



uOttawa

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

Annual Report 2015-2016

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

September 2016

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1. Message from the Co-Chairs

To the Senate and the Board of Governors:

We are pleased to present a summary of the activities of the Standing Committee on Francophone Affairs and Official Languages for 2015-2016.

Over the past year, the Committee has focussed its efforts on revising the *Regulation on Bilingualism at University of Ottawa 1974*. This revision aimed to bring the regulation in line with current bilingualism practices and procedures, and to ensure compliance with the University's partial designation under the *French Language Services Act*.

This summary also underscores the commitment and efforts of the various members of our university community, who have helped us meet our institutional objectives and achieve our mission of supporting the Francophonie and promoting bilingualism.

We sincerely thank all the members of the Standing Committee, who have shared their expertise to advance and champion Francophone issues and bilingualism at the University of Ottawa. We also thank them for their exemplary dedication and valuable advice.

Michel Laurier
Vice-President Academic and Provost

Marc Joyal
Vice-President, Resources

2. Members

The Standing Committee on Francophone Affairs and Official Languages comprises 19 members. Here are the members for 2015-2016:

Name	Categories
Joël Beddows*	Research Chair in Canadian Francophonie
Lynne Bowker	Vice-Dean, Faculty of Graduate and Postdoctoral Studies
Ariane Brun del Re*	Graduate student
Linda Cardinal	Representative or member, Board of Governors
François Chapleau	Professor, Faculty of Science
Richard Clément	Professor, Faculty of Social Sciences
Guy Drouin	Professor, Faculty of Science
Rosy Fournier	Undergraduate student
Marc Joyal	Co-Chair, Vice-President, Resources
Raymond Martel	Retired staff member
Naomie-Jessica Mpana Tsango	Undergraduate student
François Larocque	Professor, Faculty of Social Sciences
Michel Laurier	Co-Chair, Vice-President Academic and Provost
Wilbrod Leclerc	Retired staff member
Sophie Letouzé	Administrative staff member
Linda Pietrantonio	Associate Vice-President, Academic
Michel Prévost	Administrative staff member
Raphaëlle Robidoux	Graduate student
Vacant	One dean or director of an academic unit

*These individuals completed their term in June 2016.

Resource persons

Marie-Claude Lanouette	Senior Language Policy Officer
Roger Farley	Executive-in-residence, Official Languages and Bilingualism Institute
Rachel Ouellette	Chief of Staff, Office of the Vice-President Academic and Provost

3. Mandate

Creation

The Standing Committee on Francophone Affairs and Official Languages was established on February 4, 2008, by Senate resolution 2007-2008.50. The terms of reference were amended by the Senate on April 12, 2010 (2009-2010.42) and on January 18, 2016 (2015-2016.XX).

Status

The Committee is a standing advisory committee of the Senate. It is mandated to oversee the planning and implementation of initiatives that will help the University fulfill its mission and its commitment to developing and promoting French-language culture in Ontario. The Standing Committee is also mandated to foster the development of the University community in both official languages.

Terms of Reference

1. To ensure that the recommendations in the Senate-approved development plan for programs and services in French are implemented, to evaluate their results on an annual basis, and to produce the next five-year plan for Francophone affairs.
2. To establish, implement and coordinate a mechanism for receiving and processing complaints on the use of official languages in the University's programs and services.
3. To ensure that the *Regulation on Bilingualism at University of Ottawa 1974* is communicated, monitored and applied fully and consistently; to annually evaluate how well this regulation is applied in various programs and services.
4. To develop 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 that aims to increase the number of mandatory courses offered in French and expand the range of elective courses offered in French.
6. To review and help implement faculty plans that aim to increase opportunities for practical, clinical and CO-OP placements in French-language or bilingual settings.
7. To evaluate annual faculty action plans that aim to develop French-language teaching materials and to recommend appropriate resource allocation.
8. To establish a University-Community Round Table and to regularly solicit the opinions of its members.
9. To monitor how well faculties and services comply with bilingualism and quality control measures that govern written communications.

Members

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, Faculty of Graduate and Postdoctoral Studies
5. One member, appointed by the Executive Committee of the Board of Governors
6. Four faculty members, including two from the sciences and two from the humanities, appointed by the Senate
7. One dean or director of an academic unit, appointed by the Senate
8. Four full-time students, including at least one graduate student 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 Research Chair in Canadian Francophonie, appointed by the Executive Committee of the Senate
12. the Executive Assistant to the Vice-President Academic and Provost

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

Officers

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

Meetings

The Committee meets at least four (4) times a year, when convened by the co-chairs.

Meeting attendance

Any member who misses three consecutive meetings will lose their seat on the Standing Committee; the Committee will fill the position on an interim basis for the balance of the term.

Accountability

The Committee reports regularly to the Senate.

Quorum

Quorum is set at a majority of members.

Secretarial services

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

4. Summary of Activities

The following paragraphs summarize the activities undertaken in the past year, namely between September 2015 and June 2016. The Standing Committee met four times during this period, namely on October 9 and December 18, 2015, and on March 4 and May 20, 2016.

4.1 Review of the Regulation on Bilingualism

Given the University's partial designation under the *French Language Services Act* of Ontario, the Standing Committee on Francophone Affairs and Official Languages saw fit to review the *Regulation on Bilingualism at University of Ottawa 1974*. Consequently, the members focussed their efforts on a complete revision of this regulation to reflect current practices and procedures, and to ensure compliance with the *Act*. The revised version will be presented to various governing bodies at the University during the 2016-2017 academic year.

4.2 Francophone Recruitment and Linguistic Balance

The Standing Committee closely monitored efforts by Strategic Enrollment Management to recruit Francophone and Francophile students. During the May 2016 meeting, the Senior Director, Recruitment, Admissions and Market Development gave an overview of the current situation by presenting admission data and by summarizing recruiting efforts, changes in registration and progress on establishing linguistic balance within the undergraduate and graduate student populations.

An increase in the number of French-language programs and courses offered is another determining factor in improving linguistic balance. In 2015-2016, the University created 147 new courses given in French, and financially assisted 151 low enrolment courses in direct-entry faculties to ensure that their programs continue to offer courses in French.

4.3 Living in French and Francophone Spaces

The Manager of Sociocultural and Educational Programming at Community Life Service continued her excellent work over the past year. Several social and cultural events were held to enhance the experience of living in French on campus and to create and maintain links with Francophone community organizations. These events included the *Riposte* program, *Campus film*, a show entitled *Les Femmelettes*, and a music festival to showcase new talent.

Community Life Service, in partnership with the Student Federation's Bilingualism Centre and the Education Graduate Students' Association, organized events to celebrate Franco-Ontarian Day on September 25, 2015. The day's program included the ACFO breakfast, a morning lecture on French in Ontario, a BBQ at the Monument of La Francophonie, as well as a concert featuring *Mehdi Cayenne Club*, *Règlement 17* and *Big Balade*.

4.4 French-language Teaching Materials

This year, 21 projects to develop French-language teaching materials were funded. Over \$171,626 was earmarked for projects in the faculties of Social Sciences, Science, Health Sciences, Engineering, Education, Law and Arts. These projects will lead to the development of French-language lab manuals, compendiums, case studies and videos for various undergraduate programs.

4.5 Coordinating Initiatives Between Institutions

In 2015-2016, the University again participated in *Destination réussite*, an Ontario government initiative that aims to promote and facilitate access to postsecondary education in French for the province's Francophones. The Liaison Office shepherded a major project over the course of the year, namely the University's second orientation camp. The camp was organized in close cooperation with the faculties, and welcomed 505 students (an increase of 170 over the previous year) from eastern and central-southwestern Ontario to explore various opportunities for postsecondary education in French. This second edition of the camp saw no less than 32 different workshops, and maintained the standard of success set by the initial camp.

In terms of articulation agreements with other institutions, the University of Ottawa continued to explore partnership opportunities with La Cité and Collège Boréal. Moreover, during the 2015-2016 academic year, the University of Ottawa also participated in drafting a strategic framework for postsecondary institutions offering French or bilingual programs in Ontario. The development of this policy framework is an initiative of the Ontario Council on Articulation and Transfer (ONCAT) and was conducted in partnership with the province's nine Francophone and bilingual postsecondary institutions.

4.6 Language-of-Service Complaints and Comments

Current mechanism

The mechanism for handling language-of-service complaints and comments was established in October 2008. The complaint process is confidential. Comments can be submitted by email, regular mail or telephone. Here are the main steps in the complaint 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, notified 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 situation resolved
- 5) If necessary, the person who submitted the complaint or comment is contacted to inform them of the corrective actions taken

The process also provides for the co-chairs of the Standing Committee on Francophone Affairs and Official Languages to intervene directly in more complex cases that remain unresolved after this complaint process has been followed. 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.

Status reports are regularly submitted to the Standing Committee on Francophone Affairs and Official Languages.

Complaints and comments received in 2015-2016

Between May 1, 2015, and April 30, 2016, a total of 70 language-of-service complaints and comments were received. These complaints and comments can be categorized in the following way:

Communications	28
Computer tools	13
Quality of French communications	9
Service provided in English only	5
Student associations	4
Quality of English communications	1
Lack of courses offered in French	1
Other	9

Below is a brief description of the types of comments and complaints received in each of these categories:

Communications

Most of the cases involved internal unilingual English messages sent between employees or from a faculty or service to employees or professors. In some cases, the University's policy of presenting French first was not followed. In addition, some of the complaints involved the forwarding of a unilingual English message from an outside agency to the University community.

Computer tools

Complaints of this nature involved incomplete or absent translations of certain computer functions.

Quality of French communications

Complaints in this category were typically about grammatical errors, spelling mistakes and anglicisms.

Quality of English communications

The complaint cited several grammar errors in a policy posted on the University's website.

Service provided in English only

Complaints in this category referred not only to problems with unilingual internal services, but also to those caused by external organizations that rent facilities on campus. The complaints stated that service in French was not always available.

Improving awareness of how to submit comments and suggestions

In 2015-2016, we continued efforts to raise awareness within the University community of how to submit comments or suggestions on the quality of languages of service. In addition to publishing announcements in the *Fulcrum* and *la Rotonde*, flyers were printed and distributed on Franco-Ontario Day and an ad was posted on uoZone.

5. Conclusion

The Standing Committee on Francophone Affairs and Official Languages has worked on several issues over the past year and has provided advice and expertise to move forward on these issues. The Committee has focussed its efforts on revising the *Regulation on Bilingualism*.

Over the coming year, the Committee will continue to follow-up on the 19 recommendations it adopted in 2014-2015 in order to set the stage to plan for the next few years and ensure the development of programs and services in French. This will be a busy year, but one that will allow the University of Ottawa to continue to make progress on Francophone and bilingualism issues.