Minor Modifications – New Course or Change to Existing Course
Governance Form C: Procedures, Form and Guidelines
2013-14 – Version 1

Questions? Contact your Faculty Graduate Dean's Office (FGO).

Governance Form C: Procedures

<table>
<thead>
<tr>
<th>Course Change Proposal Type</th>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>• New Course</td>
<td>1. Chair/Director sends proposal to FGO. Proposal must include:</td>
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<tr>
<td>• Reinstating courses that have expired after 5 years of inactivity</td>
<td>a. Governance Form C</td>
</tr>
<tr>
<td>• Changing Weight of Existing Course*</td>
<td>2. FGO accepts proposal (or refers back) and posts it on Graduate Curriculum Tracker (GCT).</td>
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<tr>
<td>• Changing Grading Scale of Existing Course (i.e. letter grades vs. CR/NCR)</td>
<td>3. School of Graduate Studies (SGS) reviews proposal.</td>
</tr>
<tr>
<td>• New Delivery Mode of Existing Course (e.g. eLearning)</td>
<td><strong>4. Proposal goes to Faculty Council (FC) for final approval.</strong></td>
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<td></td>
<td>5. FGO posts FC approval on GCT.</td>
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<tr>
<td></td>
<td>6. SGS updates ROSI as needed.</td>
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</tbody>
</table>

* Not including splitting one existing full course into two half-courses or amalgamating two existing half-courses into one full course.

Policies, guidelines and definitions pertaining to graduate courses are available from SGS; see Governance Form C: Guidelines (below).

For other changes to existing courses, see Governance Form B.

A complete list of graduate curriculum proposal types, appropriate forms to use and required approvals is available from the SGS website.

Administrators: Please delete the procedures and guidelines sections before the form is posted on the GCT.
Governance Form C

Proposal Type: [Mark one; see Governance Form C Procedures and Guidelines]

- **x** New Course (for brand new courses, and reinstatement of courses that have expired after 5 years of inactivity)
- Changing Weight of Existing Course (ROSI Form also required)
- Changing Grading Scale of Existing Course
- New Delivery Mode of Existing Course

Faculty: [E.g. Arts and Science, Medicine, etc. If Collaborative Program, please indicate lead Faculty]
Faculty of Information

Name of Graduate Unit: [Graduate department/centre/institute/school; if this is a Collaborative Program, please provide name of collaborative program]
Faculty of Information

Course Title: [The full title of the course. Maximum 60 characters recommended. Note: this is the title that will appear on a student’s transcript]
Introduction to Service Science

Rationale: [State the reason for creating the course, changing its weight, changing its grading scheme, or introducing a new mode of delivery; also explain the place of the course in your program.]
This course has been offered previously as a Special Topics in Information course four times and it is now ready to be included in our offerings as a regular course.

Course Description: [Approx. 100-150 words; may include further description of format or course presentation.]
This course covers an introduction to an emerging field called service science. Service science brings together multiple disciplines (computer science, marketing, operations research, information systems, engineering, etc.) to study service systems. Service systems are complex systems that vary in scope (from people to businesses, organizations, governments, and nations) and involve people, information, organizations, and technology adapting dynamically and connecting internally and externally to other service systems through value propositions. In all types of service systems, value is realized through interactions with other service systems. Technology is often used to support and enable these interactions. This course is intended to help prepare students for successful careers in the information professions where much of the work is service based. The course is designed to build an understanding of the main theories and concepts of service science and to help students apply those theories to better understand, design, and innovate within service systems.

Course Designator, Number and FCE Weight: [E.g. ABC 1000Y, 1.0 FCE]
INF 2313H FCE Weight: 0.5 FCE

Abbreviated Course Title: [Maximum 30 characters including spaces/punctuation. Separate words using spaces/punctuation. Use the full course title if possible.]
SERVICE SCIENCE

A Graduate Faculty Member has been or will be assigned to teach/coordinate this course:
[Please check]

- **x** Yes

Course Format: lecture

Regular/Modular/Continuous/Extended Course: [Mark one; see Governance Form C: Guidelines.]

- **x** Regular

Online Indicator on ROSI Required: [Please check only one box. An online indicator is required only for courses that are fully online, not for hybrid or regular courses]
School of Graduate Studies
University of Toronto

Student Web Service Available [E.g. if yes, a student may log on to ROSI and register in the course themselves]

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</table>

Does this change involve a course that is required to complete a graduate program? [Mark one]

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<tr>
<th>Yes</th>
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Contact Hours: [For modular courses, list the overall contact hours for the course; for all other course types, list the contact hours per week. For more information, see Governance Form C: Guidelines.]
3 hours per week

Grading Scale: [Mark one. If this is a seminar series course, see Governance Form C: Guidelines.]

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<th>Yes</th>
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NOTE: Information on Evaluation Components, Percentage Value and Timing are no longer required on this form. Details are kept on record in the graduate unit. According to the University Assessment and Grading Practices Policy (effective July 2012), participation may not constitute more than 20% of the overall grade.

Enrolment Projection: [Provide an estimate.]
20-35

Prerequisites/Co-requisites/Exclusions/Enrolment Restrictions: [If any.]
None

Similarity/Overlap: [List graduate units where significant similarity or overlap may occur. Confirm that consultation with other graduate units has occurred; attach documentation as appropriate. Indicate “None” if there is no similarity or overlap.]
None

Resources Required: [Mark one.]

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- [Insert description of additional resources required]

Effective Session Date: [Month / Day / Year; sessions begin in September, January or May. The Faculty Graduate Office and SGS reserve the right to alter the effective session date.]
January 6, 2014

Approvals/Actions prior to Faculty Governance Approval: [List graduate unit bodies that have approved the proposal. Include the date of each approval, and summarize substantial questions that have arisen. Consultation with graduate students should be included; indicate how it has occurred.]

- Programs Committee, September 26, 2013

Chair/Director Name(s): [Name of the Graduate Chair/Director of the unit(s) involved. Also list names and contact information for other individuals who will attend meetings at which the proposal will be discussed.]

- Nadia Caidi, Director of Master of Information Program, Faculty of Information
- Eric Yu, Chair of the Programs Committee, Faculty of Information

Date: September 17, 2013
Governance Form C: Minor Modifications – New Course or Change to Existing Course – 2013-14 v1
Faculty Council Meeting Date: [Identify the Faculty Council or delegated body that will consider the proposal for final approval and provide the expected meeting date.]

- October 18, 2013

Please note: Posting of this form on the GCT indicates that the Faculty Vice-Dean Graduate, or designate, has reviewed the proposal.

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Governance Form C: Guidelines
Effective August 1, 2013

**Naming and Identifying Courses:** The name of the course must clearly reflect the content and be appropriate to the discipline. A glossary of course codes, definitions of the alphabetical characters and symbols that may be used following a course number are available online. Previously-used course numbers may only be reused after the previous course has been dormant for five or more years. Please consult the SGS Glossary of Course Codes.

**Course Format:** The SGS Policy and Guidelines on Graduate Courses and Other Academic Activities provides a general definition of a graduate course. This includes possible variations in course weight (e.g. modular, extended and continuous courses), various delivery modes of courses and alternate course types. In particular, “graduate seminars” (generally defined in the policy referred to above) are viewed as distinct from seminar series. Please consult the Graduate Seminar Series Courses: Guidelines.

**eLearning:** eLearning describes the delivery of online and hybrid courses, and online and hybrid programs using audio, video or computer technologies singly or in combination. The definitions in this Terminology section are drawn from the Ministry of Training Colleges and Universities reporting definitions found in the Multi-Year Accountability Agreement form. Please consult the SGS Guidelines for eLearning in Graduate Academic Programs.

**Consultation:** Faculty Members interested in developing online courses and programs first will contact their graduate unit chair/director. The chair/director then contacts the Vice-Dean or Associate Dean of Graduate Studies in the Faculty Dean’s Office.

**Approvals:** References to approval routes align with the University of Toronto Quality Assurance Process (UTQAP).

**Contact Hours:** See the SGS policy for minimum contact hours required.

**Evaluation Components, Percentage Value and Timing:** The School of Graduate Studies is governed by the University Assessment and Grading Practices Policy.

**Effective Session Date:** Proposals are effective no sooner than the beginning of the following session. Retroactive proposals require SGS approval.

**Turnitin.com:** Instructors wishing to use Turnitin, or a similar service, must explain this at the outset of the course. Turnitin.com is an electronic resource that assists in the detection and deterrence of plagiarism. Further information is available from the Centre for Teaching Support & Innovation.

**OISE Graduate Units:** OISE also requires proposals to include a New Course Proposal Supplementary Form. OISE graduate units should contact the OISE Faculty Graduate Office for further information.

**Medicine Graduate Units:** The Faculty of Medicine requires a detailed course syllabus to be appended to this form (the syllabus will not be posted on the GCT).
References: SGS Policy and Guidelines on Graduate Courses and Other Academic Activities, Graduate Seminar Series Course Guidelines, University Assessment and Grading Practices Policy, Centre for Teaching Support and Innovation – Online Course Design Guidelines