

April 27, 2005

Minister Ida Chong  
Ministry of Advanced Education  
Accountability Branch  
PO Box 9882 STN PROV GOV'T  
Victoria BC V8W 9T6

Dear Minister Chong:

**2005/06 - 2007/08 Institutional Service Plan**

Attached is this year's Douglas College *Service Plan*, prepared in accordance with the Budget Transparency and Accountability Act, and submitted pending approval by the Douglas College Board at its May 2005 meeting.

Little, if any, information in the *Douglas College Service Plan* is new. The performance measures, for example, are drawn from existing Douglas College and Ministry documents. The strategic goals and objectives all appear in other documentation. Rather, it is the format, terminology, and the synthesizing of information from a variety of sources that represent the distinctive characteristics of the *Service Plan*.

The *Service Plan* does provide a good vehicle for communicating Douglas College's current status and future directions succinctly to the public. It summarizes features of strategic and operational plans of particular relevance to external audiences, and presents accountability information of interest to the Ministry of Advanced Education in a common format used throughout the BC college and institute sector.

Planning is a developmental, iterative process. We hope this *Service Plan* will stimulate some fruitful discussion with staff at your Ministry and among institutions.

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While preparing this *Service Plan*, Douglas College also assessed the progress it has made this past year regarding the goals in its *Interim Strategic Plan*. A few of the areas where we have made significant progress include:

- Increasing the financial aid available to students
- Increasing the number of Associate Degrees awarded
- Receiving approval to grant approval for an applied baccalaureate degree in Nursing, along with introducing degrees offered in collaboration with other institutions
- Allocating funds from the legacy funds towards the construction of the second phase of the David Lam campus
- Enhancing educational technology, e.g. implementation of a web portal for students to facilitate electronic communication with classmates and around-the-clock access to certain services

The BC post secondary education system continues to change and develop rapidly. We look forward to the contributions Douglas College will make in the coming years to the social and economic development of the province.

Sincerely,

**Original signed by Diana Miles and Susan Witter**

Diana Miles  
Board Chair

Susan Witter  
President

c: Ms. Arlene Paton, Assistant Deputy Minister,  
Post Secondary Education Division  
Ms. Janice Nakamura, Director, Accountability Branch