



MEMORANDUM

Date 24 January 2012

To All Staff in Professional Support Services

From Karen Gravitis, Chief Academic Officer – Program Support and Focused Intervention, and
Olga De Melo, President – Professional Student Services Personnel

Subject **PROFESSIONAL SUPPORT SERVICES REVIEW**

The review of Professional Support Services that was initiated as a result of a motion by Trustees in December 2010 has been completed and is now moving through the final stages that include reporting back to senior staff and Trustees.

The final report that has been submitted by Deloitte has been presented to staff at Academic Council and Administrative Council, and it is now on the agenda for trustees at the Program School Services Committee on 25 January 2012. Through this committee, the report will be presented at the Board meeting of 8 February 2012.

A steering committee comprised of the Deputy Director Academic, Trustee Cathy Dandy, President of PSSP, the Chief Academic Officer Program Support and Focused Intervention, the Senior Manager Professional Support Services, and the Superintendent of Education for SE6/Manager of Research and Information Services worked with representatives of Deloitte to guide the process. The final report and supporting documents can be accessed at the PSSP website: www.pssp.on.ca.

This report has captured the input of our staff, our Board partners and key stakeholders. Through the completion of surveys, focus groups and other meetings, over 1000 people participated in this process. The report highlights the statistical data that was collected throughout the process, the strengths of each of our groups, and the challenges that were identified. An Executive Summary and Recommendations are presented at the beginning of the document to provide an overview of the information that is included.

You will notice that several themes emerge as you read the document and these will form the basis of the work that will be undertaken to respond to the document. The recommendations will guide our departmental activities as we move ahead in planning for the future. It is gratifying to see the expanded role that has been articulated for PSS staff within the Board and with the communities that our work impacts, as well as the leadership responsibility that is identified for PSS staff across the province.

We would like to thank each of you for your participation in this process, through your direct feedback, as well as the identification of key staff and community members that you were able to involve in the process. We look forward to working together as we respond to the recommendations and challenges that have been identified, and we are confident that in doing so, we will have a stronger staff with the supports required for achieving our goal of, “all students will reach their highest level of academic and personal development.”