



uOttawa

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

Annual Report 2016-2017

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

October 2017

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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 2016-2017.

The Francophonie has always been integral to the University of Ottawa. In fact, it has been central to the University's mission since its founding. Over the years, the University has implemented various programs, services and activities with a view to better serving its community of Francophones and Francophiles. However, the University is also aware that there is always room for improvement and that we must continue to listen to all members of the community in order to identify and address their needs. This explains why, over the past year, the Committee has focussed its efforts on conducting follow-up on the 2015-2020 Recommendations.

This report also underscores the commitment and efforts of the various members of our university community who have helped us meet our organizational objectives and achieve our mission in support of the Francophonie and 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.

David Graham
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 2016-2017:

Name	Categories
Michel Laurier*	Co-Chair, Vice-President Academic and Provost
David Graham	Co-Chair, Vice-President Academic and Provost
Marc Joyal	Co-Chair, Vice-President, Resources
Linda Cardinal	Representative or member, Board of Governors
Linda Pietrantonio	Associate Vice-President, Programs
Lynne Bowker*	Vice-Dean, Faculty of Graduate and Postdoctoral Studies
Marie-Claude Thifault	Research Chair in Canadian Francophonie
François Chapleau	Professor, Faculty of Science
Guy Drouin	Professor, Faculty of Science
François Larocque*	Professor, Faculty of Social Sciences
François Charbonneau	Professor, Faculty of Social Sciences
Sophie Letouzé	Administrative staff member
Michel Prévost*	Administrative staff member
Wilbrod Leclerc	Retired staff member
Raphaëlle Robidoux	Graduate student
Mathieu Laflamme	Graduate student
Vacant	Undergraduate
Vacant	Undergraduate
Vacant	Retired staff member or alumni
Vacant	Dean or director of an academic unit

*These individuals completed their term in 2017.

Resource persons

Marie-Claude Lanouette	Senior Language Policy Officer
Roger Farley	Executive-in-residence, Official Languages and Bilingualism Institute

Marie-Claude Lanouette

Senior Language Policy Officer

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 (2015-2016.25).

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* is communicated, monitored and applied fully and consistently; to annually evaluate how well this regulation is applied in the 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 oversee the quality control procedures that monitor the quality of written communications and bilingualism put in place by faculties and services.

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 Francophonie research chair holder, 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 within the Standing Committee, 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 (3) 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 pages summarize the activities undertaken over the past year, namely from September 2016 to June 2017. The Standing Committee met four times during this period: on November 10, 2016, and on February 23, April 7, and June 16, 2017.

4.1 Follow-up on 2015-2020 Recommendations

The Standing Committee on Francophone Affairs and Official Languages focussed its efforts on following up on the 2015-2020 Recommendations.

Of the 19 recommendations issued by the Committee, one (1) was denied, five (5) were implemented and seven (7) require ongoing action. Five (5) other recommendations have been initiated and one (1) recommendation has not yet been addressed. The follow-up for each of these recommendations is described below.

Recommendation denied

Recommendation 3: *That the University of Ottawa change the name of the Standing Committee on Francophone Affairs and Official Languages to the “Standing Committee on the French Language and Bilingualism.”*

The University of Ottawa will not change the Committee’s name. According to official definitions, the term “francophonie” (in the proposed French title *Commission permanente de la francophonie et du bilinguisme*) is much larger in scope than warranted by the Commission’s mandate.

Recommendations implemented

Recommendation 2: *That the University of Ottawa designate “French as a knowledge creation tool” as the guiding principle for allocating the Fund for the Development of Academic Initiatives — Destination 2020 in 2016-2017.*

The University adopted *Bilingualism: A competitive advantage that is central to our mission* as its theme for the 2016-2017 academic year.

Recommendation 4: *That the University of Ottawa adopt the revised version of the 1974 Regulation on Bilingualism without waiting to be designated under the French Language Services Act.*

The Senate and the Board of Governors of the University of Ottawa adopted the revised version of the regulation on, respectively, November 28 and December 12, 2016.

Recommendation 15. *That the Communications Directorate develop and implement a mechanism to monitor language quality on University webpages.*

Language Services at the University of Ottawa will periodically sample University webpages to check the quality of the language on these pages. The Director of Language Services will present these findings to the Standing Committee on Francophone Affairs and Official Languages in the fall of 2017.

Recommendation 16: *That the Communications Directorate present to the Committee its strategy for integrating the University's unique bilingualism mandate into its activities.*

On June 16, 2017, the Vice-President, External Relations and the Director, Corporate Communications presented to the Standing Committee on Francophone Affairs and Official Languages examples of measures adopted by the Communications Directorate to integrating the University's mandate with regard to bilingualism and the Francophonie into its activities.

Recommendation 19: *That the Committee prepare a report to the Senate on the steps the University of Ottawa has taken to act on those recommendations adopted in 2007 that are still relevant.*

Appendix A contains a table summarizing the recommendations adopted in 2007.

Recommendations requiring ongoing action

Recommendation 1: *That the Vice-President Academic and Provost establish a committee on the French language and bilingualism, under the Associate Vice-President, Academic Programs, bringing together members of the administration responsible for French language and bilingualism-related issues on campus, in order to plan and coordinate work on these issues, raise awareness about them, and highlight activities connected to them.*

The Vice-President Academic and Provost is responsible for Francophone affairs and bilingualism. This recommendation requires ongoing action because the Vice-President Academic and Provost ensures the coordination and communication of efforts aimed at promoting bilingualism and the French language and culture on campus.

Recommendation 5: *That the Office of the Vice-President Academic and Provost raise awareness among students staff and professors on the Regulation on Bilingualism and the mechanism by which they can submit comments and suggestions on the language of service.*

The Office of the Vice-President Academic and Provost has several tools to promote the *Regulation on Bilingualism* and to encourage individuals to use the mechanisms available to submit comments and suggestions on the language of service. More specifically, the mechanism to submit comments and suggestions on the language of service is periodically advertised in the *Fulcrum*, *la Rotonde*, *la Gazette*, and on uoZone and Virtuo. Moreover, in collaboration with the Communications Directorate, the Office

has designed a webpage entitled “Francophonie and Bilingualism”. This webpage, which was officially launched on September 25, 2017, aims to raise awareness of not only the *Regulation on Bilingualism* and the comment and suggestion mechanisms, but also all the initiatives, research projects and resources related to the Francophonie and bilingualism. The communications strategy for the ongoing promotion of this website includes advertising in uoZone, Virtuo and *the Gazette*, with particular emphasis on the pages that refer to the *Regulation on Bilingualism* and mechanism to submit comments and suggestions.

In the fall of 2017, the Senior Language Policy Officer, in concert with Human Resources, will review the mandatory training for employees to ensure that the principles and requirements of the *Regulation on Bilingualism* are correctly presented and explained. She will also present these same principles and requirements to various management committees in the fall.

Recommendation 6: *That the faculties ensure that the section of the Regulation on Bilingualism that deals with professors’ language proficiency be applied and that any exception to this regulation be declared and made known when a professor is hired.*

This recommendation requires ongoing action on the part of deans since they are responsible for ensuring that the *Regulation on Bilingualism*, and the collective agreement, are enforced. The Vice-President Academic and Provost also monitors the situation through the tenure and promotion processes.

Recommendation 7: *That the Vice-President Academic and Provost remind the deans of the importance of the language proficiency of the academic corps under the Regulation on Bilingualism and encourage the requirement to present a certificate of bilingualism when a request for tenure is made, according to the terms of the employment contract.*

During meetings of the Council of the Administration Committee and Deans, the Vice-President Academic and Provost regularly reminds those in attendance of the importance of language proficiency within the academic corps. Despite these efforts, the members of the Standing Committee on Francophone Affairs and Official Languages have concerns in regards to the level of bilingualism of certain department and program directors.

Recommendation 9: *That the Office of the Vice-President Academic and Provost, in close cooperation with the faculties of Engineering and Science, submit an action plan to the Senate to ensure that by 2020, all mandatory courses are offered in French and that the selection of elective courses offered in French is expanded, particularly at the 3000 and 4000 levels, so that students may complete their studies in French in all undergraduate programs.*

Each year the faculties update their data with regard to the creation and provision of courses in French. The Vice-President Academic and Provost will ensure that the faculties’ planning incorporates an action plan.

Recommendation 17: *That the University of Ottawa ensure that the bilingualism clause drafted by the Committee in 2010 be included in all outsourcing contracts and that all subcontractors comply with it; that we examine the relevance of including this subcontractor requirement in the Regulation on Bilingualism.*

As required by the designation on French-language services and the needs of the University, first-line services offered directly by the University to students or the University community must be offered in both official languages. When such services are offered by subcontractors on behalf of the University, the language requirements must henceforth be included in all contracts and the manager in charge of contracts is responsible for enforcing the new clauses.

Recommendation 18: *That units such as the OLBI and the Community Life Service be asked to develop activities to encourage Anglophone students to discover the French language and culture.*

This recommendation is not included in the OLBI's mandate. However, the University will examine the possibility of redefining the role of this institute. Moreover, Community Life Service, in collaboration with the student associations, is looking into the possibility of offering such programs. When appropriate, such programs will be offered.

Recommendations initiated

Recommendation 8: *That the Office of the Vice-President Academic and Provost, working closely with the faculties, submit an action plan to the Senate to meet goal 3.3 of the University Scorecard with regard to the availability of courses in French and English, which states that by 2020, 85% of undergraduate courses approved by the Senate should be offered in French and English.*

The Vice-President Academic and Provost is closely monitoring the provision and availability of French-language courses. The University will ask faculties that offer few courses in French to take steps to increase the number of their courses offered in French. The members of the Standing Committee on Francophone Affairs and Official Languages suggests that the University should examine the real capacity of students being able to complete their program entirely in French. They also suggest that the University examines the various reasons for cancelling courses.

Recommendation 10: *That an action plan be developed by those responsible for recruitment at the graduate level to increase the number of Francophone graduate students.*

The Vice-President Academic and Provost is supervising the development of a strategic enrolment management plan (SEM Plan). This plan will include recruiting activities aimed at attracting future Francophone graduate students.

Recommendation 11: *That the University of Ottawa explore all possible measures to attract more Francophone students from outside Ontario who are prepared to take 75% of their courses in French, and propose incentives, financial and otherwise, to offer these students.*

The Vice-President Academic and Provost is supervising the development of a strategic enrolment management plan (SEM Plan). This plan will include activities aimed at recruiting Francophone students.

Recommendation 12: *That the faculties ensure that courses with bilingual course codes are in fact offered in both languages, by alternating between French and English. We must avoid offering bilingual code courses exclusively in English.*

The Vice-President initiated an investigation during the summer of 2017 to find out how many bilingual courses are offered, by year and graduate level, and what directions are given to those responsible for programs. The next steps will be determined during the fall of 2017.

Recommendation 14: *That Human Resources develop tools to equip managers to properly understand their roles and responsibilities in terms of the French language and bilingualism at the University of Ottawa, and, in so doing, make them accountable for applying the Regulation on Bilingualism.*

Human Resources has equipped the University with three basic tools, namely:

- a) Job descriptions
These documents describe the roles and responsibilities of each position. All those in management positions are required to ensure that their activities comply with the University's policies, regulations and procedures.
- b) Performance evaluation process
Every year, the performance of every manager (and any other permanent staff member) is evaluated on the basis of how well they have met their established goals and fulfilled their roles and responsibilities.
- c) Training programs
Training programs are designed to meet the needs of the University. A review of mandatory training programs is underway to ensure that the principles and requirements that relate to the Francophonie and bilingualism at the University of Ottawa are clearly articulated and explained.

The members of the Standing Committee on Francophone Affairs and Official Languages are of the opinion that regardless of having training programs and policies in place, challenges remain in regards to their implementation.

Recommendation not yet addressed

Recommendation 13: *That the value added of bilingualism as a possible degree requirement for certain programs, such as public administration, health sciences or law, be explored with the appropriate faculties.*

4.2 Francophone Recruitment and Linguistic Balance

The Standing Committee closely monitored efforts by Strategic Enrolment Management to recruit Francophone and Francophile students. During its February 2017 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. With regard to undergraduate enrolment, he noted that the proportion of Francophones has remained relatively stable since 2010 and that this proportion is lower for graduate student enrolment. He also stated that

certain factors have influenced enrolment since 2008, notably that effects due to the double cohort have not been felt since 2013 and that enrolment has dropped. Moreover, due to the increased popularity of professional programs, only half as many students now enrol in the Faculty of Arts. Finally, he noted that differential tuition fee exemption has had a marked effect on undergraduate enrolment.

During the meeting of April 7, 2017, the Associate Vice-President, Student and International Affairs, described the history, impact and current issues surrounding the differential tuition fee exemption. This exemption applies to international students registered full time in a French-language program and reduces their tuition fees to those paid by Canadian citizens and permanent residents. This initiative was created and implemented to increase the number of Francophone and Francophile student on campus and enrolled in study programs offered in French. As described above, the impact has been significant at the undergraduate level, but negligible at the graduate level, with the Faculty of Engineering and the Telfer School of Management as the exemption’s greatest beneficiaries. In the coming years, the University will need to examine the reasons why this exemption does not attract graduate students.

Furthermore, to improve linguistic balance, we must increase the number of French-language programs and courses. In 2016-2017, some 144 new courses given in French were created. These new courses are distributed amongst the faculties as follows:

Faculty	Undergraduate Level	Graduate Level	Total
Arts	47	2	49
Social Sciences	23	3	26
Engineering	9	1	10
Telfer	4	4	8
Common Law	5	0	5
Health Sciences	0	5	5
Sciences	4	0	4
Medecine	0	3	3
VP Academic Sector	0	3	3
Education	0	1	1
Total	92	22	114

Also, the University of Ottawa financially supported 164 low enrolment courses given in French in direct-enry faculties to ensure that courses in French continue to be offered in these programs.

4.3 Living in French and the Francophonie space

Over the past year, the Manager of Sociocultural and Educational Programming at Community Life Service has continued her excellent work. 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 included the production of the *Riposte* TV broadcast, *Campus Films* festival, two musical shows (Mélanie Brûlée and Melissa Ouimet) and a comedy show (*Les femmelettes*), along with a music festival showcasing 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, 2016. The day's program included the ACFO breakfast, a morning lecture on French in Ontario, a barbecue at the Monument of La Francophonie, a tour of historic sites given by the University's Chief Archivist and a comedy show featuring Katherine Levac and Alexandre Bisailon.

4.4 French-language teaching materials

This year, 12 projects to design French-language teaching materials were funded. Over \$114,347 was earmarked for projects in the Faculty of Science, Faculty of Health Sciences, Faculty of Engineering, Faculty of Education, and Faculty of Law. These projects will lead to the production of French-language lab manuals, compendiums, case studies and multimedia learning modules for various undergraduate programs.

4.5 Coordinating Initiatives between Institutions

In 2016-2017, the University again participated in an Ontario government program called *Destination réussite*. This initiative gathers French-language school boards and French-language bilingual post-secondary institutions in Ontario in order to promote and facilitate access to post-secondary education in French for Francophone high school students. The Liaison Office held its third annual orientation camp. The camp was organized in close cooperation with the faculties, and welcomed 445 students from Eastern and Central-Southwestern Ontario to explore various opportunities for postsecondary education in French. No fewer than 34 different workshops were offered during this successful camp.

4.6 Complaints and Comments related to the Language of Service

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 the situation is 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.

Reports on follow-up action are regularly submitted to the Standing Committee on Francophone Affairs and Official Languages.

Complaints and comments received in 2016-2017

Between May 1, 2016, and April 30, 2017, a total of 54 language-of-service complaints and comments were received. It is important to note that 16 individuals were the source of the 54 complaints and comments. These complaints and comments can be categorized in the following way:

Communications	28
Computer tools	5
Quality of French communications	4
Service provided in English only	3
Website navigation	3
English-only teaching material	1
English-only standardized admission exam	1
Lack of courses offered in French	1
Other	6
Comment	1
Inadmissible	1

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. A few complaints involved the forwarding of a unilingual English message from an outside agency to the University community. The University received one complaint that the French text had not been given precedence in a message intended for professors.

Computer tools

Complaints of this nature involved incomplete or absent translations of certain computer functions, as well as English-only error messages.

Quality of French communications

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

Service provided in English only

The two complaints in this category related to services provided by third parties. One complaint concerned the absence of services in French and the other complained of a lack of active offer of service in French and the need to insist on being served in French

Website navigation

The complaints in this category revolved around difficulties in navigating the University's website. More specifically, certain links automatically directed the user to English pages, forcing the user to switch to the French page several times.

5. Conclusion

Over the past year, the Standing Committee on Francophone Affairs and Official Languages has worked on several issues and has provided advice and expertise to move forward on these issues. Over the coming year, members will continue their follow up on actions required to implement the 2015-2020 Recommendations. This will be a busy year that will allow the University of Ottawa to continue to make progress on Francophone and bilingualism issues.

Appendix A

Recommendation 19: *That the committee prepare a report to the Senate on the steps taken by the University of Ottawa to action the recommendations adopted in 2007 that are still relevant.*

Table summarizing the Recommendations of 2007

Recommendation	Completed	Initiated	Ongoing	On hold	To do
1. That the University of Ottawa take the necessary measures to ensure everyone is aware of and understands its <i>Regulation on Bilingualism</i> , that faculties be added to Sections 2 and 3 of the regulation that deals with central administration, that the University establish an accountability mechanism and an annual evaluation process to ensure that the <i>Regulation</i> is applied fully and consistently.		✓			
2. That the University amend the statutes and regulations of the Academic Planning Committee to incorporate the following clause: increase the minimum number of votes required to pass any decision regarding the abolition of programs and services in French to 2/3 of the votes.	✓				
3. That the University of Ottawa establish as soon as possible a <i>Standing Committee on Francophone Affairs and Official Languages</i> responsible for developing, implementing and evaluating the plan for programs and services in French.	✓				
4. That the University promptly seek independent legal advice concerning its potential designation under the terms of the <i>French Language Services Act</i> and thoroughly evaluate the advantages and disadvantages of such a designation.	✓				
5. That University of Ottawa leaders increase their efforts to obtain the necessary funding from the provincial government so that the University can consistently cover the costs of bilingualism, that they increase their efforts to obtain the federal government's support in the Canada-Ontario			✓		

Recommendation	Completed	Initiated	Ongoing	On hold	To do
agreement, and that they submit a report on these activities to the Board of Governors.					
6. That the University of Ottawa promptly prepare and implement an ongoing action plan to improve linguistic balance.		✓			
7. That the University of Ottawa improve the coordination of inter-institutional Francophone initiatives.	✓				
8. That the Communications Directorate and its marketing services integrate, as much as possible, the University's specific mandate in all its advertising, whether this advertising is aimed at Francophones or Anglophones.	✓				
9. That the Office of the Vice-President Academic and Provost, working closely with the faculties and the Standing Committee, submit an five-year action plan to the Senate to ensure that by 2020, all mandatory courses are offered in French and that the selection of elective courses offered in French is expanded, particularly at the 3000 and 4000 levels, to allow students to complete their studies in French in all undergraduate programs.		✓			
10. That faculties increase opportunities for practical, clinical and CO-OP placements in Francophone or bilingual settings and that the University provide the necessary financial support to achieve this, if needed.			✓		
11. That the University of Ottawa fully and consistently apply Section 14 of the <i>Regulation on Bilingualism at the University of Ottawa</i> as it applies to teaching staff.			✓		
12. That the Faculty of Graduate and Postdoctoral Studies establish an action plan, to be submitted to the Academic Planning Committee, to improve the status of French at the graduate level by increasing the number of courses in French and opportunities for research in French, as well as the quality and number of academic services in French.	✓				

Recommendation	Completed	Initiated	Ongoing	On hold	To do
13. That the Council on Undergraduate Studies set up a task force to develop an interdisciplinary program in Canadian Francophonie Studies, with particular emphasis on the Francophonie in Ontario.	✓				
14. That the faculties concerned examine the need and possibility of developing new programs of study in French, including those proposed.			✓		
15. That the University allocate resources to faculties that present an annual action plan, in order to speed up the development of French teaching materials and set up a language editing service for professors.	✓				
16. That the University integrate the course leading to the Second-Language Proficiency Certificate as a credited course within all programs of study.				✓	
17. That the Office of the Vice-President Academic and Provost work closely with faculties to select the programs for which bilingualism will be added as an admission or graduation requirement as of 2009.				✓	
18. That academic units provide all academic support services in both French and English.			✓		
19. That the Faculty of Graduate and Postdoctoral Studies evaluate the relevance of partnerships with Carleton University based on students' opportunities to complete their studies in English and French.	✓				
20. That the Office of the Vice-President, Resources develop and include in all contracts for subcontractors who offer direct services to the University community a universal provision on the bilingualism requirement and the consequences of non-compliance, which may even include termination of contract, and that the Office submit this provision to the Board of Governors.	✓				
21. That the Vice-President Academic and Provost, as well as the Vice-President, Resources, design and implement a	✓				

Recommendation	Completed	Initiated	Ongoing	On hold	To do
mechanism for receiving and processing complaints on services in French, that this mechanism be promoted within the University community, and that the University's Board of Governors and Senate receive regular reports on the complaints received, inquiry results and solutions proposed.					
22. That faculties, academic services, student associations and employee associations develop and implement procedures to ensure quality control of French written communications and services generated by their respective units					✓
23. That public communications generated by all academic units and services be entirely bilingual, except in programs offered only in French or English.			✓		
24. That the University create a position of Coordinator for Social and Cultural Francophone Life, within the Community Life Service, specifically responsible for developing activities in French for the internal University community and the external community.	✓				
25. That the University set up a Francophone space to celebrate Francophones and bring them together.	✓				
26. That the University of Ottawa recommend concrete measures to highlight the history and impact of Franco-Ontarians at the University and implement these measures by 2012.	✓				
27. That the University promptly establish a University-Community roundtable to reinforce its partnerships with leaders in the Franco-Ontarian community.	✓				
28. That the Vice-President Academic and Provost and the Vice-President Research establish a mechanism for collaboration among the academic units, research centres and chairs that play a role in the institution's outreach, and evaluate efforts undertaken in this direction.		✓			
29. That the Office of the Vice-President, University Relations increase the University's participation in regional, provincial,			✓		

Recommendation	Completed	Initiated	Ongoing	On hold	To do
national and international networks related to the Francophonie and official languages.					
30. That the Office of the Vice-President Academic and Provost ask the Teaching and Learning Support Service to more broadly publicize opportunities for distance education in French.	✓				
31. That the University of Ottawa implement the development plan for programs and services in French and allocate to it the necessary resources.		✓			
TOTAL	16	5	7	2	1