- Develop a plan to communicate and implement the updated Regulation (to do)
- Define the parameters for evaluating progress in implementing the Regulation (to do)

#### Programs and services offered

- Update the *State of Affairs for Programs and Services in French* (ongoing)

#### Bilingualism of professors (recommendation 11)

- Present the second-language training program for teaching staff (OLBI) (completed)
- Receive the annual report on the level of bilingualism of professors who obtained tenure (completed)

#### Designation under the *French Language Services Act* (recommendation 4)

- Act in an advisory capacity for writing the University's designation plan (completed)

#### Internal control mechanism

- Develop a mechanism to assess services offered in French by the various academic units and services (to do)
- Suggest ways to make managers accountable for the quality and availability of services in French (completed)
- Review the current mechanism for handling complaints related to language of service and make any necessary adjustments (completed)

#### *Politique d'aménagement linguistique*

- Ensure the University complies with Ontario's new *Politique d'aménagement linguistique* (PAL) for French-language postsecondary education and training (continuous)

#### Revised Terms of Reference of the Standing Committee

- Review ways to ensure the long-term effectiveness of the Standing Committee (to do)
- Begin working on the next year in order to draft the 2013-2018 Development Plan for Programs and Services in French (to do)

#### Discussion of recommendations in the 2007 report that are on hold

- Review recommendations 16, 17 and 22 that were on hold, to determine the next step (completed)

Recommendations that could not be implemented will be included in the 2013-2014 workplan.

### **4.2 Recruitment of Francophones and Linguistic Balance**

The Standing Committee continued to closely monitor Strategic Enrollment Management's recruitment efforts. At the November 2012 committee meeting, the Associate Registrar, Recruitment presented the fall 2012 registration numbers for Francophone and immersion students. He also presented a summary of recruitment outreach activities aimed at Francophone communities and new initiatives designed to welcome Francophone students on campus to help them make the transition to university and integrate into their new setting such as the regional mentoring program. Through these efforts, the number and ratio of Francophone students have continued to increase in recent years, reaching 12,992 students in the fall of 2012 (30.9% of the total student population on campus). We also had 1,485 students registered in French immersion in 74 programs.

An increase in the number of French-language programs and courses is another factor that results in an improved linguistic balance. In 2012-2013, some 50 new courses offered in French and four new French-language programs were created (Appendix 1). The University of Ottawa also provided financial support for about 150 courses with low enrollment at host faculties so the courses could be offered nonetheless.

### **4.3 Regulation on Bilingualism**

The *Regulation on Bilingualism* was updated in the fall of 2011. In light of efforts under way for designation under the *French Language Services Act* and because the designation may necessitate additions or changes to *Regulation on Bilingualism*, members of the Administration Committee recommended delaying submission of the Regulation to the University Senate and Board of Governors. Changes were made to the Regulation during 2012-2013. The Regulation should be ready to present to the Senate and Board of Governors in the next few months.

### **4.4 Designation**

We continued our efforts related to designation under the *French Language Services Act* throughout 2012-2013. The ministry accepted the University's new formula for designation of the faculties' undergraduate programs. A draft designation plan was developed and will be put forward to the various consultative and decision-making bodies at the University this fall. Consultations with the Standing Committee took place at its October 2013 meeting.

### **4.5 Bilingualism of professors**

Committee members asked for information on language training for professors. The director of the Official Languages and Bilingualism Institute presented the details of the program at the January 2013 meeting. More than 120 professors are currently registered in second language courses, with the majority being in French-language courses. The results of the training are typically good, and the courses help professors meet the passive or active language skill requirements of their hiring. While activities were developed to help professors maintain their level of fluency, it's unknown whether they have maintained these levels once they obtain tenure.

The Standing Committee also obtained data on the language proficiency of professors tenured in 2012. Data shows that 94% of the professors had the required level of bilingualism (67% were bilingual at the time of hire and 27% by the time they had obtained tenure). In 6% of tenures, documentation made no specific mention of the professor's active or passive language skills.

#### **4.6 Living in French and a francophone space**

The French Programming Officer at the Community Life Service continued her excellent work over the past year. A number of social and cultural events were held to make living in French a more vibrant experience on campus and to create and maintain links with organizations in the Francophone community.

The fundraising campaign for the *Monument de la francophonie* was a great success. The installation was unveiled on September 25, 2013. A Franco-ontarian flag has also been raised.

The faculties of Social Sciences and Arts approved an action plan to establish the *Institut du monde francophone* that would provide a dedicated research space for students and researchers with an interest in francophone issues. The institute should be operational in the next few months.

#### **4.7 University-Community Roundtable**

Two University-Community Roundtable meetings were held in 2012-2013, one on November 22, 2012, and another on May 17, 2013. Minutes of both meetings are provided in Appendix 2.

#### **4.8 French-Language Teaching Materials**

This year, 11 projects were funded to develop French-language teaching materials. Some \$125,000 was allocated for these projects in five faculties, which will make it possible to create French lab manuals, course packs, case studies and videos for various undergraduate courses.

#### **4.9 Coordination of Inter-institutional Initiatives**

In 2012-2013, the University continued to take part in the *Destination réussite* initiative introduced by the Government of Ontario to both promote and facilitate access to postsecondary education in French. The University of Ottawa has also been part of this project in Eastern Ontario and Central-Southwestern Ontario regions since the beginning of 2012. In close cooperation with faculties and French school boards, we offered a number of activities for potential students to introduce them to the university setting, including mini-courses and university courses, and encourage them to explore options available to them for postsecondary education in French. More than 200 French-speaking students participated in a variety of activities coordinated by the project officer at the Office of the Vice-President Academic and Provost.

With respect to agreements with other institutions, the University of Ottawa and *La Cité collégiale* are exploring the possibility of a collaborative program in police studies as well as a joint project in health studies (respiratory therapy).

#### **4.10 Complaints and Comments Related to the Language of Service**

##### Mechanism currently in place

The mechanism for handling complaints and comments on the language of service was established in October 2008. The process ensures confidentiality is maintained. Comments can be submitted by email, regular mail or telephone. Here are the main steps involved for the current complaints process:

- 1) Complaint or comment is received;
- 2) Acknowledgement of receipt is sent within two working days;
- 3) The person responsible at the service in question is contacted, advised of the problem and asked to correct it;
- 4) Follow-up with the person responsible at the service continues until the problem has been corrected or resolved;
- 5) If applicable, follow-up is done with the person who submitted the complaint or comment to provide information about steps taken to correct the problem.

The process provides for the Co-chairs of the Standing Committee on Francophone Affairs and Official Languages to intervene directly in more complex cases that are not resolved through the above process. Such interventions, however, are very rare. The process also provides for the Standing Committee to become involved in more complex cases. To date, this has not been necessary.

Regular status reports are submitted to the members of the Standing Committee on Francophone Affairs and Official Languages.

In the winter of 2013, the University created the position of Senior Language Policy Officer to oversee the designation process, language planning and mechanism for complaints related to the language of service. The incumbent started in the position at the beginning of September 2013.

##### Complaints and Comments Received in 2012-2013

Between May 1, 2012, and April 30, 2013, a total of 75 complaints and comments were received related to the language of service at the University of Ottawa. Most complaints continue to be submitted by email.

Most of the complaints received were related to service in French. The three most common sources of complaint were unilingual internal communications between employees or from a service to a group of employees, unilingual signage and unilingual services. These complaints involved various sectors and locations on campus. Those with the most complaints over the past year were Sports Services (13), Health Services (8), Food Services (7) and Financial Services (6).

## **Conclusion**

A number of the Standing Committee's long-term projects will most likely be completed in the coming year. This is true, in particular, for the review of the Regulation on Bilingualism and the request for designation. Implementation of the recommendations made by the Task Force on Programs and Services in French is almost complete.

Since the Task Force's report covered the period of 2007 to 2012, it is now time to prepare a complete report on what has been accomplished over the last five years and begin identifying the needs and gaps we should focus on in the next 5 to 10 years. The process has already begun, with the almost-complete update on the current state of programs and services in French. In addition to continuing its work in current projects, the Standing Committee will prepare an action plan to ensure programs and services in French at the University of Ottawa continue to evolve and improve. Another very busy year lies ahead!

## Appendix 1 New Programs in French Created in 2012-2013

- MSc in Environmental Sustainability
- Double degree option with Université de Rennes 1
- PhD in e-Business
- Major in World Cinema

Appendix 2  
Minutes of the Meetings of the University-Community Roundtable

## **University-Community Roundtable Minutes of the November 22, 2012, Meeting**

**Present:** Marie Biron, Stéphanie Chouinard, Isabelle Décarie, Christian Detellier (chair), Hilaire Lemoine, Rachel Ouellette, Michel Prévost, Pascale Richard, Nicholas Séguin, Véronic Tardif, François Turpin, Denis Vaillancourt

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### **1. Opening remarks**

The chair welcomed participants and asked them to introduce themselves.

### **2. Approval of the agenda**

The agenda was approved as presented.

### **3. Approval of the minutes of the June 1, 2012, meeting**

The minutes were approved as presented.

### **4. Business arising from the June 1, 2012, meeting**

#### **4.1 *Monument de la francophonie***

Véronic Tardif provided an update. She said the fundraising campaign was launched in June 2012, with a goal of \$100,000. The University will also contribute \$100,000. She showed a drawing of the installation and invited those present to make a contribution. Construction of the *Monument de la francophonie* should begin in the spring of 2013.

#### **4.2 Designation under the French**

Christian Detellier advised the members that a letter from ministers Meilleur and Milloy had been received at the beginning of the week congratulating the University of Ottawa for having undertaken the steps necessary to request designation. All that remains is to find a solution to the issue of the Senate autonomy with respect to programs; the University asked that designated programs be reviewed every four years to be in line with the Senate's decisions on creating and abolishing programs, which isn't possible under the Act.

Discussions with the Ontario government will continue this fall to resolve this issue, after which we can prepare our designation proposal. This process can take up to one year.

### **5. *Destination 2020* scorecard**

Christian Detellier presented the institutional scorecard, which includes targets the University has set for itself as it implements its *Destination 2020* strategic plan, and answered attendees' questions.

## **6. Time capsule**

Michel Prévost, head archivist at the University of Ottawa, talks about the significant contributions made over the years by Father Roger Guindon, who passed away recently.

## **7. French programming and community life**

Isabelle Décarie, French programming officer, provided an overview of the French social and cultural activities organized by Community Life during the winter of 2013. She asked participants for their suggestions for future activities.

## **8. Other**

A suggested was made to invite the director of the Centre for Continuing Education to the next meeting to provide information the Centre's French offerings.

## **9. Next meeting**

The next meeting will be held towards the end of May. Date to be confirmed.

## **University-Community Roundtable Minutes of the May 17, 2013, Meeting**

**Present:** Johanne Beauchesne, Annie Chartrand, Stéphanie Chouinard, Jocelyne Constant, Isabelle Décarie, Christian Detellier (co-chair), Jean-Pierre Duprés, Marc Joyal (co-chair), Rachel Ouellette, Pascale Richard, Jean-Louis Schryburt, François Turpin, Denis Vaillancourt, Dominic Villeneuve

**Guests** Marie-Claude Thifault, historian of health  
Serge Blais, Centre for Continuing Education

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### **1. Opening remarks**

The co-chairs welcomed participants and their guests.

### **2. Approval of the agenda**

The agenda was approved as presented.

### **3. Approval of the minutes of the November 22, 2012, meeting**

The minutes were approved as presented.

### **4. Business arising from the November 22, 2012, meeting**

#### **4.1 *Monument de la francophonie***

The fundraising campaign surpassed its target of \$100,000 for the *Monument de la francophonie* and an additional \$25,000 to raise a large Franco-Ontario flag at the Lees Campus. Work is moving ahead well and construction should start in June and be completed by mid-September 2013. The installation is to be unveiled on September 25, 2013. Activities will be organized for the inauguration and the raising of the flag.

#### **4.2 Designation under the *French Language Services Act***

Christian Detellier advised attendees that the proposal made to the Ontario government addressed services offered in French at the University of Ottawa services offered in French at the program level. The government approved the proposal but asked for the list of programs designated under the *French Language Services Act* to be reviewed. Sébastien Grammond and Rachel Ouellette worked on preparing this new request.

### **5. Research Chair in Canadian Francophonie**

Marie-Claude Thifault, Research Chair in Canadian Francophonie, presented a summary of her research chair and research interests related to the impact of deinstitutionalizing francophone minority communities, particularly in Eastern Ontario, from the early 20th century to today. A discussion followed. This research will help us better understand the history of reintegration as experienced by francophone communities in Canada. The results of her research are expected to be published within three years.

Professor Thifault also told the group about the e-Learning working group that looked at developing hybrid courses and that a number of these courses are now available in nursing at the 2000 level. She

agreed that this approach creates more stimulating and dynamic teaching and learning opportunities and research environments and also provides easier access for students in remote or isolated communities.

Christian Detellier and Marc Joyal thanked Marie-Claude Thifault for her presentation.

## **6. Centre for Continuing Education**

Serge Blais, director of the Centre for Continuing Education, provided an overview of the Centre's professional development programs and workshops, personal enrichment activities and enrichment mini-courses. The director indicated the Centre is constantly evolving and the team is working very hard to meet the requirements of the different customer groups interested in its services (the public service and school boards among others).

An attendee shared positive feedback on the Centre and thanked Serge Blais and his team for their excellent work.

## **7. Campus in Southwestern Ontario**

The president has been working on lobbying the government for a new campus in Central-Southwestern Ontario. Christian Detellier thinks the government will go with Glendon's offer. The University of Ottawa doesn't intend to build a new campus, but rather wants to play a key role in this initiative and would like to partner with another institution. He indicated that a meeting will take place in the near future with representatives of York University to discuss the possibility of a partnership. An implementation plan will be presented by the president.

## **8. French programming and community life**

Isabelle Décarie, French programming officer, provided an overview of the French social and cultural activities organized by Community Life during the winter of 2013. She asked participants for their suggestions for future activities.

## **9. Other**

### **Items added**

Jean-Louis Schryburt asked for some direction for finding out which French-language organizations could help establish procedures as well as connections to organizations involved in international and community engagement. Christian Detellier suggested Caroline Andrew could help him obtain the information he is seeking.

An attendee wondered about ways to help support new French-speaking Canadians and their families. What are the steps in order to offer such support? Who would be the best person to discuss the matter with? The person's name will be sent to participants.

Attendees also agreed it would be very interesting to invite a research chair to the next meeting.

## **10. Next meeting**

The next meeting will be held in November 2013. Date to be confirmed.