



**Canadian Writing Centres Association
Executive Meeting June 3, 2014 1:00 Atlantic Time
Via Teleconference**

Present: **Theresa Hyland** (Immediate Past Chair) and **Grace Howell** (Secretary), Huron University College; **Lucie Moussu** (Vice-Chair), University of Alberta; **Robin Sutherland** (Chair) University of PEI.

Regrets: No one. Special meeting of past and current chair, vice-chair and secretary to debrief from conference.

Order: Meeting was called to order at 15 minutes past the hour (1:15 AT) to switch from Skype to teleconference.

1. **Letter of Complaint to Nancy Sutton, Brock U Conference Services:** Theresa had distributed copies of the letter which was sent on behalf of the 2014-15 executive. The key complaints were:
 - Difficulties with breakout room access and facilities; delay in receiving AV assistance;
 - Double booking of Room AS202 and interruption during AGM at 4:45;
 - All rooms booked until 6:00 p.m. May 23, but breakouts not available or usable after 4:30.
 - Surprise charge of \$350 for Pond Inlet which was a conference area, not a restaurant as had been our impression.

Nancy had contacted Theresa the morning of June 3 to assure her that this is unusual at Brock. She asked for time to discuss the events with her staff and will get back in touch with Theresa. Theresa noted that she had requested additional information on the Monday prior to the conference, but that no response was received until Thursday, when she was travelling to the event. Although no specific request for compensation was included in the letter of complaint, it has been suggested that no additional funds beyond the \$1,000 already paid go to Brock. The food was satisfactory and will be paid for.

All agreed that the event should go smoothly in Ottawa in 2015 with local host Olivia Faucher-Foran, at the U of O. **Manager,** Olivia Faucher-Foran, ofaucher@uOttawa.ca, Tel: 613-562-5800 (2730)

2. **Brock Conference Feedback from Participants:** Theresa had compiled and distributed the results from the 20 or so forms received. Attached. These were distributed prior to the last session, when some people may have already departed; this may account for the low number of returns. Some points noted:
 - **Overall** satisfaction rate: 80%
 - **Keynote:** 75% satisfied. One suggestion for Canadian keynote speaker
 - **Rooms:** 65%; **Refreshments:** 75%; **Lunch:** 80%. Suggestion for more healthy/vegan options
 - **Time** between sessions: 40%. Majority wanted more time. Suggestion for 45 minute sessions with 15 minutes in between. Another suggestion for additional ½ hour for networking, post presentation sharing of practices.
 - **Information:** More maps, more reminders about proposal deadline more broadly publicized

3. Feedback and Discussion from Executive:

- **Keynote:** Aboriginal speaker for 2015.
ACTION #1: Robin will contact Liv Marken at U Saskatchewan for suggestion.
- **Information:** Host university usually provides folders; we can put maps, schedules, pens, schedule and brief workshop descriptions in; also the feedback form and collect in a box throughout the day at registration/information/refreshment table. Include email list of executive and conference contacts.
- **Volunteers:** We can draw on U of Ottawa, Carleton and Fleming College if need be. Need engaged staff/students who know the area and can welcome/direct participants. They may also create and put up posters to attract more local participation.
- **Refreshments:** Add line to registration to inquire about special dietary preferences.
- **Sessions:** Longer sessions (45 minutes plus 15 minute break). Suggested a few longer paper sessions; number depends on the proposals received. Panels generally not well-received by executive; often too long, unrelated topics, etc. Ask presenters to provide email contacts and submit short (50-100 word) abstract for program.
- **Program:** Send out earlier so people can plan. Theme for 2015: *Capital Ideas!*
- **Registration:** Available sooner, open until day of registration, charge higher rate for on-site registration. Need to advise cutoff date for meal choice if people staying for dinner, i.e. on-site registrants may not be able to attend, or estimate additional number of dinners (2 or 3).
- **Draw for book or other prize:** need to have tickets at registration (50/50 double tickets; deposit in draw box at registration; draw at lunch or after keynote session if book being sold)
- **Budget:** Estimate for 85 persons.

4. UVic Conference Report for 2014 from Laurie Waye:

Good report, but actual timelines from 2014 worked better than the ones suggested in the report. Other comments that came out of review of this report:

- **Paper list of Registrants:** This is key to determine who has arrived and who has not, for final numbers.
ACTION #2: Robin will check with Brian Hotson and Margaret Groombridge to see if either of them collected the paper list from the 2014 registration table, with attendees highlighted.

5. Conference Planning Binder:

It was decided to adapt Laurie Waye's timeline list to reflect our timelines, and dates for 2015 to create a "virtual" conference binder. **ACTION #3: Robin will revise Laurie's list for 2015.**

Meeting adjourned at 2:30 Atlantic Time.

Submitted by

Grace Howell, Secretary