

Academic**School of Advanced Technology**

Andy Wilson, President, Air Canada Pilots Association, presented an Outstanding Achievement Award to Ken Wright, a graduate from the first graduating class of the General Arts and Science - Aviation Management program at an event held on January 13, 2009.

The fall 2009 intake of the Electro-Mechanical Engineering Technician – Robotics program was increased to allow for two sections of classes. This was achieved through a split schedule; one group attending from 8 a.m. to 2 p.m. and the second from 2 p.m. to 8 p.m. The College intends to offer more classes later into the evening, providing more flexible options for students and to allow for continued enrolment growth.

School of Health and Community Studies

The Practical Nursing program has received the highest level of program approval from the College of Nurses of Ontario. This five year approval is based on a comprehensive review of classroom, clinical and simulation facilities. The College noted the integration of the Orientation to Nursing in Ontario programs for the internationally education nurses in their written comments.

School of Hospitality and Tourism

Two “Food for Thought” sessions were held in the Restaurant International during the month of December for clients from the Federal Government and the CBC, respectively. In addition to improving employee team work skills, the session provided an opportunity for participants to learn to make some great new dishes. Clients indicated how much they enjoyed the experience. Both sessions were facilitated by Chef Scott Warrick and generated approximately \$14,000 in revenue for the School.

School of Media and Design

The Professional Illustration Ontario College Graduate Certificate program was launched in January 2009 with 12 students. The program is designed to prepare graduates for careers as illustrators in a wide range of media.

Police and Public Safety Institute

The Advanced Care Paramedic Ontario College Graduate Certificate program has received the maximum six-year endorsement from the Canadian Medical Association.

Algonquin College in the Ottawa Valley

Graduates from the School’s first Bachelor of Science in Nursing program have received a 100% success rate on the College of Nurses in Ontario provincial licensing exams. Eleven students participated.

Centre for Organizational Learning

Ten new full-time faculty members participated in the orientation session entitled “Teaching@Algonquin” from December 16 to 18, 2008. They were also registered in the faculty mentorship program which began on January 14, 2009.

Fifteen part-time faculty orientation sessions were delivered in December and January. Participation was high with 436 registrants.

Business Innovation Centre

Renowned primatologist, Jane Goodall, will visit Algonquin College on April 15, 2009 to open a day of workshops and activities for students from the College, local school boards, and the Jane Goodall Institute’s Roots and Shoots organization. Students will participate both on-campus and through web casts and video-conferencing. The visit will close with a reception and public presentation at the Centrepointe Theatre.

Learning and Teaching Services

The second group of local school board teachers participating in Algonquin’s See-Earth program are preparing for their March 9, 2009, departure for Costa Rica. In preparation for the departure, research and storyboards for short educational videos and activities about Costa Rica and the Rain Forest are being developed. Brief videos starring participating teachers will be filmed

in Costa Rica for posting online to create engaging learning tools available to interested teachers and students. Joe Banks, Coordinator, Journalism-Print program, will participate in the expedition this year, with the intention of writing articles about the program for the Ottawa Citizen.

Faculty Activity

Dianna McAleer, English Coordinator, Police and Public Safety Institute, has published her first book with Pearson Canada entitled "Report Writing for the Community Services".

Lisa Shaw-Verhoek, Coordinator, Social Service Worker, Heritage Institute was the emcee at a conference on 'Work for People with Disabilities', hosted by the March of Dimes at Code's Mill Inn in Perth in November, 2008.

Student Activity

Tiffany Lester, a second year student in Interior Decorating, won a national Home and Garden Makeover Contest sponsored by Styleathome.com in Fall 2009.

Second year Interior Decorating students participated in a project last semester with Phoenix Homes to create a new look for their model homes in the east end of the city. The plan is to implement the new look later this semester once supplies are delivered to the site.

Students in the Interactive Multimedia program begin work this month on several new client projects. These include websites, interactive education material, and show cases for the RCMP, Canadian Geographic, Pangea Partnership, Ottawa and Calgary Outdoors, and the Alaskan Malamute Club of Canada. The projects will be completed in early April.

The second year Horticulture students attended the Landscape Ontario Trade Show in Toronto in January. They attended an Awards Gala where several students received \$1K scholarships for academic excellence awarded by Landscape Ontario. The winning students are Mary Stewart, Michael Barrett, Rebecca Cook, Ashley Palmer, and Leigh-Anne Neilson.

Bridgestone Firestone Canada Inc. (BFCA) sponsored the seventh-annual Bridgestone Photo Contest from September to December 2008. A record 290 contestants from 13 colleges and universities submitted 377 photos highlighting the Bridgestone tire company's commitment to community, environment, and safety. For each school, the top three images submitted will win a cash prize of \$1,500 (first place), \$1,000 (second place) and \$500 (third place). Judges will also select two national winners from among the first-place finishers, including one grand prize (\$2,000) and one special mention (\$1,000). In addition to the prize money, students will see their work exhibited on the Bridgestone Photo Contest website and at popular events such as the Grand Prix du Canada F1 race. Lisa Beaton won the first prize for Algonquin and the overall grand prize, collecting \$3,500. The other Algonquin winners are Jessica Deeks (\$1,000) and Natalie Desnoyers (\$500).

Community Activity

At the invitation of the Governor General, Janet Crupi, Coordinator, and three of her students from the Community and Justice Services program attended Rideau Hall on Tuesday, January 20, 2009. Janet and her students watched the U.S. Presidential Inauguration and then participated in a discussion on "Youth and the Power of Hope – Engaging in a Better World."

A delegation of Applied Museum Studies students and faculty attended the Ontario Museum Association Conference in Ottawa. Contributions from program faculty and students, notably Dennis Lloyd, Professor, Katherine Pattillo, Professor, and Andrew Boisvenue, sixth semester student, ensured the success of the annual conference "Turning Great Ideas into Results".

On January 12, 2009, students from the 4th semester Culinary Management program prepared the food for the ALS fundraiser held in the Restaurant International. The event was sponsored by both the School of Hospitality and the Ottawa branch of the Canadian Culinary Federation (CCFCC).

Close to \$3K in gift certificates, money, food, and household items, raised by students, staff and community members were disbursed to the seven students who were victims of an apartment fire in Pembroke in early November.

Donations

EDS has donated a collection of heavy-duty filing cabinets to the new faculty offices located in the mezzanine above the Biotechnology labs.

Administration

College Ancillary Services (CAS)

Revenues and contribution in the CAS business units are on track with budgeted targets. The Banquet business was extremely successful this December compared to year-to-date figures for FY08 realizing a 45% increase.

In conjunction with Physical Resources, Parking Services provided approximately 140 additional temporary parking spaces to help meet the increased demand for parking due to the OC Transpo strike. In addition, the Food and Beverage Operation is offering free coffee for students utilizing the shuttle services on Mondays and Thursdays.

Finance & Administrative Services

The Department of Finance and Administrative Services continues to work with College management in the development of the 2009/10 pro forma and 5-year capital requirements plan.

Preparation and training for year-end processes have begun. A session on Debit Card Fraud Prevention will be attended by approximately 40 staff working in Food Services, the Registrar's Office, the Bookstore and elsewhere.

Information Technology Services (ITS)

Information Technology Services (ITS) completed essential network, server and fire suppression infrastructure work as well as upgrades to teaching lab computers during the Christmas holidays.

IT services were functioning as expected for the start of the Winter term, with no major outages reported despite the increased systems use due to the OC Transpo strike.

ITS has continued 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 new email system is expected to be in use by the end of the winter term.

Physical Resources

Facilities Planning & Development Team:

The City of Ottawa approved the funding necessary to move the Baseline Station and to construct the Transit infrastructure necessary to make the implementation of the Centre for Construction Trades and Building Sciences Project successful at the Centrepointe site just west of Woodroffe Avenue. Plans are now proceeding in conjunction with the City of Ottawa to implement the project for opening on September 6, 2011 as the first of several phases of Algonquin facilities planned for Centrepointe.

Facilities Operations and Maintenance Services Team

From December 23, 2008, to January 4, 2009, Physical Resources staff began an 8 hour daily rotating shift during the Christmas vacation to ensure that all plant systems remained operational and to avoid the possibility of equipment freezing. College plant systems performed well, with no significant problems found or reported. Caretaking operations to strip and clean floors continued throughout the holiday period with the exception of Christmas and New Years day. In addition shut-downs of the College electrical system and the cooling system for the main computer room were conducted on December 29 and 30, 2008 to perform maintenance and repair work.

The second of 3 of the main chillers for the Woodroffe Campus has been renewed and upgraded with the new environmentally friendly R123A refrigerant. The Environmental Protection Act requires all refrigerant to be of the ozone friendly type by the end of 2011.

The structural repairs to the Perth campus were completed successfully in December 2008; removal of snow accumulation on the roof will continue through the winter months. Plans are now underway to replace the main Perth campus building by fall, 2011.

Advancement

Public Relations and Communications

Ottawa/Carleton Transit Strike

Algonquin College and the Students' Association are working together with Carleton University, La Cité collégiale and the University of Ottawa to assist students in getting to their classes by offering a shuttle service to and from Kanata, Bells Corners, Barrhaven, Orleans and South Keys. As of January 9th, four shuttle buses began running to and from the various locations in the region. On January 20th, three additional coaches were added in order to go from four routes to five, and to add additional capacity. Currently, the service has a ridership of 2,300 students daily. The College has also worked with the Students' Association to promote its online ride-sharing bulletin board.

Web Strategy

The Algonquin College Web Strategy was presented to the President's Executive Committee, President's Executive, Deans and Directors Committee and the College Technologies Committee by the Executive Director of Advancement.

Corporate Events

Coffee Break with the President Series

- The President's Christmas Coffee Break was held on December 12th in the Students' Association Observatory Lounge at the Woodroffe Campus where approximately 350 faculty and staff chatted informally with President Gillett.
- The President hosted a Welcome Back Coffee Break on January 13th at the Perth Campus which was attended by students and staff.

Breakfast with the President Series

New Staff Breakfast

On January 15th, 12 new employees joined President Gillett for a breakfast in the staff dining lounge to discuss their experiences as our newest staff members and to hear any suggestions they may have to enhance the programs and services we provide to the College community.

Government Relations

Provincial Funding Announcement

The Department assisted the Ontario Government to host a news conference at the Woodroffe Campus on Friday, December 5th, where the Honourable Jim Watson announced \$1.25 million in funding for Algonquin to welcome 82 new students into the Co-op Diploma Apprenticeship Program starting next fall. Details of the funding are:

- Woodroffe Campus: \$726,000 for 48 students in General Machinist/Tool Making and,
- Pembroke Campus: \$522,932 for 34 students in Automotive Technical/Motive Power Technician.

Funding for the Co-op Diploma Apprenticeship Program is part of the \$2-billion Skills to Jobs Action Plan.

Alumni

The Department prepared an Alumni Vision document and a draft 'Engagement Tactical Plan' which were presented to the Alumni Board at the December meeting. The Plan included a two-year outline of communication strategies, events and

activities that could be employed to achieve the Alumni Association’s new focus of re-engaging with Alumni, developing a sense of pride in the Association, and ensuring that the Alumni experience is a lifelong experience. President Gillett and Rena Bowen, the Alumni Association’s president, met in January to further discuss the Plan and its integration with the College.

Media Relations

There were approximately 135 media hits between November 21, 2008 and January 22, 2009. Media hits in 2007/2008 over the same time-frame totalled 128.

Major stories included:

- December 1 – *CTV Ottawa* and *CFRA* featured stories regarding the United Way Touchdown event that took place on the Woodroffe Campus.
- December 5 & 6 – *CTV Ottawa*, *‘A’ News*, the *Ottawa Sun*, and the *Pembroke Daily Observer* featured stories regarding the \$1.25 million provincial investment in trades programs on the Woodroffe and Pembroke Campuses.
- December 11 – The *Ottawa Business Journal* featured a story regarding Algonquin College’s Corporate Social Responsibility Conference where former Prime Minister Paul Martin was the keynote speaker.
- December 13 – The *Toronto Star* featured a story regarding the purchase of a false credential by a College Manager.
- January 5 – The *National Post* and the *Ottawa Citizen* featured an interview with the President regarding the College’s interest in receiving a cut of the federal infrastructure money.
- January 6 & 7 – *‘A’ News*, the *Ottawa Citizen*, and the *Ottawa Sun* featured a story regarding an Algonquin graduate who died in a plane crash near Quebec City.
- January 8 – *‘A’ News* and *CTV Ottawa* featured a story regarding the collaboration between Ottawa’s post-secondary institutions to offer shuttle buses during the transit strike.
- January 17 – The *Ottawa Citizen* featured an interview with the Administrator of Athletic Operations for the Students’ Association regarding the appeal of the CCAA’s decision to ban the Algonquin Thunder men’s team from the 2009 national tournament.
- January 19 – The *Ottawa Sun* featured interviews with students in the Personal Support Worker program; a Professor; and the Chair of CE Contracts (Health), regarding the importance and demand of qualified personal support workers.

College Marketing and Enrolment

Recruitment Activities

The Recruitment Team has completed its fall travel and begins the presentation cycle for winter 2009. This year’s visits included; high school presentations, career class presentations, Employment Centres, career fairs and more.

Events	Number of Events (November 24 – January 16)	Total Number of Events 2008 – 2009
High School Presentations	23	186
Out of Province Presentations	N/A	16
Career Class Presentations	11	18
Career Fairs	1	11
Parent Evenings	N/A	10
CIP Presentations	N/A	36
Campus Tours	41	87
Other Events	12	24
Total Events 2008 – 2009		388

Upcoming Recruitment Events

- February 26 – OCRI Technology Executive Breakfast
- March 16 – 20 – March Break Activities
- March 25 – Discovery Evening
- May 6 – 8 – Connections
- May 21 – Dialogue 2009

Advertising

The College Marketing and Enrolment department has launched the winter promotional campaign focused on fall 2009 enrolment. This includes events, recruitment and advertising activity.

Business Development

School of Part-time Studies (SPTS)

New Opportunities

A number of new programs, specifically graduate certificates, are being scoped as follows:

- Digital Music Production - College-approved certificate
- Industrial Design (scoping laddering opportunities with Carleton University) – graduate certificate
- Special Education (scoping) – graduate certificate
- Customs and Border Security (scoping)
- Criminal Justice and Intelligence Analysis (scoping) – graduate certificate

We are discussing the possibility of merging palliative care, dementia and gerontology into a new graduate certificate in Long-term Health Care in order to ensure program viability. It might be possible to ladder the proposed new program into the Masters in Palliative Care at St. Paul University.

We are pursuing a new compressed, blended model for the delivery of our Project Management certificate. This model will be of interest to individuals working within the Federal Governmental in the “PM” category who require certification as a Project Management Professional (PMP).

The initial scoping of training opportunities surrounding Bill 159 legislation supports the development of an online academic training course capturing non-intervention and academic legislative requirements. The target audience for the training will be security guards.

The Full-Time Online Program Pilot launched in fall 2008 continues to demonstrate student demand. For the winter 2009 intake, 31 students are registered in Level One, and 11 students are registered in Level Two. The majority of the students are from the Ottawa-Carleton region.

Second Career Strategy

Forty-one applicants were been approved for the January 2009 intake. Final numbers will be confirmed in February by the Ministry.

The Second Career website was revamped to include more programs, add more information and align the programs under a monthly listing. A promotional campaign was developed and executed for the December 10th Second Career Open House. Unfortunately, the open house coincided with the first day of the bus strike so participation was low.

Contract Activity

The following contract activity is under development or in process:

1. Delivery of a course on Shop Safety Indoctrination to the RCMP.
2. FSL training is being provided to the RCMP.
3. The Language Institute will be submitting a proposal to pilot the various newly developed Occupational Specific Language Training (OSLT) curricula in the business and health areas.

Program/Course Modifications

The Public and Private Investigations program is being modified according to changes in educational requirements announced in Bill 159. This affects training for private investigators and security guards and could impact on approximately 70,000 employees in Ontario. Negotiations are under way with an external partner regarding the use-of-force training component.

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Due to the professional education requirements outlined by the BCRSP, the Occupational Safety and Health program is being modified to meet new professional standards through the addition of a 15-hr WSIB course. This will be an online course available in fall, 2009.

SPTS Enrolment

Enrolment in the ESL International language programs continues to grow with a 49% increase over the previous year winter semester.

Although enrolment in Distance Education continues to grow with a 25% increase in winter 2009, we are experiencing a decline in the Business and Hospitality & Tourism area (-13%). A small marketing campaign is underway to promote Distance Education monthly intake courses and to give the public an alternative if coming to the campus is difficult. The tag line for the newspaper ads is "Leave the commute behind..... Take courses online!"

SPTS Marketing and Communications

We continued with winter niche marketing initiatives including the creation and distribution of eNews pages for DE, Business, and Technology, and the development of Information Session promotional posters for Autism, Music, and ESL/FSL. SPTS staff participated in the December Adult High School Career Fair.

Student Services

Several Canadian language students are asking to withdraw because of the difficulties caused by the bus strike.

Algonquin Foundation

Equipment Donations

The Foundation has received \$187,000 from HYDRO ONE for equipment donations.

Centre for Construction Trades and Building Sciences (CCTBS) Capital Campaign

A number of very successful meetings have been held with the Ottawa Construction Association and the Greater Ottawa Home Builders Association to begin to establish the Leadership team for the CCTBS Capital Campaign.

Pembroke Capital Campaign

A Campaign Plan process meeting was held to review processes for gift receipts, gift pledges, recognition, stewardship and further identification of future donors.

Foundation staff helped train Pembroke campaign administrative staff on how to use the research data base (IWAVE) and the Imagine Canada data base to assist their efforts in donor prospecting.

Foundation staff updated the Pembroke New Campus Fund Option on CanadaHelps.org.

A new staff pledge card was created to encourage payroll deductions from Pembroke campus staff.

Perth Capital Campaign

The first Perth Campaign meeting was held on January 13 at the Perth Campus and the next Campaign Leadership meeting is scheduled for February 10, 2009.

Work is underway with Advancement to develop a campaign brochure.

Endowments

An additional \$40,000 was received for established endowments. The following new bursaries and endowments were established:

- \$100,000 bursary established from Connelly and Connelly for Champions for Children.
- New endowment for the Early Childhood Education Program - Received \$18,000 in funds - Susan Meyer's Bursary.
- New Endowment for the Business Marketing program - Hazel-Smart Patterson Bursary.
- \$14,000 in donations to the Direct Energy Bill Patterson Memorial Bursary.

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The annual Don East Memorial Bursary Fund A-Bay On-Line Auction took place in early December and a record \$5000 was raised. These funds will be matched for a total of \$10,000 of additional funding for the bursary.

The Algonquin Foundation is working with current donors to collect pledge commitments in time for the March 31, 2009, OTSS matching deadline as well as finalizing endowment forms and criteria.

Nepean's Ben Franklin Bursary Committee ad campaign has been developed and is expected to run in late Feb 2009.

Lucky Payday Staff Lottery

Initial planning for the 2009 ticket selling strategy has begun for the Lucky Payday Staff Lottery. In 2008, 345 tickets were sold and the Foundation is aiming to sell 365 to 385 tickets in 2009. Work has begun to organize an initial ticket seller meeting for late February. Tickets will be ready for distribution in late March.

Gifts In Kind

Between November 25th and December 31st, the Foundation received \$49,603 in gift in-kind donations.

Miscellaneous

The Foundation is assisting with logistics for the February 6th, 2009, Canadian Association of Gift Planners Conference to take place in Ottawa.

The Foundation assisted the Association of Fundraising Professionals (AFP) Ottawa with securing a guest speaker for the January 21, 2009 event.

A representative from the Algonquin Foundation will join the Alumni Association Board of Directors.

New Annual Awards

A new annual award, the Newell Family Award, has been established for the Print Journalism program. Bayshore Health Care has verbally confirmed an annual scholarship for the Practical Nursing program. \$1200 has been received towards the AAADD fund.

Out and About

Outreach activities:

- Alta Vista Animal Hospital Lunch and Tour of Facility
- HOPE Charity Cheque Presentations and first HOPE in Memory of Sarah McKinnon Presentation
- CAGP Board Meeting
- United Way Touchdown Algonquin College
- Ottawa Kiwanis Luncheon
- Kanata Chamber of Commerce after Hours Session
- Kanata Golf Tournament Committee Meeting
- Kanata Chamber Breakfast Session January 8th –Wren Group
- Toastmasters Meeting
- Women's Business Network Luncheon
- SPIN Networking Meeting
- Hospitality and Tourism Awards Night
- AFP Education Sessions
- CRA Education Session

International Education Centre

The international postsecondary enrolment for winter 2009 stands at 508 students, compared to 484 students for winter 2008. A comparison of the 3 semesters of 2008/2009 and 2007/2008 is as follows:

	2007-08	2008-09
Spring	77	91
Fall	477	478
Winter	484	508

The addition of one new recruiter in summer 2008, intensive recruitment efforts, as well as enhanced relations with the diplomatic missions in Ottawa are producing positive results in terms of both postsecondary and ESL students. The January ESL intake is 240 international students compared to 161 in January 2008. This positive trend is expected to continue.

Visitors were received from several Embassies and High Commissions in Ottawa interested in pursuing partnership agreements with Algonquin. Visitors included the High Commissioner of Sudan and the High Commissioner of Nigeria. Representatives of the Embassy of Egypt and the Egyptian Ministry of Higher Education also visited the college to discuss possible cooperation agreements in the areas of Health and Media and Design.

In December, the partners in charge of the Hospitality Centre in Montenegro, Anita and Zlatibor Milic, visited the college. As well, two professors from Goa, India, Neena Pai Panandiker and Kavita Asnani, attended training programs as part of the CIDA activities in Goa, India (Rural Health Education Project).

There has been some escalation in the efforts made to establish links with Chinese institutions. These efforts were put on hold during the period of the Olympic Games in China. They are back on track with general agreements concluded to cooperate with institutions in different parts of the country. These include Bohai University, Suzhou Institute of Trade and Commerce, and Lanzhou University. A specific agreement has also been concluded with the Jiangsu Maritime and Technology Institute which should be submitted to the Chinese government authorities for approval this spring.

Several international training activities have been approved and will take place in the first 3 months of 2009. These include:

- A UNESCO sponsored program to train four deans of colleges from Iraq on the development of contract training centres. This activity is a collaborative one involving our contract training area.
- A Television and Photography teacher training program for 4 Thai professors from Rajamangala University of Technology Krung Thep.

Some of the activities which the IEC is organizing as part of the Public Engagement Fund program are:

- A Faculty Forum for International Development on February 2. Ninety staff members are registered to attend the forum. Several Embassy officials have also been invited. The forum, held during International Development Week, will celebrate the achievements of Canadian Development efforts overseas.
- A Student Forum on Global Development will take place February 4th from 10 a.m. -12 p.m. 25 governmental and non-governmental organizations will be at the College to share information and resources with students who wish to get involved in overseas work which includes teaching activities, development efforts etc.

Institutional Research and Planning (IRP)

Key Performance Indicators (KPI)

Preparations are underway for the February, 2009, KPI Student Satisfaction Survey. 330 survey sessions have been arranged through the academic departments. Four training sessions have been scheduled for the end of January. A student profile data file has been extracted for submission to the survey consultants and a promotion and awareness campaign has been established through the Communications department.

Ontario College Student Engagement Survey (OCSE)

Part Two of the OCSE survey pertaining to Engagement, ended December 15, 2008, eliciting 1,139 responses from Algonquin College students. In combination with Part One responses of 1,882, a total of 3,021 responses from Algonquin students were

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received. Three Algonquin students received prizes for participation in the two phases of the survey including a Dental Hygiene student who won the grand prize of \$1,000, a Biotechnology Technologist student who won an iPod Touch, and a Business Administration student who won an undeclared prize.

The 2008/09 OCSE survey cycle will be completed in February with the submission of academic success data for each student participant including fall 2008 GPA and Winter 2009 Return status.

Input was provided to an OCSE Survey Review committee that is examining modifications to the policies, procedures and survey instruments advocated by the CCVPA committee.

Miscellaneous Activities

Assisted in the arrangements and presentation for a delegation from Bohai University in North-East China, who were interested in establishing joint programming with Algonquin.

Multiple years of OCAS registration data were secured for Computer Security programs at four other colleges to support the development of a new program.

IRP assisted in the formulation of an interview guide to survey future participants in a Cree Broadcasting project being designed by CLS to assist selected departments at the College.

Corporate and Business Development

Hydro One

The Hydro One College consortium received an Innovative Partnership award from Colleges Ontario. The formal presentation will be made at the Colleges Ontario 2009 annual conference in Toronto.

A third payment (\$167,000) was received in January 2009 from the Hydro One partnership agreement.

Department of National Defence (DND)

The GIS contract is continuing. The Algonquin team is looking to complete two contracts for the Canadian Forces (CF) prior to March 31 2009; the first is to enable CF members to gain academic CF occupational training and the second will generate college recommendations on how CF staff could best utilize College services.

District School Boards

School College Work Initiative (SCWI) Phase 13 proposals are being prepared for the February, 2009 due date.

Dreaming Quest Place Camp, which took place from January 5-8, 2009 (3 days in Pembroke and 1 day at Woodroffe campus) was attended by 12 students from Akewasasne.

The dual credit program had a target for 2008/09 of 150 students; Algonquin enrolments are at 140; upcoming dedicated dual credit courses will add additional registrations to work towards maximizing the 150 seats. SCWI is enriching the marketing mix for dual credit for Fall 09.

Algonquin College Access Program (ACAP)

A proposal was submitted to the Ontario Women's Directorate to deliver a program to assist abused women to re-integrating into the workplace.

Confirmation was received from the Ministry of Citizenship and Immigration (MCI) to deliver the Internationally Trained Finance and Administrative Professional (IFAP) bridging program effective April 1, 2009, for a two year period. The IFAP program is based on an internal collaboration involving the School of Business and the Language Institute (Initial project proposal \$1.2M).

ACAP received confirmation of funding from the Ministry (MTCU) for First Generation Student (FGS) initiatives. Detailed work plans are required for MTCU and will be submitted in February, 2009 (Initial proposal \$200K+).

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The Second Career Strategy (SCS) portfolio transition to the School of Part Time Studies is ongoing. Plans are in process to have Second Career services accessible at the Woodroffe Campus and to have more proactive and outbound SCS activities to work directly with employers along with individuals.

An Employer Forum Event was held on January 22, 2009, with 85 Ottawa employers in attendance. This event showcased the Goss-Gilroy Eastern Ontario Immigrant Integration survey results and educated employers on tools to utilize internationally trained immigrants as talent pool.

Corporate Learning Services (CLS)

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

- Cree Regional Authority – Project Management
- Baffin Regional Chamber of Commerce – Bookkeeping
- Export Development Corporation
- Canadian Federation of Municipalities

CLS continues to market the public schedule of corporate training workshops from February – April 2009 timeframe. The workshops are to be delivered at 85 Albert Street.

Notable CLS contracts for January 2009 include (combined value \$250K):

- CREE (James Bay) – Radio Broadcasting
- DFAIT – ITIL Program
- Environment Canada – Use of Force Training

Human Resources

Pension and Benefits Highlights

The Compensation, Pension and Benefits group has been very busy for the months of December and January.

There was one New Hire Orientation Session held on December 15th with 2 new part- time Support Staff, 1 new full –time Support and 9 full- time Academics. There were no new full- time hires in January 2009.

In 2008, there was a total of 63 retirements/exits and 91 new hires.

There were 41 Pension requests estimates done for 16 people. We have received a large number of pension estimate requests in the first weeks of 2009 for which there is over a 4-week turn-around. The Pension and Benefit team will be holding an additional retirement planning session on January 28, 2009, and enrolment is high.

Work has begun with Finance and ITS on T4 preparation and Pension Adjustments and Data Collection Tool.

Labour Relations

There has been considerable activity in academic grievances necessitating a number of Step meetings and the development of appropriate responses. Two meetings of the Academic College Employment Stability Committee were held. The Academic Workload Monitoring Group met to discuss issues related to the Standard Workload Forms for the winter of 2009. Meetings of the Support Staff Employment Stability Committee and Union College Committee were held.

Job descriptions were revised and submitted for the Director of Labour Relations and the administrative support position. The Director of Staff Relations continues to meet with the Academic Chairs on a regular basis to discuss Collective Agreement issues. Advice was provided to the College on the ongoing development of a Return to Work Policy. Ongoing preparation work was conducted with external counsel preparing for labour arbitrations. Arbitration hearings in two matters were conducted and completed in December 2008.

Employee Services

During December and January the application for certification for part-time and sessional academic required large amounts of data mining and reporting. The vote at Algonquin was held on January 19th resulting in 411 votes at the 4 polling stations.

Recruitment

7 Academic, 3 Administrative and 12 Support Staff competitions closed during December and January. Participation in 3 departmental selection committees took place during this period.

A training workshop for hiring managers on the recruitment process and procedures was developed. This workshop was presented to the Human Resources team in December for feedback and recommendations. The workshop is being reworked to incorporate a number of the recommendations and is expected to be offered to the College before March 31, 2009

Submissions were received from two consulting companies to implement the Succession Plan. A review of the proposals has been completed and a leading proposal has been chosen. Further deliberations with the consulting firm are to be conducted before the start of the project. Analysis of the demographic data is under way and will be completed by the end of February.

Participation in the Hire Immigrants Ottawa Public Sector Working Group meetings and the ACAP Employers' Forum took place. A workshop was conducted for the employees and clients of LASI World Skills Organization on Algonquin's hiring process and how to access the hidden jobs at the College.

CLASSIFICATION - Non-Bargaining Job Evaluation Committee - Job Fact Sheet Audit

Job descriptions for all 167 College Administrators have been collected electronically in preparation for an audit of all administrative positions in the College. These will be submitted to a third party consultant for evaluation.

HRIS (Human Resources Information System) Administration

HRIS training is ongoing for all new hires that have HRIS access. Work with ITS has begun on an HRIS audit. Some security accounts for retirees and resigned employees were deleted. During the months of December and January, the HR/Pay workgroup continued to prioritize projects in conjunction with ITS.

Temporary Payroll/Workload

The Part-time analysis committee continued to meet and have developed a set of recommendations that will be compiled and presented to the President's Executive Committee in early February.

During the latter part of December and the first two weeks of January, constant monitoring has been carried in regards to the Faculty Workload. Daily verification and discussions with the Academic Chairs are continuing to ensure the accuracy of the data. The data will be submitted to the Union within the appropriate timelines.

Student Services

Transit Strike

The Students' Association, the College Advancement division and Student Services partnered to alleviate some of the challenges our students face as a result of the transit strike. The Students' Association's online Ride Board was enhanced and serves as a forum to match those needing rides with those offering rides to and from the College. Doug Wotherspoon, Executive Director, Advancement, has led an extraordinary effort to establish shuttle bus service with multiple routes and buses. This service is funded by the Students' Association and the College and is another example of the strength of this partnership.

Weekend Service Hours

During the Winter Term, departments within Student Services have launched a pilot to provide services on Saturdays. The primary audience is the students registered in our full-time programs offered entirely on weekends. Clients' use of these services is being tracked and an evaluation will be conducted at the conclusion of the term.

Registrar's Office

Registration Statistics, 2009 Winter Term

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

For the 2009 Winter Term, as at January 16, 2009 (10 Day Count), net registered students numbered 12,280 or 97.7% of projected enrolment. It should be noted that there are 157 students projected, but not yet registered for programs with late start dates in the Winter Term.

The breakdown of the 12,280 registrants, as of January 16, is as follows:

Faculty/School	Approved Projection		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	100	2,471	144	2,370
Faculty of Business and Hospitality	525	3,436	504	3,417
Faculty of Health, Public Safety and Community Studies	237	2,874	244	2,694
Faculty of Technology and Trades	199	2,201	256	2,117
Algonquin College in the Ottawa Valley	0	505	0	482
School of Part-Time Studies	0	27	27	25
College Totals	1,061	11,514	1,175	11,105

It can be seen from these statistics that, at this point in the term, the intake levels are 10.7% above their projected enrolment for the March 1st audit count date. However, registration of returning students is down and the College will not meet its enrolment projection for the term.

Continuing Education Registrations

For the 2009 Winter Term, as at January 18, 2009, registrations were 9,331 as compared to 10,028 at the same time last year. The term registrations to January 18, 2009 represent 76.9% of the projected enrolment. Registration continues throughout the term. The School of Part-time Studies reports that the continuing transit strike is having a negative impact on Continuing Education registrations. With the goal of partly offsetting this decline, the School has increased its promotion of Distance Education course offerings.

Admissions, 2009 Fall Term

Applications are being processed for the 2009 Fall Term. The equal-consideration deadline date is February 1st. We will begin issuing offers of admission for most programs on February 5th and offers for highly-competitive programs will be issued on March 5th. Processing and evaluation of applications will continue throughout the next several months.

Final Grades, 2008 Fall Term

Grades for most 2008 Fall Term post-secondary programs were due to the Registrar's Office by noon on December 18. Grades were entered, verified and posted to the Algonquin College Student Information System (ACSIS) to view by 3:00 a.m. on December 19. This extremely high level of service to our students is the result of the close collaboration of Faculty, Chairs, Information Technology Services and the Registrar's Office.

Timetables, 2009 Winter Term

Timetables were released to students via the Algonquin College Student Information System (ACSIS) on December 5, 2008 – one month prior to the first day of classes.

2008-2009 Textbook and Technology Grant

The new Textbook and Technology Grant, introduced by the Ministry in 2008, assists full-time community college and university students with their cost for textbooks and technology. Students who submit an OSAP application are automatically considered for this grant. Non-OSAP applicants may apply online. Prior to funding, the Ministry confirms full-time enrolment status with the post-secondary institution.

Institutions were provided funds to develop an automated, secure mass upload to verify that applicants have met the eligibility criteria. Through the collaboration of Information Technology Services, Financial Aid and the Registrar’s Office, Algonquin College played a lead role in placing this Ministry initiative into production.

Client Service Metrics

Contact Centre Client Service and Service Counter metrics for the month of December are as follows:

Contact Centre/Service Counter Summary					% Variance	
<u>Contact Centre (Telephone)</u>	<i>Dec 08</i>	YTD 08/09	<i>Dec 07</i>	YTD 07/08	<i>Dec 08</i>	YTD 08/09
Total Calls	7,457	108,996	6,374	104,664	+14.53%	+3.98%
Total Calls Answered	7,043	81,546	5,523	76,847	+21.59%	+5.77%
% Answered	94.45%	74.81%	86.65%	73.42%		
Average Speed to Answer	0:00:27	0:03:00	0:01:30	0:03:21		
Average Call Length	0:03:03	0:03:15	0:04:15	0:03:49		
<u>Service Counter (In-Person)</u>	<i>Dec 08</i>	YTD 08/09	<i>Dec 07</i>	YTD 07/08	<i>Dec 08</i>	YTD 08/09
Tickets Issued	4,849	51,953	4,123	52,116	+14.98%	-0.32%
Customers Served	4,659	50,518	3,992	49,764	+14.32%	+1.50%
% Served	96.08%	97.23%	96.82%	95.48%		
Average Waiting Time	0:01:10	0:03:42	0:02:12	0:03:48		
Average Transaction Time	0:09:14	0:08:08	0:09:12	0:07:38		
<u>Switchboard</u>	<i>December 08</i>	YTD 08/09	<i>December 07</i>	YTD 07/08	<i>December 08</i>	YTD 08/09
Calls Received	11,465	111,225	8,819	106,273	+23.08%	+4.46%

Spring Convocation Ceremonies

Spring 2009 Convocation Ceremonies are now confirmed as follows:

Ottawa Schools: Thursday, June 18 and Friday, June 19, Scotiabank Place

Algonquin College in the Ottawa Valley (Pembroke Campus): Saturday, May 30 at 2:00 p.m., Pembroke Memorial Centre

Algonquin College Heritage Institute (Perth Campus): Thursday, June 4 at 7:00 p.m., St. John Catholic High School.

Financial Aid Office

During the first two weeks of the 2009 Winter Term, the Financial Aid Office served a total of 4,809 students. Of that number, 2,285 came into the Financial Aid Office to pick-up their OSAP funding (including 173 students who took advantage of our evening service hours) and the balance, or 2,524 students, visited the Financial Aid Office for a variety of other services (e.g. 2009 Winter Term fee deferrals, to see a Financial Aid Officer or to check on their recently submitted OSAP applications).

On January 16, 2009, our Financial Aid Bursary Administrator provided a presentation on behalf of Algonquin College to the Awards Committee of the Ottawa-Carleton Catholic School Board. The topic of the presentation focused on Algonquin College Bursaries and Scholarships.

The Office is pleased to have received approval for another Value Stream project for the 2009 Winter Term. The project will focus on the introduction of an online accounts payable voucher for the College's Bursary and will result in improved client service and improved financial processes.

Student Support Services

Director's Office

The Student Support Services A-Bay Auction held in December successfully raised \$10,086. The auction raised \$5,043 for the Don East Bursary for students and this amount is matched dollar-for-dollar by the Ontario Student Opportunity Fund, bringing the total to \$10,086.

Student Affairs and Orientation

The 2009 Winter Term Orientation session for all new students beginning a full-time program in January 2009 was held on December 2, 2008. More than 140 students and their guests attended, and it was felt that holding the event in early December had a positive impact.

On Monday, January 5, students were welcomed to a new semester with beverage stations located in the "C" building lobby and at the "D" building entrance. Students were happy to be greeted with a light snack and a hot beverage on their first day of the Winter Term.

Employment Services

On November 21, the Employment Officer team attended the Ontario College Career Educator Eastern Region Meeting at Loyalist College. The meeting's hot topic focused on Second Career Strategy and the implications for Career Services. All Eastern Region colleges reported an increase in mature students making a career change and requiring assistance from the Career Services office, either with their initial research on which career or program to choose, and also after they graduate.

On November 26, two Employment Officers participated in the *Make the Cut* event hosted at Carleton University. This event was created to provide high school students with a disability, information they would require when considering attending a post-secondary institution.

On January 15, the fourth Annual Health Care Job Fair hosted 22 employers which included 8 hospitals, community health care agencies, long-term care facilities, retirement residences, and the City of Ottawa Public Health Unit. 335 students and recent graduates attended the Fair.

On January 21, more than 50 students registered to attend the TD Canada Trust recruitment presentation entitled: "Your Career with TD Canada Trust". The presentation addressed availability of employment and recruitment processes in place to welcome job seekers with disabilities.

Centre for Students with Disabilities (CSD)

The total number of students who registered to receive services from April 1, 2008, to December 31, 2008, is 1,360 compared to 1,256 in the previous year; representing an 8.2 % increase.

Louise Legault, CSD Manager, presented to the Chairs' Council on January 20th. The purpose of the presentation was to solicit input from the Chairs regarding strategies on how the CSD can reach out and support faculty when they face challenges in the classroom.

The EnAbling Change Partnership project, a joint initiative with Colleges Ontario is coordinated by Karen Coffey. This project began in January and is scheduled to be completed in May, 2009. The project, which is funded by the Accessibility Directorate

of the Ministry of Community and Social Services, will provide all colleges with a fully accessible bilingual e-learning training module on providing accessible customer service.

In late October, the MTCU allocated the Support for Apprentices with Disabilities Fund to assist colleges helping people with special needs participate in apprenticeship programs, pre-apprenticeship programs, and Ontario Youth Apprenticeship programs. The funds are being made available to apprentices with disabilities to assist with accommodations and accessibility. The CSD held consultation meetings with all Chairs and faculty in the School of Transportation and Building Trades to discuss how to increase educational supports and accessibility for apprentices.

The CSD is presenting a series of four Lunch & Learn sessions monthly starting in January and running through to March. The sessions focus on Accommodating Students at the College, Supporting Students with Asperger's Syndrome, Working with Persons, Students or Employees, who have a Hearing Loss, and Creating Accessible Word Documents and PowerPoint Presentations.

Counselling Services

A total of 2,027 students/potential students accessed Counselling Services from September through December 2008 for individual consultations. Of these individual sessions, approximately 31% were for Academic, 52% for Personal, 14% for Career and 3% for Withdrawals.

In November, Counselling Services was booking appointments three weeks to one month in advance. Each day, the office has walk-in appointments which enable the team to address emergencies.

In January, Counselling Services engaged in the LEAN/Value Stream process to map existing processes and explore ways to improve this service.

Tutoring Services

There are significant line-up delays for both tutees and tutors (up to 30 minutes). This has prompted a review of the tutoring scheduling system and processes. In January, we engaged in the LEAN/Value Stream process to review the processes in place, and options to improve the overall quality and level of services for students.

Test Centre

In November and December, training and online use of the new Accuplacer testing and booking systems were previewed. This provided an opportunity to work out a number of minor technological and process issues, prior to implementation.

Mamidosewin Centre

An area of concern is the effectiveness of programming offered by the Mamidosewin Centre and its access to Aboriginal students. Short and long-term strategies are under consideration. In the short-term, planning of activities for the current year is being reviewed with the goal of engaging as many aboriginal students as possible during the Winter Term.

Health Services

During the month of November, 2008, the volume of visits was 3,261, an increase of 11% over November 2007. Visits to a doctor comprised 26% of the total number. In December, 2008, the total volume of visits was 1,783 compared to 1,227 one year before; an increase of 45% over December 2008.

Health Promotion

Our Health Promotion Team set up information booths throughout the College to inform students of upcoming flu clinics, and the *Leave the Pack Behind* campaign to deter smokers. A hand-washing publicity campaign is also underway.

Residence

On November 30th, the Algonquin Residence Council held their Holiday Extravaganza in the main lobby. Students performed holiday skits and music at this festive event.

Management Summary to the Board of Governors – February 2009

Numerous other events were held in the month prior to the Christmas break, ranging from movie nights and health promotions to Kim Dixon (Student Support Services Manager in Residence) handing out popcorn and study tips in her office during exam week.

On January 6th and 8th, Orientation for new students was held. The Algonquin Residence Council has begun the first annual Algonquin College Residence Olympics which will be held until February 1st. Events include: ice hockey, curling, figure skating, soccer, target practice and bowling.