The School of Information Technology Management

2004 – 2005 Student Handbook

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MESSAGE FROM THE DIRECTOR

Welcome and congratulations on your decision to study in the School of Information Technology Management.

The 21st century will be characterised by exciting new opportunities provided by information technology and by the myriad of changes that information technology will bring to organisations. Our BCom degree will equip you with the skills and knowledge needed to facilitate these changes and to build a solid foundation for your career development.

The vitality of this school comes from our continuous involvement with industry and our faculty's commitment to academic excellence. You are joining a school that will continue to change and improve over the years you will spend with us.

Our school is as interesting as its student body and we believe your active participation in organisations on campus and athletic activities will increase your enjoyment of student life at Ryerson. The school year is short and the program is demanding. Organisation and planning are very important. We encourage you to participate in time management and study skills sessions available through the Centre for Student Development and Counselling. It is important that you find time for recreation as well as time for studying.

The staff and faculty of ITM are always willing to discuss with you any academic and career questions that may arise. Please get to know us. We look forward to working with you over the next few years.

Good luck in your academic endeavour and we wish you a happy, fulfilling and successful academic year!

James Norrie, Director,
School of Information Technology Management

SOME SIGNIFICANT DATES 2004-2005
(REFER TO 2004/2005 FULL-TIME CALENDAR FOR *OFFICIAL* LISTING OF DATES)

FALL 2004

Monday, August 30 to Friday, September 3	Fall term registration and orientation activities
Monday, September 6	Labour Day **(University Closed)**
Tuesday, September 7	Classes Commence for full and part-time programs
Friday, September 10	Final date for payment of fees for the academic year (Fall and Winter)
Friday, September 10	Final date to apply for transfer credits for Fall 2004
Monday, September 13	Classes commence for Continuing Education Courses
Friday, September 17	Final date to add courses for Fall 2004
Monday, October 11	Thanksgiving **(University Closed)**
Week of October 11	Course Request changes for Winter 2005 term
Monday, October 20	Fall 2004 Convocation
Friday, November 12	Final date to officially drop one-term course(s) in good academic standing (no refund of fees). Students dropping a course after this date will be assigned a failing grade
Monday, December 6	Classes end for full and part-time programs
Wednesday, December 8 to Saturday, December 18	Fall term examination period, including Saturday, December 11 and 18
Saturday, December 18	Official end of term

Winter 2005

Monday, January 3 to Tuesday, January 4	Winter term registration for full and part-time programs
Wednesday, January 5	Classes commence for full- and part-time programs
Friday, January 7	Final date for payment of fees
Monday, January 10	Classes commence for Continuing Education courses
Friday, January 14	Final date appeal Fall 2004 final grades or Academic Standing
Friday, January 21	Final date to add courses Winter 2005
Friday, January 21	Final date to apply to graduate for Spring 2005 Convocation
Week of February 21	**Study Week**
Friday, March 11	Final date to drop one-term course(s) in good Academic Standing (no refund of fees) Students dropping a one-term course after this date will be assigned a failing grade
Friday, April 25	Good Friday **(University Closed)**
Tuesday, April 12	Classes end for full and part-time programs
Wednesday, April 13 to Friday, April 29	Winter term examination period including Saturday, April 16 and 23
Friday, April 29	Official end of term

TEACHING FACULTY AND SUPPORT STAFF
(refer to the ITM Web site www.ryerson.ca/itm for more detailed listing)

FULL-TIME FACULTY	TELEPHONE	EXT.	OFFICE
Dr. Carole Chauncey	979-5000	7674	KHS363-M
Dr. Wendy Cukier	979-5000	6740	KHS363-A
Dr. Youcef Derbal	979-5000	7918	KHW59-A
Dr. Linying Dong	979-5000	4516	KHW59-C
Dr. Deborah Fels	979-5000	7619	KHS363-R
Ken Grant	979-5000	4157	KHS363-S
Dr. Aziz Guergachi	979-5000	7791	KHS363-O
Dr. David Ho	979-5000	6569	KHS363-N
Robert Hudyma	979-5000	7673	KHS363-K
Joseph Lee	979-5000	7671	KHS363-C
Dwight Leonard	979-5000	7745	KHS363-J
Dr. John Logan	979-5000	6363	KHS363-F
Ross Macnaughton	979-5000	7747	KHS363-H
Tim McLaren	979-5000	7942	KHW59-F
Dr. Catherine Middleton	979-5000	7923	KHS363-P
Ray Moss	979-5000	7748	KHS354F
Dr. Ojelanki Ngwenyama	979-5000	4503	KHW59-G
James Norrie	**979-5287**	7113	KHS354-B
Dr. Peter Pille	979-5000	7746	KHS363-I
Franklyn Prescod	979-5000	7129	KHW59-D
Frances Prychidny	979-5000	6741	KHS363-E
Bharat Shah	979-5000	7672	KHS363-D
Dr. Jim Tam	979-5000	6687	KHS363-L
Behnak Yaltaghian	979-5000	7925	KHW59-B

SUPPORT STAFF	TELEPHONE	EXT.	OFFICE
Darlene Gibson Administrative Assistant	979-5000	6360	KHS354
Marge Paglieri Administrative and Student Affairs Manager	979-5320	5320	KHS354
Tina Fiorante Student Affairs Coordination Full-time Degree	979-5000	6365	KHS354
Gloria Allen Student Affairs Coordination Part-time Degree	979-5000	7128	KHS354
Dahlia Younan Program Assistant	979-5000	7795	KHS354
Raymond Hernandez Program Assistant	979-5000	7793	KHS354

SERVICE AND SUPPORT GROUP

	TELEPHONE	EXT.	OFFICE
Connie Wu Tanenbaum, Lab Technician	979-5000	6366	KHW383
Barry Hollis, I.T. Support Manager	979-5000	6705	KHW383
Yee Lee, Help Desk Coordinator	979-5000	4584	KHW373
Raymond Wong, IT Support Specialist	979-5000	4583	KHW373

FACULTY PROFILES

Carole Chauncey, B.S., Biology, City University of New York, M.S.L.S., Library and Information Science, Case Western Reserve University, Ph.D., Information Science, Case Western reserve University. Dr. Chauncey is a tenured professor in the School of Information Technology Management, Ryerson Polytechnic University. Currently, Professor Chauncey teaches and coordinates Systems Analysis and Design and Process Reengineering, a course she developed for the curriculum. During her eleven year teaching experience, she has taught several other courses including Image Technologies and Information Resource Management. During the 2000-2001 academic year Professor Chauncey's research project, Assessment of Information System Success Factors, funded by the Faculty of Business, will commence. Dr. Chauncey is affiliated with the Ryerson Quality/Service Research Group, Ryerson Polytechnic University, and the Joint Centre of Excellence for Research on Immigration and Settlement, a consortium of Toronto-area universities, immigrant service agencies, other community groups and planning councils.

Professor Chauncey's research interests include the impact of information technology (I.T.) implementation in organizations, business process reengineering, the recruitment and selection of I.T. professionals in the labour force, and training and development. She has presented papers at the International Conference for the Advancement on Management and The Association of Management. Dr. Chauncey is a member of the American Society of Information Science and is affiliated with the International Federation for Information Processing, Work Group 8.2 –Correspondent. Prior to academe, she held the position of Application Development Specialist at Baxter Corporation System Division.

Wendy Cukier, B.A. (Brock), M.A., M.B.A. (Toronto),PhD (York), DU (Hon.), Laval, LLD (Hon.), Concordia University, is recognized as one of Canada's leading authorities on emerging technologies and has over 20 years experience as a consultant to industry and government. She conceived and developed Ryerson's Telecommunications Management Certificate which currently has over 500 students. In 1991 she won the Canadian Business Telecommunications Alliance (CBTA) President's award for her contribution to the industry. She has led the design and redevelopment of the ITM Curriculum and the Joint Graduate Program (with York) in Communication and Culture. Professor Cukier's research spans telecommunications and competitive advantage, electronic commerce, technology-enabled learning, social marketing and public policy. She is one of Canada's leading consultants on telecommunications and digital media and has presented and published over 200 papers and articles and is a regular contributor to the Globe and Mail's Report on Business. She is the coauthor of Innovation Nation: From Java to Jurassic Park, Wiley, 2002 and The Global Small Arms Epidemic: From Saturday Night Specials to AK -47s. She has contributed several chapters to books on aspects of technology and has presented at conferences around the world. She is also the Director of the Diversity and IT Institute and a judge with the Canadian Information Productivity Awards.

Professor Cukier has also been awarded Canadian Criminal Justice Public Education Award, 2000, Canadian Public Health Association Award of Merit 1996; YWCA Woman of Distinction, 1996; Ryersonian of the Year, 1996, and shared the Canadian Direct Marketing Association's Silver Medal in 1996. She was also named by the University of Toronto as one of their "100 Alumni who shaped the Century". In 1999 she received the Governor General's Meritorious Service Cross, one of Canada's highest Civilian Honours. She is President and co-founder of the Coalition for Gun Control and on the Board of the International Action Network on Small Arms.

Youcef Derbal, Ing., M.Sc., Ph.D. (Electrical and Computer Engineering, Queen's). In his dissertation, Dr. Derbal investigated the stability of a class of nonlinear dynamic systems. In particular he formulated a stability theory applicable to the design of non-linear control systems, including neuro-adaptive structures. For the last decade, Dr. Derbal has been working in various business areas, including telecommunication, transportation, automotive, high performance computing, and microelectronics. During his industry career, Dr. Derbal applied his expertise to the development of enterprise software solutions as well as the elaboration of management strategies and the creation of knowledge models. He also taught at the School of Computer Science, Seneca College. Dr. Derbal's research interests are focused on the development of an open management theory as it applies to an arbitrary topology of business agents endowed with various resources/services and decision-making authorities.

Linying (Lynne) Dong Ph.D. in Information Systems from the Richard Ivey School of Business, the University of Western Ontario. She obtained her bachelors degree in Business Administration from Lanzhou University in China. After seven years' working experience as a business consultant, she was invited to Kingston University in the U.K. as a visiting scholar for one year. Her research interests include information systems implementation, enterprise systems, leadership, and individual adoption of information technology. She has published one journal article and several conference proceedings.

Deborah Fels, B.A. Sc. (Guelph), M.H.Sc., Ph.D (Toronto), P.Eng. received her Ph.D. in Industrial Engineering and M.H.Sc. in Clinical Engineering. She is currently an assistant professor in the School of Administration and Information Management and the Director of the Centre for Learning Technologies at Ryerson Polytechnic University. She has been an assistant professor in Computer Science at the University of Guelph (1993-1995), and a researcher in the Microcomputer Applications Programme at Bloorview MacMillan Rehabilitation Centre (BMC). Before returning to complete her Ph.D., she was the Director of Biomedical Engineering (1987-1990) at Centenary Hospital in Scarborough. She is also a professional engineer. Her research interests include human factors, user interface design and the use of multi-media interfaces as applied in the rehabilitation field with an emphasis on access to computers for people with disabilities. Much of her research activity is carried out in conjunction with BMC in Toronto and the Adaptive Technology Resource Centre at the University of Toronto.

FACULTY PROFILES (cont'd)

Kenneth A. Grant, BA (Open University), MBA (York University). Ken Grant is a professor in the School, he teaches in the areas of Business and IT Strategy, Process and Performance Improvement and Electronic Commerce. He also conducts research and consulting work in these areas, with a particular focus on the realization of benefits from IT investments and on business success in eCommerce. He is the Coordinator of Ryerson's new multi-disciplinary program in eBusiness.

Prior to becoming part of the Ryerson community, Ken spent over 30 years in industry, mainly as a management consultant. He has held senior partner/vice president positions in major consulting firms, including A.T. Kearney/EDS and KPMG, where he was responsible for the leadership of IT strategy practices. Earlier in his career, he also held IT management positions with the Royal Navy, BMW (U.K.) and British Oxygen (Canada).

Ken is a frequent author and speaker on business and IT topics. He holds a BA (from The Open University, U.K.) in Systems Engineering and an MBA (from York University, Toronto) in Strategy and Entrepreneurship.

Aziz Guergachi, B.Eng. (ESIM, France), B.Sc. (Université de Provence, France), Ph.D. (Ottawa). Prior to becoming part of the Ryerson community, Dr. Guergachi has held various positions in the area of software systems analysis, development and implementation in both the manufacturing and retail sectors. His doctoral research investigated the applications of the traditional and emerging information modelling technologies (including time series, neural networks and fuzzy logic systems) to the subject of uncertainty management in complex systems. He developed an overarching mathematical framework that integrates these modelling technologies, and applied it to the analysis of both engineering and business systems (including collaborative e-commerce systems, trade spending management in the retail industry, and management of IT in the water/wastewater industry).

Aziz's current research interests span several areas including artificial intelligence and its applications to business and engineering systems, requirements engineering and software development methodologies. Aziz holds a Bachelor's Degree in Engineering from École Supérieure d'Ingénieurs de Marseille (France), a Bachelor of Science in Mathematics from Université de Provence (France), and a Ph.D. in Engineering from the University of Ottawa.

David Ho, B.Sc. (Hong Kong), M.Sc. (London), Ph.D. (Waterloo), P.Eng. Dr. Ho holds an endowed chair in information technology and telecommunications. He was the Director of the School from 1994 to 1999. Before joining Ryerson, he was Supervising Scientist and Head of Operations and Decision Analysis at Ontario Hydro Research. Dr. Ho's prior experience includes Bell Canada, Ministry of Transportation and Communications where he was Manager of Research and Technology Assessment, Management Board of Cabinet, Government of Ontario, where he was Senior Management Co-ordinator. In addition to Ryerson, his academic experience includes teaching in the University of Singapore and developing an Industrial Internship Program at Ontario Hydro Research. In this internship program, he supervised a number M.Sc. students. Dr. Ho has published in INFOR, Economica, Applied Economics and PC Artificial Intelligence. His work on energy modelling has been included in a book "Energy Markets In The Long Term: Planning Under Uncertainty".

Robert Hudyma B.Sc. (Toronto), M.Sc. (Toronto Computer Science), before joining the Faculty at Ryerson, for the past 15 years he was the Vice-President Research and Development at Semi-Tech Microelectronics and a Director and Vice-President of Engineering at the Singer Company. Prior to joining Semi-Tech, he held positions at Bell Northern Research and was a founding partner in a telecommunications startup company that developed a family of encryption products. He also taught courses in: data communications, telecommunications and programming at the University of Toronto and is active in the IEEE.

Joseph Lee, B.Sc., M.Sc. (Marquette), M.B.A. (Oklahoma), held the position of Co-ordinator, Administrative Computing Information Centre at Ryerson before joining the School's full-time faculty. Lee held a variety of positions with Aetna Canada, Excelsior Life Insurance Company and Imperial Oil Limited before coming to Ryerson and has considerable technical knowledge and experience, which is reflected, in his teaching. He also was responsible for setting up the LAN microcomputer lab in ITM. Web-based and multimedia systems are his research interests

Dwight Leonard, B.A., York University (Toronto), has worked with LBMS C.A.S.E. Tool user group as Secretary/Treasurer while LBMS was utilized for automated components of business analysis and design case studies. Contributed to a two-phase view of logical design and physical design in analysis and design studies. Focused on use of data modelling concepts utilitizing Entity Relationship Diagrams as a graphical representation. He also developed courses in Distributed Programming and Re-Engineering concepts associated with applying maintenance requirements to old business applications.

John Logan, B.A., DipBusAdm. (Wilfrid Laurier), M.A. (Waterloo), M.Ed., Ed.D. (Toronto), was the Director of Human Resources at Magna International Inc. before joining the faculty. His career includes positions as a policy advisor to the Ontario Government's Management Board of Cabinet, and as a program manager for corporate training and executive development with Ontario Hydro. He also was a senior consultant with the management consulting firm of Coopers & Lybrand (now PriceWaterhouseCoopers) and his early career was in industrial engineering and labour relations in the manufacturing industry in Canada, the United States and Europe. Dr. Logan also is an organizational effectiveness consultant and currently advises many international corporations and several governments. At Ryerson, he has designed many new courses to enable the evolution of the School over its several transitions and was a member of the team that created the present School of ITM and its curriculum. He also initiated and designed the Summer Practicum and the Co-op Option of the program and currently directs the Co-op program. His research interests are the teaching/learning methodologies of undergraduates for which he has coined the term "ephebabogy" and the development of a requisite skills model for global managers. He also is writing a book titled, *From Data to Wisdom: Optimal Consulting Skills*.

Ross Macnaughton, B.A.Sc. (U. of Toronto), M.B.A. (U. of Toronto) has been a Professor of Computerized Business Information Systems at Ryerson's School of Business for over 20 years. He has also served as Director of Ryerson's Centre for Innovation and taught computing courses for Ryerson's Centre for Advanced Technology Education. He is the author of two commercial software products, software for processing questionnaire surveys and software for processing a competitive business simulation. He has also developed software used to help pension fund managers with investment decisions. His main research interest is involved with how to better harness computer power to improve society's quality of life in the future.

Tim McLaren, B.Sc.Eng. (Queen's), MBA (McMaster), PhD (McMaster), is an Assistant Professor in the School of Information Technology Management of the Faculty of Business at Ryerson University. As a Principal Consultant with Korva Consulting Ltd., he has over ten years of experience working with large organizations in the manufacturing, retail, government, and financial services sectors in technology-enabled process improvement, supply chain management, and enterprise systems implementation projects. His award-winning research on the strategic alignment of information systems appears in several journals and edited books including *Internet Research, Information Systems and e-Business Management,* and *Advances in Electronic Business.* Dr. McLaren's teaching experience includes courses on the strategic management of information systems, project management, systems analysis, and process redesign for undergraduate and MBA students as well as his professional clients.

Catherine Middleton, B. A. (Queen's), MBA (Bond University, Australia), Ph. D. (York). Dr. Middleton is the Principal Investigator on a three year SSHRC research project titled "How Will Canadian Consumers Benefit from Access to Broadband Networks? An Investigation of Broadband Demand, Usage, Supply and Policy in Canada". This project commenced in April 2003, and is the focus of her research interests at present. Catherine is an Assistant Professor in the School of Information Technology Management, and the Co-ordinator of the eBusiness Minor within Ryerson's Faculty of Business. She is a member of Ryerson's School of Graduate Studies, and teaches in the joint Ryerson/York Graduate Program in Communication and Culture (http://www.ryerson.ca/gradstudies/comm/). At the undergraduate level she teaches courses in eBusiness and IT strategy. She is a co-author (with ITM colleagues Wendy Cukier, Ken Grant and Denise Shortt) of Innovation Nation, a book profiling successful Canadian technology entrepreneurs. More information on her research, publications and conference presentations can be found at www.ryerson.ca/~cmiddlet.

Ray Moss, B.A. (Nottingham University, UK) in Industrial Economics, joined Ryerson in 1981 after a successful 16-year career in industry. After graduating in 1964 and completing 3 years in the military he joined IBM in their Service Centre in London, England as a business applications programmer. In 1970 he came to Canada and worked with Ontario Hydro as a systems analysis in the area of data management. In 1973 he joined Bell Canada where he held a number of positions, primarily in the database field. His last position in Bell was a Director of Customer Services, a department of over 100 professionals, which was responsible for the development of all business applications in that area of company. At Ryerson, He has been very active in the area of curriculum development and has either taught or contributed to every course in the BIS syllabus at one time of another. He serviced as Program Director for the BIS option in the School of Business (1988-91). His special area of interest is in that of database applications where he has nearly 30 years of experience. In addition he is involved in client/server and object oriented technologies. He consults to industry on a regular basis.

Ojelanki Ngwenyama, BS. MS. (Roosevelt), MBA (Syracuse), Ph.D., (SUNY), Docent, (Jyväskylä), is Professor of Information Technology Management at Ryerson University. Prior to joining Ryerson he was Professor of Information Systems and Director of the International Scholars Program at Virginia Commonwealth University, Richmond, Virginia, USA. He is currently Visiting Research Professor at Aalborg University, Denmark and University of Jyväskylä, Finland. Ojelanki has also served on the faculties of University of Michigan Business School, USA; The Rotterdam School of Management, Erasmus University, The Netherlands; University of Pretoria, South Africa; York University, Toronto. Prior to becoming an academic Ojelanki was responsible for developing Canada Post's Strategic Information Systems Architecture (1983-1985). His current research focuses on organizational issues of information technology, software development and non-traditional research methods in information systems. In 1996 he and Kweku-Muata Osei-Bryson won the ANBAR Excellence Award for their research on group support systems; and in 1997 he and Allen Lee won the MISQ Best Paper Award. Ojelanki is co-author of the book: *Learning To Improve: Software Process Improvement In Practice,* Addison Wesley Press, 2001. He is currently an Associate Editor for MISQ and a member of the Editorial Collective of Scandinavian Journal of Information System. He has also served on the editorial boards of the Journal of Information Technology and People and Journal of the Association of Information Systems. Ojelanki has been a member of IFIP Working Group 8.2 since 1986.

James L. Norrie, B.Com (McMaster), M.Ed (Brock) and M.A.Sc (Waterloo), DPM (RMIT, Candidate). James is an Assistant Professor and interim Director of the School where he teaches in the areas of Project Management, IT Strategy, Systems Design, and Process & Performance Improvement. James also performs research, speaks regularly at industry events and consults to growing companies in these areas with a particular focus on aligning Business & IT strategy to eliminate business risk and improve performance. Prior to joining the faculty, James was both an entrepreneur and successful executive with a 10+ year track record of creating, growing or managing high-tech and e-business ventures, most recently as President of an internet-based company. In addition to his Ryerson appointment, James serves either as an independent member or Chairman of either the Board of Directors or Board of Advisors of several corporate and one charitable Board

Peter Pille, B.Eng, Car., MASc, Br. Col.., MBA, York (Can.), PhD, Tor., PEng. After several years working in the information systems industry, Peter joined Ryerson in 1982. Since then, he has taught courses in statistics and information systems, including programming, analysis, design, and information systems strategy. His research interests include mathematical modelling of business units to determine the efficiency of the units and to determine which units provide the best practice for others to emulate. Peter is a member of the Professional Engineers of Ontario, Association of Information Systems, and the instate for operations Research and the Management Sciences.

FACULTY PROFILES (cont'd)

Franklyn I. Prescod, B.A.A(Ryerson University, Toronto), M.Sc.(Syracuse University, New York). Franklyn Prescod is a faculty member of the new School of Information Technology Management at Ryerson University. He teaches in the areas of Network Technology, Business Information Systems and eBusiness. He also conducts research in eCommerce with a focus on the comfort level of senior citizens in the digital economy.
Prior to becoming part of the Ryerson community, Franklyn spent over two decades teaching and working in industry as an information technology analyst.

Frankie Prychidny, B.A. (Western Ontario), B.Ed. (Toronto), M.Ed. (Toronto), has taught at Ryerson, the University of Toronto, and in the secondary school system. Teaching specialties include local area network technology, local area network management, and information systems applications. She played a leading role in curriculum development related to computer networking and an independent-study information systems application course. Research interests include teacher development and evaluation (M.Ed. thesis topic), network management and technology-enabled learning.

Bharat Shah, B.Eng. (Baroda), M.B.A. (Mankato), P.Eng., ISP (Canada), is a professor in the School of Information Technology Management at Ryerson University. He has worked for over twenty five years in both public and private sector organizations with responsibilities in teaching, research and consulting including; curriculum development of information technology courses; information technology training and education; information systems strategic planning; user and systems requirements definition, data and process analysis; design, development and implementation of business systems; and project management. At ITM, Bharat has developed and delivered several courses including Information Systems Management, Systems Analysis and Design, Data Communications, Information Processing Software and Telecommunications Technologies & Applications. Bharat has published several papers pertaining to software project management and is active as an IT consultant for several Canadian organizations including financial, manufacturing and service sectors. He is a co-author of the book, "How to Manage Successful Software Projects," published by John Wiley & Sons in 1995. The second edition of the book was published in October 2000.

Jim Tam, B.Sc, M.Eng., PhD.(Toronto). Dr. Tam completed his M.Eng studies in Human Factors, particularly in emulation of inductive inference (learning) on computing machines. His doctoral dissertation investigated the feasibility of dynamic linking as a viable complement to traditional static links over the World Wide Web (WWW). Over a period of seventeen years as a senior management and technical professional, both in the private and private sectors, he has gained extensive experiences in the management and development of system projects. His areas of expertise include system architecture mapping, business and strategic planning, system design and development, information exploration and retrieval. His primary research domain is personal data privacy, particularly cross-border informational flow from business, computing and legal perspectives.

Behnak Yaltaghian, B.Sc., M.Sc. (Sharif University of Technology, Tehran), Ph.D. (University of Toronto, 2003 Expected). Behnak is an Assistant Professor in the School of Information Technology Management at Ryerson University. Her Bachelor's and Master's Degrees are both in Industrial Engineering. She is currently a Ph.D. Candidate in the Department of Mechanical and Industrial Engineering, at the University of Toronto and expected to defend her Ph.D. dissertation in 2003. Behnak's doctoral research investigates the use of network analysis for improving precision in Web search scenarios. Her research involves analyzing the hyperlink structure of results sets using the network centrality metrics, in conjunction with bibliometric measures to improve relevance ranking of search engines. Behnak's current research interests span several areas including Knowledge Management, Knowledge and Information Sharing, Information Retrieval, Search Engines and their applications to Web and Intranet systems, and also Human Computer Interaction (HCI). Behnak has worked over two years as system analyst for a consulting company where she was involved with the database design, modeling and analyzing the Origin-Destination study of urban trips for Tehran Metropolitan. She is currently affiliated with IBM Center for Advanced Studies (CAS), investigating context sensitive knowledge management and search for Websphere consultants at IBM Toronto Lab.

RYERSON UNIVERSITY
SCHOOL OF INFORMATION TECHNOLOGY MANAGEMENT

CURRICULUM OVERVIEW

THE FOLLOWING COURSE REQUIREMENTS FOR YEARS 1 & 2 ARE COMMON TO ALL OPTIONS

Professional Courses	Professionally Related Courses	Electives
YEAR 1: (Semesters 1 & 2) ITM 100 Business and Information Systems ITM 101 Personal Productivity ITM 200 Introduction to Application Development	ACC 100 Introductory Financial Accounting CMN 124 Written Communications MGT 200 Introduction to Management MHR 405 Organizational Behaviour and Interpersonal Skills MKT 100 Marketing I QMS 204 Statistics for Management	**TWO ONE-TERM courses from Liberal Studies Table A** (Please consult undergraduate degree calendar)
YEAR 2: (Semesters 3 & 4) ITM 305 Systems Analysis and Design ITM 310 Introduction to Network Technology ITM 320 Database Applications ITM 400 Telecommunications Technologies & Applications ITM 405 Internet Applications Development	ACC 406 Introductory Management Accounting FIN 300 Managerial Finance I LAW 122 Business Law ECN 104 Introductory Microeconomics	• **ONE ONE-TERM course from Table III, Professionally Related Electives** • **ONE ONE-TERM course from Liberal Studies Table A** (Please consult undergraduate degree calendar)

COURSE REQUIREMENTS FOR YEARS 3-4 DEPEND ON WHICH OPTION YOU SPECIALIZE IN:

APPLICATIONS DEVELOPMENT OPTION
The following are course requirements for Years 3-4 of the Applications Development Option

YEAR 3: (Semesters 5 & 6) ITM 406 Object Oriented Applications Development ITM 410 Business Process Design ITM 430 Object Oriented Analysis and Design ITM 500 Database Analysis and Design ITM 505 Managing Information Systems & Telecommunications ITM 605 Client Server Applications Development	ECN 204 Introductory Macroeconomics	• **ONE ONE-TERM course from Table III, Professionally Related Electives** • **TWO ONE-TERM courses from Liberal Studies Table B** (Please consult undergraduate degree calendar)
YEAR 4: (Semesters 7 & 8) ITM 700 IT and Strategic Management ITM 800 Applied Feasibility Analysis	**GROUP B: PROFESSIONAL ELECTIVE** ***A minimum of 2 courses from the following table and a minimum of 1 course from Table I** CPS 393 Introduction to C and Unix CPS 590 Introduction to Operating Systems CPS 611 Object Oriented Programming & Design ITM 300 Intermediate Applications Development ITM 330 ERP and Enterprise Solutions ITM 420 Information Systems Security and Control ITM 510 Advanced Applications Development ITM 525 Advanced Internet Applications Development	• **THREE ONE-TERM courses from Table III, Professionally Related Electives** • **ONE ONE-TERM course from Liberal Studies Table B** *** Total of 4 professional electives required for degree completion** (Please consult undergraduate degree calendar)

DIGITAL MEDIA SOLUTIONS OPTION

The following are course requirements for the Digital Media Solutions Option

YEAR 3: (Semesters 5 & 6)

ITM 410 Business Process Design
ITM 445 Multimedia in Business
ITM 500 Database Analysis and Design
ITM 505 Managing Information Systems &
    Telecommunications
ITM 525 Advanced Internet Applications Development
ITM 530 Interaction for Multimedia

ECN 204 Introductory Macroeconomics

- **ONE ONE-TERM course from Table III, Professionally Related Electives**
- **TWO ONE-TERM courses from Liberal Studies Table B**

(Please consult undergraduate degree calendar)

YEAR 4: (Semesters 7 & 8)

ITM 700 IT and Strategic Management
ITM 800 Applied Feasibility Analysis

GROUP B: PROFESSIONAL ELECTIVE
*A minimum of 2 courses from the following table and a minimum of 1 course from Table I

CPS 393 Introduction to C and Unix
CPS 613 Human-Computer Interaction and GUI
    Development
CPS 621 Introduction to Multi-media Systems
ITM 510 Advanced Applications Development
ITM 720 Advanced Multimedia Projects
ITM 721 e-learning Technologies and
    Implementation
ITM 722 Content Management
ITM 723 Design Principles for IT Managers
ITM 724 Consulting Skills for IT Professionals

- **THREE ONE-TERM courses from Table III, Professionally Related Electives**
- **ONE ONE-TERM course from Liberal Studies Table B**

* Total of 4 professional electives required for degree completion
(Please consult undergraduate degree calendar)

ENTERPRISE SYSTEMS AND ORGANIZATION OPTION

The following are course requirements for Years 3 – 4 of the Enterprise Systems and Organization Option

YEAR 3: (Semesters 5 & 6)

ITM 330 ERP and Enterprise Solutions
ITM 410 Business Process Design
ITM 500 Database Analysis and Design
ITM 505 Managing Information Systems &
    Telecommunications
ITM 512 The IT- Enabled Supply Chain

ECN 204 Introductory Macroeconomics
MHR 650 Management of Change

- **ONE ONE-TERM course from Table III, Professionally Related Electives**
- **TWO ONE-TERM courses from Liberal Studies Table B**

(Please consult undergraduate degree calendar)

YEAR 4: (Semesters 7 & 8)

ITM 700 IT and Strategic Management
ITM 800 Applied Feasibility Analysis

GROUP B: PROFESSIONAL ELECTIVE
*A minimum of 2 courses from the following table and a minimum of 1 course from Table I

ITM 420 Information Systems Security and
    Control
ITM 425 Software Evaluation Methods
ITM 613 Information Architecture Theory
ITM 724 Consulting Skills for IT Professionals
ITM 729 Data Warehouse and Mining Methods
ITM 730 Managing Customer Relationships
    with IT
ITM 750 Project Management of IT&T
MGT 701 Purchasing and Supply Management I
MHR 731 HR Issues for IT Managers

- **THREE ONE-TERM courses from Table III, Professionally Related Electives**
- **ONE ONE-TERM course from Liberal Studies Table B**

* Total of 4 professional electives required for degree completion
(Please consult undergraduate degree calendar)

KNOWLEDGE AND DATABASE MANAGEMENT OPTION

The following are course requirements for Years 3 – 4 of the Knowledge and Database Management Option

YEAR 3: (Semesters 5 & 6)

ITM 410 Business Process Design
ITM 500 Database Analysis and Design
ITM 505 Managing Information Systems &
    Telecommunications
ITM 610 Database Administration
ITM 612 Knowledge Management
ITM 613 Information Architecture Theory

ECN 204 Introductory Macroeconomics

- **ONE ONE-TERM course from Table III, Professionally Related Electives**
- **TWO ONE-TERM courses from Liberal Studies Table B**

(Please consult undergraduate degree calendar)

YEAR 4: (Semesters 7 & 8)

ITM 700   IT and Strategic Management
ITM 729 Data Warehouse and Mining Methods
ITM 800 Applied Feasibility Analysis

GROUP B: PROFESSIONAL ELECTIVE
*Select 2 courses from the following table and 1 course from Table I

CPS 721 Artificial Intelligence
ITM 420 Information Systems Security and
    Control
ITM 701 Advanced topics in Database Management
ITM 722 Content Management
ITM 725 Privacy Issues
ITM 728 Knowledge Management Technologies
ITM 730 Managing Customer Relationships with IT
MHR 650 Management of Change

- **THREE ONE-TERM courses from Table III, Professionally Related Electives**
- **ONE ONE-TERM course from Liberal Studies Table B**

* Total of 3 professional electives required for degree completion
(Please consult undergraduate degree calendar)

TELECOMMUNICATIONS AND NETWORKS OPTION

The following are course requirements for Years 3-4 of the Telecommunications and Networks Option

YEAR 3: (Semesters 5 & 6)

ITM 410 Business Process Design
ITM 500 Database Analysis and Design
ITM 505 Managing Information Systems &
    Telecommunications
ITM 513 Advanced Data Communications
ITM 600 Data Communications Network Design
ITM 710 Managing Emerging Telecommunications
    Networks

ECN 204   Introductory Macroeconomics

- **ONE ONE-TERM course from Table III, Professionally Related Electives**
- **TWO ONE-TERM courses from Liberal Studies Table B**

(Please consult undergraduate degree calendar)

YEAR 4: (Semesters 7 & 8)

ITM 700 IT and Strategic Management
ITM 800 Applied Feasibility Analysis

GROUP B: PROFESSIONAL ELECTIVE
*A minimum of 2 courses from the following table and a minimum of 1 course from Table I

ITM 315 Introduction to Network Management
ITM 420 Information Systems Security &
    Control
ITM 515 Information and Communications
    Technology Market
ITM 520 Voice Systems & Emerging
    Technologies
ITM 704 Wireless and Mobile Communications
ITM 705 Telecommunications Applications
ITM 727 Multimedia Communication Systems
ITM 732 Advanced Switching and Routing

- **THREE ONE-TERM courses from Table III, Professionally Related Electives**
- **ONE ONE-TERM course from Liberal Studies Table B**

* Total of 4 professional electives required for degree completion
(Please consult undergraduate degree calendar)

Subject To Subsequent Calendar Changes

TABLE I – PROFESSIONAL ELECTIVES

Select up to 2 of the following:

ITM 315 Introduction to Network Management
ITM 330 ERP and Enterprise Solutions
ITM 350 Concepts of eBusiness
ITM 360 Establishing an eBusiness Operation
ITM 420 Information Systems Security and Control
ITM 425 Software Evaluations Methods
ITM 430 Object Oriented Analysis and Design
ITM 445 Multimedia in Business
ITM 510 Advanced Applications Development
ITM 512 The IT-Enabled Supply Chain
ITM 525 Advanced Internet Applications
            Development
ITM 600 Data Communications Network Design

ITM 610 Database Administration
ITM 612 Knowledge Management
ITM 702 Summer Term Practicum (Full-time students only, excluding Part-
            time and Co-op students)
ITM 703 Current Issues in Information Systems Management
ITM 715 Strategic Issues in Telecommunications & IT
ITM 724 Consulting Skills for IT Professionals
ITM 725 Privacy Issues
ITM 733 Research Methods for Information   Technology
ITM 734 Ethics & Professional Practice in ITM
ITM 750 Project Management of IT & T
ITM 805 Special Topics in Information Technology &
            Telecommunications
MHR 650 Management of Change

* Total of 4 professional electives required for degree completion with the exception of Knowledge and Database Management Option

TABLE III – PROFESSIONALLY RELATED ELECTIVES

Not all courses are available each semester. Registration in courses is subject to prerequisite(s), precursor(s), and corequisite(s). All courses are three hours per week.

ACC 305 Computerized Accounting
ACC 414 Intermediate Accounting I
ACC 507 Accounting for Managers
ACC 514 Intermediate Accounting II
ACC 522 Taxation
ACC 605 Public Sector Accounting
ACC 607 Accounting for Small Business
ACC 621 Internal Auditing
ACC 801 Intermediate Cost & Management Accounting

CMN 313 Report Writing
CMN 314 Oral Communication
CMN 315 Business Correspondence
CMN 413 Corporate Communication
CMN 414 Interpersonal Communication in
            Management
CMN 443 International Business Communication

ECN 301 Intermediate Macroeconomics I
ECN 501 Industrial Organization
ECN 502 Economics of Natural Resources
ECN 504 Intermediate Microeconomics I
ECN 506 Money and Banking
ECN 510 Environmental Economics
ECN 605 Labour Economics
ECN 606 International Monetary Issues
ECN 703 Public Finance I
ECN 707 International Economics
ECN 801 Principles of Engineering Economics
ECN 803 Public Finance II
ECN 808 Economics of Technological Change

ENG 520 The Language of Persuasion

ENT 526 Introduction to Entrepreneurial Behaviour
ENT 527 Studies in Entrepreneurship
ENT 725 Management of Innovation
ENT 726 Creating a Business Plan

*FIN 041 Canadian Business Finance
FIN 401 Managerial Finance II
FIN 501 Investment Analysis I
FIN 502 Personal Financial Planning
FIN 510 Entrepreneurial Finance
FIN 601 Investment Analysis II
FIN 701 Financial Intermediation

* A two-term course

FRE 502 Business French I
FRE 602 Business French II

GEO 301 Marketing Geography
GEO 719 GIS in Business: Strategic
            Management Decisions

HST 500 Understanding International Relations
HST 600 Innovators, Capitalists and Managers

HTI 746 Destination Management Systems

IBS 522 International Marketing
IBS 600 International Business Strategy
IBS 723 International Trade
IBS 724 The Management of International
            Enterprise
IBS 800 Legal Aspects of International Business

LAW 525 The Law of the Marketplace
LAW 529 Labour Law
LAW 603 Advanced Business Law
LAW 723 Issues in Information Technology Law

MGT 401 Operations Management
MGT 402 Introduction to Managerial Economics
MGT 550 Business-to-Business eCommerce
MGT 701 Purchasing and Supply Management I
MGT 750 Consulting to Management
MGT 801 Purchasing and Supply Management II
MGT 802 Ethical Leadership
MGT 803 Principles of Transportation
MGT 829 Advanced Managerial Economics

MHR 505 Organizational Behaviour II
MHR 522 Industrial Relations
MHR 523 Human Resources Management
MHR 600 Equal Opportunity Management
MHR 623 Recruitment and Selection
MHR 634 Fundamentals of Learning
MHR 635 Training Needs Assessment and
            Evaluation
MHR 636 Instructional Design
MHR 637 Instructional Delivery
MHR 638 Consulting Skills
MHR 639 Training and Technology
MHR 700 Cross-Cultural
            Dimensions/Organizational Behaviour
MHR 721 Negotiation and Conflict Resolution
MHR 733 Training and Development
MHR 741 Managing Interpersonal Dynamics
MHR 749 Compensation Management
MHR 841 Organization Design
MHR 849 Human Resources Planning
MHR 850 Organization Development

MKT 200 Marketing II
MKT 403 Marketing Communications I
MKT 423 Marketing Research
MKT 502 Consumer Behaviour
MKT 503 Marketing Communications II
MKT 504 Effective Persuasion
MKT 530 Internet Marketing
MKT 621 Business-to-Business Marketing
MKT 723 Services Marketing and Management
MKT 724 Sales Management
MKT 730 The Management of New Products
MKT 731 Market Planning and Strategy
MKT 732 Problem-Solving: Nonprofit
            Marketing

OHS 208 Occupational Health & Safety Law
OHS 718 Systems Management I

PHL 307 Business Ethics

POL 122 Local Government and Politics in Canada
POL 302 Power and Influence in Canadian Politics
POL 402 Political Conflicts in Canada

PPA 322 Understanding Canadian Public
            Administration
PPA 422 People, Policy & Money: Public
            Administration
PPA 533 Labour, the State & Politics of Work
PPA 623 Public Policy
PPA 624 Theories of Bureaucracy and
            Organization
PPA 633 Public Sector Restructuring

QMS 202 Business Statistics II
QMS 402 Quality Management
QMS 442 Multiple Regression for Business
QMS 521 Business Optimization
QMS 522 Linear Algebra
QMS 621 Introduction to Quality Control
QMS 641 Business Research
QMS 702 Calculus for Business
QMS 703 Business Forecasting Techniques
QMS 751 Decision Models for Managers

RMG 910 Virtual Retailing

Subject To Subsequent Calendar Changes

MINORS

You may earn a minor in a secondary area of study outside your professional program field. Priority, however, should be given to completion of core program graduation requirements.

Students are not permitted to earn more than one minor. A maximum of two one-term professional/required courses may be applied towards a minor. Minor courses cannot be substituted.

Successful completion of the requirements for all minors will be reflected on all Ryerson Official Transcripts. A student cannot become eligible for a Ryerson Minor after graduation from their Ryerson program. It is the student's responsibility to apply for the minor on their Application to Graduate.

For complete information regarding Ryerson's Minor Policy, please refer to the undergraduate degree calendar.

ACCOUNTING MINOR
All of the following:
ACC 100   Introductory Financial Accounting
ACC 406   Introductory Management Accounting
Four from the following two groups:
Group 1 (Up to 3 of the following)
ACC 414   Intermediate Accounting I
ACC 507   Accounting for Managers
ACC 514   Intermediate Accounting II
ACC 522   Taxation
Group 2 (Up to 2 of the following)
ACC 605   Public Sector Accounting
ACC 607   Accounting for Small Business
ACC 621   Internal Auditing
ACC 801   Intermediate Cost and Mngt. Accounting
ACC 803   Advanced Management Accounting
LAW 529   Labour Law
LAW 603   Advanced Business Law
***Only one Law course may be taken.**

BUSINESS COMMUNICATION MINOR
All of the following:
CMN 279   Introduction to Business Communication
CMN 314   Oral Communication
Four of the following:
CMN 313   Report Writing
CMN 315   Business Correspondence
CMN 413   Corporate Communication
CMN 414   Interpersonal Communication in Management
CMN 443   Interpersonal Business Communication

eBUSINESS MINOR
All of the following:
ITM 350   Concepts of eBusiness
MKT 530   Internet Marketing
MGT 550   Business-to-Business eCommerce
RMG 910   Virtual Retailing
Two of the following:
ENT 526   Introduction to Entrepreneurial Behaviour
HTI 746   Destination Management
ITM 360   Establishing an eBusiness Operation
LAW 723   Selected Issues in Computer Law

ECONOMICS MINOR
All of the following:
ECN 301   Intermediate Macroeconomics I
ECN 504   Intermediate Microeconomics
Four of the following:
ECN 321   Introduction to Law and   Economics
ECN 501   Industrial Organization
ECN 502   Economics of Natural Resources
ECN 506   Money and Banking
ECN 510   Environmental Economics
ECN 600   Intermediate Macroeconomics II
ECN 605   Labour Economics
ECN 606   International Monetary Issues
ECN 614   An Introduction to Game Theory
ECN 627   Econometrics
ECN 700   Intermediate Microeconomics II
ECN 702   Economics Forecasting
ECN 703   Public Finance I
ECN 707   International Economics
ECN 710   Transportation Economics
ECN 715   Advanced Microeconomics
ECN 801   Principles of Engineering Economics
ECN 803   Public Finance II
ECN 808   Economics of Technological Change
ECN 815   Advanced Macroeconomics
MGT 402   Introduction to Managerial Economic

ENTREPRENEURSHIP AND INNOVATION MINOR
All of the following:
ENT 526   Introduction to Entrepreneurial Behaviour
Group 1 (Select 3)
ENT 500   New Venture Start-up
ENT 501   Family Business in Canada
ENT 527   Studies in Entrepreneurship
ENT 601   Identifying Opportunities
ENT 725   Management of Innovation

ENT 726   Creating a Business Plan
Group 2 (Select 2)
ACC 607   Accounting for Small Business
BRD 038   Communicating Using New Media
ENC 107   Writing Strategies
ENG 520   The Language of Persuasion
ENT 727   Applied Research in Entrepreneurship
FIN 502   Personal Financial Planning
FIN 510   Entrepreneurial Finance
GEO 719   GIS in Business: Strategic Management Decisions
HST 600   Innovators, Capitalists and Managers
LAW 525   The Law of the Marketplace
LAW 603   Advanced Business Law
MGT 701   Purchasing and Supply Management I
MGT 750   Consulting to Management
MHR 741   Managing Interpersonal Dynamics
MKT 403   Marketing Communications I
MKT 503   Marketing Communications II
MKT 504   Effective Persuasion
MKT 723   Not for Profit Marketing
MKT 730   The Management of New Products
MKT 731   Industry Analysis
QMS 402   Quality Management
RMG 100   Issues and Innovations in Retailing I
RMG 200   Retail and Services Management
THF 406   Performance Entrepreneurship I
THF 407   Performance Entrepreneurship II
ONE CMN COURSE

FINANCE MINOR
All of the following:
FIN 300   Managerial Finance I
FIN 401   Managerial Finance II
FIN 501   Investment Analysis I
FIN 502   Personal Financial Planning
Two of the following:
ECN 506   Money and Banking
ECN 606   International Monetary Issues
FIN 510   Entrepreneurial Finance
FIN 512   Risk Management and Insurance
FIN 521   Advanced Portfolio Management
FIN 601   Investment Analysis II
FIN 610   Short-Term Financial Management
FIN 611   Applied Investment Management
FIN 612   Retirement and Estate Planning
FIN 701   Financial Intermediation
FIN 710   Advanced Corporate Finance
FIN 711   Advanced Investment Management
FIN 800   Ethics in Finance
FIN 801   Financial Risk Management
FIN 810   Corporate Financial Analysis
FIN 812   Advanced Personal Financial Planning
IBS 621   International Finance
INP 915   Financial Mgt. In The Non-Profit Sector
PPA 600   Financial Planning Mgt. & Accountability

HUMAN RESOURCES MANAGEMENT MINOR
All of the following:
MHR 405   Organizational Behaviour and Interpersonal Skills (**OR** HTH 601)
MHR 505   Organizational Behaviour II
MHR 522   Industrial Relations
MHR 523   Human Resources Management (**OR** HTH 503)
Two of the following:
MHR 600   Equal Opportunity Management
MHR 623   Recruitment and Selection
MHR 650   Management of Change
MHR 700   Cross-Cultural Dimensions/ Org. Behaviour
MHR 721   Negotiation and Conflict Resolution
MHR 733   Training and Development
MHR 741   Managing Interpersonal Dynamics
MHR 749   Compensation Management
MHR 841   Organization Design
MHR 849   Human Resources Planning
MHR 850   Organization Development
LAW 529   Labour Law

INTERNATIONAL BUSINESS MINOR
Six of the following:

CMN 443   International Business Communication
HST 500   Understanding International Relations
IBS 522   International Marketing
IBS 600   International Business Strategy
IBS 601   Introduction to International Economics
IBS 621   International Finance
IBS 723   International Trade
IBS 724   Management of International Enterprise
IBS 800   Legal Aspects of International Business
MHR 700   Cross-Cultural Dimensions/ Org. Behaviour

LAW MINOR
All of the following:
LAW 122 Business Law
LAW 603 Advanced Business Law
Three of the following:
IBS 800   Legal Aspects Of International Business
LAW 525 Law of the Marketplace
LAW 529 Labour Law
LAW 723 Issues in Information Technology Law
One of the following:
ECN 321   Introduction to Law and Economics
ENH 121   Environmental Health Law
ENH 721   Public Health Law I
IBS 800   Legal Aspects of International Business
LAW 321 Law of Hospitality and Tourism
LAW 525 Law of the Marketplace
OHS 208   Occupational Health & Safety Law
PPA 629   Administrative Law and   Government

MARKETING MINOR
All of the following:
MKT 100   Marketing I
MKT 200   Marketing II
MKT 423   Marketing Research (**OR** HTR 741)
MKT 504   Effective Persuasion
Two of the following:
IBS 522   International Marketing
MKT 403   Marketing Communications – Advertising
MKT 502   Consumer Behaviour (**OR** FNC 200)
MKT 503   Marketing Communications –
                 Direct Marketing and Sale Promotion
MKT 530   Internet Marketing
MKT 621   Business-To-Business Marketing
MKT 627   Advanced Research for Marketers
MKT 723   Services Marketing
MKT 724 Sales Management
MKT 730   Management of New Products
MKT 731 Market Planning and Strategy
MKT 732   Problem Solving – Nonprofit Marketing

PUBLIC ADMINISTRATION MINOR
Either of the following:
PPA 022   Theory and Practice of Public Administration **or**
PPA 322   Understanding Canadian Public Admin. **and**
PPA 422   People, Policy And Money: Public Admin
Four of the following:
POL 027   Authority, Influence and Power in Canadian Politics
POL 122   Local Government and Politics in Canada
POL 220   Politics and Social Policy in Canada
POL 222   Urban Policy in Canadian Cities
POL 302   Power and Influence in Canadian Politics
POL 402   Political Conflict in Canada
POL 506   Issues in the Politics of Early
                 Childhood Education
PPA 521   Issues in Equity and Human Rights
PPA 522   Provincial Government and   Politics in Ontario
PPA 533   Labour, the State and the Politics of Work (**OR** PPA 703)
PPA 600   Financial Planning, Mgt & Accountability
PPA 601   Private/Public Partnerships   (**OR** PPA 701)
PPA 623   Public Policy
PPA 624   Theories of Bureaucracy and Organization
PPA 629   Administrative Law and Government (**OR** PPA 702)
PPA 633   Public Sector Restructuring

NOTE: These minors are revised on a yearly basis and are subject to change. Please review current calendar for most current curriculum.

CO-OP INFORMATION

1. Apply in Semester 3 (beginning of Second Year) on a form provided by the Administration Office.

2. To apply you need:

    - A minimum Cumulative Grade Point Average of 2.80, but the actual cut-off may be higher, depending on the applicant pool.
    - **<u>Completion of all first year courses</u>**, (Professional, Professionally Related and Liberal Studies), and no failed courses not substituted.

3. The Co-op Admissions Committee will interview applicants meeting the above criteria in November. This interview is a simulated employment interview and is also designed to evaluate applicants' employability and likely success in the work placements.

4. Applicants will be offered admission based on passing this interview and having the minimum CGPA that is established based on the applicant pool. All applicants will be notified about their admission status by late November/early December.

5. The Ryerson Co-op Office will prospect for employment opportunities and arrange interviews. They have been very successful and our placement rate has been very high. However, work term placements are not guaranteed and every co-op student is ultimately personally responsible for obtaining his/her work term employment. Some students choose to arrange their own employment and that is encouraged, but such jobs must be approved by the ITM Co-op Advisor with a "Co-op Eligibility" form.

For more information please see website at WWW.RYERSON.CA/CO-OP

BENEFITS OF CO-OP

♦ FINANCE YOUR EDUCATION
- independence of family/others
- no OSAP or other loan debts (or not as much) after graduation
- you may not have to work during academic terms, and so can concentrate on your course work and get higher grades

♦ GAIN WORK EXPERIENCE
- an invaluable asset on graduation
- (You'll have 20 months-- nearly two years--of experience)

♦ IMPROVE PROSPECTS OF CAREER EMPLOYMENT
- make contacts; prove yourself; many co-op students are hired by one of the co-op employers on graduation

♦ BUILD PERSONAL CONTACT NETWORK
- obtain job leads (work terms and career)
- get references/recommendations from employer
- obtain a mentor who will promote your interests/career

♦ ENRICH EDUCATIONAL EXPERIENCE
- delight in applying what you learned
- bring work experience into class

♦ IMPROVE GRADES
- having to maintain your GPA will keep you motivated!
- you'll 'know more'; will write better essays, etc.

♦ GAIN MATURITY AND CONFIDENCE
- you'll be a year older at graduation!
- and you'll likely be more confident
  (You've proved yourself and your abilities to yourself and others)

♦ MAKE A MORE INFORMED CAREER CHOICE
- able to make a more informed (specific) career choice (type of job & industry) and have more realistic expectations on graduation (you may learn that some jobs or industries are not for you)

♦ THE "CO-OP DIVIDEND"
- graduates of co-op programs have significantly higher starting salaries in their career job than others

♦ DEGREE CERTIFICATE & TRANSCRIPT WILL SHOW "CO-OP"

SCHOOL OF INFORMATION TECHNOLOGY MANAGEMENT

CO-OP SCHEDULE OF ACADEMIC SEMESTERS AND WORKTERMS

Term	Year 1	Year 2	Year 3	Year 4	Year 5
Fall	SEM. 1	SEM. 3	WKT. 1	SEM. 6	SEM. 7
Winter	SEM. 2	SEM. 4	SEM. 5	WKT. 4	SEM. 8 Graduation
Summer	FREE	WKT. 1	WKT. 3	WKT. 5	

GREET TEACHING AWARD

The GREET Teaching Awards are intended to recognize and honour Ryerson teachers who have demonstrated outstanding performance in some aspect of teaching. This performance may be related to lectures, labs, seminars, or studio contact with students, through innovation in teaching practices, or by demonstrating leadership in advancing teaching at Ryerson. In 2003, GREET will award up to one GREET Teaching Award in each of the six Faculties.

The Award: Being nominated by students and peers is an honour in itself. Additionally, award recipients will be invited to attend the GREET May Workshops, where the awards will be presented at a luncheon. In addition, the recipients will receive an award certificate and a $500 credit for professional development purposes. Both nomination and the award can be recorded as part of the individual's teaching portfolio.

Eligibility: Anyone teaching at Ryerson for more than two semesters is eligible to be nominated for this award, except current members of he GREET Committee (see below). The award can only be won by an individual once in three years.

Who can nominate? Nominations can be made by Ryerson students, alumni, faculty, staff members, and/or administrators. Because no one is more immediately aware of who is an excellent teacher, nominations from students are especially welcome.

How to nominate? Any individual may initiate a nomination, through group nominations are encouraged. The nominator(s) should inform the nominee of the intention to submit a nomination, in order to elicit the nominee's cooperation in providing supporting evidence. See the attached nomination form for further details.

Criteria: Excellence in teaching implies more than adequate or even good performance. An excellent teacher is one who has a profound impact on students, peers, and/or the university. She or he may be the one teacher you will always remember; the peer who has significantly influenced your own development as a teacher; or a person who has shown leadership in curricular review and other teaching-centered activities.

Teaching excellence can be indicated by outstanding performance in **one or more** of the following areas:

❖ effectiveness in the classroom, studio or laboratory
❖ interactions with students outside the classroom
❖ mastery of subject matter
❖ innovation in pedagogy
❖ contributions to curriculum development

The Selection Process: Nominations will be reviewed by a committee chosen by GREET, consisting of representatives of GREET and representatives of relevant groups, including RYESAC, CESAR, and the Learning & Teaching Committee of Academic Council. The committee will review all nominations, looking for evidence of teaching excellence according to the above criteria and the guidelines given on the nomination form. Specific evidence, as well as support of several constituencies (students, alumni, faculty, etc.) Will weigh heavily in the evaluation process. In 2004, up to one award per Faculty will be given; in the absence of acceptable nominations from any Faculty, the committee may confer fewer than six awards in

total. All nominees will be notified of their status once the committee finishes its deliberations: the winners will be announced at the Greet May Workshops.

Assistance is available through the:

Sheila O'Neil, Chair of Greet, Learning & Teaching Office at (6570) soneill@ryerson.ca
Or GREET Committee members:
     Patricia O'Reilly, Faculty of Arts, (6412), poreilly@ryerson.ca
     Tina West, Faculty of Business, (7561), bwest@ryerson.ca
     Donald McKay, Community Services, (5356), dmckay@ryerson.ca
     Lamya Amleh, Faculty of Engineering and Applied Science, (7905), lamleh@ryerson.ca
     Linda Kowal, Continuing Education, (7566), lkowal@ryerson.ca.

For further information or assistance: Assistance (organizing a nomination brief, secretarial support) is available through the office of the Learning and Teaching Director, Judy Britnell (x6943, e-mail to britnell@ryerson.ca).

Note: current members of the GREET Committee are *not* eligible to receive a GREET award.

ACADEMIC STANDINGS

Ryerson's policies on academic standings are fully explained in the 2004/2005 Full-time Calendar
www.ryerson.ca/calendar/2004-2005/

and the
Ryerson Student Guide
www.ryerson.ca/undergraduate/studentguide

OUTLINED BELOW ARE THE POLICIES

AND PRACTICES IN *ITM* THAT

CONCERN CONDITIONAL,

PROBATIONARY AND

SUSPENDED STUDENTS

CONDITIONAL STANDING

If you have received a **CONDITIONAL** standing, it was for one or more of the following reasons as indicated in the Ryerson Calendar:

(a) A cumulative grade point average of 1.50 to 1.99 with no failed grades.
(b) One or more INC grades but no failed grades.
(c) One failed grade with a grade point average of at least 2.00.

What does Conditional Standing Mean?

Conditional standing means that you have one academic semester to raise your CGPA to 2.00 without incurring further failed courses or **incomplete grades**. Failure to do this would put you on Probation the following semester.

How can I raise my GPA?

You can raise your GPA by repeating any failed courses or courses in the D range.
If you repeat the same course, your new grade will automatically replace the original grade in the GPA calculation. If you decide to replace an elective course with a different elective, you must complete a **GPA Adjustment Form at Records and Registration (lower ground floor)** so that the new grade will replace the old.

Do the original grades show on my transcript if I repeat a course?

Yes, all courses taken during your years in the program will show on your transcript. However, the original grade is no longer calculated in your CGPA.

Do I need to contact the ITM Department during the summer?

No. However, at registration time, you are responsible for getting registered in failed courses and making whatever adjustments are necessary to your timetable. If the course you've failed is a prerequisite for an upper-level course, be sure to drop it. The School reserves the right to drop you from courses where you lack the established pre-requisite (at any time during the semester). Be sure to check current calendar descriptions for pre-requisite requirements.

Any Questions?

If you have any questions, contact the School of ITM @ (416) 979-5316.

PROBATIONARY STANDING

What does Probation mean?

Students are assigned a **Probationary** standing for:

   a) a cumulative grade point average of 1.00 to 1.49; **or**
   b) only one failed grade but with a grade point average of 1.50 to 1.99; **or**
   c) **two** failed grades; **or**
   d) a second successive term resulting in a Conditional standing.

Students with Probationary standing **MAY NOT** continue their program studies until a specific plan for studies has been authorized by their program School and recorded with the Office or the Registrar.
Such a plan will set out a group of specific courses (including all requirements for failed courses) that if successfully completed with suitable grades could result in a Clear standing within not more than two academic terms of study. ***Students should note that under certain circumstances it may be impossible to achieve a Clear standing without REPEATING AND UPGRADING, as part of the Probationary program of study, one or more courses in which grades in the D range have been earned. Refer to Undergrad. Calendar.***

While on Probation **it is mandatory to attend Regular Core "Learning Skills Seminar" during the active term of Probation**. These sessions will assist you in developing the learning skills needed to be a successful University student. They are offered by the Learning Success Centre (3rd floor, Jorgenson Hall). Be sure to pick up a current schedule of these sessions or check out their web site**: www.ryerson.ca/lss for more information. If you have attended these seminars during a previous probationary period, current attendance is still mandatory. Please note that the Success Centre no longer provides individual counseling for students who miss the seminars so, ENSURE that you attend the scheduled times or you will be in VIOLATION of your probationary contract.**

Students with a Probationary standing will be eligible to continue their studies as long as they achieve a term grade point average of 2.00 or higher with no failed grades (F, FNA or F-S) and all Incomplete grades must be cleared prior to the end of term. **Probationary students cannot register more than 4 courses during the Fall, 2004 semester. Be prepared to repeat Failures and D range grades from the Winter, 2004 semester.**

A probationary student is responsible to contact the School of ITM and/or their professors if they are experiencing any personal or academic problems during the semester. Failure to inform the appropriate parties may jeopardize your academic status and successful outcome of an appeal.

You may have to adjust your timetable, using the WEB registration system, in order to meet the terms of your probationary contract.

SUSPENDED STUDENTS

If you have been suspended, it was for one or more of the following reasons as indicated in the Ryerson Calendar:

    a)   Failing 3 or more courses, or, a Cumulative GPA of less than 1.00

    b)   Failing to meet the terms of a Probationary Contract by:
- Failing a course and/or failure to resolve an INC. grade
- Failing to achieve a Term GPA of 2.00
- Failing to adhere to contract maximum of 4 courses
- Not completing courses written into the Contract

- *What does Suspension mean?*

Suspension means that you are not able to continue in your program of studies. A period of suspension is intended to give you the opportunity, free of academic pressures, to examine your objectives and priorities, recognizing that to this point, you have not measured up to the demands and standards of the program.

- *How long does a period of Suspension last?*

In the ITM Program, the period of Suspension is one term (Fall or Winter), depending on when you were suspended. For example, if you were suspended at the end of the Winter Term, you cannot not be reinstated into the program until the following Winter semester.

- *How can I be Reinstated into the School?*

To be reinstated you must be able to *demonstrate evidence of the prospect of successful study*. To do this you must take an **ITM Professional course through Continuing Education ie.CITM400, CITM505**, preferably a course you have not already taken and passed. If you obtain a GPA of 2.00 for this course, *you may be considered for reinstatement.* In addition, if you register for more than one course during the semester, you will be required to maintain an overall term GPA of 2.0.

- It is **mandatory** that you contact the Learning Success Centre (3rd Floor, Jorgenson Hall) and **attend Core Program "Learning Success Seminars"** offered throughout the academic year, if you haven't already done so. These sessions will help you develop the learning skills needed to be a successful university student. For more info. **Visit www.ryerson.ca/lss for dates and times.**

- **Reinstatement application and a letter outlining prospect of successful study must be submitted to the Admissions/Information Centre: October, 2004, for the Winter semester (Jan.'05) and March, 2005 for the Fall semester (Sept.'05). Check with a current calendar for precise dates.** Given space limitations, there is **no guarantee** that you will be reinstated following a suspension.

- *Will I receive credit for the courses I take to show prospect of success?*

ONLY WITH SPECIAL WRITTEN PERMISSION FROM THE SCHOOL OF ITM:

If you are interested in the possibility of reinstatement, you will be provided, upon request, with an opportunity to meet with your designated Program representative to discuss your situation. Depending on the circumstances, you may be advised that: (1) there is minimal chance for future reinstatement, or (2) reinstatement is a possibility. If reinstatement is a possibility, you will be advised as to what the program's minimum conditions for reinstatement. The nature of such conditions may be academic, non-academic or a combination of the two, at the discretion of your Program Department/school. THESE CONDITIONS WILL BE PUT IN WRITING FOR YOU.

Meeting the minimum conditions for reinstatement does not guarantee reinstatement to your Program. Space limitations and Ryerson commitments to our new and continuing students (who are in good academic standing), may mean that you, as a suspended student, have only modest chances for reinstatement to your original program, irregardless of what you achieve after suspension.

Your program representative may suggest that you complete (at Ryerson or another post-secondary institution) up to two courses in order to provide evidence of improved prospects for academic success. These may be two specific courses or two courses from a list suggested by your Program representative. In such situations, you may choose to enroll in appropriate Ryerson Continuing Education courses. Advice will also be given to you on an expected level of performance in theses courses, Usually a minimum grade of a "C' or better is required. Unsatisfactory performance will normally mean no opportunity for reinstatement.

Normally the designated courses will be taken after a minimum period of suspension has been served. However, if you have the advance permission of your program representative to complete these courses during your period of suspension and you are subsequently reinstated to your program, you may have up to two one-semester courses or the equivalent credited towards your program graduation requirements. The grades in these courses will not be included in program GPA calculations.

PART-TIME STUDENTS ONLY:.*The Spring/Summer semester is considered an academic term for part-time degree students. If you were suspended at the end of the Winter semester, your term of suspension is Spring/Summer. Therefore, you could be reinstated for the Fall semester. You must meet the terms of Reinstatement described on page 1, "How can I be Reinstated into the School?". Refer to an Undergraduate Calendar for reinstatement deadline date.*

- ***What do I do if I have already registered for Continuing Education courses for the semester immediately following the Suspension?***

You may drop these courses at Records/Registration Services before the date specified in your letter of suspension, (a full tuition refund will be made), or you may continue in the courses to *demonstrate evidence of the prospect of successful study.* These courses will not be counted as credit towards your degree, ***unless you have special written permission from the School of ITM***. Students are **CAUTIONED** that as of Fall 2002, a Course Repeat policy was put in place (refer to Ryerson Student Guide). This means that no course can be repeated more than twice (registered initially, repeated once, repeated twice=3 registrations). The counting of repeats and/or failures in a course will be implemented for all students in a degree or if taking courses through Continuing Education. The count of course repeats will include any equivalent course ie. QMS204 and QMS102. If you fail the course the third time, you will be Withdrawn from this program and any other program at Ryerson that requires the failed course. ie. ACC100/406, FIN300 etc.

- ***Can I continue to be involved in the School while Suspended?***

No, suspended students cannot attend day classes (even as non-credit) or be involved in **ITM** student activities/employment until they have been reinstated ie. ITM course union, lab monitors etc.

- ***What happens to my academic standing following reinstatement?***

Upon reinstatement, your academic standing will be Probationary. You will receive a **Probationary** contract outlining a specific Plan for Studies. Violation of the stipulated contract will result in **Withdrawn** status.

Degree students can only take a maximum of four (4) courses. Should you fail to achieve the required standards for Probationary standings (no F, FNA, F-S, INC or a term grade point average of at least 2.00) or any other Probationary requirement required of you by the school, your academic standing will become Withdrawn. Students whose academic standing is Withdrawn may not continue in the program and cannot expect any reinstatement.

Contact the Admissions Office, Lower Ground Floor, Library Resource Building, for re-instatement dates, application and fee forms.

METHOD OF INQUIRY LEARNING SKILLS PROGRAM

Fall 2004 Workshops

Using Learning Styles for Success
Identify your learning style

Saturday, August 21 10:10-11:00 LIB-72
Monday, September 13 12:10-1:00 POD-370
Tuesday, September 14 5:10-6:00 POD-370
Wednesday, September 15 12:10-1:00 POD-370
Tuesday, September 21 12:10-1:00 POD-370
Thursday, September 23 12:10-1:00 POD-370
Monday, September 27 1:10-2:00 POD-370
Thursday, October 7 1:10-2:00 POD-370
Wednesday, October 13 5:10-6:00 POD-370
Tuesday, October 19 1:10-2:00 POD-370
Thursday, November 4 12:10-1:00 POD-370
Saturday, November 20 10:10-11:00 LIB-72

Managing Your Time and Staying Motivated
Learn effective time management and motivation tools.

Saturday, August 21 11:10-12:00 LIB-72
Monday, September 13 1:10-2:00 POD-370
Wednesday, September 15 1:10-2:00 POD-370
Tuesday, September 21 1:10-2:00 POD-370
Tuesday, September 21 5:10-6:00 POD-370
Thursday, September 23 1:10-2:00 POD-370
Wednesday, September 29 12:10-1:00 POD-370
Wednesday, October 13 1:10-2:00 POD-370
Wednesday, October 20 5:10-6:00 POD-370
Thursday, October 21 12:10-1:00 POD-370
Tuesday, November 2 12:10-1:00 POD-370
Saturday, November 20 11:10-12:00 LIB-72

Test Preparation
Learn how to prepare for university-level tests.

Saturday, August 28 10:10-11:00 LIB-72
Tuesday, September 28 5:10-6:00 POD-370
Monday, October 4 12:10-1:00 POD-370
Wednesday, October 6 12:10-1:00 POD-370
Tuesday, October 12 12:10-1:00 POD-370
Thursday, October 14 12:10-1:00 POD-370
Monday, October 25 1:10-2:00 POD-370
Wednesday, October 27 5:10-6:00 POD-370
Wednesday, November 10 1:10-2:00 POD-370
Tuesday, November 16 1:10-2:00 POD-370
Monday, November 22 12:10-1:00 POD-370
Saturday, November 27 10:10-11:00 LIB-72

STUDENT SERVICES
WE SUPPORT YOU

Writing Exams & Dealing with Test Anxiety
Get strategies that will help you to write tests and exams effectively.

Monday, October 4 1:10-2:00 POD-370
Tuesday, October 5 5:10-6:00 POD-370
Wednesday, October 6 1:10-2:00 POD-370
Tuesday, October 12 1:10-2:00 POD-370
Thursday, October 14 1:10-2:00 POD-370
Wednesday, October 27 12:10-1:00 POD-370
Wednesday, November 3 5:10-6:00 POD-370
Monday, November 8 12:10-1:00 POD-370
Thursday, November 18 12:10-1:00 POD-370
Wednesday, November 24 1:10-2:00 POD-370
Saturday, November 27 11:10-12:00 LIB-72

How to Study for Quantitative Courses
Learn strategies for studying accounting, calculus, chemistry, statistics.

Saturday, September 18 11:10-12:00 LIB-72
Wednesday, September 29 1:10-2:00 POD-370
Thursday, October 7 12:10-1:00 POD-370
Tuesday, October 12 5:10-6:00 POD-370
Tuesday, November 2 1:10-2:00 POD-370
Saturday, November 13 11:10-12:00 LIB-72
Thursday, November 25 12:10-1:00 POD-370

Writing University Essays

Tuesday, September 28 12:10-1:00 POD-370
Wednesday, October 6 5:10-6:00 POD-370
Thursday, November 4 1:10-2:00 POD-370

Delivering Effective Presentations

Tuesday, October 5 12:10-1:00 POD-370
Monday, November 1 5:10-6:00 POD-370

Successful university level study requires that a student possess the skills to be an independent and self-directed learner. Are you ready for this kind of learning? Do you want to develop the learning skills that will enhance your ability to be a successful university student? If you do, then you should attend the METHOD OF INQUIRY LEARNING SKILLS PROGRAM.

A series of 'core' learning skills sessions as well as other sessions are available to **DAY AND EVENING** students at Ryerson. No sign-up is needed. All sessions are free. Please plan on attending ALL of the core sessions. Choose only one date from each topic. If you would like more individualized help you may book an appointment by contacting the

Centre for Student Development and Counselling,
Fourth Floor, Jorgenson Hall
(Room JOR-400)
(416) 979-5195
E-mail: devcoun@ryerson.ca
Web site: www.ryerson.ca/lss

STUDENT CODE OF ACADEMIC CONDUCT

Policy Number: 60
Approval Date: March 4, 2003
(Amended October 2003 and January 2004)
Presented By: Errol Aspevig, Provost and Vice President Academic
Responsible Office: Provost and Vice President Academic
Implementation Date: Fall 2003
Review Date: Fall 2005

RYERSON UNIVERSITY STUDENT CODE OF ACADEMIC CONDUCT

Intellectual freedom and honesty are essential to the sharing and development of knowledge. In order to demonstrate Ryerson's adherence to these fundamental values, all members of the community must exhibit integrity in their teaching, learning, research, evaluation, and personal behaviour.

The Ryerson University Code of Academic Conduct applies to the academic activities, both on and off campus, of all students enrolled in courses at the University. Ryerson students are responsible for familiarizing themselves with this policy.

The Ryerson Student Code of Academic Conduct (the Code) defines academic misconduct, the processes the University will follow when academic misconduct is suspected, and the consequences that can be imposed if students are found to be guilty of misconduct.

The University recognizes the gravity of a charge of academic misconduct and is committed to handling the disposition of such charges in a respectful, timely and thoughtful manner. The University will apply this policy in a manner that is consistent with the principles of natural justice and the rights of students to a timely and fair assessment of their academic performance.

Instructors[1] and staff members have a responsibility to take action if they suspect the Code has been violated. The procedures described in this Code have been designed to provide a fair process in such matters. It is imperative that all members of the community abide by the Code in order to maintain an environment that is consistent with the values and behaviour we espouse.

A. ACADEMIC MISCONDUCT
Academic misconduct includes actions that have a negative effect on the integrity of the learning environment. Offences of this nature are unacceptable. As academic misconduct can take many forms the following examples are provided for descriptive purposes and are not intended to constitute an exhaustive list.

A1. <u>Academic Dishonesty:</u> Academic dishonesty is any deliberate attempt to gain advantage by deceiving faculty, placement managers/coordinators, preceptors or other professionals who are mentoring students, other students or the University administration. Academic dishonesty includes but is not limited to the following offences:

   a. <u>Plagiarism</u> - claiming the words, ideas, artistry, drawings, images or data of another person as if they were your own. This includes:
   - i. copying another person's work (including information found on the Internet and unpublished materials) without appropriate referencing;
   - ii. presenting someone else's work, opinions or theories as if they are your own;
   - iii. working collaboratively on an assignment, and then submitting it as if it was created solely by you.
   - iv. presenting another's substantial compositional changes to an assignment as your own.

   b. <u>Cheating</u>
   - i. using materials or aids not expressly allowed by the instructor in an examination or test;
   - ii. copying another person's answer(s) to an examination or test question; copying another person's answers to individually assigned projects;
   - iii. consulting with another person or unauthorized materials outside of an examination room during the examination period (e.g. discussing an exam or consulting materials during an emergency evacuation

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[1] For the purposes of this document, "instructor" shall mean any person who is teaching a course at Ryerson.

    iv.   or when permitted to use a washroom);
    v.   improperly submitting an answer to a test or examination question completed, in whole or part, outside the examination room unless specifically permitted by the examination format;
    vi.   resubmitting altered test or examination work after it has already been evaluated;
    vii.   presenting falsified or fabricated material, including research results;
    viii.   improperly obtaining, through theft, bribery, collusion or otherwise, access to examination paper(s)or set of questions, or other privileged information.

c. <u>Misrepresentation of personal performance</u>
    i.   submitting stolen or purchased assignments or research;
    ii.   having someone impersonate you; either in person or electronically - in class, in an examination or test, or in connection with any type of course assignment or material - or availing oneself of such impersonation. Both the impersonator and the individual impersonated (if aware of the impersonation) are subject to a penalty;
    iii.   withholding records, academic transcripts or other academic documents;
    iv.   submitting the same course work, research, or assignment for credit on more than one occasion in two or more courses without the prior written permission of the instructors in all the courses involved.

d. <u>Submission of false information</u>
    i.   submitting altered, forged or falsified medical or other certificate or document for academic consideration, or making false claims for such consideration;
    ii.   submitting false statements, documents or claims in the Academic Appeals or Student Discipline processes;
    iii.   submitting false academic credentials to the University;
    iv.   altering, in any way, documents issued by the University.

In their course outlines, instructors may include additional specific requirements that are in keeping with this policy.

A2. **<u>Damaging or Tampering with the Scholarly Environment</u>** obstructing and/or interfering with the academic activities of others. This involves altering the academic work of others in order to gain academic advantage. Examples of this include tampering with experiments and damaging or altering artistic and creative works such as drawings or films.

A3. **<u>Contributing to Academic Misconduct</u> -** knowingly assisting someone to commit any form of academic misconduct is itself academic misconduct. This may include, but is not limited to:
  a. offering, giving or selling essays or other assignments with the knowledge that these works will be subsequently submitted for assessment;
  b. allowing work to be copied during an examination, test or for other assignments.

A4. **<u>Unauthorized Copying or Use of Copyrighted Materials</u> –** failing to abide by the Copyright Act and/or the University's license agreement with Access, the Canadian Copyright licensing agency regarding the copying and use of textbooks and other copyrighted materials (see the Ryerson Library website or the Access website for details).

A5. **<u>Violations of Departmental Policies on Professional Behaviour</u> –** exhibiting unprofessional behaviour in field placements and practicums as outlined in department/school Student Codes of Professional Conduct. (See Academic Council Policy 156 – *Removal of Students from Field Placements/Practicums*)

B. PENALTIES FOR ACADEMIC MISCONDUCT
B1. <u>Possible Penalties:</u> Although students may commit similar infractions, the circumstances surrounding these infractions may vary. The penalty imposed shall take into account the specific circumstances. One or more of the following penalties may be imposed or recommended:
  a.   A requirement to participate in the Academic Integrity Seminar;
  b.   A mark of zero on an assignment or any other form of evaluation;
  c.   A grade of "F" in a course;
  d.   "Disciplinary Suspension" standing for a period of up to two years (student may apply to any program after the specified period and after meeting any specified conditions or demonstrating that actions have been taken to change behaviours related to the suspension). Disciplinary Suspension is not equivalent to

Academic Suspension as described in the *Policy on Grading, Promotion and Academic Standing.* Course work taken at Ryerson or elsewhere during the period of Disciplinary Suspension will not be credited towards GPA calculations, Academic Standing or graduation requirements within the student's program;

e. "Disciplinary Withdrawn" standing for a period of up to two years (student may not apply to the same program but may apply to any other program after the specified period and after meeting specific conditions established by the Discipline Committee, if any, or demonstrating that actions have been taken to change behaviours related to the suspension);

f. Expulsion (student may not apply to any program at Ryerson);

g. Rescinding of a degree, diploma or certificate;

h. Requirement to replace damaged or destroyed materials.

B2.   **Conditions –** The committee may impose such conditions as may be warranted (e.g. counselling). The academic record will be annotated to reflect this requirement.

B3.   Consequences

a. Academic Record

    i. Students who have committed academic misconduct for the first time will, at a minimum, have the notation **Disciplinary Notice (DN)** placed on their academic record and official transcript. The notation shall remain until students graduate, or for eight (8) years, whichever comes first. Students who subsequently graduate from another post-secondary institution may petition the Registrar's Office to have the notation removed.

    ii. Students who commit academic misconduct a second time shall, at a minimum, be placed on **Disciplinary Suspension (DS)** for up to two years, at which time they may apply for reinstatement to a program. The designation DS shall be placed on their permanent academic record and official transcript. The notation shall remain until students graduate, or for eight (8) years, whichever comes first. Students who subsequently graduate from another post-secondary institution may petition the Registrar's Office to have the notation removed.

    iii. **Disciplinary Withdrawn** standing **(DW)** shall be permanently noted on students' academic records and official transcripts.

    iv. **Expulsions** shall be permanently noted on students' academic records and official transcripts.

b. Other Consequences

    i.   If students receive scholarships, bursaries or OSAP managed by Ryerson, the Ryerson Student Financial Assistance office will be notified of instances of academic misconduct.

    ii.   Previously assigned grades for the course in question may be revoked.

    iii.   Students' graduation may be delayed.

    iv.   Previously awarded certificates, diplomas or degrees may be revoked.

    v.   The University may be required to inform outside parties whose interests may have been adversely affected by the academic misconduct.

    vi.   In the case of forged official documents, the Association of Registrars of Universities and Colleges of Canada (ARUCC) will be notified.

    vii.   In some instances, criminal charges may be sought.

C. SUSPICION OF ACADEMIC MISCONDUCT IN A COURSE

C1. Types of Misconduct

a. Individual Misconduct - Students suspected of individual misconduct must be notified, and the procedure described in section C2 must be followed.

b. Group Misconduct

    i.   It is recognized that students are sometimes required to complete assignments, projects, papers or tests in a group. If academic misconduct occurs in group work, one or more members of the group may be charged.

    ii.   When academic misconduct is suspected, an instructor must determine which of the group members are involved. The instructor will meet with the students either as a group or individually, at the instructor's discretion.

    iii.   Students may also request an individual meeting with the instructor.

    iv.   Only those students in the group who have committed academic misconduct will be penalized. The instructor will determine an appropriate means of evaluating the work of those students not involved in the misconduct on the assignment.

c. Submission of the same work in two courses

    i.   Work used in one course may not be used in another, in whole or part, unless it is specifically allowed by the course outline, or students have the written permission of the instructors.

    ii.   If it has been determined that the same work is inappropriately used in two courses in the same semester, the two instructors should consult.

        a.   It should be determined which, if either, of the assignments was submitted first. The one submitted second should receive the grade of zero.

        b.   If the two assignments are submitted at the same time, the one which has the highest weight should receive the grade of zero. If both have the same weight, the instructors should determine which one receives the grade of zero.

        c.   If it is considered appropriate the instructors may recommend an "F" in either one or both of the courses.

        d.   Other penalties described in section B1 may be recommended.

d. Cheating on a test or exam: Immediate steps to prevent further cheating may need to be taken when an invigilator or instructor suspects cheating on a test or exam. In general, students should be allowed to complete the exam.

    i.   If a student is seen to have unauthorized materials, such materials should be quietly removed, the details noted in writing, and the names of nearby students recorded. The matter should be reported to the Chair/Director.

    ii.   If it is suspected that students are copying material from other students, the names of those students should be noted, and the incident reported to the person grading the test or exam, as well as the Chair/Director.

    iii.   Ryerson's Examination Policy requires that all students have a valid student identification card or other photo identification on their desk at all times when taking an examination. If it is suspected that someone is impersonating a student, the photo identification of that person should be checked, and the person should be asked to sign the exam paper for further verification. If it is suspected that the identification is not valid, students may be asked to provide alternate photo identification. Security may be called, if circumstances warrant.

    iv.   Allowing work to be copied during an examination or test shall constitute cheating.

    v.   If it is suspected after an exam has been given that cheating has occurred, an instructor must follow the procedures in C2.

C2. Procedures

a. Notification: If an instructor suspects academic misconduct, he or she must notify the student(s) in a confidential and appropriate manner as soon as possible, normally before the work is returned to the class. The instructor and the student(s) (see section C1.b for Group Misconduct) must meet for their initial discussions at a mutually agreeable time within five (5) working days of notification of the student. Students are normally given two (2) days notice before the meeting.

    i.   **Dropping a course:** Students may not drop a course when they have been notified of the suspicion of academic misconduct. If a student attempts to drop the course, the Registrar's office will re-register the student in that course until a decision is reached.

    ii.   **Deferred grade (DEF):** If a final grade for the course must be given while the charge of misconduct is under investigation, a grade of DEF (Deferred) will be assigned. The Registrar must be notified if a DEF grade is required.

    iii.   **Remaining in a course:** Students have the right to remain in the course while the investigation is underway.

    iv.   **Evidence discovered after a final grade has been assigned:** If there is evidence discovered more than two weeks after a final grade has been assigned for the course, the instructor may present that evidence, in a non-identifying way, to the Faculty Appeals Committee for determination of whether it is reasonable for a charge to be brought. The Committee must provide a written decision to the instructor.

    v.   **Evidence:** Instructors must be prepared to present the evidence of their suspicion at their scheduled meeting with the student(s). Students may bring, or may be asked to bring, rough notes, drafts or

other documents.

b. <u>Consultation:</u>
  i. Either party may choose to consult with the Chair/Director prior to the meeting (section D2.d). If the Chair/Director is the instructor involved, he or she should request that the Dean appoint an appropriate replacement to act as Chair/Director for the process.
  ii. Students are advised to contact a student advocate through the appropriate students' union, or to receive advice from Student Services or the Ombudsperson.

c. <u>Reducing Potential for Bias:</u>
  i. The instructor should not have information regarding any previous offences before a meeting is held or a recommendation is made. If there is such previous knowledge, the instructor should disregard this information.
  ii. If, after meeting with the student, the instructor decides not to file a charge of misconduct, all records of the meeting should be destroyed by both parties.

d. <u>Meeting:</u> The meeting should be conducted as an open dialogue. A mutually agreed-upon third party may be present for the discussion. The Summary of Discussion Form (available on the Academic Council website), which will summarize the outcome of the discussion, must be completed by one of the parties at the meeting and signed by all persons present. At the meeting, the instructor may question students about their writing style and knowledge of the content of the work in question. Subsequent meetings may be scheduled to bring forth other information.

e. <u>Instructor Decision:</u> Within two (2) days of the meeting an instructor must determine whether to charge the student with academic misconduct (see section F2.i on Balance and Burden of Proof). If there is a charge, the instructor must communicate the charge of misconduct, the penalty and the date when the student was first contacted in writing to the Chair/Director, with a copy to the student, the Dean, and the Registrar. A copy of the Summary of Discussion Form must also be included.

  i. Depending upon the severity of the misconduct, the instructor may assign:
      a. a grade of zero for the work;
      b. a grade of "F" in the course.
  ii. The instructor may also assign a requirement to participate in the Academic Integrity Seminar in which participants will examine the social and ethical issues associated with academic misconduct. (The date by which the seminar must be completed must be specified, and must be consistent with University timelines for the offering of the seminar. If the Seminar has not been completed by the specified date, the student shall be placed on Disciplinary Suspension. The Seminar instructor must inform the Registrar when the seminar has been completed.)
  iii. The instructor may also recommend (see section B1 for details):
      a. Disciplinary Suspension;
      b. Disciplinary Withdrawal;
      c. Expulsion from the University.

f. <u>Appeal:</u> Students may appeal the charge of misconduct and/or the penalty to the Faculty Appeals Committee.

g. <u>Grades for Courses in Which Students Were Re-registered (see C2.a.i)</u> If a student attempted to drop a course and was re-registered pending the decision of the instructor, the following shall apply:
  i. If no misconduct is found, the drop will be processed, unless the student requests otherwise.
  ii. If academic misconduct is found and a grade of "F" is assigned for the course, that grade shall remain on the student's record and the notation DN (see section B3.a.i) will be assigned. If it is a second offence, a DS will be assigned (see section B3.a.ii).
  iii. If academic misconduct is found and only a grade of "0" is assigned for the work, the drop will be processed, unless the student requests otherwise, and the notation DN (see section B3.a.i) will be assigned. If it is a second offence, the "0" will be changed to an "F" for the course and the student will be placed on Disciplinary Suspension (DS – see section B3.a.ii).

h. <u>Determination of Penalty</u> : Once the penalty has been received, the Chair/Director should consult the student's record to determine if there has been a previous offence.

    i.   **First offence:** The Chair/Director informs the Registrar of the charge and a DN (see section B3.a.i) is placed on the student's record.

    ii. **Second offence:** The Chair/Director informs the Registrar of the charge and the student is placed on Disciplinary Suspension (DS - see section B3.a.ii). The Chair/Director must recommend a period of suspension, which may be for up to two years. The period of suspension will be determined by the Faculty Appeals Committee, which must review all cases involving suspension.

        a. If a grade of "0" was assigned for the work, the course grade will be automatically revised to an "F".

        b. If the DS is assigned in the middle of a semester, students will be permitted to complete their other courses, and the suspension will become effective at the end of the semester.

        c. If the misconduct warrants it, the Chair/Director may recommend immediate Disciplinary Suspension.

D. SUSPICION OF NON-COURSE RELATED ACADEMIC MISCONDUCT

D1. Types of Misconduct

a. Misrepresentation of personal performance: Some misrepresentations of personal performance (e.g. submission of portfolios) may occur outside of a particular course.

b. Submission of false information:
    i.   submitting altered, forged or falsified medical or other certificate for academic consideration, or making false claims for such consideration;
    ii. submitting false statements, documents or claims in the request for academic consideration or in any Appeals process;
    iii. submitting false academic credentials to the University;
    iv. altering, in any way, documents issued by the University.

c. Damaging or Tampering with the Scholarly Environment: Obstructing and/or interfering with the academic activities of others. This involves altering the academic work of others in order to gain academic advantage (i.e. tampering with experiments and damaging or altering artistic and creative works such as drawings or films). Some types of damaging or tampering fall under the Student Code of Non-Academic Conduct.

d. Contributing to Academic Misconduct: Knowingly assisting someone to commit any form of academic misconduct is itself academic misconduct. This may include, but is not limited to:
    i.   offering, giving or selling essays or other assignments with the knowledge that these works will be subsequently submitted for assessment;
    ii. impersonating someone in a test or exam.

D2. Procedures

a. On application to the University: The submission of any false documents considered in the admissions process will result in the following:
    i. if determined before the start of classes, the Registrar will revoke the student's Offer of   Admission. If classes have begun the Registrar will revoke eligibility. The student may appeal to   the Registrar based upon the charge being unfounded;
    ii. if determined after the student has completed one or more semesters, the Registrar will establish a committee, consisting of three members of the Registrar's staff to determine the case. The student may appeal the decision to the Academic Council Appeals Committee on the same grounds and timelines as any other appeal to that committee;
    iii. the Association of Registrars of Universities and Colleges of Canada (ARUCC) will be notified if it is determined that misconduct has occurred.

b. Documents issued by Ryerson: The alteration of documents issued by Ryerson, such as degrees, official transcripts, and grades, will result in the following for a:
    i. current student: The Registrar determines the penalty, which may be appealed to the Registrar's Appeal Committee and the Academic Council Appeals Committee (see section D2.a.ii);
    ii. former student: The Registrar may revoke any degree, diploma or certificate, and notify any company or institution which has requested or is requesting verification of the document. This penalty

may be appealed to the Registrar's Appeal Committee (see section D2.a.ii) and the Academic Council Appeals Committee (see section F4).

c. **Medical or Compassionate documents, Letters of reference for other than admissions purposes, etc.**
   i. Any allegations about documents not included in D2a and D2b, whether they be from an instructor, a Chair or Director, a Dean, an Appeals Committee or a staff member, should be referred to the appropriate Dean who shall convene a Hearing Panel of the Faculty Appeals Committee and proceed in the manner outlined for suspicion of academic misconduct in a course.
   ii. Documents provided for academic consideration may be verified by university personnel not associated with the case.
   iii. If the document in question is involved in an Appeal Hearing on an academic matter, and that Hearing is already in progress, it should be adjourned until the matter of the falsified document is resolved.

D3. **Determination of Penalty** –The Hearing Panel of the Faculty Appeals Committee shall determine an appropriate penalty for the misconduct.

E. **OTHER SUSPICIONS OF ACADEMIC MISCONDUCT**
Members of the Ryerson Community such as students, invigilators, faculty other than those teaching a specific course or staff, may suspect that students have committed Academic Misconduct. They should report their concern to the most appropriate Chair, or, if in doubt, they may consult with the Secretary of Academic Council as to the appropriate course of action.

F. **APPEALS PROCESS**

F1. **General Regulations**
   a. Students may appeal charges of Academic Misconduct or the penalties to the Faculty Appeals Committee (see section F3.a). Charges and penalties related to a specific course should be appealed to the Committee of the Faculty in which the course was taught, with a copy to the Dean of the student's program Faculty. Other charges must be appealed to the Appeals Committee of the Faculty in which the student is enrolled.

   b. Appeals must be filed in writing and must normally be submitted in person. Fax submissions will only be accepted where prior arrangements have been made, and original documents must follow by mail. All documents to be presented as evidence must be attached to the appeal. The Hearing Panel must rule on whether it will accept any new documents not filed with the appeal.

   c. If there is a concurrent appeal of a charge of academic misconduct, related to a grade or academic standing appeal, the misconduct appeal will be heard first, and the decision, if relevant, forwarded tothe Chair of that Hearing Panel.

   d. Students must receive appeals information related to their Hearing from the Dean or the Secretary of Academic Council either in person by prior arrangement or by courier. It will be assumed that the information has been received on the date it was picked up or couriered.

F2. **Appeals Committees**

   a. A Faculty Appeals Committee shall be established by each Faculty. The Academic Council Appeals Committee shall hear appeals of decisions of the Faculty Appeals Committee.
   i. Each of the Faculties shall establish a Faculty Appeals Committee, comprised of faculty representatives of the departments, schools and programs in that Faculty, from which Hearing Panels will be composed. The Dean may choose to chair this committee.
   ii. In cases involving Continuing Education courses that are not housed in a specific Faculty, the Dean of Continuing Education shall convene a Continuing Education Appeals Panel, comprised of three (3) faculty representing the programs in Continuing Education.
   iii. The Academic Council Appeals Committee shall hear appeals of the decisions of the Faculty Appeals Committees.
   iv. No member may serve concurrently on a Faculty Appeals Committee and the Academic Council Appeals Committee.

b. All members of Appeals Committees shall be required to attend training session(s) conducted by the office of the Secretary of Academic Council.

c. Hearing Panels:
    i.   <u>Faculty level:</u> consist of three (3) faculty members from different schools/departments if possible. It shall be decided in advance which member will lead the hearing and write the decision.
    ii.   <u>Academic Council level:</u> consist of at least four (4) members, at least one of whom must be a student. A quorum shall consist of four (4) members, including the panel chair and at least one student. The Chair may vote in the case of a tie.

d. When students indicate in writing that they do not wish to have a hearing, the Panel will assess the case based on the written evidence submitted by both parties. An oral Hearing should be held whenever possible.

e. The hearing shall follow the standard hearing procedure as outlined in the Guide to Academic Appeals available from the Secretary of Academic Council.

f. All Hearings shall be conducted in accordance with the *Statutory Powers Procedure Act (SPPA).* A copy of the SPPA is available for review in the office of the Secretary of Academic Council.

g. The Chair of an Appeals Panel must forward a copy of all appeals decisions to the Registrar, the Dean, and to the Secretary of Academic Council.

h.   <u>Conflict of Interest:</u> No member of an Appeals Panel should have had any prior involvement with the case. A member of a Hearing Panel, a student or an instructor (appellant and respondent) must disclose any conflict of interest, if known, no less than five (5) days before the hearing. Unless the conflict of interest is resolved, the Panel member shall be replaced. If either party raises a conflict of interest regarding any Panel member(s) once the Hearing has begun, the Hearing Panel will judge the extent and validity of the conflict and will decide whether the Panel member may sit on the appeal. The Panel member(s) that is challenged may offer a statement but may not take part in the Panel's decision on the conflict. If the Panel member is excused and there is no quorum, the Hearing shall be adjourned and a new hearing scheduled with a new Panel member.

i.   <u>Burden and Standard of Proof:</u> In a Misconduct appeal the onus is on the University to show that misconduct has occurred and that the penalty assessed or recommended is reasonable and inkeeping with the nature of the misconduct. The standard of proof in all decisions shall be "a balance of probabilities." This means that, in order for students to be denied their appeals, the University must show the Panel that it is more likely than not that the original decision was correct.

F3. <u>Misconduct Appeals to the</u> <u>Faculty Appeals Committee</u>

a. A Hearing Panel of the Faculty Appeals Committee shall be convened if:
    i. the student disputes the charge of academic misconduct and/or disagrees with the penalty. In this case, the student must address, in writing to the Dean within five (5) working days from receipt of the instructor's decision, specific points about why the decision was not fair or appropriate. Students may remain in class and may register for courses in the following semester while their case is under appeal;
    ii. the student is placed on Disciplinary Suspension because of a second offence. In this case, the student must submit any of the following in writing to the Dean within five (5) working days:
        a. a waiver of the right to a hearing (the charge and the penalty are accepted); or
        b. specific points as to why the penalty is too severe (the charge is accepted but not the penalty); or
        c. specific points as to why the charge is disputed (the charge, and therefore the penalty, are not accepted);
    iii. the recommendation of the instructor is for suspension or withdrawal from the program, or expulsion from the University;
    iv. a matter is referred to it on a charge of academic misconduct outside of a course.

b. The student shall submit, in writing to the Dean's office, all documentation pertinent to the case, including letters of explanation, all evidence and the names of any witnesses or agents (representation by legal

counsel is not permitted at this level; however students are encouraged to seek assistance from an advocate from RyeSAC, CESAR, or the Counseling Centre. Students may also consult with the Ombudsperson).

c. The Dean's office must:
    i.   forward a copy of the appeal to the instructor (or other person making an allegation) for a response;
    ii.   schedule a hearing as soon as possible based upon the availability of the student, his or her agent and the instructor or Chair/Director. Students must receive at least ten (10) days notice of the date, time and place of the hearing. An appeal may be scheduled with less than ten (10) days notice with the written agreement of both the student and instructor;
    iii.   establish a Hearing Panel consisting of three (3) members of the Faculty Appeals Committee, from different departments/schools, if possible, who have no conflict of interest with the student (see section F2.h for regulations on Conflict of Interest). Members of the Panel should not be members of the instructor's department/school;
    iv.   obtain an updated copy of the student's official academic record where applicable;
    v.   distribute copies of the student's appeal, the instructor's response, and the academic record, if applicable, to: the members of the Hearing Panel; the instructor and/or Chair/Director; the student; and the student's agent, if any (see section F1.d for regulations on student receipt of appeals information).

d. If the Faculty Appeals Committee fails to respond to a student's appeal within the stipulated time period, and there has been no prior agreement between the student and the Dean to extend the time period, the student is permitted to proceed directly to the Academic Council Appeals Committee. If students do not proceed within the timeline stipulated, the appeal will be considered terminated. Suspended/Withdrawn students will be removed from their courses once the time for the appeal has expired without an appeal being launched.

e. The Hearing shall follow the standard hearing procedure as outlined in the Guide to Academic Appeals available from the Secretary of Academic Council.

f.   **Hearing Regulations:**
    i.   The instructor and/or the Chair/Director (depending on the circumstances) or designate must be present at the Appeal Hearing. If there is more than one instructor for a course, a lead instructor (normally the instructor who has submitted the grade) should be appointed for the hearing, although all or some may attend;
    ii.   If either party fails to attend the Hearing, the Faculty Appeals Committee may proceed in his or her absence;
    iii.   Students may bring a support person or agent to the appeal;
    iv.   Both parties may bring witnesses, who shall be present at the hearing only while giving testimony.
    v.   The Panel may adjourn the Hearing when it is required for a fair process;
    vi.   An oral Hearing may be open to the public except when the Panel is of the opinion that matters involving public security may be disclosed or the person disclosing intimate financial or personal matters may be negatively affected by doing so if the public is present;
    vii.   The Secretary of Academic Council (representing the process) and a representative of the Registrar's office (representing students' academic records when part of the evidence) may be present at the Hearing.

g. Decision (see section B1 for specifics on penalties and section F2.i for Burden and Standard of Proof):
    i.   Decisions are generally made by majority vote of the Panel *in camera.* The Panel Chair may vote in case of a tie.
    ii.   The Hearing Panel may not award a numerical grade, or require any action contrary to university policy or a collective agreement.
    iii.   The Hearing Panel may:
        a.   uphold or dismiss the charge;
        b.   uphold the penalty, reduce the penalty of "F" in a course to a "0" for the work, or remove the requirement for the Academic Integrity seminar;
        c.   uphold or overturn the Disciplinary Suspension for a second offence;
        d.   suspend the student from his or her program for a first offence;
        e.   uphold the instructor's recommendation for withdrawal from the program or expulsion from the

University and refer the case to the Academic Council Appeals Committee.

h.   The letter to the student outlining the decision of the Hearing Panel must be sent by courier or personally received by the student (with prior arrangement) within five (5) working days of the Hearing, and must clearly state the basis on which the decision was reached. The Dean's office will send a copy of the decision to the instructor, the Chair/Director, the Dean, the Registrar and the Secretary of Academic Council.

i.   Based upon matters arising at the Hearing, the Hearing Panel may make recommendations to the Appeals Committee of Academic Council on procedural or policy matters.

F4. Misconduct Appeals to the Academic Council Appeals Committee

a. A Hearing Panel of the Academic Council Appeals Committee shall be convened if:
  i.   the Faculty Appeals Committee recommends withdrawal from the program or expulsion from the University;
  ii.   the student appeals the decision made by the Faculty Appeals Committee, based on one of the following reasons;
      a.   There is new evidence that was not available at the time of the first hearing which has a reasonable possibility of affecting the decision (must be provided within sixty (60) days of decision);
      b.   There was a substantial procedural error which could have affected the outcome (must be appealed within ten (10) days of decision);
      c.   Inadequate weight was given to the evidence provided (must be appealed within ten (10) days of decision).

b. Both the appellant and the respondent may be represented by an agent or legal counsel at this level.

c. Students must submit an appeal to the Secretary of Academic Council within ten (10) working days of receipt of the Faculty Appeals Committee response. Forms and instructions for the filing of Appeals can be found at the Registration and Records or Academic Council websites, or are available from the Office of the Secretary of Academic Council.

d. The Secretary of Academic Council shall:
  i.   review the appeal to determine if it meets the criteria for appropriate grounds for an appeal. If it is believed that the grounds are insufficient, the Secretary of Academic Council may inform the Panel and the student that the Panel will review the grounds, and make a determination as to whether it will hear the case. The student may submit, in writing, a statement as to why the hearing should proceed. The meeting to review the grounds will be held prior to the scheduled appeal hearing. This may occur on the same day as the Hearing. The decision not to proceed must be unanimous. The student will be informed after that time whether the appeal will be heard. A written rationale for the decision not to proceed must be provided to the student within five (5) working days;
  ii.   immediately forward the appeal to the Chair of the Hearing Panel of the Faculty Appeals Committee. That Chair shall be the respondent, and shall reply to the appeal within five (5) working days of receipt of the appeal. The Registrar must also receive a copy of the appeal;
  iii. establish a Hearing Panel of the Academic Council Appeals Committee and appoint a Hearing Panel Chair (see section F2.h for regulations on Conflict of Interest);
  iv.   determine, in consultation with the Chair of the Hearing Panel if, given the grounds of the appeal, it is necessary to call the instructor and/or the Chair/Director to be present;
  v.   schedule a hearing based upon the availability of the student and the instructor or Chair/Director. Students must receive at least ten (10) days notice of the date, time and place of the hearing. An appeal may be scheduled with less than ten (10) days notice with the written agreement of both the student and instructor;
  vi.   forward all of the submissions for the appeal, including a copy of the student's academic record where relevant, to: all members of the Hearing Panel of the Academic Appeals Committee; the respondent; involved faculty members and/or Chairs/Directors; the Registrar; the student (see section F1.d for regulations on student receipt of appeals information.); and the student's advocate, if any.

e. Decisions (see section F2.i for **Burden and Standard of Proof)**

    i. The Hearing Panel may not award a numerical grade, or require any action contrary to another university policy or collective agreement;

    ii. The Hearing Panel may:

        a.   deny the appeal;

        b.   grant the appeal;

        c.   grant the appeal in part subject to conditions, or attach any conditions to any decision. If the student does not accept the conditions attached, the appeal will be considered as denied.

    iii. The letter to the student, outlining the decision of the Hearing Panel and clearly stating the basis on which the decision was reached, must be sent to the Secretary of Academic Council, who will send a copy to the student by courier (or given personally to the student by prior arrangement) within five (5) working days. The Secretary of Academic Council must send a copy of the decision to the Chair of the Faculty Appeals Panel, the Registrar, and the Dean.

    iv. Decisions of the Appeals Committee of Academic Council are final and binding.

    v. Based upon matters arising at the Hearing, the Hearing Panel or Appeals Officer may make recommendations on procedural or policy matters to the Appeals Committee of Academic Council, a Faculty Appeals Committee or Appeals Officer, a Dean or the Registrar's Office.

(This policy became effective as of September 1, 2003, and was amended October 2003 and January 2004)

AVOIDING ACADEMIC MISCONDUCT PROBLEMS

A substantial number of students within ITM were found guilty of academic misconduct last year. As a result, a significant marks penalty was applied to their overall grade. At minimum, this resulted in a reduction of 2 to 3 grade points and in several cases the students involved failed the course. These penalties were for "First Offenders". Anyone found guilty of academic misconduct for a second offence will, at minimum, be failed in the course and may be subject to further penalties, including suspension from the program.

Now that I have caught your attention, I would like to give you a little guidance on what constitutes academic misconduct, what faculty within ITM are doing to detect and report it, and provide some guidance to students on how to avoid getting into trouble.

Explaining Academic Misconduct

The description of academic misconduct and the processes involved in its identification, investigation and final resolution, can be found on pages 78-92 in the 2004/2005 University Calendar under "Student Code of Academic Misconduct". **It is your responsibility to read this policy statement and to be fully familiar with its contents**. Within the ITM context, the following are the most frequently committed forms of academic misconduct:
- Submission of identical or similar programming assignments: While the school encourages students to discuss assignments and to call on the services of the programming tutors, the work you submit for any class assignment must be your OWN work (except for specifically identified group projects). This means that you cannot, in whole or in part, copy any code or related material from another student's work. Equally it is an offence to allow your code to be copied (we assume you granted permission unless you can prove otherwise). Programming syntax is sufficiently precise that a simple inspection by a faculty member can identify sufficient points of similarity/identically to conclude that academic misconduct has occurred. Don't take the risk; write your own code!
- Including material in an essay or other written project without properly attributing the source. This can include copying material from other students, copying material from text and articles, from manuals or other reference material, or from websites. As with a programming assignment, it is plagiarism if any substantive piece of the work submitted has been copied from another source without due attribution. Note: attribution does not mean simply referencing a source in the bibliography. If you lift ("cut and paste") any piece of work – even a simple phrase or paragraph--you must footnote and reference the material and put the material in quotations. Further, making simple grammatical changes to such a piece of work is still plagiarism if not referenced and sourced. If you reword or paraphrase a passage, you don't need to put it in quotations but you do need to reference it. Appropriate academic referencing could include footnotes, endnotes or in-text references as appropriate to the style of the work and course requirements. Refer to the APA style guidelines below for information on academic referencing at: www.ryerson.ca/library/courses/nutrition/fnn111_joint/
- Submitting the same work to more than one course, without instructors' approval: You cannot submit the same work (in whole or in part) in multiple courses without permission. If you intend to submit work in one course that has been or will be submitted to another course, you must get permission in writing from all the instructors involved. Even with that permission, you must properly cite your own material sources.
- Copying another's work (or accessing any form of note) while in the exam room: Any student who is seen looking at another student's work or their own notes or who is engaged in any conversation with another student is considered to have cheated in an exam. An exception would be where students have been given permission to bring notes to the exam. The normal penalty is a direction to stop the student's exam and an assignment of zero for the exam mark. Note: for the purposes of such an allegation by a professor, it is sufficient that the invigilator observes any student talking to another student, or looking at another student's desk during the exam.

Everything described above was committed by at least one student during the last semester.

Process & Penalties

Students are entitled to due process should an allegation of misconduct be made. This due process includes:
- An opportunity to meet with the professor making the allegations, and receiving written feedback from that professor
- A right to a hearing with the School Director
- Further rights of appeal once a finding has been made by the School

Again, you will find full details of this process within the University Calendar and you are expected to read this material. You should be aware that the School has a set of "standard" penalties for first offences, although instructors may modify them. These are as follows:
- For a "small" assignment (typically under 10% of the total grade) the penalty is zero for the assignment, plus an additional penalty of two times the mark for the assignment.
- For a "larger" assignment (including group projects), the penalty is zero for the assignment. (Please note that in a group assignment, all students' marks will be impacted by the plagiarism activities of one or more members of the group so no student is allowed to benefit from the misconduct of others, however we do allow innocent students within the group an opportunity to make up the work outstanding).

Repeat Offences

Academic misconduct violations are filed in both the Registrar's office and the office of the ITM Director. In the case of a repeat offence, the severity of the penalty escalates and can include expulsion from the university.

What are the School and faculty doing about plagiarism?

The school has instituted a strict policy requiring its faculty, both full and part-time, to be vigilant for instances of plagiarism and provides support to the faculty in investigating plagiarism allegations. We also recognize that faculty can reduce the opportunities for plagiarism by the choices in the nature and type of assignments and examinations.

Ryerson has subscribed to a service called Turnitin.com which helps professors identify Internet plagiarism and helps students maintain academic integrity. Students agree, by taking a course, that all required papers are subject to submission to this service. Effective this September, all ITM students, both full-time and part-time, may be asked to submit their papers to Turnitin.com.

Plagiarism affects everyone. Honest students' relative grades are disadvantaged. Faculty and staff have to commit significant time to the prevention, detection, and investigation of plagiarism.

As part of a longer term process to improve this situation, the School is forming a joint committee, with representatives of faculty, staff and students to discuss long-term and measured activities to improve the situation. There will be further announcements on the work of this committee early in the fall.

Non-academic misconduct

Finally, I would just mention that there is also "non-academic" misconduct. This includes activities which disadvantage other students (including destruction or damage to school or university property). There is also a process of punishment for such offences, which can include community service--and for serious incidents, can also include suspension from the University. Further information can be found in the 2004/2005 University Calendar under "Student Code of Academic Misconduct

When in doubt, talk to your professor

As a general piece of advice, if you have any concern at all about the potential for your activities to be considered plagiarism, talk to your professor first! It is your responsibility to know the rules and follow them.

For further misconduct information please refer to:

www.ryerson.ca/calendar/2004-2005/sec_102.htm

WHEN TO USE REFERENCES AND HOW TO WRITE THEM CORRECTLY
by Dr. B.L. Kelsey (1996)

When to Use References

You must give credit to the author or producer of a piece whenever you use anything from their work, regardless of whether that piece is written on paper, distributed over the Internet, obtained during an interview or shown on television. You give credit by explicitly referencing the author or authors in the text of your report and giving a detailed reference notation at the end of the report. You are required to acknowledge the contributions of others whenever you:
1. quote directly from a work,
2. paraphrase the thoughts contained in a work,
3. summarize the ideas contained in a work, or
4. use statistics collected, calculated or reported by someone else.

Failure to do so is called plagiarism. To plagiarize is to "steal or pass off (the ideas or words of another) as one's own, "or "use (a created production) without crediting the source" (Webster's, 1983). It is both unethical and illegal. Furthermore, it is against Ryerson's policies regarding academic conduct, and academic penalties will be imposed on students caught plagiarizing.

The only time you do not give credit is when you are expressing your own unique ideas and thoughts, or creating your own data from your own original research. A good rule of thumb is: When in doubt, reference it!

Examples of References in APA Style

The School of Information Technology Management uses the reference style outlined by the American Psychological Association. This style is used widely throughout the academic community. References are to be placed at the end of your report. The only time you do not put a reference at the end of a report is if the information was obtained verbally or from a non-recoverable electronic source, such as an e-mail (APA Manual). Then, you only cite the reference in the text of your report. The person is identified by his/her initials and surname and the date on which you received the information is given, for example:

B.L. Kelsey (personal communication, February 5, 1996)

Below are examples of how to write up references, listed alphabetically by category type.

Books

Bandura, A. (1986). Social foundations of thought and action. Englewood Cliffs, NJ:
Prentice Hall.

McGrath, J.E., & Hollingshead, A.B. (1994). Groups interacting with technology. Thousand
Oaks, CA: Sage Publications.

Book Chapters

Zmud, R. W. (1990). Opportunities for strategic information manipulation through new
information technology. In J. Fulk & C. Steinfeld (Eds.), Organizations and communication technology (pp. 95-116). Newbury Park, CA: Sage Publications.

Electronic Media

1. Abstract on CD-ROM

Bower, D.L. (1993). Employee assistant programs supervisory referrals: Characteristics of referring and nonreferrring supervisors [CD-ROM]. Abstract from: ProQuest File: Dissertation Abstracts Item: 9315947

2. On-line Abstract

Meyer, A.S., & Bock, K. (1992). The tip-of-the-tongue phenomenon: Blocking or partial activation? [On-line]. Memory & Cognition, 20, 715-726. Abstract from DIALOG File: PsycINFO Item 80-16351

** "Do not end a path statement with a period, because stray punctuation in a path will hinder retrieval" (APA Manual).

3. On-line Journal

Funder, D.C. (1994, March). Judgmental process and content: Commentary on Koehler on base-rate [9 paragraphs]. Psycoloquy, [On-line serial], 5, (17). Available FTP: Hostname: princeton.edu Directory: pub/harnad/psycoloquy/1994.volume.5 File: psycoloquy.94.5.17.base-rate.12.funder

Government Reports

U.S. Small Business Administration. (1985). Selecting the legal structure for your firm (Management Aid No. 6.004). Washington, D.C.: U.S. Government Printing Office.

Journal Articles

Bettenhausen, K.L. (1991). Five years of groups research: What we have learned and what needs to be addressed. Journal of Management, 17, 345-381.

Elam, J.J. & Mead, M. (1990). Can software influence creativity? Information Systems Research, 1, (1), 1-22.

Newspaper or Magazine Articles

Allard, C. (1990, August). How the law is changing business. Canadian Business, pp. 43, 44, 46.

National Bank in deal with Metropolitan Life. (1996, January 23). The Globe and Mail, p. B4.

Proceedings from Conferences

Gist, M.E. (1986). The effects of self-efficacy on training task performance. Academy of Management Best Paper Proceedings, 250-254.

Technical Reports

Bottger, P.C., & Yetton, P.W. (1984). Group problem solving: Roles of resources, strategy and creativity. (AGSM Working Paper Series 84-20). Sydney, Australia: University of New South Wales, Australian Graduate School of Management.

Mazzeo, J., Druesne, B., Raffeld, P.C., Checketts, K.T., & Muhl, A. (1991). <u>Comparability of computer and paper-and-pencil scores for two CLEP general examinations</u> (College Board Rep. No. 91-5). Princeton, NJ: Educational Testing Service.

Television Series - Single Episode

Hall, B. (1991). The rules of the game (J. Bender, Director). In J. Sander (Producer), <u>I'll fly away</u>. New York, NY: New York Broadcasting Company.

The examples used for the sections "Abstract on CD-ROM", "On-line Abstract", "On-line Journal" and "Television Series - Single Episode", and the Mazzeo et al. (1991) reference are taken directly from the APA Publication Manual.

References

American Psychological Association. (1994). <u>Publication manual of the American Psychological Association</u> (4th ed.). Washington, D.C.: Author.

Webster's Ninth New Collegiate Dictionary. (1983). Springfield, MA: Merriam-Webster Inc.

STUDENT COMPLAINTS PROCESS

The School of Information Technology Management is committed to assuring students that their complaints will be heard without any jeopardy to their academic grades.

Complaints should be expressed to the appropriate people as soon as a warranted situation arises to allow for due process to occur.

1. All complaints regarding individual courses should be first directed to the attention of the faculty member teaching the course

2. All academic complaints beyond individual course concerns should be directed to the ITM Director, James Norrie, Room S354, (416) 979-5287.

3. All non-academic complaints should be brought to the attention of the Administrative Assistant to the Director, Darlene Gibson, Room S354, 979-5000, Ex. 6360.

ACADEMIC APPEALS

FOR FULL INFORMATION ON RYERSON'S APPEALS PROCESS PLEASE SEE THE RYERSON STUDENT GUIDE AND UNDERGRADUATE CALENDAR AVAILABLE AT ADMISSIONS/INFORMATION CENTRE, LOWER GROUND FLOOR, LIBRARY RESOURCE BUILDING.

USEFUL INFORMATION

Academic Policy: Refer to Ryerson Student Guide and Undergraduate Calendar for information regarding academic policy. www.ryerson.ca/acadcouncil

ITM Departmental Council: The function of the ITM Council is to develop and recommend policy relevant to the School as it relates to the general policy of Ryerson Polytechnic University.

The membership of the Council consists of a student representative from each class, elected by his/her classmates, plus the Director and faculty of the School.

Meetings are held periodically throughout the year and may be called either by the student representatives or faculty whenever a matter of importance to the School arises.

Ancillary Fee: Students pay an ancillary fee of per term, regardless of registered courses. This fee is used to support the cost of teaching materials in ITM courses, which include computer paper, transparencies, handouts, etc. It does not, however, cover the cost of laser printing. Refer to Computer Lab section of this handbook.

Attendance: As pointed out in the Ryerson Student Guide, regular attendance in class is important for academic success. Check each course outline to determine the specific rules and policies regarding class attendance.

If you are forced to be absent from Ryerson for more than a few days due to a prolonged illness, accident, or family situation, you should contact Tina Fiorante, Student Affairs Coordination Full-Time Degree, at (416) 979-5000, ext. 6365, to advise her of the situation. You are, of course, responsible for "catching up" any missed classes by contacting all of your professors during your absence.
NB: Students must provide a student medical certificate which is available on the Ryerson web at: http://www.ryerson.ca/rr/medical.htm (A prescription pad not acceptable) or any official documents (i.e. death certificate etc.) if absent during a test or an exam period within 3 business days.

Emergency Messages: The ITM office cannot take messages for students but will attempt to contact students in **emergency** situations.

Employment: The Placement Centre, Fourth Floor, Jorgenson Hall, provides services regarding full/part-time and summer employment. Each year the Centre arranges for companies to come "on-campus" to recruit our graduates for both permanent and summer employment. Many of our students have received positions through the Centre. Jobs will also be posted on a bulletin board located near KHS354 when specific opportunities are available (part-time or full-time) to our students and graduates. If you are interested in a position, keep checking this bulletin board as well as the Placement Centre.

English Language Centre: Provides assistance for students whose first language is not English. Located in the English Department, 5th Floor, Jorgenson Hall, (416) 979-5105.
(Please refer to "International Services for Students" & "English Language Resources" pages)

Faculty Counsellors--Student Counselling: Each faculty member sets aside approximately 3-5 hours per week to be available to meet with students to discuss any questions or problems they may have. Counselling hours are noted on the doors of faculty offices. As well, your instructor's counselling hours are noted on your Course of Study handout. However, students may request an interview at other times.

If you feel you are not progressing as well as you would like, or if you are concerned about anything at all, make sure you consult with your professors. They will help you in any way they can.

Lockers: Please be advised that first, second, third and forth year students will need to share lockers. Your locker will be assigned to you when you register. Check with the ITM Office in KHS354 if you have any problems concerning your locker.

Lost and Found: Items found may be turned in to the ITM office or taken to the Security desk - Lower Ground Floor, Jorgenson Hall.

Study Skills Sessions: The Centre for Student Development and Counselling offers a series of lectures/workshops designed to assist students with both study and life skills. Refer to this handbook for the Day-time Sessions being offered throughout the Fall and Winter academic year.

Writing Centre: The Writing Centre is a service available to students who need to refine their strategies of organization and writing in order to produce effective papers. Bring a draft of your assignment to the centre **a minimum of three days before the assignment is due** so that you have time to revise. This is not a proofreading service. Please see the Ryerson Student Guide for further details.

Where To Eat: One of the benefits of being at Ryerson (and trust us, there are lots) is that there are so many truly excellent places on campus and in the surrounding area to feed your face. Many students actually stay at Ryerson for an extra year just 'cause the food is so darn good!

(Okay, this is a bold faced lie, but it was worth a shot, right?). Check your Student Guide (available at the Admissions counter) for neat-o coupons to use on what else **FOOD!** May we suggest…

The Hub

Located on the first floor of Jorgenson Hall, this is the main cafeteria. Great for mingling and munching, there are tons of options including a pita pit, chinese, a sandwich counter, hot soups, pasta made to order, snacks, Pizza Pizza and much more.

Pitman Hall

Another excellent cafeteria, as Pitman rez students can attest. Use your food plan cards here (and anywhere else on campus). Buy a round of desserts and make lots of new friends.

Mutual Street, Pitman Hall Residence.

Tim Horton's

Feeling a little sluggish? Forget the ginseng, go get a good cup of coffee, tea, juice or water. Bagels and muffins and cookies too. Stands are located in The Hub, the Business Building and in Kerr Hall.

Fun With Wieners

The best sausages in town are only steps away. Visit two excellent vendors right here at Rye, George and Ernie. Veggie dogs, Polish sausages, Jumbo Dogs, so many choices, so little time. Located outside the entrance to Jorgenson, on Victoria Street.

Off Campus

The choices are endless…there's the Eaton Centre Food Court, Harvey's, Taco Bell and tons of other fast-food havens. Plus plenty of great restaurants to discover and hang out in. Feeling bold? Try some "Thai" at Salad King on Gould Street. Just look around and in the words of Toucan Sam follow your nose, it always knows…

ENGLISH LANGUAGE RESOURCES AT RYERSON

FOR STUDENTS WITH ENGLISH AS A SECOND LANGUAGE (ESL)

1. **English Language Resource Centre**
   5th Floor Jorgenson Hall
   ext. 6134
   Free individual one-to-one language tutorials with Ryerson English Instructors.
   Maximum one hour/week per student.
   First come, first served sign-up basis

2. **English Language Courses offered by the Department of English**
   Courses require an interview/placement assessment.
   LNG 100   English: Language and Identity
   LNG 200   English: Language and Public Life
   Credit course accepted by most departments.

3. **Continuing Education English Language Courses**
   Numerous ESL courses offered throughout the year; prerequisites or
   interview/placement assessment required.
   Intensive courses offered during the spring and summer sessions (COEN 360
   and COEN 361).
   CLNG 100 and CLNG 200 - credit course accepted by most departments.

4. **Tutor Registry**
   A144 Jorgenson Hall
   Ext. 7350
   Peer tutors available for hire ($9.00 - $20 per hour) including student tutors willing to help with
   English language.

5. **Casual English Language Conversation Sessions**
   Offered through the International Student Peer Supporter Program.
   Peer led English language conversation session (open to all students).
   Ext. 6690 or 6663 – International Services for Students

6. **Writing Centre**
   2nd Floor Learning Resource Centre
   ext. 7192
   Revision of student's draft written material and provision of strategies for organization. Will not
   revise material for ESL courses.

For more information contact: www.ryerson.ca/internationalservices
   Or contact directly at: 416-979-5000 ext. 6663 or 6690

STUDENT BENEFITS

<u>Health Services</u>
The Ryerson Health Centre offers an assortment of services available to the Ryerson community.

Primary Care Services are provided by family physicians and nurses. Almost all services are covered by Provincial Health Insurance or OHIP. The services offered include:

- *General Medical Care*
- *Birth Control (advice and prescription) Morning After Pill*
- *STD (diagnosis, treatment, & information) Annual Physicals*
- *Health Related Counselling*
- *Sports Medicine*
- *Allergy Shots*
- *Immunizations*
- *Blood Tests*
- *Referrals to Specialists*
- *Access to Nutritional Counselling*

Health Related Counselling is involved with seminars and group health fairs, individual counselling, computerized health assessments, and resource rooms are available. Topics include smoking cessation, breast health, sexuality, AIDS prevention, etc…
Wellness Counselling is also available to help manage stress, anxiety, and pain.
Programs exist for psychosocial skills training for managing hypertension, diabetes, arthritis, asthma, and other autoimmune conditions.

TIP: If you are feeling stressed, massages are covered for full time studies under the student health plan. Take advantage of this great benefit!

Location:	West Kerr Hall in Room W181
Time:	Monday to Friday 8:30-5:00pm
	By appointment or walk-in
Telephone:	(416) 979-5070

HELP PAGE!!!

WHAT DO I DO WHEN I	CHECK WITH ...
(a) am late for registration? (b) have timetabling problems? (c) want to drop/add a course?	Tina Fiorante, Student Affairs Coordination Full-time Degree, KHS354
(d) need advice on program matters?	James Norrie, Interim Director, KHS354
(e) have course problems?	Contact your instructor. (Teacher timetables are available in the main office). Counselling hours are posted on office doors.
(f) have fees problems?	Student Fees, Lower Ground Floor, Learning Resources Centre.
(g) have change of address?	Student Records & Registration, Ground Floor
(h) have a concern about lockers?	ITM office
(i) need information concerning printed resource material?	Bob Jackson, 6th Floor Library.
(j) need information concerning media material?	Bob Jackson, 6th Floor Library.
(k) have problems not listed above?	ITM Director James Norrie Marge Paglieri Administrative and Student Affairs Manager Darlene Gibson, Administrative Assistant

SERVICES FOR STUDENTS REQUIRING APPEALS/ACADEMIC ASSISTANCE

Contact	Location	*Number*	E-mail	Web site
ADVOCACY				
Andrew Noble RyeSAC	A-62	Ext. 7508	anoble@ryesac.ca	www.ryerson.ca/studentservices
Betty Rigler Student Services	A-306 Jorgenson Hall	Ext. 7352	brigler@ryerson.ca	
Frank Cappadocia CESAR	LB-75-B	979-5193	fcappado@ryerson.ca	www.ryerson.ca/cesar
Nora Farrel - Ombudsperson	2nd Floor, Oakham House	Ext. 7450	ombuds@ryerson.ca	www.ryerson.ca/ombuds
MEDICAL FORMS				www.ryerson.ca/rr/medical.htm
CENTRE FOR STUDENT DEVELOPMENT & COUNSELLING				
	A-418, 4th Floor Jorgenson Hall	979-5195	devcoun@ryerson.ca	www.ryerson.ca/services/develop
Suspended Students Seminar				
Rosemary Volpe, Sahri Woods-Baum	A-418, 4th Floor Jorgenson Hall	979-5195	rvolpe@ryerson.ca swoodsba@ryerson.ca	
LEARNING SUCCESS CENTRE, STUDENT SERVICES				
	A-314, 3rd Floor Jorgenson Hall	979-5000 x7350	lss@ryerson.ca	www.ryerson.ca/lss
CAREER COUNSELLING				
Hyacinth Parris	A-400 4th Floor Jorgenson Hall	979-5177	career@ryerson.ca	www.ryerson.ca/career
TUTOR REGISTRY				
General Inquiries	Student Success Centre, A-144	979-5187	cetutor@ryerson.ca	www.ryerson.ca/studentservices/studentprogs
WRITING CENTRE				
General Inquiries	L-266 2nd Floor Jorgenson Hall	979-5000 x7192		
MATH CENTRE				
General Inquiries	L-266 2nd Floor Jorgenson Hall	979-5000 x5079		
ENGLISH LANGUAGE CENTRE				
General Inquiries	5th Floor, Jorgenson Hall	979-5105		

RYERSON SERVICES

Please note, this is not a comprehensive list of all services. For more listings, contact RyeSAC at www.sac.ryerson.ca

Access Centre
Location: 285 Victoria Street, Bus. Building, Lower Level
Hours: Monday to Thursday 8:30 a.m. to 6:30 p.m. and
                                   Friday 8:30 a.m. to 4:30 p.m.
Voice phone number: (416) 979-5290
Email: accesctr@ryerson.ca
TTY/TDD: (416) 979-5274

The Access Centre helps students with a wide range of disabilities adapt to life on campus. The Centre provides advice and co-ordinates the provision of services and adaptations both in academic areas and in the physical environment on campus so that students may achieve personal successes. Stop by or e-mail: accesctr@acs.ryerson.ca for more info. You can also pick up your GO Transit discount cards here!

Athletics and Recreation
Location: Underground, inside the Quad
                                   Monday to Friday 6:30a.m. to 10:30p.m. and
                                   Saturday and Sunday 9:30a.m. to 6:00p.m.
Phone number: (416) 979-5096
Email RAC: rac@ryerson.ca
Email SPORTS: athletic@ryerson.ca

The RAC provides a variety of recreational services including fitness, athletic teams, athletic therapy facility and intramural. To use the facilities you must possess a valid student ID card and purchase a RAC card for a one-time fee of $20.00 & replacement Fee $15.00. There are extra charges for specialty classes.

Career Centre
Location: JOR 400
Hours: check door for hours
Phone number: 416-979-5177
E-mail: career@ryerson.ca

Centre for Student Development & Counselling

Location:	JOR 402
Hours:	check door for hours
Phone number:	416-979-5195
E-mail:	www.ryerson.ca/counselling
	Devcoun@ryerson.ca

Successful university level study requires that a student possess the skills to be an independent and self-directed learner. If you want to get ready for this kind of learning, pay a visit to the Centre and/or attend the skills session they offer through the Method of Inquiry seminars. Core learning skills are covered, as well as specialized sessions and one-on-one counselling. This is an excellent way to ensure that you start off right at Ryerson, and stay on track.

English Language Centre

Location:	English Department 5th Floor Jorgenson Hall
Hours:	Check door for hours.
Phone number:	416-979-5105

Provides **FREE individual one-on-one tutoring assistance** for students whose first language is not English. Maximum 1 hour per week / per student, **first come, first served, signup basis.**

Community Food Room

Location:	Podium, POD-63
Hours:	9:00am – 5:00pm
Phone number:	416-597-0723 Ext. 226

Making ends meet is a tough thing to do especially with tuition going up faster than speeding bullet. Here is one way to make sure you are eating more than Kraft Dinner and crackers. Student Feedback provides a number of services including a food bank, good food boxes, and a referral service! Students can also help by either donating or getting involved in one of the three food drives throughout the year. For more information or to use the service (no questions asked) stop by or give them a call…your stomach will thank you!

Mathematics Centre:

Location:	2nd Floor, Library Building, LIB-266-B
Hours:	Check door for hours.

The math centre provides assistance to those taking calculus, algebra, and probability & statistics courses. There are tutors available to help with course material. The staff is comprised of students, faculty or retired members of faculty. (This means they are qualified smart people). Their level of expertise and available time will vary. Appointments are not necessary, walk-in visits are welcome.

Office of the Ombudsperson

Location:	Oakham House, Room D
Hours:	Monday - Friday usually 9:30a.m.-6:30p.m. (may change)
Phone number:	416-979-5000 ext. 7450
Email:	ombuds@ryerson.ca

The office of the Ombudsperson is available to students who have exhausted all formal channels regarding unresolved problems. The Ombudsperson is there to provide support, information and to investigate procedures and policies not covered by the University. A referral may also be suggested.

Ryerson Bookstore

Location:	17 Gould Street
Hours:	Monday to Thursday 9:00a.m. to 4:30p.m.
	Friday 9:00a.m. to 4:30p.m.
	Saturday 11:00a.m. to 3:00p.m.
Phone number:	416-979-5116

The bookstore supplies all necessary course material for all Ryerson courses. It also stocks the necessary school supplies and school paraphernalia. The bookstore accepts all exchanges within 5 days of purchase but does not accept funds on textbooks. No refunds or exchanges on special order and sale merchandise. Books can also be resold to the bookstore.

Ryerson Student's Administrative Council (RyeSac)

Location:	Lower level, Podium, POD-62
Hours:	Monday to Friday 9:00p.m. - 5:00p.m.
Phone number:	416-597-0723

Ryesac operates the Eye-opener Student Newspaper, arrangements for Grad photos, distribution of health plan and many other activities. Be sure to also pick up your free Ryerson Student Planner provided by Ryesac.

Security on Campus

Location:	Library Building, LIB-78 (near entrance)
Hours:	24 hours, 7 days a week
	OR
	416-979-5001 - Free from any campus pay phone.
	Just look for the blue phones!

Ryerson Security is committed to and responsible for promoting a safe, healthy and equitable study, living and work environment on campus. And they're always there for you, like a big warm fuzzy blanket. There is Walk and Watch Program in effect, which you may want to use if you are going to be working alone on campus. Security officers can escort students, faculty, staff and visitors to specific places on the Ryerson campus or to the Dundas subway 24 hours a day. Pick up the "Keeping You Safe on Campus" brochure for more information and helpful tips about crime-proofing yourself and your environment in this big 'ol city!

Writing Centre

Location:	2nd floor, Library Building, LIB-266-A
Hours:	Check door for hours.
Phone number:	979-5000 ext. 7192

The Writing Centre provides strategies, tips and revisions of student's written material. Appointments are necessary and can be made by writing their name in the appointment book. All appointments are made on a first come, first serve basis and should be made in advance, especially during the busiest times of year. A draft should be brought for revision.

Tip: This is not a proof-reading service!

Used Bookstore

Location:	Lower Podium, POD-80
Hours:	Monday to Friday 11:00AM – 6:30PM
Phone number:	416-597-0547

The Used Bookstore is run by RYESAC. The store buys back books for cash or sells them on consignment. It does operate in the spring and summer terms, check for hours.

STUDENT RIGHTS

Learning Environment

At Ryerson the learning environment of students is a priority, as outlined in policies and collective agreements. The primary concern of the faculty is the students.

Faculty commits to maintaining punctuality in their teaching schedule or course of study, while also having each session planned and prepared for the students. In addition, faculty also make themselves available for student inquiries by the posting and observance of reasonable office hours. These efforts are applied in order to create a learning environment, which allows for intellectual curiosity to be stimulated as well as to foster a desire and enthusiasm for learning.

Course Management Policy

At the beginning of each course and throughout the semester, each student receives essential information about the course. The outline provided by each professor must include the following:

- *Professor's name, office location, and office telephone number.*
- *Professor's office hours (times that the students may speak to professors outside of class).*
- *A description of the course.*
- *A list of course assignments, tests, and approximate deadlines.*
- *A marking or evaluation scheme (what each assignment, test, exam or other course requirement will be worth, as part of the final grade).*
- *A statement of teaching mode.*
- *If any changes in course assignments, tests, approximate deadlines, or in the marking or evaluation scheme must be discussed in class prior to being implemented.*

Right to Appeal

As a student at Ryerson you have the right to appeal your final grade and/or academic standing. As a result, you have the right to see all the work you have completed for the course, which includes the final exam. **For more information on your right to appeal see the APPEALS section of the Student Guide at www.ryerson.ca/undergraduate/studentguide and Undergraduate Calendar, academic appeals policy at www.ryerson.ca/rr/appeals.**

Right to Participate

All Ryerson students have the right to participate in Ryerson governance. This is legislated in the Ryerson Act. These areas include the Board of Governors, Academic Council, and department/school councils.

Rights Regarding Research

You have the right to refuse to participate in research and experiments as a subject without penalty. You also have the right to conduct research of your own, publish, discuss, and exchange findings without penalty.

If you do plan to conduct research of your own be sure to find out more about Ryerson's policy on Ownership of Student's work in Research projects. All faculty have a copy of this policy in their Research and Policies and Procedures Manual. Copies are also available call: (416) 979-5042.

Freedom from Discrimination

Ryerson's Discrimination and Harassment Prevention policy recognizes and protects all members of Ryerson community. All members have the right to study in an environment that is free of discrimination.

Last Week of Class

The last week of all classes prior to the exam period must be completely free of all scheduled test and exams. In doing this, students are given time to complete assignments and study for the upcoming examination period.

Ownership of Work

All students have the ownership as well as copyright of the work that they produce. (Even any cheesy poetry that may or may not begin with the line "Roses are red…" is ALL yours.) If a special arrangement has been made regarding ownership, then the department/school also has a specific policy that must have been approved by the Academic Council. Students may be asked to sign a release form, which will allow their work to be retained by the department/school.
All assignments handed in, as long as submitted on time, should be returned by the end of the term, unless other arrangements have been made.
EXCEPTION: Final exams are not returned. However the professor retains them for a full year. You do have the right to see your final exam if you are considering an appeal or for your own learning purposes.

Right to Confidentiality

All personal information, including your academic record, address, and telephone number is considered confidential and will not be given to anyone without written permission, excluding authorized Ryerson personnel. The only other exception is in the instance of subpoena or court order.

Right to Complain

All student of Ryerson have the Right to complain without jeopardizing his or her academic evaluation.

ITM STUDENT AWARDS

Academic excellence is recognized and rewarded through the following awards, which are presented each year at the School's Awards Ceremony in November. The criteria of some awards may be changed from year to year. To be eligible for awards, students must be continuing in the program on a full-time basis. **Subject to change for the 2004/2005 academic year.**

Director's Award
To a ITM part-time degree student with highest cumulative grade
point average upon completion of a minimum of 20 courses

International Student Exchange Scholarship
Academic Excellence for a student participating in the exchange
program

Enbridge Gas Distribution Award (*Summer Employment Opportunity*)
The opportunity for a summer job following third year
is given to a student who achieves high academic
standing in second year. Students must apply prior to September 20.

CTCA Telecommunications Scholarship
Highest average in any two advanced Telecommunications courses.

Paul Hasenecker Memorial Award
Highest standing in Database Design.

Summer Practicum Report Prize
Awarded to the student who writes the best Practicum
report at the conclusion of the Summer Term Practicum.

Evelina J. Thompson Award
To a student who has demonstrated outstanding
academic performance in Fundamentals of Learning while
maintaining overall academic proficiency in third year

Mabel Geary Proficiency Award – Presented by Enbridge
For outstanding academic achievement over four years of program.

Haynes Award
For superior performance in Data Communications and overall
maintaining "B" average.

Director's Award in Telecommunications
To the student who achieves the highest standing
in Telecommunications Technology & Applications
while maintaining overall proficiency in second year.
Students must apply prior to September 20.

Faculty of Business Award of Excellence
To 8 full-time students with high term GPA performance
in the academic year, while maintaining an 80% course load

Yolanda Coppolino Award
To a full-time student who has attained the highest average
in a required Year 3 Professional Course

Irene Sahota Award
To a full-time Information Technology Management
Student who has achieved highest standing in

Systems Analysis and Design

Donald K. Jackson Award
To a student currently enrolled in second year demonstrating leadership qualities
while maintaining overall academic proficiency in first year.

Scotiabank International Scholarship
To a student with the highest academic achievement at the end of
first year of studies.

ITM Notebook Scholarship
To a full-time student in second year of the Information Technology Management
degree *Learning* EDGE Program.

Barbara Kelsey Memorial Scholarship
Superior academic performance in third year degree studies currently registered in
Information Technology & Strategic Management, ITM700 during the Fall semester

Dianne Dunn Memorial Award
Outstanding academic performance in two required first year courses

ITM Faculty Leadership Award
To a full-time student who has demonstrated leadership ability and superior volunteer
work within the Ryerson community

ITM Course Union Award for Student Involvement
The ITM Course Union Award for Student Involvement

J.L. Beaton Award
To a Coop student with superior cumulative grade point average

Dave Codack Academic Achievement Award
To a full-time student for demonstrating the greatest improvement in
grade point average at the end of the third year

Tom Kinnear Award for Women in ITM
Awarded for the best short essay on increasing participation of women in ITM

SAS ThinkPad Award for Knowledge Management
(Awarded an IBM ThinkPad Notebook)
To a full-time degree student who has demonstrated outstanding performance
in knowledge management courses

"Innovation Nation" Royalties Book Prize
Awarded to a student team for outstanding performance in Establishing an eBusiness
Operation ITM360

Award of Excellence in Honour of Barbara Lynn Kelsey
For highest academic standing in ITM700 and ITM800

Barbara Kelsey Gold Medal Award
Awarded to a team of students for outstanding performance in ITM700 and ITM800

ITM COMPUTER LABS/WIRELESS CLASSROOMS

The following computer labs are under the jurisdiction of the School of Information Technology Management: KHW375, KHW377, and KHW379. As first and second year ITM students, you will be provided with your own wireless network laptop on orientation day to access ITM's computing system and resources not just from the ITM Department but anywhere around the Ryerson campus. **You will, therefore, have limited access to the ITM computer labs which cater to non-laptop ITM/AIM program students.**

KHW360, KHW362 & KHW371 are teaching classrooms with wireless laptop connections. KHW373 is ITM's laptop helpdesk and maintenance depot where you can take your laptop for service in case it malfunctions.

The School has made every effort to provide students with the best possible computing environment. It is the responsibility of everybody in the ITM community to maintain and preserve such an environment. To enjoy the privileges of computer learning, students are expected to behave appropriately in the labs/wireless classrooms, conform to lab policies and follow the code of conduct. Use of ITM labs/wireless classrooms is restricted exclusively to the ITM community. Unauthorized users are not allowed in the labs/wireless classrooms. Do not bring food or drinks into the labs/wireless classrooms. Mischievous acts and abuses of computing privileges or the email system are strongly discouraged. Penalty for any of these offences is an immediate loss of computing privileges. To learn more about the lab policies and students code of conduct, point your browser to "Service & Support Unit" in ITM's web site (http://www.ryerson.ca/itm).

Check out ITM's and the Learning Edge web sites as often as possible as it is a means of communication between the School and the students where notification of program changes, important dates and events within the University will be posted.

Ancillary (Lab) Fee: The ancillary fee of $37.00 a full time student or $10.50 a part time/CE student pays each semester is used to support the cost of laser printing and teaching materials such as handouts, transparencies, student handbooks, and course outlines, etc. ITM in return allows each full time student $22.50 print credit out of their ancillary fee each semester for laser printing. Part-time degree, Continuing Education and Hospitality will get $5.00 print credit per ITM course.

Laser Printing Policy: You can send your documents to laser print from any ITM computer lab or wireless classroom. Print jobs can be picked up from KHW375, KHW377, and KHW379 or any Ryerson labs (e.g. W71, Library, etc.) where a printer station and a reader are present

The cost of additional laser printing for all students is 10 cents per page. You can load additional funds at the Multiprint Office (JOR02 in Lower Ground 1, Jorgenson Hall). Please visit their web site at www.ryerson.ca/onecard for office hours and other information.

Printer Station/Card Reader Malfunction: In case of printer station or card reader failure in the ITM computer lab, you can print from W71 or the Library. The printing procedures in these two locations are exactly the same as in the ITM labs, however, you need to log in to their workstation using your **hopper ID** and your **hopper password**.

Print Job Refunds: Refunds are available only if your print job exceeds **$2.00** and no document is being printed but the card reader shows that money has been deducted from your account. To claim your refund, please bring your ID to see a technical support staff in KHW383. You will have to sign a form and take it personally to Multiprint (JOR02) to get your refund. Multiprint will verify your claim against their records before a refund will be processed.

NEW RYERSON MATRIX E-MAIL ACCOUNT

As per the new policy, all returning **Full** and **Part-time undergraduate and graduate degree students** will be required to have a Ryerson Matrix e-mail account as of the **FALL 2004**

You will be required to activate and maintain a Ryerson Matrix E-Mail Account

THIS SHALL BE AN OFFICIAL MEANS BY WHICH YOU WILL RECEIVE UNIVERSITY COMMUNICATIONS.

(NOTE: Department or Program e-mail accounts are not MATRIX accounts.)

IF YOU CURRENTLY HAVE AN ACCOUNT IT MUST BE REACTIVATED EACH YEAR.

IF YOU DO NOT HAVE AN ACCOUNT PLEASE GO TO:

WWW.CCS.RYERSON.CA

CAUTION: If you choose to forward Ryerson e-mail to another account, you risk losing the information.

ITMSA
ITM STUDENTS ASSOCIATION

A Message from the President

Well, here you are. After much deliberation and contemplation you've landed here in ITM. This program will give you a unique combination of business and technical skills that will be most useful in the mysterious world that will dawn upon you in 4 years give or take a few years.

"University is a time in your life to grow, to learn about yourself." -- Everyone

I'm not going to bombard you with clichés. You know what University is about. What I will do however, is give you two pieces of advice:

Firstly, avoid digging yourself into a hole. Time management is absolutely critical especially with the number of group projects you will receive. Those assignments can accumulate and soon you will be knee-deep in projects. Take up good time management habits from day 1.

Secondly, get involved. Make a point of coming out to events that ITMSA organizes.   You'll get a chance to learn a few things, and meet other ITM students in the process. The people amongst you in your program will more likely than not, be the people around you after you're done school. They will be your co-workers, project leaders, or even your connection that lands you a great job. Develop your interpersonal skills, and it'll show in your interviews. For you first year's: Go to FROSH! Your first year will be so much better when you know a few people.

Throughout the year the ITMSA will organizing a number of functions: Pub nights, ski trips, Speakers nights, Benefit Concerts. We also send a large group of students to the Canadian Undergraduate Tech Conference (CUTC). And lastly, our annual Boat Cruise: an end of year party not to be missed. Keep your eyes open for events posted on our website, sign up to our mailing list, or contact us via our E-mail address.

Good luck to everyone and Welcome to Ryerson,

Jason Jang
President, ITMSA

ITMSA.ca   ITMSA@RYERSON.ca

ITMSA
ITM STUDENTS ASSOCIATION

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President
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Social Events Team
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Zaker Khan
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ITMSA.ca   ITMSA@RYERSON.ca

IMPORTANT UNIVERSITY SERVICES AND THEIR LOCATIONS

1. ACCESS CENTRE
    Main Location: Business Building Lower Level (BUS-LL)
    www.ryerson.ca/accesscentre
    3rd Floor, Jorgenson Hall, JOR 300 for students with physical or sensory disabilities

2. ADMISSIONS/LIAISON/CURRICULUM ADVISING
    Lower Ground Floor, Library Building, LIB 82

3. ATHLETICS & RECREATION
    General Information - RAC (Located within the Quad)
    Interuniversity Sports - KHW 389

4. BOOK STORE
    17 Gould Street

5. CAREER CENTRE
    4th Floor, Jorgenson Hall, JOR 400

6. CENTRE FOR STUDENT DEVELOPMENT AND COUNSELLING
    4th Floor, Jorgenson Hall, JOR 402

7. CONTINUING EDUCATION
    380 Victoria Street, JOR 100

8. FEES OFFICE
    Ground Floor, Library Building, LIB 66

9. FINANCIAL AID OFFICE
    O.S.A.P. ("Ontario Students Assistance Program")
    3rd Floor, Jorgenson Hall, JOR 300

10. DISCRIMINATION AND HARASSMENT PREVENTION SERVICES
    2nd Floor, Podium, POD-254-A

11. HEALTH SERVICES
    Main Floor, West Kerr Hall, KHW 181

12. INTERNATIONAL STUDENT SERVICES
    3rd Floor Podium, POD-448

13. OPEN COLLEGE
    415 Yonge Street, 16th Floor

14. REGISTRATION SERVICES & RECORDS
    Ground Floor, Library Building, LIB 70

15. RYERSON STUDENTS' ADMINISTRATIVE COUNCIL (RyeSAC)
    Lower Ground Floor, Podium, POD 62

16. ITM STUDENT ASSOCIATION
    Lower Ground, Kerr Hall West, KHW 68

17. SAFETY/SECURITY OFFICE
    1st Floor, 111 Bond Street & Lower Ground Floor, Library Building, LIB 78

18. STUDENT HOUSING SERVICES
    Ryerson Student Residence, 160 Mutual Street, Pitman Hall, PIT-100

19. STUDENT SERVICES
    Jorgenson Hall, JOR 302

20. UNIVERSITY ADVANCEMENT
    2nd Floor, Jorgenson Hall

21. WRITING CENTRE
    2nd Floor, Library Building, LIB-266-A