
Office of the Vice President of Academic Affairs

Dr. Daren Hancott, VPA

CONCLUSIONS: Changes made or upcoming to BHM Program based on the Cyclical Program Review/Self Study Review team's recommendations.

Electives:

- 1) While not a recommendation it was discussed and agreed that WCC had too many electives to keep current. Action: Electives reduced from around 52 to around 24 at the moment.
- 2) A **Rooms Division Operations** course will be developed and added before the end of **2026**. A new course on **Sustainability in Global Tourism will be developed and added in 2027**.

Specializations:

- 3) Caution on creation of specializations is warranted. WCC will not offer/proceed with any specializations for at least 2 years (24 months) given review team experiences and uncertain industry conditions.

General/Administration/Faculty Support:

- 4) Mentorship applies to all faculty full-time and part-time continuing. All resources are shared and syllabi for each course offered is fully developed. All content uploaded to WCC's LMS is property of WCC. A policy is in place that clearly outlines this and policies are shared with faculty on a continuous and regular basis.
- 5) WCC has begun to test course releases for select full-time faculty as discussed with the review team. This allows faculty to spend more time on student supports, scholarly activity, mentorship, service on committees, core course refinements and professional development.
- 6) Program Advisory Committee meetings have been increased to two meetings per year (from 1 time) and the committee has been broadened in terms of industry representation.
- 7) More faculty are engaged in mentorship, peer feedback, collaborative research, case study writing and adding resources from BC Campus Open Publishing to WCC courses.

Student Support Services:

- 8) Student supports are continually being enhanced or added based on committee discussions, student council recommendations, SEOCS, FEOCS, leadership Team meetings, or general emails to ownership. As an example, due to high inflation and food costs, WCC at no cost, is offering breakfast to students 5 times per week beginning in June 2026, (up from three times in 2025). WCC has hired students to prepare food for others and help serve them. Counselling services have been enhanced but has not yet progressed to 24 hours. This is constantly being monitored in case expansion is warranted.

Indigenous Engagement:

- 9) WCC engagement with Indigenous communities is ongoing and growing. We have a campus and diploma offerings on Indigenous Band lands. In 2025-26 over 26 activities have been documented and progress is being made on: a) advisory board representation, b) creation of an Indigenous advisory/outreach office, c) embedding of storytelling in ENGL120/130 and BUSM100, Indigenous perspectives being embedded in H1St210, HOSP282 Urban Tourism, HOSP356 Destination Management and Marketing, HOSP318 Sustainability, and also in BUSM360 Research, HOSP499 Seminar and CAPS499 Capstone (2 students completed capstone projects involving Indigenous perspectives). Moving forward, Indigenous members will begin class visits, conduct student, faculty and staff PD workshops including storytelling, sustainability, culture and food (adding such CLOS in ANTH 260 and 360), and introduction of the Medicine Wheel teaching approach along with Indigenous ways of knowing.

Interculturalization:

- 10) WCC values the concept of interculturalization in structures, pedagogies, policies, committees, hiring practices, and engagement activities as we develop our “family culture” where everyone belongs. Our EDI committee plans activities on a regular basis, promotes inclusion, staff professional development, and diversity celebrations. In addition, it will form a large portion of our upcoming province-wide hospitality conference (Spring 2027) -Details coming soon.

Respectfully,**Dr. Daren Hancott, VPA and the WCC Leadership Team**