

**NorQuest College Board of Governors
Public Meeting**

November 2, 2020
6:00 p.m. – 8:30 p.m.

MINUTES

<p>Attendees: Carla Madra, Board Chair Brian Hjlesvold, Vice Chair Carolyn Campbell, President & CEO Chris Lavin Gayle Burnett Jennifer Cleall Jenny Adams Joette Decore Leslie Sayer Lily Le Maria Bavaro</p> <p>Regrets: Albert Nsapu Bilan Ahmed Philomina Okeke-Ihejirika</p>	<p>Resource Team: Brad Arkison, Acting VP External Affairs & Brand David Middagh, Chief of Staff & Director of Strategy Jill Matthew, Chief Customer Experience Officer Laurel Evans, VP People & Culture Marian Gayed, VP Business Development Michelle Beck, VP Corporate Services & Finance Norma Schneider, VP Academic</p> <p>Recorder: Wanda Winsor, Board Coordinator</p> <p>Guests: Jonathan Robb, AVP Customer Experience & Retention Tibetha Kemble, Sr Manager Indigenous Relations Dave Melanson, Director Business Technology Services</p>
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1. OPENING

1.1. Quorum

Carla Madra, Chair, confirmed that attendance constituted quorum.

1.2. Call to Order

The Chair called the meeting to order at 6:15 p.m. and acknowledged that the meeting was taking place on Treaty 6 Territory.

1.3. Conflict of Interest

The Chair provided board members with an opportunity to declare a conflict of interest with any of the items on the agenda. None were declared.

2. APPROVAL OF CONSENT AGENDA

<p>MOTION Moved by L. Sayer and seconded by J. Decore THAT the Board of Governors approve and acknowledge all consent agenda items, as presented:</p> <ul style="list-style-type: none"> 2.1 Minutes of public meeting, June 8, 2020 2.2 Legislative Compliance and Changes 2.3 CFO Update and Financial Report, Q1 2020-2021 2.4 Investment Monitoring Report, Annual Confirmation on Compliance with Investment Limitations 2.5 Organizational Priorities Update
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- 2.6 Q4 CIP Scorecard
- 2.7 President's Written Report
- 2.8 Board Chair's Written Report
- 2.9 Brand Metric Update

CARRIED

3. APPROVAL OF AGENDA

MOTION

Moved by C. Lavin and seconded by B. Hjesvold THAT the Board of Governors approve the November 2, 2020 Public Board Meeting agenda as presented.

CARRIED

4. EDUCATION

J. Matthew introduced and welcomed Brad Arkison, Jonathan Robb and Tibetha Kemble to present the education portion of the meeting.

4.1 Brand & Marketing Strategy Update

B. Arkison provided an update to the Board on the college's evolving brand strategy and the incorporation of a new brand metric, Net Promotor Score (NPS).

4.2 Customer Attraction Strategy Update

J. Robb provided a presentation on our customer attraction strategy including the college's learner segments, common barriers to education, and our integrated approach to address those barriers.

4.3 Indigenous Imperative Roadmap

T. Kemble provide a presentation to the Board on the Indigenous Imperative Roadmap which is intended to advance NorQuest's Indigenization Strategy and the process of reconciliation. The Roadmap includes four priority areas and five recommendations.

T. Kemble and J. Robb exited the meeting following their presentations.

5. MOTIONS/ INFORMATION/ DISCUSSION

5.1 NQ Financial Results and 2019-2020 Consolidated Financial Statements

Management presented the 2019-2020 Consolidated Financial Statements to the Board of Governors for discussion. C. Lavin provided an update from the Finance & Audit Committee and indicated that an unqualified audit opinion was issued by the Office of the Auditor General (OAG) and that the OAG results package included a number of observations and one recommendation.

MOTION:

Moved by G. Burnett and seconded by J. Decore THAT the Board of Governors approve the 2019/2020 Consolidated Financial Statements as presented.

CARRIED

5.2 Signing Authority Policy

C. Campbell and M. Beck presented an updated signing authority policy to incorporate organizational structure changes and limits for standard, recurring transactions. The Board engaged in discussion and had questions which were clarified.

MOTION:

Moved by J. Adams and seconded by C. Lavin THAT the Board of Governors approve the amended Signing Authority Policy as presented.

CARRIED

5.3 Cyber Security Update

Dave Melanson joined the meeting and provided a presentation to the board on the college's current cyber security protocols, the global landscape and our future plans.

D. Melanson exited the meeting at 7:59 p.m.

5.4 Code of Conduct Policy Update

L. Evans presented a red-lined Code of Conduct Policy which has been amended to incorporate legislative changes.

MOTION:

Moved by J. Cleall and seconded by B. Hjlesvold THAT the Board of Governors approve the amended Code of Conduct Policy as presented.

CARRIED

6. **IN CAMERA**

6.1 In Camera Session—with President & CEO

The Board of Governors excused the Recorder and Resource members at 8:00 p.m. for an In-Camera Session.

6.2 In Camera Session—without Management

The Board of Governors excused the President & CEO for an In-Camera Session without management.

7. **CONCLUSION**

The Chair adjourned the meeting at 8:25 p.m.



Carla Madra
Board Chair



Wanda Winsor
Board Coordinator