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# Continuing and Professional Studies Academic Plan

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2019–2024

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Sheridan

[sheridancollege.ca](http://sheridancollege.ca)

# Summary statement

Moving forward to 2024, the Sheridan learning community will invigorate our enviable organizational **character**; maintain and intensify our pursuit of **quality**; and continue to develop, implement and deploy tools that promote individual and organizational **accountability**.

# Academic priorities

- » Build community by embodying Sheridan’s unique character.
- » Advance quality teaching and deep learning through inclusive, learner-focused design and academic support services that embrace the diverse strengths of our students.
- » Cement our commitment to ground breaking education by promoting and supporting scholarship, research and creative activities.
- » Fuel academic and career success by actively supporting the potential of students and pushing for unfettered access to ongoing learning.
- » Enhance the student experience through programs, services and space design.
- » Develop an operational culture of planning, accountability and continuous improvement.



# Continuing and Professional Studies

## Message from the Executive Director

As an organization, Sheridan has embraced a bold strategic plan to “Galvanize Education for a Complex World.” The Faculties and Continuing and Professional Studies (CAPS) are further guided by a learner-centred and purposeful institutional Academic Plan.

In alignment with both of these guiding documents, the Continuing and Professional Studies team co-created a divisional plan identifying our purpose and contribution to the organization, as well as our commitment to our stakeholders.

We aim to positively impact communities through personal and professional opportunities, providing knowledge, expertise, diversity and passion from our trusted position as the highest-rated adult education partner.

We are nimble and responsive in building relationships, collaborating, and delivering a diverse range of programming to individuals and industry partners to meet their learning, training and reskilling/upskilling needs, effectively and efficiently. We are the solution.

**Nazlin Hirji,**  
Executive Director

## Land Acknowledgment Statement

Sheridan acknowledges that all of its campuses reside on land that for thousands of years before us was the traditional Territory of the Mississaugas of the Credit First Nation, Anishinaabe Nation, Huron-Wendat and the Haudenosaunee Confederacy. It is our collective responsibility to honour and respect those who have gone before us, those who are here, and those who have yet to come. We are grateful for the opportunity to be working on this land.

## Priority #1

### *Build community by embodying Sheridan's unique character.*

Building community is integral to Continuing and Professional Studies as we positively impact the lives of the families and communities around us. We do this through strong communication, collaboration, partnerships and relationship building.



### *Goals*

- » Strengthen employee engagement and build our internal community.
- » Build community and strengthen relationships through collaboration with other Sheridan Faculties and departments.
- » Support the communities we serve through reciprocal work-learn relationships.

### *Actions to achieve this initiative*

- » Improve communication within the division.
- » Organize team-building activities that include the entire division.
- » Centralize Dual Credit activity and deliver timely and relevant communications to the Faculties.
- » Optimize training for faculty members teaching in the Dual Credit program.
- » Engage with Faculties regarding partnership and collaboration opportunities.
- » Offer upskilling/reskilling training as requested by our industry partners.

### *Metrics*

#### **Goal 1**

- » Employee engagement score.
- » Participation rate at divisional team-building events.

#### **Goal 2**

- » Receipt of Faculties' feedback regarding Dual Credit centralization.
- » Dual Credit student satisfaction surveys.
- » Number of new industry partners.

#### **Goal 3**

- » Number of corporate training sessions delivered.

## Priority #2

*Advance quality teaching and deep learning through inclusive, learner-focused design and academic support services that embrace the diverse strengths of our students.*

Embodying Sheridan's commitment to inclusive, learner-focused design and academic services is integral to the operations of Continuing and Professional Studies. Our students and programs are diverse in the broadest sense; we will continue to increase this diversity and our knowledge and proficiency in equity and inclusion.



### Goals

- » Increase the diversity of programs, curriculum and participants, and attract learners from diverse professional backgrounds.
- » Support Sheridan's commitment to Indigenous ways of knowing.
- » Support staff training around equity and inclusion.
- » Support the organizational internationalization strategy.

### Actions to achieve this initiative

- » Explore building programs that include placements and co-ops.
- » Explore opportunities for programs in new areas like health care.
- » Collaborate with the Centre for Indigenous Learning and Support on initiatives, courses and programming.
- » Ensure staff complete the Centre for Equity and Inclusion mandated training.
- » Continue building strategic international partnerships.
- » Deliver revenue-generating training to international partners.

### Metrics

- » Number of offerings (e.g. courses, workshops, etc.) that incorporate Indigenous knowledge.
- » Number of programs that include placements and co-ops.
- » Number of international enrolments.
- » Completion of equity and inclusion training: number of employees who take training.

## Priority #3

*Cement our commitment to ground breaking education by promoting and supporting scholarship, research and creative activities.*

Continuing and Professional Studies contributes to the production and analysis of data, evidence and scholarly research to inform our activity, programming and decisions.

### Goals

» Utilize and contribute to scholarly activities.

### Actions to achieve this initiative

- » Generate, access and analyze research data.
- » Contribute to relevant funding and research proposals.

### Metrics

- » Number of scholarly activities engaged in.



## Priority #4

*Fuel academic and career success by actively supporting the potential of students and pushing for unfettered access to ongoing learning.*

Continuing and Professional Studies positively impacts communities through personal and professional opportunities. As lifelong learners, we strive to build long-term relationships with our students. We are committed to fuelling their academic and career success by providing the best possible customer experience.



### Goals

- » Fuel academic and career success, and spark a passion for growth and learning through an ideal customer experience.

### Actions to achieve this initiative

- » Chart the current customer experience.
- » Define the ideal customer experience.
- » Complete a gap analysis identifying actions required to achieve the ideal experience.

### Metrics

- » Complete a process map of the current experience.
- » Create a model for an ideal customer experience.
- » Revise processes to achieve this ideal.

## Priority #5

### *Enhance the student experience through programs, services and space design.*

Continuing and Professional Studies will enhance our students' experiences by streamlining, communicating, and ensuring our internal and external stakeholders are knowledgeable about eligible services and supports.

#### *Goals*

» Enhance the CAPS customer experience.

#### *Actions to achieve this initiative*

- » Centralize Dual Credit programming.
- » Create and disseminate communications to inform the internal and external communities about eligible services.

#### *Metrics*

- » Achieve centralization of Dual Credit programming.
- » Display and maintain presence of eligible student services information on the website.



## Priority #6

### *Develop an operational culture of planning, accountability and continuous improvement.*

Continuing and Professional Studies embraces an operational culture of accountability and agile planning in order to continuously improve and optimize our performance.



### *Goals*

» Develop a culture of accountability to continuously increase profitability and contribute to organizational revenue targets.

» Develop a culture of agile planning.

### *Actions to achieve this initiative*

» Optimize social media usage to increase awareness and drive enrolment.  
» Increase industry partnerships.  
» Consolidate data into a single source.

» Leverage Sheridan's integrated planning processes.  
» Enhance nimbleness and agility in planning to maximize responsiveness to industry requests.

### *Metrics*

#### **Goal 1**

» Number of followers.  
» Number of corporate training agreements.  
» Completion of data consolidation to determine accurate contribution margin.

#### **Goal 2**

» Creation of divisional plan.  
» Rate of corporate training completion.



## GET IN TOUCH

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