LANGARA COUNCIL
Minutes of a Meeting
held on Tuesday, November 13, 2018
Board Room B141 at 0930 hours

Members:

Antonella Alves	Nora Franzova	Richard Ouellet
Darren Bernaerdt	Martin Gerson, Acting Chair	Dawn Palmer (regrets)
Jim Bowers (regrets)	Gerda Krause	Rosamaria Palozzi
Michele Bowers	Gurbax Leelh	Ajay Patel (regrets)
Jacqueline Bradshaw (10:10 am)	Julie Longo	Wanda Pierson
Ryan Cawsey	Tess MacMillan (regrets)	Viktor Sokha
Patricia Cia	Ian McBain	Ann Syme (10:02 am)
Eleanor Clarke (regrets)	Scott McLean	Daniel Thorpe (regrets)
Laura Cullen (regrets)	Clayton Munro (regrets)	Lane Trotter (regrets)

Guests:
Lisa Fisher, Director, Communications & Marketing Services
Margaret Heldman, Associate Vice-President, Academic
Michael Koke, Director, Financial Services
Jag Madan, Chief Information Officer
Dorothy Paukste, Director, Enterprise Resource Planning
Pablo Vargas, Program Manager, Budget & CS Administration

Recorder:
Alice Hsu, Executive Assistant to the President

M. Gerson chaired the meeting in the absence of President Trotter.

Prior to the start of the meeting, M. Gerson welcomed guests L. Fisher, M. Heldman, M. Koke, J. Madan, D. Paukste, and P. Vargas (attending in the absence of D. Thorpe).

1. **REVIEW OF AGENDA**
   The agenda was approved as distributed.

2. **REVIEW OF MINUTES AND BUSINESS ARISING**
   a) **Draft Minutes of the Meeting held on October 16, 2018**
   The minutes of the meeting held on October 16, 2018 were accepted.

3. **STANDING ITEMS**

   a) **ERP Update**
   D. Paukste provided following update on the Enterprise Resource Planning (ERP) project:

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- Discovery Workshops, involving around 85 participants, kicked off on October 15, 2018 and will run until January 2019. Some training sessions for the Human Capital Management (HCM) and Finance teams have been scheduled for early December 2018, and first Joint Steering Committee and Advisory Group meeting will be held on November 20, 2018.
- Project governance structure includes a Project Implementation Team (including HCM, Finance, Project Management Office (PMO) that includes Organizational Change Management, Students, and Technical work streams), an Advisory Group (comprised of leads from across many different departments, divisions and faculties), and a Steering Committee that comprised of leadership and ultimately reports to the College Board.
- Change management during the current awareness building phase of the project will be focusing on conducting one on one interviews with leadership across the College and doing focus groups to gather input on how to measure engagement, and what and how to provide updates about the project to the College community. Regular updates are currently provided through the Langara Post and the ERP website. The goal is to find out what the future state would look like for the College when the project rolls out and to identify change champions to set up a change network. People are also encouraged to submit their input through erp@langara.ca or the ERP website.
- The ERP team will be hosting a thank you/holiday celebration party on November 28, 2018 as a token of thank you to everyone who has contributed their time to the ERP Project.
- The project architect phase kick-off meeting will take place in January 2019.

M. Heldman added that the discovery workshop participants have found the workshops been very informative and valuable as attendees are able to share and learn from each other's work process and perspectives on each topic discussed.

b) **IT Update**
J. Madan made a presentation on the IT Help Desk Ticketing Process to explain how IT department receives, reviews, prioritize, keep track, and resolve IT help tickets.

Discussions ensued and members' questions were answered. In particular, J. Madan advised that IT handles over 20,000 tickets every year. To help IT technicians prioritize and serve employees better, it is important to mention if an issue is occurring in a meeting or classroom that is currently going on as it will be treated as a high priority, and be as descriptive as possible when submitting issues to the IT help desk so that a technician with needed skills set for resolving the issue can be dispatched right away. All information about submitting IT help tickets can be found on the IT Help website at https://langara.ca/information-technology/ask-it/index.html.

J. Madan reminded everyone who is still using default myLangara password to change their account password to help enhance the security of College systems.

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4. **FOR INFORMATION**
    a) **New Brand Guidelines**
    L. Fisher gave a presentation on Tools and Guides that Build Our Brand to advise the context and process of the brand strategy for incorporating the College's Musqueam name snəẃeyəɫ leləḿ into the existing Langara brand. She went through the timeline of the development process including work around typography to allow us writing our Musqueam name and other words in the same Adelle font we use for the Langara brand, and receiving approval from the Musqueam in spring 2018; shared the findings from the research that included reviewing samples from other institutions, indigenous brands, bilingual brands, and interviewing key College stakeholder groups; and advised the final recommendation was to have a dual branding that will have both the Musqueam name logo and the Langara logo appear together on all of our printed and digital branded collaterals. L. Fisher noted that, while two logos will have a consistent design, snəẃeyəɫ leləḿ will not be capitalized as the language simply does not use capitalization, and two logos are equal - neither is primary or secondary. Last, she advised the next steps for completing this project and asked everyone to allow the Communications and Marketing team to work with the College community to gradually update materials to new templates as existing supplies run out.

    Discussions ensued and members' questions were answered.

    b) **Preliminary Budget 2019/20**
    V. Sokha referred to the 2019/20 Operating and Capital Acquisitions Budgets document distributed at the table and noted that it is a preliminary and balanced budget. Budget enhancement requests submitted during the budget process have not been taken into consideration but will be considered later one, and approved ones will be incorporated into the final budget what will be presented to the Langara Council in March 2019.

    M. Koke presented the 2019/20 preliminary budget in more details, explained the major assumptions used in preparing the preliminary budget, and highlighted some key revenue, expenditure, and capital investment figures.

    Discussions ensued and members' questions were answered.

    V. Sokha noted that the preliminary budget has been presented to the College Board Audit and Finance Committee for information and will also be for information only when it is presented to the Board later in November 2018. The final budget will be presented to the Board for approval in March 2019.

    c) **President's Report**
    In the absence of President Trotter, M. Gerson advised Langara Council members to read the President's Report distributed prior to the meeting through email and direct any questions to the President through A. Hsu.

There being no further business, the meeting was adjourned at 10:30 a.m.