

# Algonquin College

*Charting new directions*

2003 Annual Report

## President's Message

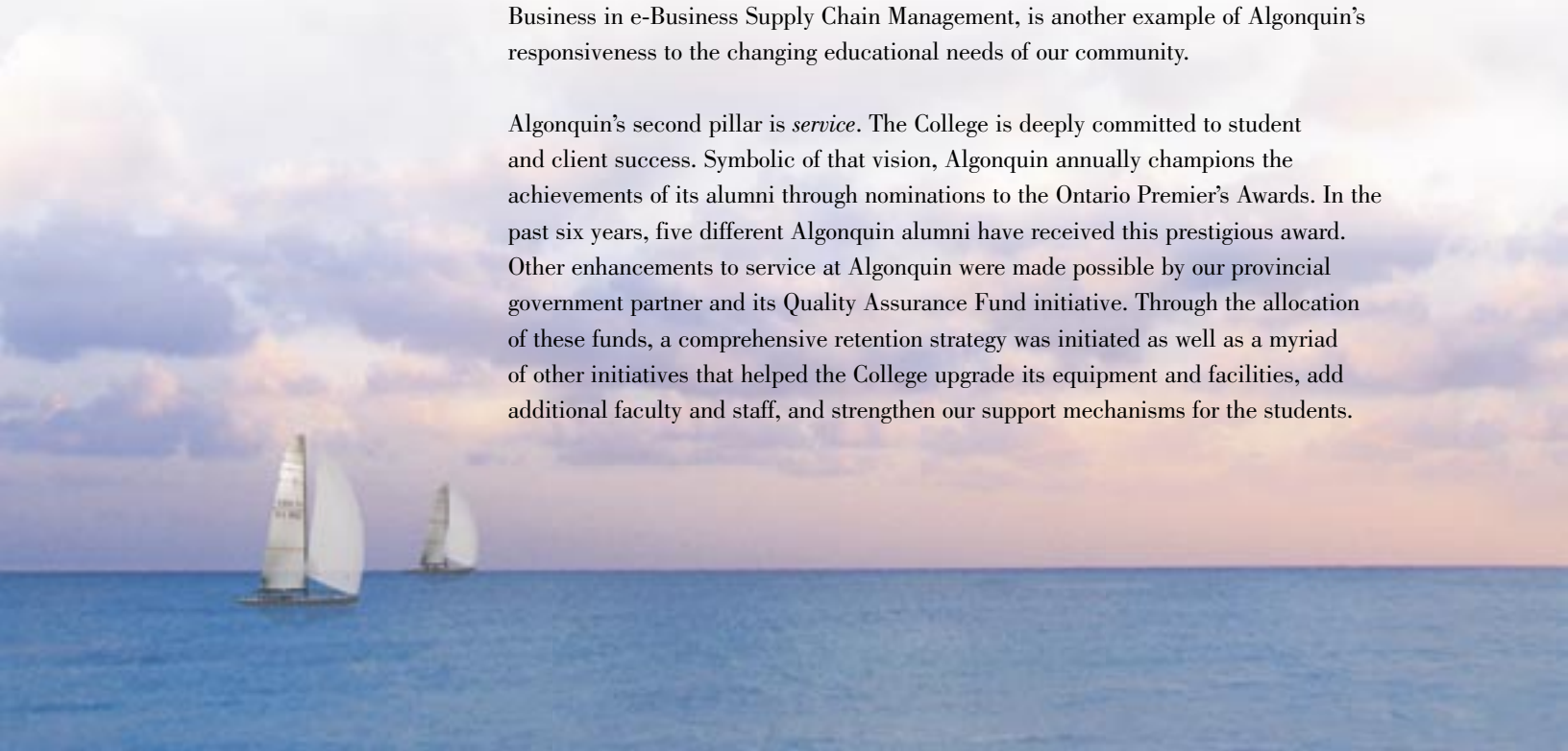
Our 2003 annual report gives me an opportunity to highlight many of the remarkable accomplishments that continue to happen at Algonquin College.

As we look back on the past year, the College can be proud of its many achievements and the contributions it has made to the lives of the students that it serves and to the communities which rely on Algonquin for its programs, services and its well-trained graduates.

The staff of the College and our partners have embraced the new Strategic Plan built on *quality, service, technology* and *financial stability* with the result that year one of the plan not only met but exceeded the stated objectives in many areas. This success flows directly from the dedication of many people from diverse backgrounds working together to achieve a vision which singularly would be impossible. The Board of Governors, administration, faculty and support staff, advisory committee members, Alumni and Foundation Board members, as well as the hundreds of community partners, each played a role in helping the College to be stronger, more vibrant and progress towards its stated vision of becoming one of the best colleges in Canada.

Within the framework of the College's Strategic Plan 2003-2008, the vision for the future of Algonquin is built on four major pillars. The first pillar is *quality*. The College consistently provides high-quality and relevant programs and services. Responding to community demands, Algonquin continues to refine its programs to ensure a flow of qualified graduates to critical sectors of the economy. For the second year in a row, graduates from the Algonquin College Paramedic program were number one in the province on the Emergency Medical Care Assistant (EMCA) examinations. Another example of responding to the needs of our community was the successful pilot of an innovative project to upgrade the skills of foreign-trained nurses so they can remain in the health-care field and help fill the pressing need for qualified nurses in Canada. The introduction of Algonquin's first applied degree, the Bachelor of Applied Business in e-Business Supply Chain Management, is another example of Algonquin's responsiveness to the changing educational needs of our community.

Algonquin's second pillar is *service*. The College is deeply committed to student and client success. Symbolic of that vision, Algonquin annually champions the achievements of its alumni through nominations to the Ontario Premier's Awards. In the past six years, five different Algonquin alumni have received this prestigious award. Other enhancements to service at Algonquin were made possible by our provincial government partner and its Quality Assurance Fund initiative. Through the allocation of these funds, a comprehensive retention strategy was initiated as well as a myriad of other initiatives that helped the College upgrade its equipment and facilities, add additional faculty and staff, and strengthen our support mechanisms for the students.



Algonquin's third pillar is *technology*. The College continued to spearhead the innovative use of a variety of technologies to enhance its programs and transform its campuses into the "most wired" in the province. Algonquin students now access their timetables, register for courses, check exam timetables, communicate with professors, and download course materials online. Technology also stands central in College research efforts, with recent advances made in fields as diverse as high-definition cinema, tele-health research and haptic technology. These exciting, new initiatives continue to reinforce Algonquin College's position as a technology leader, not only in Ontario, but across the country.

Algonquin's final pillar is *financial stability*. The College continues to strive to improve and enhance its financial position. Of particular note is the support the College received this year from our Students' Association in the development of a priorities fee levy to assist the College in maintaining essential services in a difficult fiscal environment. The College also initiated the new Algonquin College Foundation which will better position the College to meet the financial challenges of the future and will bring, from the community, leaders who will help the College achieve its vision.

As we prepare for the challenges and opportunities that lie ahead, we can never lose sight of the significant contribution that Algonquin College continues to make to the communities it serves. An independent study recently determined that last year's public investment of \$68 million dollars in the College generated more than \$672 million in earnings in the Ottawa area alone, and that the community was saved some \$12 million in social costs as a result of higher education being available.

The Board of Governors and the staff of Algonquin College are committed to building upon the many accomplishments and successes of the past year to continue to provide the educational programs and services to meet the expectations of the communities that we serve.



**Robert C. Gillett**  
President



## New Programs

Algonquin College has introduced a number of exciting new programs at the Ottawa campus as well as its satellite campuses located in the City of Pembroke and the Town of Perth.

- Bachelor of Applied Business
  - e-Business Supply Chain Management
- Bachelor of Information Technology
  - Interactive Multimedia and Design
- Bachelor of Information Technology
  - Network Technology
- Building Construction Technician
- General Arts and Science – Pre-Animation
- General Arts and Science – Pre-Nursing
- Geographic Information Systems
  - Graduate Certificate
- Interior Decorating
- Practical Nursing
  - Foreign-Trained Nurse Option
- Pre-Service Firefighter Education and Training
- Police Foundations – Pembroke
- Veterinary Technician

## Quality

For the second year in a row, Algonquin College was ranked number one for student satisfaction in the annual province-wide Key Performance Indicator (KPI) survey. The KPIs also showed that 87% of Algonquin College graduates from 2003 had found full-time employment within six months of graduation. The results reflect the College's ongoing efforts to provide quality education and service to its students.

## New Directions

In keeping with its commitment to offer students the best training for tomorrow's careers, in 2003 Algonquin College offered its first four-year bachelor's degree, the Bachelor of Applied Business - e-Business Supply Chain Management. This market-driven program offers a bachelor-level education in a community college setting and combines the practical application of college education with the theoretical and critical foundations of university learning. In 2004, the College will offer two additional degree programs: the Bachelor of Applied Technology - Photonics, and the Bachelor of Applied Arts - Interior Design.

Algonquin College saw a substantial increase in the number of articulation agreements with universities. One such agreement with the University College of the Cariboo (UCC) allows Algonquin College in the Ottawa Valley's Outdoor Adventure graduates to enter the third year of UCC's Bachelor of Tourism Management program. As well, the College joined in a collaborative agreement with Carleton University to offer two Bachelor of Information Technology programs — one in Interactive Multimedia and Design, the other in Network Technology. The College also successfully piloted an innovative project to upgrade the skills of foreign-trained nurses to meet Canadian standards so they can help fill the pressing need for qualified nurses.





### ***An International Institution***

Increasingly, Algonquin College is becoming known internationally as a centre of excellence in education. In 2003-2004, the College experienced a 32% growth in the number of international students over the previous year. In addition, the College's Language Institute had more than 900 international registrations in the English as a Second Language program.



Algonquin's International Education Centre, in collaboration with several of the College's Schools, established a number of exciting initiatives abroad.

In June 2003, the Manav Rachna Education Society in Faridabad, India, began offering the Mechanical Technician Toolmaking program from Algonquin's School of Advanced Technology, while the C.V. Raman College of Engineering in Bhubaneswar partnered with the Hotel and Restaurant Management program from Algonquin's School of Hospitality and Tourism. The success of those programs prompted the Manav Rachna Education Society to construct its new Indo-Canadian School of Advanced Technology to deliver Algonquin College's School of Media and Design programs in advertising, journalism, and graphic design in August 2004.

In other international initiatives, Algonquin College's School of Business was pleased to host the first Kenya Trade Mission to Canada in June 2003 to facilitate discussions between Kenyan delegates and key Canadian organizations including the Canadian International Development Agency (CIDA) and the Trade Facilitation Office of Canada. The School of Business also continued to assist the City of Queretaro, Mexico, to develop a basic management skills training program for city employees.

With long-term CIDA funding, the College is managing a human resource and curriculum development project to develop the capacity of staff in the Sichuan Ganzi College of National Minorities in China. As well, College personnel have been involved in the provision of technical expertise to assist in reforming the higher education system in Egypt.



### Student Services

- Career Centre
- Centre for Students with Disabilities
- Counselling Services
- Employment Services
- Health Services
- Mamidosewin Centre
- Ombudsperson
- Peer Tutoring
- Testing Centre
- Tragic Events Response Team
- Student Affairs and Orientation

## Service

Success in any educational endeavour is influenced by factors both in and out of the classroom. At Algonquin College, each and every employee is committed to student and client success.

Nowhere is that commitment more apparent than in the non-academic services the College provides for its students. Quality Assurance Funding from the Ontario government allowed Algonquin to incorporate new, proactive initiatives in the area of preventive counselling services. A Counsellor-Animator and an Educational Outreach Officer were placed in the College residence to provide counselling services to and co-curricular workshops for residents, as well as to support the Student Residence Advisors.

In addition, the College hired a new Academic and Career Information Specialist to help students select programs and career streams that suit their interests and skills. The College also significantly increased the number of in-class workshops and training sessions in areas such as study skills, stress management and time management.

Because Ontario has adopted the four-year high school model, many students are entering post-secondary education at a younger age. Therefore, Algonquin College began offering Parents' Preview Orientation sessions that allow students and their families to familiarize themselves with the College's facilities prior to the start of the school year. The College also increased access to in-person and online counselling for prospective students and updated its online student service resources. In the 2003-2004 academic year, the College facilitated more than 12,000 peer tutoring sessions.



## ***Student Services***

Algonquin College is committed to providing educational support services to all its students. The College's Centre for Students with Disabilities helps students identify their needs and access appropriate services.



In the summer of 2003 in partnership with Carleton University, Algonquin College instituted the SAIL (Summer Academic Institute

for Learning) program, a four-week transition program for graduating high school students with learning disabilities who plan to attend university or college. Funded by the Ministry of Training, Colleges and Universities, students explored all aspects of college, from residence life to the skills necessary to succeed in the classroom.

As well, the College residence offered attendant care services for students with physical disabilities allowing them to enjoy the full range of experiences as a college student, both scholastic and social. The residence is specially equipped with barrier-free suites for 20 students.

Algonquin College also supported the largest number of deaf and hard-of-hearing students in post-secondary education in Eastern Ontario, providing them with American Sign Language (ASL) interpreters and/or computerized note-takers as needed.

## ***Applied Research***

In February 2003, Algonquin College joined other SmartCapital project partners to celebrate their accomplishments in accelerating the development of online services in the City of Ottawa. The web site [www.elearn.ca](http://www.elearn.ca), one of three Algonquin College initiatives for SmartCapital, provides a broad range of information about all aspects of online learning. The Ottawa Centre for Research and Innovation initiated the SmartCapital project to bring together industry, government and community partners to transform the way the citizens of Ottawa could interact with one another, with institutions, and with the world through information and communication technologies.

The College received numerous grants for new and continuing research ventures including \$180,000 for haptic (virtual touch) research.

### ***Applied Research Highlights***

- \$8.7 million in grants over four years
- two Communications and Information Technology Ontario (CITO) projects
- two Asia-Pacific Economic Cooperation (APEC) projects
- four digital camera projects focused on high-definition digital technology





### Online Learning

- Online course sections: 175
  - Faculty involved: 115
- Hybrid course sections: 600
  - Faculty involved: 300
- Blackboard courses: 5,000
  - Faculty participation: 80%

### Distance Education

- Fulltime diploma programs: 5
- Certificate programs: 34
- Total number of courses available: 464
- Total enrolment: 5,183

## Technology

Algonquin College continues to embrace e-learning to respond to the diverse needs of its students both on campus and at home. As one of the largest single institutional users in North America of the online learning platform Blackboard, Algonquin has successfully implemented a college-wide online learning strategy. In that regard, the "hybrid course" strategy, which combines the best of online learning with in-class experience, has now been implemented in every post-secondary program. The College supports e-learning through its progressive Online Learning Centre that provides face-to-face assistance for students and staff.

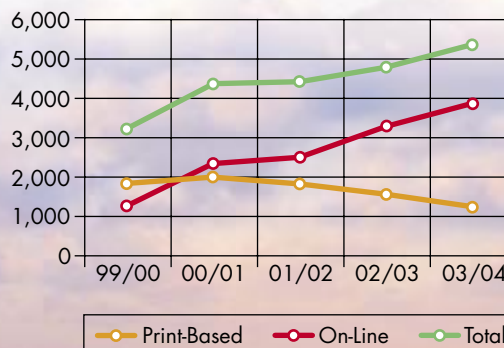
### Distance Education

While campus-based education continues to be the first choice for the majority of students, information technologies increasingly allow students and faculty to access education and resources independent of place or time.

Algonquin College continues to be the leader in Distance Education programs and courses in the Province of Ontario. A partner in OntarioLearn.com, a consortium of 22 Ontario colleges who work together to develop and deliver online courses, Algonquin underscored its leadership position by winning the 2003 Conny Award of Excellence in the Marketing Category for Distance Education Marketing.



**Distance Education Enrolment**





### ***Infrastructure***

Each year the footprint of Algonquin College changes to accommodate new program offerings and increase levels of service to more than 65,000 full- and part-time students. Fall 2003 witnessed the opening of Phase III of the Student Residence complex bringing the total number of on-campus residents to 1,050. The College landscape also changed dramatically with the demolition of E building, one of the original college facilities, and the construction of the new Transportation Technology Centre, supported in part by the Apprenticeship Enhancement Fund (AEF). Algonquin College received AEF funding to upgrade training facilities and equipment, increase capacity, and ensure apprenticeship training reflects the evolving needs of the workplace.

### ***Residence Phase III***

- Cost: \$18 million
- 350 beds in 175 suites, 6 of which are fully-accessible suites
- Food service facility with a convenience store and café
- A spacious foyer featuring café seating and a large reception area
- Bedrooms with full Internet connections to the College, high speed Internet, Voice over IP phones, cable TV and air conditioning
- Suites with kitchenettes, full-size refrigerators, microwaves, sinks, cupboards, and seating areas

### ***Transportation Technology Centre***

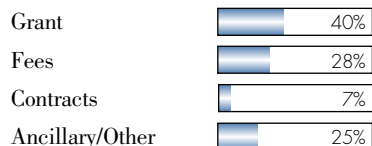
- Cost: \$6.8 million
- 32,000 square feet
- Facility includes a classroom, two labs, 18 repair bays, body shop area, truck and coach repair area, and faculty offices
- Laptops and a wireless network environment provide car-side access to diagrams, specifications and manufacturers' computer systems
- Cutting-edge equipment including paint preparation stations, paint booth, hoists, dynamometer, alignment machines, frame straightener, completely outfitted tool boxes
- Opened: June 2004



### Financial Summary

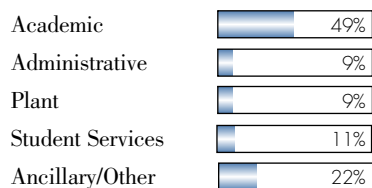
#### Revenues 2003-2004

Total Revenues = \$174 million



#### Expenditures 2003-2004

Total Expenditures  
(including amortization)  
= \$174 million



**Note:** A comprehensive hard copy of audited financial statements is available upon request from the College's Public Relations and Communications Department, (613) 727-4723, ext. 7664. The financial statements and this Annual Report are also available online at [www.algonquincollege.com/pr](http://www.algonquincollege.com/pr).

## Financial

In January of 2004, the Association of Colleges of Applied Arts and Technology of Ontario (ACAATO) released the results of a major socio-economic benefits study showing the impact of Ontario colleges on their respective communities.

Specifically in the Ottawa area, the study, commissioned from CCbenefits Inc., revealed that the taxpayers' annual investment of \$68 million in Algonquin College translated into more than \$672 million in earnings and saved the community some \$12 million in social costs as a result of higher education.

### Algonquin College Foundation

Ontario colleges, like most public sector institutions, are feeling the effects of Canada's current financial realities. Government funding for Ontario colleges has fallen from \$7,700 per student in 1990 to \$4,770 in 2003. Backed by its 36-year reputation of providing excellent education and training quality workers, Algonquin College has turned to the community for financial support, establishing the Algonquin College Foundation to raise funds for scholarships, bursaries, facilities and new equipment.

Less than a year old, the Foundation has already welcomed substantial donations from the community that will help Algonquin College continue to meet its students' needs and expectations, and achieve its vision.

### ACERRA

Algonquin College continued to provide corporate training services to the community through a separate corporate training division called ACERRA. In 2003, ACERRA in collaboration with the School of Business won a multimillion dollar training contract with Canada Post.



### **Key Performance Indicators**

Algonquin College students have indicated that the College is responding to their needs. For the second year in a row, they have ranked Algonquin College number one for Student Satisfaction in the Key Performance Indicator



survey, again with scores more than 10% above the provincial average. What's more, the College received higher marks in all Student Satisfaction

categories than it had the previous year. The KPI surveys also showed that 87% of Algonquin College graduates secured employment within six months of graduation and 92% of employers were satisfied with the quality of an Algonquin College graduate's educational preparation.

Algonquin College is not only meeting student expectations, it continues to improve as it strives to be the leading Canadian college, delivering career-focused, quality education.

### **KPI Student Satisfaction Results**

- 92% of students felt that their program was giving them knowledge and skills that would be useful in their future careers.
- 87% were satisfied with the learning experiences in their program.
- 82% were satisfied with the overall quality of the facilities and resources in the College.
- 82% were satisfied with the quality of the services in the College.

### **Enrolment numbers Fall 2003:**

- Full-time post-secondary (FTPS) = 11,645
- Part-time students in FTPS = 631
- Apprenticeship = 315
- Fast-track = 564 (including ACERRA)
- Continuing Education = 15,894
- Distance Education = 1,877
- International Students = 381





# List of Officers 2003-2004

## Board of Governors

*Michael Keller*, Chair  
*Herb Kreling*, Vice Chair  
*Bryce Bell*  
*Vini Bhindi*  
*Richard Cameron*  
*James Chadwick*  
*Steve Georgopoulos*  
*Robert Gillett*, President and CEO  
*Jacquelin Holzman*  
*Cathy Kirkpatrick*  
*Nurjehan Mawani*  
*Wayne McIntyre*  
*Wendy Nicklin*  
*Mubasher Saifi*  
*David Wallace*  
*Shirley Westeinde*  
*Wayne Wilson*

## Executive Officers

*Robert Gillett*  
President and CEO  
*John Hamilton*  
Vice President,  
Finance and Administration  
*Raymonde Hanson*  
Vice President, Academic  
*Christopher Warburton*  
Vice President, Student Life  
and Human Resources

## College Deans

Algonquin College Heritage Institute  
*Joan Macartney*  
Algonquin College  
in the Ottawa Valley  
*Marguerite Donohue*  
Police and Public Safety Institute  
*Gerry Barker*

School of Academic Advancement  
and Languages

*Keith Younghusband*

School of Advanced Technology

*Morris Uremovich*

School of Business

*Kent MacDonald*

School of Health and

Community Studies

*Marie Cormier*

School of Hospitality and Tourism

*Rick Reid*

School of Media and Design

*Russell Mills*

School of Transportation

and Building Trades

*John Paul Tapp*

## College Directors

Academic Operations and Planning

*Nicolas Papadolias*

ACERRA

*Kirsten Robinson*

Ancillary Services

*Richard Mannell*

Applied Research and Development

*Jack Treuhaft*

Business Development

*Kent MacDonald*

Continuing Education

and Lifelong Learning

*Linda Rees*

Finance

*Brian Burns*

Foundation

*Brenda Rothwell*

Human Resources

*Luc Presseau*

Information Technology Services

*Barry Brock*

International Education Centre

*Abla Sherif*

Learning and Teaching Services

*Glenn MacDougall*

Marketing

*Ric Thoms*

Physical Resources

*Mike Rushton*

Public Relations

*Dawn Dubé*

Registrar

*Deborah Rowan-Legg*

Student Services

*Marilyn Stratton-Zimmer*

## Alumni Board of Directors

*Sherry Thurig*, President

*Victor Chan*, Vice President

*Ken Anderson*, Director

*Rena Bowen*, Director

*Chris Brennan*, Director, Mentorship

*James Campbell*, Director, Finance

*Francis Côté*, Student Representative

*Gray Fumerton*, Director

*Elaine Hollingsworth*, Administrator

*Mike Jones*, Director

*Michelle Keddy*, Director

*Orazio La Manna*, Director

*Marc Plante*, Director

*Craig Roberts*, Director

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**ALGONQUIN**  
COLLEGE

*The people who will shape tomorrow ... start here!*