



## McMaster University Centre for Continuing Education 2011 Annual Report

### Learning That Works

Located in the heart of downtown Hamilton, the McMaster University Centre for Continuing Education provides high-quality, professional education services to more than 4,000 workers, new graduates, community members in career transition and new Canadians annually. These services are delivered in a variety of programs designed to meet the individual needs of our learners.

Most choose to pursue a university-level academic certificate or diploma program delivered outside of traditional working hours or through distance education delivered online. Some choose to participate in one of our many workshops. A growing number are choosing to take advantage of McMaster's unique professional development programs.

While most learners come to us to build on previous post-secondary studies, what our learners share is a love of learning and a keen understanding that success in today's workplace requires a continual reinvestment in their skills and knowledge.

This understanding is shared by leading organizations. Organizations including ArcelorMittal Dofasco, the Government of Alberta and Createch Group have relied on McMaster to develop and deliver training solutions that meet their unique business needs. As Canada's largest continuing education provider of corporate training services, our award-winning corporate training team is uniquely positioned to provide corporate training programs that range in scale from single-day tailored sessions to multi-year custom-designed programs that facilitate change in a complex environment.

Our Centre prides itself on providing our learners with the leading-edge theoretical knowledge that you would expect from one of the world's top one hundred universities in ways that are immediately applicable in the workplace. Our instructors are not only chosen for their exceptional teaching abilities, but also for their current status as leading practitioners, allowing them to bring examples from their working lives into the classroom.

As part of our ongoing planning process and our commitment to student satisfaction, we recently asked our students about their experiences with McMaster's Centre for Continuing Education. Our students told us that they value the Centre for Continuing Education's student-centred culture, our professionalism and our ongoing commitment to delivering high-quality, relevant and flexible educational experiences.

This year, we pioneered a new Advanced Management Program. This intensive cohort-based program explores leading and emerging business theories to help managers from a variety of sectors, including manufacturing, utilities, government, policing and the social services, take their careers and their departments to a higher level.

"I really loved the program and learned more than I ever imagined. The practical approach to the courses really helps with the work I have been doing. I am able to take the skills I have learned and directly apply them to helping clients. The tools I have acquired are invaluable to me for my future. I returned to school at the age of 43 and, after completing the diploma, I feel very ready to pursue my new career."

Karen Goldstein, Addiction Education student

"This course brings a lot of perspective. Managers will benefit from this program."

Celine Legret, Anderson Water Systems Inc.  
Advanced Management Program participant

"Very relevant information that can be utilized in day-to-day, and project settings. Useful for me to gauge my own performance as well as the performance of team members."

Paul Neville, Peel Police  
Advanced Management Program participant

#### In 2010, our Centre earned awards from:



CAUCE  
Canadian Association for  
University Continuing Education



Adult Education  
Provider



The initial cohort of our new Project Management Program was launched this January and has seen great success. The opening modules of this program were sold out and registration is already strong for Fall 2011. Upon completion of this program, participants will have gained the foundational knowledge required to successfully write the Project Management Institute's Project Management Professional examination and will be ready to excel with one of the skill sets employers in many sectors demand most.

The Certificates of Completion earned in our Advanced Management Program, Project Management Program and our Managing with Vision and Proficiency (MVP) workshops allow our learners to leverage professional development programs into advanced credit towards McMaster's business administration diploma. The new Business Analysis and Lean Six Sigma professional development programs that launch in fall 2011 will also allow participants to earn stackable Certificates of Completion.

The Management Studies Diploma program has been refined and enhanced with plans to re-launch in the fall as the Business Administration program. This program will offer a new certificate option and a new concentration in Management in the diploma program. Other programs will also undergo our exhaustive review process to ensure that we continue to provide the best education and workforce development programs possible to our community.

As we enter the new academic year, the Centre for Continuing Education will continue to increase the breadth of exciting and innovative programs we offer our learners and clients and continually find ways to exceed our community's expectations.

Respectfully submitted,  
Tracey Taylor-O'Reilly / Director

"The whole experience has been outstanding for me. From your very competent, courteous, friendly and proficient front line support staff to the staff teaching the program, it has been a great learning experience."

Roberto Iasci, BA, RN  
North York General Hospital,  
Addiction Education student

"I just wanted to take some time to let you know that you have some great instructors at the Continuing Education program. The great attention and detail and passion they have for what they teach is one of the reasons I chose McMaster University and now the Continuing Education program with my busy work schedule."

Margaret Soares, Canadian General Tower Ltd  
Management Studies student

"I would love for all of my colleagues to have the same learning."

Priyanka Sheth, Interim Place  
Advanced Management Program participant

#### The Centre for Continuing Education offers courses/programs in:

- Accounting
- Addition Education
- Business Administration
- Business Analysis (NEW)
- Case Management
- Clinical Research
- Computer Training
- Conflict Resolution
- Customer Service
- Emotional Intelligence
- Employee Orientation
- French
- Human Resources Management
- Leadership Development
- Lean Six Sigma (NEW)
- Management Development (NEW)
- Marketing
- Metallurgy of Iron & Steel
- Personal Productivity
- Police Studies
- Project Management (NEW)
- Public Relations
- Risk Management
- Social Media
- Strategic Planning
- Supervision
- Web Design & Development

## Fast Facts 2010-11

**Learners served:**  
**4084**



**Enrolments:**  
**7689**



**Certificate & Diploma Graduates:** 261



**Employees:** 138  
(Administrators & Instructors)



### McMaster University Centre for Continuing Education

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