

**Academic****Management Report – Academic Services – October 2008****School of Health and Community Studies**

The graduates of the Bachelor of Science in Nursing program achieved a 95% success rate on the College of Nurses licensure exams in June 2008. In addition, 30 of 35 Veterinary Technician graduates who wrote the Veterinary Technician National Exam in June were successful; an 86% success rate.

**Algonquin College in the Ottawa Valley**

The Pembroke Campus hosted an Open House for high school students on October 14<sup>th</sup>. Students were encouraged to visit displays highlighting all Pembroke programs, as well as programs at the Perth and Woodroffe Campuses. This is the School's single largest on-campus recruitment activity directly targeted to high school applicants from its core recruitment areas of Renfrew and Pontiac counties.

**Academic Faculty and Staff News**

Rico De Fransesco, Coordinator, Sommelier program and Sean Edwards, Professor, Cook/Culinary Management made a live appearance on the "A" Morning shown on October 6<sup>th</sup>.

Cindy Toffanello, Professor, Cook/Culinary Management program, participated in the Gold Plate Awards with fifteen students on October 15<sup>th</sup>.

Fifty students and faculty from the School of Business participated in the Ottawa Chamber of Commerce "Business After Hours" event held at the College on October 15<sup>th</sup>. Adrienne Armstrong, Professor, provided an excellent overview of the Green Business Management program and Phil Jones, Professor, delivered a dynamic presentation geared for small businesses titled "Innovate or Disintegrate."

Lisa Lamarre-O'Gorman, Manager, Early Learning Centre was awarded the Children's Service Pin from the Association of Early Childhood Educators of Ontario, Ottawa Valley Branch. This award is in recognition of outstanding contribution to the Early Childhood Education field locally, nationally and internationally.

**Community Activity**

The Crown Ward Initiative, funded by the Ministry of Training, Colleges and Universities, the Ministry of Education, and the Ministry of Children and Youth Services will be funded until March 31, 2010. This helps ensure a post secondary experience for youth who may not otherwise attend a College. Algonquin College played a key role in the successful launch of this initiative in Ottawa.

Algonquin College has joined the Ontario College Math Project which includes eleven colleges from across the Province. An all-day workshop for Eastern Ontario Colleges and District School Boards was hosted by the College on October 30<sup>th</sup>. The focus of the workshop was to review student success data related to Level 01 college math courses and comparing these results with the math course pathway the students took while in high school. Success rates of our students will be reviewed in light of provincial statistics and recommendations will be formulated and included in the final report slated for release in early 2009. It is anticipated that this detailed review will result in practices that could improve student success in math related courses at the College.

The Community and Justice Services program's annual "24 Hours of Homelessness" initiative took place from Friday, October 3<sup>rd</sup> to Saturday, October 4<sup>th</sup> in Minto Park on Elgin Street, under the direction of Cat Baron, Professor. Second year students participated in the initiative to raise awareness and funds (\$10,480) for Operation

Go Home. The initiative focuses on providing our students with the experience of what it is like to be homeless in our community.

A number of students from the Police and Public Safety Institute assisted with this year's MADD (Mothers Against Drunk Driving) Dash (10k run) fundraiser on Sunday, October 19<sup>th</sup>. The students helped with first aid patrol (Paramedics), intoxication simulation (Police Foundations), and traffic control (Police Foundations and Corporate Security). Police Foundations and Paramedic students entered a team in the MADD Dash and raised over \$2K for the Charity.

The School of Advanced Technology participated in the annual "Fly Day" at the Ottawa Flying Club on Saturday, October 4<sup>th</sup>. This charity is organized with the Rotary Home Foundation with all proceeds going to the Rotary Home. There was a table and display for the Aviation programs and students assisted club members in giving airplane rides to 240 people.

Students from the Hairstylist and Esthetician programs participated in the Museum of Civilization Gala Ball on October 18<sup>th</sup>. Students provided guests with hair styling and make-up services to coordinate with the 'period costumes' worn by the guests.

### **Student Activity**

Neal Billings, a third year Graphic Design student, submitted a portfolio of his work to Nike. They were so impressed with his work that they flew him to New York City, the week of October 20<sup>th</sup>, for an interview.

Jesse Schipilow, a second year Game Development student, has won a 'best beta design' prize for a competition organized by NVIDIA (the world leader in visual computing technologies) and The Game Creators.

In its October 18/19 weekend edition, the National Post had a special "Design Quarterly" supplement. In it, they listed the top three Canadian Interior Designers and two of them, Clayton Budd and Susan Bettencourt, are graduates of the Interior Design (Advanced Diploma) program at Algonquin College.

### **Donations**

Six students from Algonquin College, including three from the Pembroke Campus have received a \$1000 bursary from the new Military Families Fund Sens Foundation Bursary established by the Ottawa Senators. The partnership among the College, the Algonquin Foundation, the Ottawa Senators and its Foundation has been very successful. In its first year, this bursary has received approximately \$150,000 in donations and already has made a significant and positive impact in support of Algonquin students.

In collaboration with staff from Nursing Studies, the Foundation has added a \$20K endowment for palliative care nursing.

The GangaGen Life Sciences' branch office in Ottawa is closing its doors and will be donating laboratory equipment to the Biotechnology Technologist program. Early indications indicate it will be a gift-in-kind valued at approximately \$100K.

## Administration

### **College Ancillary Services (CAS)**

All CAS business units experienced a successful back-to-school start-up and have met year-to-date revenue targets. Food and Beverage Operations is performing strongly in the banquet area with a number of events scheduled for the fall for both internal and external clients including the Stars of the City awards.

Results from the Mystery Shopping program for both the Food and Beverage Operations and Retail Services have been completed. Results indicated that overall our clients are happy with the services they receive and information was provided outlining areas where improvements were possible. Workshops and seminars are being developed to train staff in the skill sets requiring further development.

Demand for parking has been quite high this fall with wait lists in the hundreds. Discussions have commenced with consultants from Physical Resources, in conjunction with the Trades Centre planning, to try to alleviate the situation and to proactively look for solutions to address parking concerns.

### **Finance & Administrative Services**

The Finance Department coordinated and reported on the 2008/09 2<sup>nd</sup> Quarter Financial Review. The timetable for the preparation of the 2009/10 annual budget has been prepared and work has begun on both the capital and operating budgets. An initial pro forma was drafted to project operating budget impacts over the next five years given the restraint signals in the economy and from the provincial government.

### **Information Technology Services (ITS)**

Information Technology Services (ITS) has continued to provide technical support to the College's students, faculty and staff. ITS has begun to plan the College's IT work for the coming fiscal year including projects that will support the College areas white papers. Included in this is the expected increased use of the College's computing and network infrastructure to support innovations in teaching and learning. Upgrades are planned to accommodate this growth as well as growth in other areas such as storage and telephony.

ITS has completed updating the College's student computers to use the most recent version of the Microsoft Office Suite, Office 2007, to ensure that they are well prepared for the workplace. Work has continued for the planned deployment of a new email system for faculty and staff - Microsoft Exchange.

### **Physical Resources**

#### **Facilities Planning and Development Team-Capital Project Progress**

The Department in conjunction with its clients and the ITS Department is working on or has delivered approximately 80 renovation and renewal projects planned for this year. Included in these projects is the construction of a Biotechnology/Anatomy/Biology/Chemistry lab cluster; new facilities to allow barrier-free accessibility to the Woodroffe Campus main courtyard, classroom and lab construction projects; extensive brick repair and re-pointing project, and construction of new elevator to allow direct barrier-free access to the second floor of A building, Woodroffe Campus. In total approximately \$11M has been allocated to the projects.

**Annual Professional Development-Ontario Colleges Facilities Management Association:**

Algonquin College figured prominently in the Professional Development Day Sessions at the joint Ontario Colleges Facilities Management Association / Colleges Ontario, Administrative Services Co-ordinating Committee Conference in Thunder Bay on October 6<sup>th</sup>. This was the first joint conference of the 2 organizations and was well attended. Mike Rushton headed the sub-committee that planned the professional development day for OCFMA with the assistance of Phil Rouble, the College Facilities Planning Specialist, Ron Vopni, the Conference host and three other Ontario College members.

Also at the conference, Phil Rouble presented a 45 minute seminar on "Sustainability - an Integrated Approach" and Kathryn Moore, the College Registrar presented a seminar on the Algonquin College Value Stream initiative.

**Safety and Security Services Team**

The Manager of Safety & Security Services addressed the OCFMA membership at their AGM in Thunder Bay in October, on behalf of Colleges Ontario Occupational Safety and Health Association (COOSHA). As COOSHA Co-Chair, the Manager Safety & Security, along with the Coordinator Occupational Health & Safety, coordinated and attended the first annual COOSHA meeting at Conestoga College in conjunction with the ESAO regional meeting in October.

**Facilities Operations and Maintenance Services Team Energy Management:**

**Real Time Operating System:**

The Real Time Operating System (RTOS), an energy tracking and analysis tool, established by OCFMA about a year ago is ready to accept electricity data from any college meter that can be connected into the system. Algonquin is in the process of uploading its data to the site so that it can be displayed. The data will be available to individual colleges and can be used to aid in the purchase of power for the College Electricity Consortium.

**Advancement**

**Corporate Events**

**Fall Convocation**

In partnership with the Registrar's Office, participated in the preparation and execution of this year's Fall Convocation ceremonies held October 14<sup>th</sup> at the National Arts Centre (NAC). The Department was responsible for the selection and coordination of the emcee, graduate announcers, and guest speaker, Geoff Strotmann, C.E.T., Manager, Supply Chain Management, General Dynamics Canada. Mr. Strotmann was also the recipient of Algonquin's first Honorary Degree.

**United Way**

The Department worked with the staff from the Queensway-Carleton Hospital (QCH) to host the first annual Algonquin College/Queensway-Carleton Bed Race in support of the United Way on Monday, October 27<sup>th</sup>. Teams from Algonquin included paramedic, security and nursing students, as well as an administration team. An All-star team (comprised of one member from each of the student/admin teams) raced against the QCH's all-star team for the coveted 'Golden Bed Pan' award. The event was held in the Police and Public Safety Institute parking lot and raised just over \$400 for the College's United Way campaign.

**Centre for Construction Trades and Building Sciences (CCTBS) Thank You Luncheon**

On October 31<sup>st</sup>, the Department organized a thank you luncheon for members of the CCTBS external steering committee. The event welcomed approximately 30 internal and external guests and was held in the Restaurant International.

**Breakfast with the President Series: Breakfast with Constituency Groups**

The Alumni Association Board of Directors joined President Gillett for breakfast on October 17<sup>th</sup> as part of their advisory role to the President.

On October 23<sup>rd</sup>, members of the Students' Association Board of Directors joined President Gillett and Deborah Rowan-Legg, Vice President, Student Services, for a breakfast in the Staff Dining Lounge.

President's Halloween Coffee Break: Faculty and staff chatted informally with President Gillett during the annual *President's Halloween Coffee Break*, held October 31<sup>st</sup> at 10:00 a.m. in the foyer of 'C' Building.

**Alumni**

**Online Mentorship Program**

The Alumni Association launched its Online Mentorship pilot program this fall. The pilot program will offer online mentorship to students in eight Algonquin full-time programs.

**Alumni of the Year**

Steve Barkhouse, graduate of the Business Administration – Human Resources Management Class of '88, is this year's Alumnus of the Year. In addition to Steve's very successful working career as President of Amsted Construction, Steve has been a great supporter of Algonquin through his volunteer roles on the Program Advisory Committee for the Building Construction Program, as a member of the Alumni Association's Board of Directors, and most recently, as a driving force on the CCTBS External Steering Committee.

**Media Relations**

There were approximately 124 media hits between September 20 and October 28, 2008. Media hits in 2007 over the same time-frame totalled 76.

Highlights include:

September 17 – *CBC Radio, CBC News, CTV News, Ottawa Sun, 24 Hours, A Channel* featured stories regarding debit card fraud.

September 29 – *CBC, CTV, Global National, Edmonton Journal, Windsor Star, National Post, Edmonton Sun, Montreal Gazette, Ottawa Sun*, and the *Ottawa Citizen* featured stories regarding Liberal Leader Stéphane Dion's visit to the Woodroffe Campus.

October 2 – The *Ottawa Citizen* featured an interview with the Chair, Graduate Nursing Programs, regarding the use of simulation in nursing training.

October 3 – *CTV Ottawa and CFRA* featured stories regarding the Community and Justice Services program's 24 Hours of homelessness initiative, which raised over \$10,000.

October 5 – The *Ottawa Sun*, featured an interview with the Manager, Early Learning Centre, regarding a new daycare facility where children spend the vast majority of the day outdoors.

October 6 – *'A' Morning* featured 4 live segments from the Hospitality Centre on the Woodroffe Campus including interviews with Coordinator, Sommelier program, and Professor, Culinary programs.

October 9 – *CTV Ottawa, Ottawa Sun*, and *24 Hours* featured a story regarding the all-candidates debate from the Ottawa West-Nepean riding which took place on the Woodroffe Campus.

October 23 – The *Ottawa Sun* and *24 Hours* featured stories that included an interview with the President of Algonquin College regarding the current state of the College's expansion proposal.

October 27 – *CTV Ottawa, Ottawa Sun*, and the *Ottawa Citizen* featured stories regarding the Queensway Carleton Hospital / Algonquin College Bed Races that took place on the Woodroffe Campus to benefit the United Way.

October 28 – *CBC, CTV Ottawa, 'A' News*, featured a story regarding the Military Families Fund – Sens Foundation Bursary which was presented to six students on the Woodroffe Campus.

### **COLLEGE MARKETING AND ENROLMENT**

The College Marketing and Enrolment department has launched a series of activities focused on Winter and Fall 2009 enrolment. This includes events, recruitment and advertising activity.

#### **Recruitment Activities**

The Recruitment team has begun its fall travel and presentation cycle which includes high school presentations, participating in the College Information Program (CIP) across Ontario, visits to Employment Centres and career fairs.

<b>Events</b>	<b>Number of Events</b>
High School Presentations	67
Career Class Presentations	4
Career Fairs	2
CIP Presentations	36
Campus Tours	10
Out of Province Presentations	16

#### **Upcoming Recruitment Events:**

October 28 – Road Show (WO)

October 29 – Discovery Evening (Pembroke)

November 5, 11 – 13, 18 & 19 – Road Show

November 24 – 27 – Recruitment Week (WO)

November 26 – Skills Trades for Grade 9 (WO)

January 20 – Discovery Evening (Pembroke)

March 16 – 20 – March Break Activities

March 25 – Discovery Evening

#### **Academic Partnerships**

There has been a meeting with Special High Skills Major (SHSM) for High School and College staff to discuss SHSM and what impact it will have on the future. There was one meeting chaired by our department for Partnering to Articulate Student Success to discuss this year's budget.

### Recruitment Events

#### *Forum 2008*

The College Marketing and Enrolment department hosted and emceed the Forum 2008 event on October 2<sup>nd</sup> from 8:30 a.m. to 2:00 p.m. The event was attended by 100 Guidance Counsellors from regional high schools. Guests had an opportunity to attend presentations, a student panel, class visits and a campus tour. The Forum received very positive feedback.

#### *Open House 2008*

This year's Open House was held on October 24<sup>th</sup> in the gym and throughout the Woodroffe campus from 9:00 a.m. to 3:00 p.m. Faculty representation from the various program areas set up information tables in the gym and where possible were complimented by class or lab visit opportunities. In addition, visitors participated in campus tours.

Of the 2500 attendees, approximately 1300 participants pre-registered to the event with participation from 50 regional high schools from five school boards. This very successful event offered opportunities for visitors to speak with faculty, staff and students.

### **Publications, Advertising and Promotion**

The College Marketing and Enrolment department launched a comprehensive promotional campaign including:

#### Radio Advertising

Simultaneous radio campaigns promoting the College, College programs and Fall Open House 2008.

#### Event Advertising

Fall Open House included a comprehensive multi media campaign including print (Citizen, Ottawa Sun, EMC and Runge), e-mail, radio, posters, bookmarks and web.

#### Publications

The College Marketing and Enrolment department has incorporated sustainability initiatives in the production of recruitment publications which includes the use of FSC approved paper and a reduction of printing.

The Viewbook will be launched as a page turner on the web along with the printed version. Rewritable CD-Rom options will be available in designated distribution channels which will contain the Viewbook and Calendar.

The College Marketing Department has completed the publication coordination for the Winter onCourse.

#### Billboards

Billboard campaigns in Ottawa, Pembroke, Perth, Kingston, Cornwall, Belleville, Peterborough, Greater Sudbury, North Bay and Timmins.

#### Other Advertising

- School of Part-time Studies Print and Distance Education Campaign
- Maclean's Ad
- Heritage Canada Magazine
- National Capital Scan
- Yellow Pages Advertising 2009 – 2010
- Sens Advertising: Score Magazine ads & Concourse backlit signs
- Graduate Certificate Brochure & Web Pages

- Media and Design 2x Banners
- Small World, Big Picture Posters
- School of Advanced Technology Roll Up Banner

## Business Development

### School of Part-time Studies (SPTS)

#### OntarioLearn

The Technical Service Provider contract for OntarioLearn (OL) has been awarded to Embanet. A contract agreement worth \$6.5 M over five years will be signed to cover the period from January 1, 2010 to December 31, 2015.

Legal counsel for the College Compensation and Appointments Council presented a legal opinion to the OntarioLearn board regarding the issues of incorporation.

Legal counsel supported incorporation and OntarioLearn board members agreed to pursue incorporation subject to discussions with the VP Academic and VP Finance at member Colleges.

#### New Opportunities

The SPTS Academic Manager of Advanced Technology and Transportation/Trades has collaborated with the Chair of the Police and Public Safety Institute to explore opportunities for additional F licence training courses for full-time paramedic students and to promote our Greater Ottawa Truck Training (GOTT) program through the full-time firefighting program. Discussions have also been held with the Chair of Electronics/Electro-mechanical and members of the Ottawa Electrical Contractors League to explore new training opportunities.

The SPTS team is re-examining our continuing education east-end offerings to expand the selection for delivery after a new, off-campus location has been secured.

SPTS' Addictions (FAM1131) course has been scheduled as a Dual Credit course for 09W. This course was offered last winter as a dual credit course with great success.

Final approval was received at the CRC (Curriculum Review Committee) for the Groomer Assistant Certificate program. The program is scheduled to start in 09S. The Conflict Management College Certificate (online) program remained at preliminary at the September 18<sup>th</sup> CRC meeting. The next presentation on November 6<sup>th</sup> is for intermediate/final approval. CRC has given preliminary approval for revised Gas Tech 2 to expand from 360 hours to the 480 hours required by the TSSA. A new Electrical Vehicle Conversion (EVS) course (48 hours) has been created and loaded for 09W. A new EVC workshop is scheduled to begin in 09S.

The Introduction to Conflict Management Certificate Program and the Forensics & Accounting Program (3 courses) will be launched in online delivery format in 09W.

Most of the 16 language courses proposed for development/revision for this year are now completed. We are in the process of reviewing the three FSL courses that have just been delivered.



Preliminary work is underway with Corporate Learning Services to assess contract activity opportunities related to Bill 159, Security Guard Legislation and Services Canada Embarkment (Mastery Level Training).

Contract activity underway includes:

- FSL training for Canada Post;
- New language contract with the RCMP until March 2009;
- Language contract with NAHO;
- On-site Shop Safety Indoctrination for RCMP;
- Health Canada First Aid contract for 3 courses from Oct 9/08 to Nov 6/08.

#### Second Career Strategy

Under the Second Career Strategy (SCS), Colleges Ontario is exploring possible programs at the provincial level (through OntarioLearn) that will help make the community colleges more competitive. The Flexible Delivery Task Force has asked OL to come forward with four or five program offerings at the provincial level. As a start, the Accounting, Bookkeeping, Office Administration and Home Inspector programs have been identified as programs that can be delivered on a continuous intake basis. Colleges Ontario will report the information to the Committee of Presidents in November. Algonquin staff have implemented program updates to the Second Career Strategy website, and prepared and printed Second Career Strategy posters for external distribution at key agencies. The Ministry is looking for feedback from SCS students currently in the program at Algonquin; testimonials are being collected for submission. Over the past month, 185 inquiries have been received from Employment Ontario clients interested in 09W offerings - 57% inquiries for SCS, 8% for Skills Development and 35% for other programs. To date this year, a total of 717 inquiries have been received from candidates for SCS. Client feedback indicates there is frustration with the SCS process; however, those enrolled in Algonquin programs are pleased with the overall results.

#### Program/Course Modifications

Recommendations from the previous year Program Quality Reviews are in the process of being implemented. Programs have been identified for the annual Program Quality review.

The revised ESL Independent learning projects for the International students are being implemented this term. Feedback from students has been very positive and the teachers advise that students are doing all of the work that they are given and asking for more. The only difficulty identified relates to speaking skills. Due to lack of space in the lab, students have limited practice time. The new reading texts are also being implemented at all levels.

#### SPTS Enrolment

SPTS enrolment to date is as follows:

- 2008 Fall CE Enrolment is 10,815 or 90% of projection;
- 2008 Fall CE Revenue is \$2,518,827 or 86% of projected revenue excluding the CE Service Fee.

Under the Language Institute, the ESL program is completing week 7 of the first session. Sixty new international students are expected for testing next week.

#### SPTS Marketing and Communications

The Distance Education (DE) national recruitment campaign has been launched including advertising through websites and newspapers across Canada. The Business online e-News page has been distributed to business prospects and registrants to promote fall registration. The staff online newsletter was distributed to the College community to promote fall registration. The Fall Distance Education catalogue was produced and distributed to businesses and organizations.

Promotional pages and letters were distributed to thank organizations who contributed to the take home packages for the Career Samplers for Youth and to encourage participation next year.

DE and CE online newsletters were distributed to registrants and prospects to promote fall registration. A DE Survey was developed and distributed to mail list organizations not reached by telephone to determine their continued interest in receiving the DE catalogue.

The funded retention project to provide tutoring in Writing to ESL students who need extra help started on September 26<sup>th</sup>. The sessions are running smoothly now and the tutor is seeing more and more students each week.

The first meeting of the TESL Advisory committee took place on October 20<sup>th</sup>. The winners of the TESL program awards were invited to attend to receive their awards.

#### Student Services

Discussions have begun with the VP of Student Services regarding services for FT online students.

Space remains a concern for the next ESL session as an additional section of level 5 Canadian students is expected in addition to the extra sections that were needed to accommodate international students.

With the constraints imposed on the SPTS at Sir Wilfrid Laurier Secondary School, it was necessary to identify alternate space for the Business classes running there. Space has been secured in Orleans at Med2020 (a software training facility).

#### Algonquin Foundation

The Foundation has started the Planning Phase of a Capital Campaign to raise significant funds for the new Environmental Demonstration Centre Campaign.

On October 28<sup>th</sup> an appreciation event was held to thank the Ottawa Senators Hockey Club and its corporate donors for generously establishing the Military Families Fund – Sens Foundation Endowment.

Board members from Toronto's Beatrice Watson-Acheson Foundation visited the Animal Health Care Facility October 23<sup>rd</sup> to formally announce its new endowment.

A Direct Mail letter appeal was sent out to former Nepean Staff – a community appeal will take place in early November.

A donation of \$38,000 was received from the Richard Patten Appreciation event.

The Susan Meyers Endowment Fund is being established for students in Early Childhood Education Program.

#### New Annual Awards:

- Drain-All: New annual scholarship for students registered in a post-secondary program and who are members of the Algonquin College Soccer team.
- PJ Quiggley's Bar and Grill set up a new award for Culinary Management program.
- AADDD Advisory Committee is sending out direct mail for a second year. Last year close to \$6,000 was raised for AAADD student bursaries.

Additional donations given to the Foundation include:

- JD Shatford Foundation - \$4000
- BSCN Pembroke-\$20,000 (from a number of Pembroke Health Care Institutions)
- Knights of Columbus - \$2,178
- Association of Universities and Colleges - \$3,500
- McDonalds Canada - \$1000
- RCMP - \$1000

#### Planned Giving

A new planned gift has been confirmed for the School of Business.

#### Donor Relations

300 Thanksgiving Cards were sent to major gift Foundation donors along with the Annual Donor Report. New endowment donors also received the Student Handbook as required by the recognition policy.

#### Cash Donations for Equipment

\$12,000 donation to Perth Programs.

#### Gifts-In-Kind

Received \$63,000 in equipment from the 600 Group for the School of Advanced Technology.

#### Out and About

Outreach activities this month included:

- Nepean Kiwanis Presentation
- Kanata Chamber Annual Meeting
- Nepean Chamber Meeting
- Association of Fund Raising Professionals Presentation
- Ottawa Senators Corporate Golf Tournament
- Toastmasters Meeting
- Corporate United Way Kick Off Breakfast
- United Way Wine and Dine
- Canvasser United Way
- Canadian Club Business Lunch
- Ottawa Sens Game October 17<sup>th</sup> with three potential donors
- Ottawa Dragon Boat Race Festival Cheque Presentation to Foundation

Brenda Rothwell, Executive Director of the Foundation, has been asked to serve on the Board of the Association of Fundraising Professionals – Ottawa Chapter. Graham Thompson, Foundation has been asked to serve on the Board on the Canadian Association of Gift Planners for 2008-2009.

#### **International Education Centre (IEC)**

The increase in student numbers for ESL continues with the new intake for October. Approximately 90 new students have completed the placement test.

For the first time, Algonquin was represented at the Morocco Education Fair. Nadia Ramseier, the representative of the International Education Centre, attended on our behalf. Nadia will also travel to Turkey, Saudi Arabia, the United Arab Emirates and Kuwait this fall.

The application numbers from China are markedly higher than last year. Close to 90 applications have been received from the Algonquin Beijing Office alone.

The Montenegro campus has a full first year enrolment of 24 students. The MREI campus has a first year enrolment of more than 100 students. Our partner institution in Delhi, the Manav Rachna Education Institute, has been granted University status by the Indian government. It will now be called the Manav Rachna International University.

Algonquin received several visiting delegations this fall. The last visit was from a group of Botswana officials from the Botswana Export Development and Investment Authority (BEDIA). The visitors were accompanied by representatives from WUSC and ACCC. Prior to this visit, the Algonquin Learning Centre received a visit by a representative from Peru. She is interested in the development of studies in Early Childhood Education in Peru.

Negotiations are in progress towards the development of off-shore delivery of college programs in several countries including Ghana, Botswana, China and India.

### **Institutional Research and Planning (IRP)**

Preparations continue for the Advanced KPI Student Satisfaction Survey scheduled from November 3 to 14, 2008.

To date, 1,339 responses have been elicited from Algonquin College students to Part 1 of the Ontario College Student Engagement Survey (OCSE) survey being conducted from September 2 to October 15, 2008. An e-mail was sent to all students encouraging them to respond to the survey. Part 2 of the survey pertaining to engagement begins November 1<sup>st</sup>.

A presentation on Business Continuity Planning in a Crisis Management Framework was made to the Ontario College Conference in Thunder Bay.

A presentation on the 2008-2013 Strategic Plan was made to Academic Services.

IRP sponsored the visit of Jack MacDonald, CEO of Compass Canada, to speak to students from the Hospitality and Culinary Arts Programs. Approximately 150 students and faculty attended the presentation and it was very well received. A senior management team from Compass met with a similar team from Algonquin as part of the visit. It is expected that the presentation will be the start of a collaborative effort to make students more aware of career opportunities within Compass and the institutional food service industry both within Canada and at Compass' international operations.

Other activities included providing KPI data to the Computer Studies and Culinary Arts programs.

IRP sponsored tables at the Canadian Club of Ottawa and the Nepean Chamber of Commerce Awards Reception. Brenda Rothwell, of the Algonquin Foundation, was nominated as employee of the year and the College was nominated in the best web-site category.

### **Corporate & Business Development**

Corporate Learning Services (CLS) is developing a comprehensive Canadian Forces Account strategy.

The School-College- Work Initiative (SCWI): Phase 12 projects are currently underway. Presentations have been made to Academic Chairs Council. On September 29<sup>th</sup>, over 100 district school board staff attended a Specialist High Skills Major Forum at the College.

CLS resubmitted a Citizenship and Immigration (CIC) work plan for a telementoring project. The project is called Canadian Overseas Mentorship Experience (C.O.M.E.) Program. The start date for this project is October 2008, pending approval.

Proposals for two Ministry of Citizenship and Immigration (MCI) bridging programs were completed: Internationally Trained Medical Radiation Technologist and Internationally Trained Business Administration Professional.

The Aboriginal Attrition Research Project is proceeding. Full enrolment has been achieved for the pilot project (60 aboriginal students).

Corporate Learning Services: Algonquin was awarded a contract (CSD lead) from Colleges Ontario (via Ministry of Community and Social Services (MCSS)) to develop a customer service e-Learn product for MCSS. Contract value \$110K.

Workshops, Coaching, Facilitation, and training sessions are booked and/or delivered to the following clients:

- Export Development Canada
- Canada Post
- Ottawa Police Services
- Canada Revenue Agency
- Nexient Learning
- National Aboriginal Health Organization (NAHO)
- Canada Revenue Agency
- United Way

CREE Regional Authority continues to sponsor a Project Management Certificate program.

## **Human Resources**

### **Pension and Benefits**

Activity in Pension and Benefits was very busy due to the ratification of the Support Staff Collective Agreement and consequent salary and benefit changes.

Human Resources Mission and Vision statements were developed.

Human Resources is currently studying the options with regard to the HRIS and other ERP's. (Enterprise resource planning (ERP) is an enterprise-wide information system designed to coordinate all the resources, information, and activities needed).

A Retirement and Benefit Planning session was presented by the Pension and Benefits Manager and team members as part of Wellness Week which was held on October 22<sup>nd</sup> with approximately 40 employees in attendance.

Two EAP sessions were organized and presented on October 20<sup>th</sup> for Wellness Week. Topics included "Planning for Successful Transition to Retirement" and "Living well with Stress". Both were well attended.

Statistics for the period September 18<sup>th</sup> to October 20<sup>th</sup> in terms of sick leave and pre-enrolment are as follows:

- 15 employees are currently on Short Term Disability.
- 6 Pre-Enrolment requests were sent to CAAT Pension.
- 1 Pre-Enrolment buyback was completed with the College portion being \$601.61
- 1 Strike buyback was completed.

In terms of WSIB, there were two new claims with no lost time and two previous claims with lost time recurrence due to surgery with 50% cost relief for both claimants.

Currently there are 29 Academics, 28 Support and 2 Administrators on Long Term Disability with 1 Academic status pending currently under appeal. There are 19 Academics, 12 Support Staff and 2 Administrators being provided accommodation.

In regard to Salary Administration, all deadlines for regular pay input and applicable changes have been successfully met. OPSEU increases for Support Staff effective September 1, 2008 were also successfully implemented.

In regard to Pension Administration, there were 28 pension estimates for 14 people (to October 21<sup>st</sup> only) including one estimate done on the CAAT Pension Website. Two members of the team attended the CAAT conference for Pension Administration in Toronto on October 27<sup>th</sup>. A team member met individually with 11 potential retirees re: estimates and retiree benefit details.

### **Employee Services**

The Manager, Employee Services participated in the Academic Area's Chairs retreat and in conjunction with legal counsel, provided an overview of Collective Agreement issues. The training session was well received and further sessions have been arranged for throughout the year.

Work with *Hire Immigrants Ottawa* has continued during the month of October and work with the representative from the Employers Council of Champions will begin for November.

### **Recruitment**

The following number of competitions ran from September 20, 2008, to October 21, 2008:

- 4 Administrative competitions
- 1 Academic competition
- 19 Support competitions

A preliminary draft of a project overview for a Succession Plan was submitted to the Vice President, Human Resources. A request for data has been made to ITS so that a statistical analysis can be started on the estimated retirement dates of the College's employee population.

The Recruitment Officer conducted a presentation to the Nepean, Rideau & Osgoode Community Resource Centres and Experience in Motion job finding club. The presentation was to promote Algonquin College as an employer of choice.

### **HRIS Administration**

HRIS training is ongoing for all new hires that have HRIS access. Security amendments have been concentrated on to ensure correct access is granted. During the month of October, the HR/Pay workgroup continued to prioritize projects in conjunction with ITS.

**Temporary Payroll/Workload**

In the Temporary Payroll/SWF reporting, the negotiated Appendix D rates changed to reflect the new increases in the Support Staff Collective Agreement.

The compilation of SWFs for 2009 winter has commenced. Work with the Academic Planning department has been implemented to make a more efficient process for the 08W SWF audit period during November.

**United Way Activities**

Human Resources won the Air Band competition with the most donations raised and also hosted Norwex and 5<sup>th</sup> Avenue Jewellery events. Norwex raised \$268.67 and the 5<sup>th</sup> Avenue Jewellery raised \$127.00.

**New Hire**

Peter McKeracher joined Human Resources as the Director of Staff Relations effective November 3<sup>rd</sup>. Peter brings with him a wealth of knowledge gained in both the public and private sector and has extensive experience interpreting and negotiating collective agreements. He has been teaching in the Legal Administrative Program at Durham College for 20 years. Peter completed his Law Degree at Osgoode Hall Law School and he has an MBA and a Master of Law Degree. In addition, Peter co-authored "The Unionized Workplace".

**Student Services**

**Registrar's Office**

Registration Statistics, 2008 Fall

Full-time Registration in Post-Secondary/Post-Diploma Programs:

For the 2008 Fall Term, as at October 17, 2008, net registered students numbered 13,354 or 100.3% of the projected enrolment. The projection is the anticipated enrolment as at November 1<sup>st</sup>, the audit count date for the Fall Term. We expect to exceed the enrolment projection for the term.

The breakdown of the 13,354 registrants, as of October 17, is as follows:

Faculty/School	Approved Projection		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	1,937	1,019	2,138	914
Faculty of Business and Hospitality	2,093	1,818	2,143	1,810
Faculty of Health, Public Safety and Community Studies	1,668	1,441	1,591	1,403
Faculty of Technology and Trades	1,578	1,121	1,556	1,175
Algonquin College in the Ottawa Valley	436	177	401	186
School of Part-Time Studies	28	0	37	0
<b>College Totals</b>	<b>7,740</b>	<b>5,576</b>	<b>7,866</b>	<b>5,488</b>

**Continuing Education Registrations:** For the 2008 Fall Term, as at October 17, 2008 registrations were 12,288 as compared to 11,996 at the same time last year. The term registrations to October 17, 2008 represent 95.0% of the projected enrolment. Registration continues throughout the term.

**Admissions Statistics, 2009 Winter**

As at October 17, 2008, OCAS statistics for the 2009 Winter Term indicate that, for *College Choices* (i.e. number of individual applications to Algonquin College), our Non-Secondary School applicants are down -7.4% from last year, Secondary School applicants are up 1.5%, with an overall decrease in applicants of -4.2%. Province wide, the variances are 8.4%, 11.4% and 9.5% respectively.

As of October 17, 2008, for *Program Choices* (applicants are allowed a maximum of 5 program choices, with up to 3 at any one College), our Non-Secondary School applicants are down -7.6% from last year, Secondary School applicants are 2.8%, and overall we show a decrease of -3.9%. Province-wide, the respective variances are 8.5%, 11.1% and 9.5% respectively.

As of October 17, 2008, for *Confirmations*, our Non-Secondary School applicants are down -16.0% from last year, Secondary School applicants are up 11.3% and overall, we show a decrease of -6%. Province-wide, the respective variances are 18.1%, 16.6% and 17.5% respectively. The Marketing Department is acting to encourage more applications for the Winter Term, and the Registrar’s Office has undertaken a comprehensive TeleServicing campaign to encourage applicants to confirm their offer of admission.

**Client Service Metrics**

Contact Centre and Service Counter Client Service metrics for the Registrar’s Office are as follows:

Statistics Summary					% Variance	
	September 08	YTD 08/09	September 07	YTD 07/08	September 08	YTD 08/09
<b>Contact Centre (Telephone)</b>						
Total Calls	13,016	85,289	12,730	82,252	+2.2%	+3.57%
Total Calls Answered	9,914	59,548	7,838	57,864	+20.95%	+2.83%
% Answered	76.16%	69.81%	61.57%	70.34%		
Average Speed to Answer	0:03:40	0:04:13	0:06:05	0:04:55		
Average Call Length	0:04:49	0:04:11	0:03:56	0:04:28		
<b>Service Counter (In-Person)</b>						
Tickets Issued	8,398	34,479	8,236	35,181	+1.93%	-2.00%
Customers Served	8,186	33,658	8,052	33,477	+1.64%	+0.54%
% Served	97.47%	97.61%	97.76%	95.15%		
Average Waiting Time (Global)	0:07:48	0:04:28	0:07:40	0:04:24		
Average Transaction Time (Global)	0:08:24	0:08:34	0:07:12	0:07:56		
<b>Switchboard</b>						
Calls Received	17,710	63,940	15,898	60,893	+10.24%	+4.77



### **Fall Convocation (Ottawa)**

The Fall Convocation Ceremony for Ottawa Schools was held at the National Arts Centre on Tuesday, October 14<sup>th</sup>. The Guest Speaker and Honorary Degree Recipient was Geoff Strotmann, CET, Manager, Supply Chain Management at General Dynamics Canada. A record number of graduates both registered and attended our 2008 Fall Convocation Ceremony.

### **Ontario Colleges Facilities Management Association (OCFMA) / Administrative Services Coordinating Committee (ASCC) Joint Conference**

Administrators from across Ontario's 24 Colleges of Applied Arts and Technology attended the joint OCFMA/ASCC Conference, October 5 – 8, 2008, in Thunder Bay, to share best College practices in working toward a sustainable future. The Registrar attended this conference and presented Algonquin College's best practices and methodology for business process review.

### **Financial Aid Office**

Applications for the 2008 Fall Student Assistance Bursary were available online in mid-October. A total of 2,892 students applied.

Financial Aid has received the final statistics from the National Student Loan Student Centre on the recent 2008 fall peak period. Representatives from the National Student Loan Service Centre were on campus from August 18 until October 3. During that period, they collected a total of 2,814 loans with an error rate of 0.142% (i.e. 4 errors in 2,814 documents). The College was commended on this rate of accuracy.

### **Student Support Services**

#### **Director's Office**

On September 29<sup>th</sup>, the Director of Student Support Services visited the Perth Campus and hosted a "Greenpower" (Energy Awareness) Day. Staff and students at the Perth Campus were very pleased with the turnout.

On September 16<sup>th</sup>, the Director, Student Support Services and the Manager, Counselling Services, met with the Executive Director of the Odawa Friendship Centre to discuss establishing a working relationship.

#### **Employment Services**

The team of Employment Officers has visited over 60 first-year classes to inform students of the job-search services available. The first Résumé Clinic was scheduled for the third week of October. The clinics provide students with the latest techniques for a winning résumé and are offered in a group setting of six participants.

The *Let's Talk* Student Retention Campaign was highlighted on campus from October 6<sup>th</sup> to 17<sup>th</sup>. All campuses participated in this important student retention campaign which reminds students of the many useful services and options available to assist them with their success. This year's campaign featured a series of four posters, each focusing on a specific service and service options including the Learning Resource Centre, Financial Aid, Centre for Students with Disabilities, and Academic Success and Counselling Services.

#### **Student Affairs and Orientation**

The Student Affairs and Orientation team assisted with the Class Representative Training session hosted by Student Support Services. A record number of 180 class representatives participated in the training, and gave very positive comments on the feedback surveys.

An Information Fair was held at the Perth Campus on October 16<sup>th</sup>. This event is held once a year during the Fall Term. Representatives from Student Employment Services, Counselling Services and Student Affairs and

Orientation were present. Information on all three services was provided, along with information and giveaways from the Registrar's Office, Health Services and Centre for Students with Disabilities.

Winter Orientation will be taking place on December 11<sup>th</sup>. This is an evening event to which all new students beginning a full-time program in January 2009 are invited.

### **Centre for Students with Disabilities (CSD)**

The total number of students who registered to receive services from September 1<sup>st</sup> to October 17<sup>th</sup> was 1,060 compared to 970 in 2007 (an increase of 9.3%).

The Ministry of Community and Social Services Accessibility Directorate has approved the College's project submitted by the CSD in partnership with Colleges Ontario. Karen Coffey will lead the initiative as Project Manager.

The CSD will be developing an e-learning module on accessible customer service training. When completed, this training tool will be made available to the 24 Ontario Colleges to help them comply with the training requirements currently outlined under the new AODA Customer Service Standards. The completed e-learning module will be available in both French and English. It will also be available in an HTML and Flash format. It will be a dynamic interactive e-learning tool that should be a model of accessible multi-media tools.

### **Counselling Services**

The Manager, Counselling Services, met with colleagues from La Cité collégiale and Carleton University for an initial discussion with respect to working together and supporting each other for a mental health strategy and community-based services.

Counselling Services launched the *Respect* Campaign. The first phase of the campaign focused on introducing the concept of "Respect" (one of the College's core values) and gathering information on how people define it. In a one-day period, the campaign was successful in having over 600 surveys completed by staff, students and faculty. The next phase will look at the information gathered and develop a strategy to deliver the message of *Respect* and ways to encourage its integration into the culture of the College.

### **Test Centre**

The focus has been the transitioning of new staff in the Centre, and preparing for the new automation of the testing environment, specifically the implementation of the Accuplacer application.

### **Mamidosewin Centre**

The review of space requirements continues. We are working closely with the Aboriginal Education Council on the Mamidosewin Centre's direction.

On October 9, the Manager of Counselling Services attended the first IPEC (Indigenous People's Education Circle) meeting of the academic year at George Brown College in Toronto.

### **Health Services**

In the past month, the total number of visits to Health Services was 3,676, compared to 2,996 one year before, a -23% increase in volume. Of these, 826 patients saw a doctor (i.e. 22% of the total visits). There were 4 accident reports generated for on-campus incidents.

### **Residence**

On October 31<sup>st</sup>, there will be a Halloween social for students in the Residence hosted in the Observatory. This event is part of our alcohol awareness campaign.