

Academic**School of Business**

Twenty-one students made up the eleven Algonquin College Ontario College Marketing Competition (OCMC) teams taking part in this year's OCMC in Niagara Falls. The "Big Idea Chair" sponsored by Yahoo was won by Belinda Tessier. She will be hosted by Yahoo for a day (transportation, accommodation and meals provided) when she will shadow a team of Yahoo managers. Sarah Ormon received the Lydiatt Award which is awarded to the OCMC participant who has gone above and beyond and demonstrated the spirit of OCMC.

Further awards included:

- Timothy Percival and Karina Brooks – Sales Management – Fifth place
- Annie Fitzgerald and Theresa Landrigan – Marketing Research – Bronze
- Belinda Tessier – Sales Presentation – Bronze
- Jon Arnold – Quiz Bowl – Silver
- Sarah Ormon and Jon Hayfron-Benjamin – Integrated Marketing Communications – Gold

Congratulations to all participants. The team recognizes the School of Business, the Students' Association and sponsors, Mitel and Royal LePage Gale Real Estate for their generous and on-going support. More information about the OCMC can be found at:

<http://www.sheridanc.on.ca/~nowell/ocmc/ocmchome.htm>

School of Health and Community Studies

The results of the September, 2008 National Dental Assisting Examining Board indicated that the graduates of the Dental Assisting Levels I & II program had a 100% success rate (19 graduates participated).

Barb Foulds, Chair, Eleanor Riesen, Professor, and Michelle Morley, Professor of the Nursing Studies Department have been awarded a research contract from the Academic Health Council to investigate "Communication in Difficult Situations for Inter-professional Teams." The project will commence in January 2009.

Career and College Access Centre

Anne Davis, Career and College Preparation Coordinator, Smiths Falls, attended a labour market forum at the Smiths Falls Golf and Country Club. Representatives from the Mayor's Office, employers, and employment and training agencies participated in a round table discussion on labour market issues affecting the Smiths Falls area.

Algonquin College Heritage Institute

The Masonry - Heritage and Traditional program held its annual Lime Burn event on November 7th, demonstrating how lime putty was made in the past by burning limestone at very high temperatures. This applied research activity included guests from the National Research Council, Carleton University's architecture program, employers, and alumni. In addition to the demonstration, there were a number of presentations.

Algonquin College in the Ottawa Valley

On November 8th, a town hall meeting concerning the proposed new Ottawa Valley Campus was aired on 'A' Channel television. The hour-long broadcast featured interviews with the College President, Students' Association President, Pembroke Mayor, students, graduates and faculty. The show included a presentation by the Community Capital Campaign Chair, Mark Huckabone, of more than \$1M in pledges towards the \$2.5M goal.

Centre for Organizational Learning

In support of Canada's Health Workplace month, the Centre for Organizational Learning organized the first annual College Staff Wellness Week from October 20-24, 2008. A website was created to highlight the initiative and staff wellness stories, and to allow staff to register for over a dozen workshops and activities. The initiative was well-received by College staff.

Faculty Activity

David Bromley, Coordinator, Graphic Design and Robyn Heaton, Coordinator, Advertising spent two weeks in November in India teaching classes and workshops with Manav Rachna Educational Institutions, our partners who are delivering the Graphic Design and Advertising programs. They advised that the programs continue to improve and the students and faculty seem satisfied with the structure and delivery.

Lynn Cox, Professor, Theatre Arts was a winner at the ninth annual Capital Critics Circle Awards on November 11th. Lynn won the Best Design award for Third Wall's production of Empire Builders. David Magladry, part-time Professor, won the Lighting award for the Ottawa Little Theatre's production of Woman in Black. The Capital Critics Circle Awards honoured the best English-language productions and performances of the 2007-2008 season.

Nadine McInnis, Professor, Professional Writing program, was featured at the Vancouver International Writers Festival, October 23-29, 2008. Nadine participated in several readings.

Lisa Lamarre-O'Gorman, Manager, Early Learning Centre, is coordinating a Supervisors Mentoring Program. The program is funded by the Government of Ontario and administered by the Early Childhood Community Development Centre (ECCDC), which in turn, is contracting the college to support the delivery of the program. The purpose is to match a mentor supervisor with another supervisor and offer an opportunity for the mentor and mentee to participate in group learning sessions and work together to make positive changes in the workplace.

Mac Nason, Coordinator, Library Information Technology, received his Master's of Education from Queen's University.

John Scott, Coordinator, Masonry – Heritage and Traditional, received The Professional Dry Stone Wall prize at the Canadian Dryscaping Awards this fall, for a dry stone wall he constructed on a private property near Burritt's Rapids.

Leslie Kopf-Johnson, Professor, Early Childhood Education, is a member of the Full-Day Learning Subcommittee of the Ottawa Network for Children. She was involved in the development and implementation of a symposium on full-day learning for 4 and 5 year olds. The purpose of the symposium was to provide the provincial government with input on what full-day early learning programs should look like and the educational qualifications of individuals working in these program.

Student Activity

A joint project between the first year Developmental Services Worker (DSW) students and the second year Fitness and Health Promotion students has been launched. Fifty DSW students will be matched with a personal trainer from the FHP program to assess, create, implement and evaluate a personal fitness program to gain knowledge and skills that can be transferred to the field of developmental services as part of the Health and Well-Being course.

Under the guidance of Terry Quinlan, Professor, Applied Museum Studies, students will undertake the treatment of two of the Number 2 Canadian Stationery Hospital flags which were flown in LeTouquet, France in November 1914. These flags were flown by the first Canadian Unit to arrive in France following the outbreak of World War I. This is a tremendous opportunity for our students, as well as a sound indicator of the solid reputation of the Applied Museum Studies program within the cultural community.

Community Activity

The annual Career Fair for Recreation students was organized with a slightly different perspective this year. Connected to a local charity and coordinated through Professor Cindy Bradley's Special Events class, this event attracted over thirty community partners. Over \$400 was raised plus a van filled with recreation/sport supplies, toys, clothing and food for the Debra Dynes family House.

The Heritage Institute's Social Service Worker students have initiated a number of fundraising activities in support of the charitable organization, Salvaide. These include a Poverty Dinner, a bottle drive, a dinner and auction event, and a variety show. As well, the Office Administration students have planned a spaghetti lunch in support of the charity.

Algonquin College in the Ottawa Valley has partnered with the City of Pembroke to host the 2009 Options Skilled Trades Fair. This showcase of apprenticeship training opportunities will be held on May 1, 2009 at the Pembroke Memorial Centre. More than 2,500 high school students are expected to attend the event.

Go TECH Girl is an event sponsored by the Canadian Council of Technicians and Technologists (CCTT) that gives girls (Grade 8-11) and their parents, an opportunity to explore Technology in a fun environment. The Faculty of Technology and Trades hosted this free event on November 8th. Girls were able to participate in four different hands-on workshops throughout the day.

On October 29th, 560 leading lights from Ottawa and Canada's Capital Region's tourism industry celebrated close to 1,400 front-line staff who were nominated through Ottawa Tourism's Stars of the City program during the past year. Guests were treated to a 5-star dinner put on by the School of Hospitality and Tourism.

Donations

The clients for this year's Construction Carpentry – Advanced Housing project, the Double Smart Home, each donated \$6,000 (for a total of \$12,000) to be used to build a "green construction trailer" for use by students who are building the home on-site. When the project is completed, the 436 square foot building will be moved to the Perth Campus to be used for future projects.

Administration

College Ancillary Services (CAS)

Revenues and contribution in the CAS business units are on track with budgeted targets. The banquet business remains strong with 32 events booked for the holiday season.

Retail Services will be holding its semi-annual Customer Appreciation Day on December 10th to thank clients for their patronage. The New Technology Store is launching its on-line catalogue for the holiday season and will follow-up with a seasonal flyer promoting Christmas specials.

Finance & Administrative Services

The Department of Finance and Administrative Services has begun developing the budget for 2009/10 including updating the College's 5-Year Capital Plan. There is very little information available on provincial grant funding for next year so conservative assumptions are being made at this time.

Information Technology Services (ITS)

Information Technology Services (ITS) has begun planning for computing and network infrastructure renewal and expansion projects for the next fiscal year. There are increasing demands on the College's infrastructure including student lab and desktop computing, laptops, bandwidth (wired and wireless) and storage. ITS is working closely with the College Technologies Committee to ensure demands are met in the most cost-effective way possible.

ITS has continued efforts in the launch of a new email system for faculty and staff based on Microsoft Exchange. The project is expected to conclude by the end of the Winter term.

ITS, with the support of Microsoft, initiated a pilot for the use of low-cost videoconferencing for meetings. The pilots were considered successful, with several meetings held including the November Board of Governors meeting. Governor Tremblay was instrumental in facilitating the assistance of Microsoft in this pilot project.

Physical Resources

Facilities Planning & Development Team

The College hosted the MTCU consulting team that is making recommendations to MTCU about how to respond to the long-range capital plan submissions. The President and Vice-President Administration took the team to Pembroke to tour the existing campus and to view the site of the planned relocation of the campus. They returned to Ottawa, were briefed on the College capital and space challenges at all campuses and given a tour of the Woodroffe Campus. The team was impressed with the optimization of

our existing facilities and our need for more space. They have asked for more details on our overall institutional space management process that might be helpful to others.

The CCTBS project has advanced considerably. The process of validation of the space program is well underway. The feasibility study of the CCTBS at Centrepointe has been completed in conjunction with City staff in readiness for the approval process through the City of Ottawa Committees and Council targeted to be completed by December 5, 2008. The 2 stage site-plan control application process is proceeding well.

Safety and Security Services Team

Colin Bonang, Manager of Safety and Security and Brad Zanth, Chief Security operations attended the Violence Threat Assessment Seminar hosted by Sir Sanford Fleming College. The model presented is state of the industry being used in School Boards and very similar to the College Workplace Violence Prevention program approach. In all it was a good confirmation that our existing work and our future planning directions are sound.

Advancement

Public Relations & Communications

Corporate Events - Remembrance Day

The College hosted its Remembrance Day ceremonies on Tuesday, November 11th in the Marketplace Food Court. This year, the ceremony was attended by two guest veterans, as well as an associate legion member who laid a wreath on behalf of friends and family. Two wreaths were also laid on behalf of Algonquin faculty and staff, and our students. The ceremony was enhanced with the Canadian Forces GIS students standing on guard for the ceremonial procession.

Breakfast with the President Series

Administrative Staff Breakfast

President Gillett hosted a breakfast for members of the Administrative Staff Association Board of Directors on Thursday, November 6th in the Staff Dining Lounge.

New Staff Breakfast

Eleven new employees joined President Gillett for breakfast on November 20th in the Staff Dining Lounge. The breakfast provided an opportunity for new staff to discuss their experiences and to share their ideas and suggestions for enhancing our programs and services.

Administrative Staff Association (ASA) – Dialogue with the President

The Department worked with the President of Algonquin's ASA to host a morning discussion session for all College administrators who are members of the ASA. ASA President Wayne McIntyre welcomed the group and introduced President Gillett who gave a short presentation on the current financial reality for the College and a direction for its future. Following Mr. Gillett's presentation, the group was asked to discuss and respond on the following four questions:

- 1) What should we stop or start doing as a college?

- 2) How well is the College communicating with managers?
- 3) What does a successful Professional Development Plan look like? How do you define PD success?
- 4) College Committees: Too many? Too few? Just right?

Alumni

The Alumni Association Board of Directors met with President Gillett in late October to discuss the Board's new vision for the Association which is to re-engage Alumni by developing better relationships, to develop a strong sense of pride in belonging to the Alumni Association, and to ensure that the Alumni experience is a lifelong experience. Based on this new vision, the Department is preparing a draft communication plan which will be presented to the Board at the December monthly meeting. The communication plan will outline the strategies and action plan recommended to achieve this new vision.

Media Relations

There were approximately 72 media hits between October 28 and November 21, 2008. Media hits in 2007 over the same time-frame totaled 54.

Major stories included:

October 27 - 28 – *CTV Ottawa*, *Ottawa Sun*, and the *Ottawa Citizen* featured stories regarding the United Way Bed Race that took place on the Woodroffe Campus.

Oct 29 - 30 – The *National Post*, *Ottawa Citizen*, and the *Vancouver Sun* featured stories regarding Algonquin College graduate found guilty of five terror related offences.

November 1 – The *Ottawa Citizen* featured an interview with a Professor in the Sommelier program regarding the increase of sommeliers in the national capital region.

November 3 – The *Ottawa Business Journal* featured an interview with the President regarding the impact of tough financial times on post-secondary institutions.

November 8 – 'A' News broadcast an hour-long, town hall meeting regarding the need for a new campus in Pembroke. Interviews with the President, the Dean of Algonquin College in the Ottawa Valley, and the President of the Students' Association were a part of this broadcast.

November 12 – 'A' News, *CTV News*, the *Pembroke Daily Observer* and the *Ottawa Citizen* featured stories regarding the Board of Governors' approval of the expansion projects in Pembroke and Perth.

November 17 – *CBC Living in Ottawa* featured an interview with the Coordinator of the Sommelier program during a five-minute profile of the Sommelier program.

November 18 – *CBC Living in Ottawa* featured an interview with a Professor of the Motive Power Technician program during a five-minute segment about "how to winterize your car".

November 18 – The *Ottawa Citizen* featured a profile on the Algonquin Thunder Men's volleyball coach and his unique style of coaching.

College Marketing and Enrolment

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

Recruitment Activities

The Recruitment team has continued its fall travel and presentation cycle during this period which includes high school presentations, visits to Employment Centres and career fairs.

Events	Number of Events
High School Presentations	96
Career Class Presentations	3
Career Fairs	8
Parent Evenings	10
Campus Tours	36
Other Events	11

Recruitment Events

Recruitment Evenings

The College Marketing and Enrolment department hosted a series of information sessions from November 24-28 from 6:00-8:00 p.m. Each evening showcased programs from a different Faculty, as well as the School of Part-time Studies, Algonquin College in the Ottawa Valley, and the Algonquin College Heritage Institute. General information on Algonquin's services, financial aid information and representatives from the Second Career Strategy were also on hand for each evening.

Algonquin College Road Show

This year's Road Show was held from October 28-November 19. Recruiters visited Belleville, Cornwall, North Bay, Peterborough, Sudbury, Kingston, Timmins and Brockville to showcase the College. The individuals that visited the shows were interested in learning more about the programs offered, services available and campus tours.

Academic Partnerships

There have been several meetings and events attended by the College Marketing and Enrolment department such as; WRK 4U2, the College Math Project, the Committee of Registrars Admissions & Liaison Offices (CRALO) Conference, a Partnering to Articulate Student Success meeting and the Environmental Forum for High School Geography Teachers. There was one meeting chaired by our department for preparation of the 2008 Skills Trades Day.

Upcoming Recruitment Events

November 24 – 27 – Recruitment Week (Woodroffe)

November 26 – Skills Trades for Grade 9 (Woodroffe)

January 20 – Discovery Evening (Pembroke)

February 26 – OCRI Technology Executive Breakfast

March 16 – 20 – March Break Activities

March 25 – Discovery Evening

Publications, Advertising and Promotion

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

Radio Advertising

There were simultaneous radio campaigns promoting the College as a whole and programs, the other for promoting the Road Show and Recruitment Evenings.

Event Advertising

The Recruitment Road Show included a multi media campaign including print, email, radio, and web. The Recruitment Evenings included a multi media campaign including print (Citizen, Ottawa Sun, Metro and 24), e-mail, radio, posters, book marks and web.

Business Development

School of Part-time Studies (SPTS)

Awards

SPTS was awarded the 2008 CONNY Award Category 5: Exemplary Procedures at the October, 2008 Heads of Continuing Education Conference for its successful development of Market Segmentation Reports. The Category 5: Exemplary Procedures is awarded to the College demonstrating a unique and innovative procedure. The SPTS Market Segmentation Reports were developed in-house (Spring, 2007) to better understand the SPTS customer base and implement new niche marketing initiatives. The reports have contributed to the overall SPTS enrolment growth - a 3.2% increase in enrolment target over 2006/07. Moreover, the identification and direct communication with niche markets resulted in improved course cancellation rates – from 50% (2006/07) to 19% (2007-08).

OntarioLearn

The Community College Vice Presidents Academic group has supported the incorporation of OntarioLearn. A small task force will be formed to look at the bylaws before going to the Committee of Presidents for final approval.

OntarioLearn has been approached by CONNECT regarding the possible development of the on-line component for the pharmaceutical bridging program. The curriculum will be reviewed and a decision will be made as to whether to proceed with on-line development.

New Opportunities

The SPTS Academic Manager (AM) of Advanced Technology and Transportation/Trades has collaborated with the Acting Chair of Transportation and Building Trades to explore new training opportunities. The AM has also spoken with both the Canadian Cisco Academy and the Chair of Advanced Technology to discuss details regarding delivery of the CCNP (Cisco Certified Network Professional) certification track. Work has also begun to create a new Fire Alarm (CFAA) certificate, Construction Project Management certificate and CCA Gold Seal Certification certificate. A new bylaw to be passed soon by Ottawa City

Council regarding waste water treatment and processes will open up new opportunities to expand our current Cross Connections and Backflow Prevention course.

Discussions have begun regarding the possibility of collaborating on redesigning the delivery of the Office Administration program so that it would be more attractive to Second Career students. A meeting has been scheduled with all CE Business Managers at the provincial level to modify the program to a more flexible delivery format to address the needs of the students.

The full-time Online Program Pilot launched in Fall 2008, continues to demonstrate student demand and interest for full-time, on-line programming as illustrated in the significant increase in applicants – a total of 125 applications have been received for Winter 2009 on-line programs

Second Career Strategy (SCS)

The Second Career website was updated to include a Questions and Answers (Q & A) linked page to explain the expanded guidelines implemented November 10th. MTCU marketing materials were distributed to appropriate offices.

SPTS staff attended a meeting at the local Employment Ontario office on November 13th which provided an update to Private and Community Colleges on the new criteria for the SCS program. The new criteria makes the Second Career Strategy program open to individuals laid off after January 1, 2005 and to non EI-eligible clients interested in selected programs of less than six months in duration.

Per the Ministry, 45 clients have been approved in programs at Algonquin College for the Fall 2008 semester. We have a further 11 applications pending with one approved for the Winter 2009 semester.

Program/Course Modifications

The Conflict Management College Certificate received final approval by CRC November 6th (pending minor changes). Development of this on-line certificate program will commence in December 2008.

Program Suspensions

The following programs were suspended due to low enrolment:

- Expert Gardener (DE)
- Commercial Gardener (DE)
- Information Technology Fundamentals (DE)
- Palliative Care (in-class)
- Working with the Terminally Ill (in-class)
- Paralegal Foundations certificate (in-class) suspended for the 09-10 academic year. The new Paralegal full-time program, accredited by the LSUC, will be explored as a definite laddering possibility. (in-class & on-line)

SPTS Enrolment

The YTD Continuing Education enrolment is 21,938, up 1,106 students from last year. Compared to last year, Fall enrolment is up 233 students, from 11,383 to 11,616 students.

The ESL International enrolment has increased significantly over this time last year. The September session enrolment increased 36% over the previous year and the October session increased 64% over previous year.

SPTS Marketing and Communications

The promotional plan for Winter 2009 was completed including ad campaigns, e-marketing, event participation and promotional tools. Production and printing of the winter onCourse print catalogue was completed. The production of the onCourse website, and updates to the Part-time Studies, Distance Education and Language Institute websites for winter were completed and launched. The Distance Education calendar was produced and the calendar mailing list was updated.

Student Services

As part of monitoring students' academic success with the full-time on-line program pilot, a Student Focus Group was hosted on November 12th to identify student service support needs, program/student services satisfaction. A focus group summary report will follow. Monitoring of the students' academic success is ongoing.

Space remains a concern for the Language Institute. It was necessary to rent space in the Student Residence for a fourth section of level 4 students which combines Canadian and International students.

Algonquin Foundation

The Academic Assistance for Adults with Developmental Difficulties (AAADD) Advisory Committee sent out their second annual direct mail appeal and the Foundation has received close to \$700.

The October 28th event for the Military Families Fund-Sens Foundation Bursary was a great success with 90 guests in attendance including students and donors. There was considerable media coverage of the event.

Planned Giving

A bequest has been confirmed from a faculty member for the School of Hospitality and Tourism which will result in a new endowed bursary.

Currently the Foundation is working to finalize the Richard Patten Endowment and prepare for an official announcement of the endowment in the Spring 2009.

Centre for Construction Trades and Building Sciences Campaign

The Foundation is beginning the Campaign Planning Stage to finalize the Campaign Case for Support, conduct an informal feasibility study, and develop the campaign cabinet structure.

New Annual Awards

- Joan McCartney Bursary Award – Perth Campus
- Office Administration Award - Welch and Company
- Law Clerk Program Awards (three) - Emond Montgomery Publishers
- Endowment for Early Childhood Education
- Ottawa Dragon Boat Race Festival Endowment - \$10,000 received
- RCMP annual scholarship – Police Foundations
- BMO \$10,000 in recognition of David Wallace’s retirement towards David Wallace – Health & Community Fund.
- Beatrice Watson Acheson Foundation \$75000 donation – Veterinary Technician Program
- Association of Colleges and Universities \$13,000 student awards since April 2008

Out and About

Outreach activities this month included:

- Habitat for Humanity Fashion Gala
- Advanced Technology Awards
- PPSI Awards
- Sens MFF Reception
- Animal Health Care Tour(Beatrice Watson Acheson Foundation)
- Sens Support the Troops
- Kanata Sunrise Rotary Club Oktoberfest
- Association of Fundraising Professionals Workshop
- Ottawa Philanthropy Awards
- Toastmasters
- United Way Bed Race-QCH-AC
- AFP Workshop - Charitable Tax Law Updates
- SPIN Breakfast (Specialized Professionals Breakfast)
- School of Business Awards
- Architectural Technology Advisory Committee Meeting
- Nepean Chamber of Commerce Awards Presentation
- Water and Waste Management Advisory Committee Meeting - Presentation
- Elvis Sighting Society Bean Fest
- Canadian Association of Gift Planners Workshop – Donor Strategies – Market Fluctuations
- Ottawa Chamber of Commerce Awards
- TV Broadcast Advisory Committee - Presentation
- Fitness & Leisure Studies Career Fair (Foundation thanked participants)
- Eight donor meetings

International Education Centre (IEC)

The Fall ESL enrolment was up significantly over the previous year. In November 2007, the registrations were at 160 students. In November 2008, we had 260 registrants. The largest numbers of students are from China and Saudi Arabia, followed by Japan, Korea and Libya. This ESL enrolment should lead to a marked increase in our post-secondary international enrolment for the academic year 2009-2010. It is

clear that the efforts Algonquin has made to establish an office in Beijing as well as to attend educational fairs in some of the Middle Eastern oil producing countries are showing positive results.

November has been a month of energetic activities in the area of linkages and the development of overseas partnerships. Among the visiting delegations who met with College officials and toured our facilities were the following groups:

- The Ambassador of Chile and the Special Education Counselor who are interested in ESL training as well as teacher education. Chile has made English Language Training a strategic priority in its educational system.
- A delegation from the Ministry of Education of Malaysia, accompanied by managers from the CECN. They are interested in our Animation program.
- The Minister of Education and Vocational Training of Tanzania and his group. Their interest is in Hospitality and Tourism programming.
- The CUCN Delegation (Communications University of China, Nanguang). They are interested in Algonquin's Media and Design programs.

Several proposals for international activities have been submitted during November. They include the following:

- A proposal for a UNESCO Training program for Contract Training Centres for Iraqi College Deans (to take place in Canada).
- A proposal submitted to the Thailand Ministry of Public Health for a training program for Nursing College Administrators.
- A proposal for a partnership agreement with New Era College in Botswana. The College is accredited by the Government of Botswana.
- Two expressions of interest to the World Bank for work related to the Employer Driven Skills Development program in Jordan.
- There has been an expression of interest to the World Bank for the Second Vocational Training project in Yemen.

Institutional Research & Planning (IRP)

Key Performance Indicators

The Advanced KPI Student Satisfaction Survey, scheduled from November 3 to 14, has been completed.

A 5 year comparison of KPI results was provided for Child and Youth Worker programs offered throughout the province for the Community Studies department.

Ontario College Student Engagement Survey (OCSE)

Part 2 of the survey, pertaining to engagement, began November 1st. As of November 14th, 680 Algonquin students had responded to the survey which will continue until December 15th.

In total, 1,882 Algonquin students responded to Part 1 of the OCSE survey by the end date of October 15th.

External Meetings

Meetings were held with representatives of the Champlain Local Health Integration Network.

IRP sponsored a table at the Canadian Club of Ottawa. The presentation was by David Wilkins, US Ambassador to Canada. Algonquin staff and students were joined by a staff member from the US Embassy and the Rt. Hon Herb Gray.

Corporate & Business Development (CBD)

Strategic Partnerships

Department of National Defence: Algonquin hosted a visit from the Canadian Defence Academy, which included presentations given by CBD, School of Advanced Technologies, School of Transportation and Building Trades, School of Business and Hospitality, Health & Community Studies, and a campus tour.

District School Boards: SCWI Phase 13 projects are in the planning stages; Phase 12 activities, dual credits, and forums continue. Cross-college and PASS team presentations are scheduled throughout November and December with the goal of preparing Phase 13 SCWI proposals.

Algonquin College Access Project (ACAP): The Employer Engagement project is underway, with community efforts around immigrant integration to employment in progress. Employers are being recruited to a series of breakfast and conference events to March 2009.

The planning and implementation stages for the Pembroke Campus and Woodroffe Campus January 2009 Aboriginal Camp are well underway. The external partner for Pembroke Campus is Wilderness Tours.

Aboriginal Portfolio

The College of the North Atlantic (CONA) was on campus November 20th and 21st to provide a retention solution briefing for the Algonquin College Aboriginal Attrition Research Project. CONA is a partner on the project.

Corporate Learning Services

CLS is offering a corporate training public schedule of workshops for the February - March 2009 timeframe. Delivery will be at Algonquin's 85 Albert Street location.

Workshops, coaching, facilitation, and training sessions have been booked and/or delivered to the following clients:

- Canadian Forces Joint Imagery
- Champlain Community Care
- Breconridge
- Aboriginal Healing Foundation
- Government of Nunavut
- University of Ottawa
- OCDSB
- Hazmasters
- Ottawa Hospital

Human Resources

Pension and Benefits

The Pension and Benefit area remained constant in the month of November.

The Retirement and Benefits Planning Session held on October 22nd was very successful. This session generated 37 pension estimates completed for 20 people. Another session will be held on January 28, 2009.

Pension and Benefits organized through Employee Assistance Program (EAP), “Yoga for Suits” on November 27th. An additional EAP session is scheduled for December on “Depressive Illness”. All of the sessions offered through EAP are included in our 5 year contract and therefore there are no additional costs to the College.

HR Staff made a donation of costs for one month storage to the John Benoit Family Fire Fund and helped to organize a "pick-up and drop-off" event to aid in the cause, which was very successful.

The Pension and Benefits team joined the AODA Committee (Ontarians with Disabilities Committee) where a special meeting was held on November 18th. The Accessibility Standards for Customer Service have been developed and came into force on January 1, 2008. The College must comply with these standards by January 1, 2010.

The preparation and implementation of the Pay Direct Drug Cards for the Academic Group is ongoing until the release date in April, 2009.

Employee Services

During the month of November, there was a concentrated effort by all members of the Employee Services team to offer orientation and training sessions to managers on recruitment, temporary payroll, classification and HRIS system training. In total, there were 32 individual training sessions offered.

Work will begin with the Centre for Organizational Learning on the rollout for larger training initiatives.

A Succession Plan overview was developed and the next steps were identified for a workforce demographic analysis breakdown. This work will commence in December.

Work on part-time staffing analysis has commenced in conjunction with members of Finance. This work will continue into December with the focus on identifying hiring and payment practices for our temporary staff.

Preparation for the Administrative Staff job description project is underway and will be launched during the month of December. This entails the gathering of all current job descriptions in preparation for a third-party evaluation process early in 2009.

The College's submission for the annual Council Staffing Survey was completed and submitted by the deadline.

The audit for the 2008F SWF's is underway and it is anticipated that the information will be provided to the Union by our agreed upon timelines.

Algonquin College's monthly participation on the Hire Immigrants Ottawa Committee continues. A representative from Employee Services also participated in the "Transition to Employment" working group. The mandate of this committee is to identify employment barriers for students with disabilities.

Labour Relations

The new Director of Staff Relations assumed his duties on November 3rd. Peter McKeracher has assumed responsibility for primary contact on grievances and arbitrations, a lead role in The Union College Committees and Joint Stability Committees with both Union locals. As well, he is a member of the Academic Workload Monitoring Committee and will represent management at Step 2 meetings with Academics and Step 3 meetings with Support Staff. He has met individually with the Vice Presidents and with most of the Executive Deans. He will be attending regular meetings of the Academic Chairs to engage in an open dialogue with the Chairs on academic labour relations matters.

Academic Union

Five arbitration hearings are scheduled between November and the end of the year. Preparation with Legal Counsel and interested parties continue.

Support Union

There are no arbitrations scheduled till the end of the year. Eight grievances have been filed since October. Four have been settled or withdrawn.

Student Services

Student Services Dialogue

On the morning of November 18th, the Vice President hosted the first Student Services Dialogue for all full-time and part-time staff in Student Services. The focus of the session was on sharing information about our various services and on “*integrating for student success*”. Staff presentations highlighted some of the cross-departmental initiatives already underway in our new area. Feedback has been positive, with the next Dialogue scheduled for February.

Registrar’s Office

Registration Statistics, 2008 Fall

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

For the 2008 Fall Term, as at November 1 (enrolment audit count date), Net Registered students numbered 13,235. It should be noted that there are 157 returning students included in the Approved Projection, who are not yet registered. These students are in programs with late start-dates in the Fall Term. Since these students are included in the Fall Term enrolment audit, this means that we have exceeded, by 76 students, the projected enrolment for the term.

The breakdown of the 13,235 registrants, as of November 1, 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	2,114	911
Faculty of Business and Hospitality	2,093	1,818	2,122	1,793
Faculty of Health, Public Safety and Community Studies	1,668	1,441	1,572	1,397
Faculty of Technology and Trades	1,578	1,121	1,537	1,166
Algonquin College in the Ottawa Valley	436	177	400	186
School of Part-Time Studies	28	0	37	0
College Totals	7,740	5,576	7,782	5,453

Continuing Education Registrations: For the 2008 Fall Term, as at November 14, registrations were 13,115 as compared to 12,822 at the same time last year. The term registrations to November 14 represent 101.4% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics, 2009 Winter

As of November 17, 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 -6.3% from last year, Secondary School applicants are up 1.3%, with an overall decrease in applicants of -3.6%. Province wide, the variances are 10.1%, 10.1% and 10.1% respectively.

As of November 17, 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 -5.3% from last year, Secondary School applicants are up 1.9%, and overall we show a decrease of -2.7%. Province-wide, the respective variances are 10.6%, 10.1% and 10.4% respectively.

As of November 17, for *Confirmations*, our Non-Secondary School applicants are up 2.9% from last year, Secondary School applicants are up 11.9% and overall, we show an increase of 6%. Province-wide, the respective variances are 20.7%, 16.8% and 19.3% respectively.

Client Service Metrics

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

Contact Centre/Service Counter Summary					% Variance	
<u>Contact Centre (Telephone)</u>	October 08	YTD 08/09	October 07	YTD 07/08	October 08	YTD 08/09
Total Calls	7,269	92,558	6,934	89,186	+4.61%	+3.65%
Total Calls Answered	6,949	66,353	6,145	64,009	+11.58%	+3.54%
% Answered	95.6%	71.7%	88.6%	71.8%		
Average Speed to Answer	0:00:33	0:03:41	0:01:22	0:03:42		
Average Call Length	0:03:49	0:04:08	0:03:37	0:03:43		
<u>Service Counter (In-Person)</u>	October 08	YTD 08/09	October 07	YTD 07/08	October 08	YTD 08/09
Tickets Issued	4,645	39,124	4,437	39,618	+4.48%	-1.25%
Customers Served	4,437	38,095	4,179	37,656	+5.82%	+1.16%
% Served	95.5%	97.4%	94.2%	95.0%		
Average Waiting Time (Global)	0:02:42	0:04:16	0:03:46	0:04:20		
Average Transaction Time (Global)	0:07:00	0:08:24	0:06:50	0:07:48		
<u>Switchboard</u>	October 08	YTD 08/09	October 07	YTD 07/08	October 08	YTD 08/09
Calls Received	11,389	87,946	11,945	86,354	-4.66%	+1.82%

Spring Convocation Ceremonies

The Spring 2009 Convocation Ceremonies (Ottawa Schools) will be held at Scotiabank Place on Thursday, June 18 and Friday, June 19, 2009.

Committee of Registrars, Admissions and Liaison Officers (CRALO) Award

At the CRALO Annual Dinner on November 4th in Oakville, the Vice President of Student Services, Deborah Rowan-Legg, was awarded CRALO's highest honour in recognition of her valuable service and many contributions. CRALO is an operating committee of the provincial Student Access and Success Coordinating Committee (SASCC).

Financial Aid Office

The 2008 Fall Student Assistance Bursary adjudication has been completed by the Financial Aid Bursary employees. A total of 2,935 students applied for 2008 Fall Bursary assistance. The average bursary allocated for the term through the Student Assistance Bursary was \$300.

A Financial Aid Officer attended the 2008 Fall OASFAA Conference in Toronto on November 6 and 7. The agenda at the Conference included presentations by both the Federal and Provincial Financial Aid Authorities. Due to the current economic climate, Ontario provincial Financial Aid authorities from MTCU did caution OASFAA not to expect any significant changes to the OSAP program for 2009/2010.

A Financial Aid Officer and the Financial Aid Bursary Administrator will be participating in the "Make the Cut" Program on November 26th, at Carleton University. This joint Algonquin College/Carleton University program is a transition program directed at Grade 12 students with Learning Disabilities and/or ADHD.

Student Support Services

Director's Office

On November 15th and 16th, the Director attended the Ontario Colleges Marketing Competition at Niagara on-the-Lake. As well, the Director was able to visit Niagara College and Sheridan College to tour their Residences, and to discuss Residence operational issues and security, including a lockdown exercise at Sheridan's Residence.

On December 3rd, Student Support Services launches A-Bay, the online auction in support of the Don East Bursary for students.

Student Affairs and Orientation

Winter Orientation will be held on December 2nd in Room T102. This is an evening event to which all new students beginning a full-time program in January 2009 are invited. Welcome Coffee will be taking place on Monday, January 5th – the first day of classes for the Winter Term.

Centre for Students with Disabilities (CSD)

Earlier this year, ITS invited all Ontario colleges to participate in a pilot project to share the Centre for Students with Disabilities Information System (CSDIS) developed by ITS two years earlier. Northern College took up the offer and the software was bundled with instructions and sent to Northern in the late summer. Northern College is now using the system. This system requires ASP.net platform with SQL server and database. The benefits of sharing code with other colleges that have the same platform are time savings and cost savings, and eventually the hope is that the future development load could also be shared among colleges.

There are currently 16 students participating in “Peer Up for Success”, a retention project funded through the Student Success Committee: 8 mentors and 8 transitioning students. Students and mentors are meeting on a weekly basis. Peer mentoring programs, particularly those geared towards at-risk students, have shown to positively contribute to student success and in turn increase retention rates. “Peer Up for Success” engages students registered with the CSD and provides them with a sense of community, while encouraging adjustments in learning and study habits, helping them access existing supports, and also helping to navigate through campus resources.

On November 12th, Student Employment Services and the CSD co-hosted Transition to Employment – Part 3, a roundtable discussion on reducing barriers to gainful employment for skilled trained graduates with disabilities.

Counselling Services

During the month of October, there were 33 class visits and group presentations to a total of 949 students. Of the 949 students in attendance, approximately 196 students attended presentations related to career values and assessment. During the College’s Open House on October 24th, 740 students visited the Counselling Services booth.

A total of 575 individual consultations were completed during the month of October. Of these individual sessions, approximately 27% were for Academic, 58% for Personal, 12% for Career, 3% for Withdrawals. 66% of the students self-referred, 24% were referred internally, and 10% from external resources. Approximately 75% of the students were less than age 30, and 25% age 30 plus. The top two mental health issues presenting at colleges and universities in North America are anxiety and depression. In the coming months, we plan to gather more accurate data related to the specific issues students are presenting with.

Test Centre

October saw the completion of the online scheduling system for the Test Centre and training of the staff on Accuplacer (a leader in placement testing and identified as the best possible option for the provision of automated testing). November will focus on providing an opportunity for faculty, staff, and students to preview the system as well as, at the same time, a chance to work out any technological and process issues.

Health Services

In the past month, the total number of visits to Health Services was 3,115, compared to 2,811 one year before, an increase of 11% in volume. Of these, 756 patients saw a doctor (i.e. 24% of the total visits). There were 10 accident reports generated for on-campus incidents

Residence

On November 4th, the Student Support Services Info Fair was held in the Residence main lobby. The Centre for Students with Disabilities, Health Services, Counselling Services, Student Affairs, Student Employment Services, and “Why Drive High” were in attendance.

On November 13th, the Students’ Association held their Residence Forum in the main lobby. Over 20 students attended this event and provided helpful feedback.