

**Academic****School of Advanced Technology**

Daniel Lisi, Program & Policy Consultant, Labour Market Integration Unit, Ministry of Citizenship and Immigration (MCI) recently visited the College to obtain an update on the Civil Engineering Technology Advanced Diploma for Internationally-trained Civil Engineers (ITCET) program. He met with the Chair, the Project Manager, teaching staff and students and provided advice regarding the program's sustainability and continued government funding.

**School of Business**

Dave Donaldson, Executive Dean, Faculty of Business and Hospitality is a member of the Ottawa Tourism Steering Committee for the Premier Destination Study. With the guidance of Ian Anderson, Professor, Marketing and Management Studies and Paul Kerr, Professor, Hotel and Restaurant Management program, Business – Marketing students are conducting an audit of the various tourist segments for this study, as part of their class project.

**School of Health and Community Studies**

The School of Health and Community Studies signed a contract with Citizenship and Immigration Canada to deliver an e-mentoring program, Canadian Overseas Mentorship Experience (COME), to pre-approved immigrants who are waiting to come to Canada. The mentees will be selected from the Canadian Immigration Integration Project (CIIP) which is administered by the Association of Canadian Community Colleges (ACCC) in the Philippines and India. It is anticipated that 200+ immigrants and mentors will cycle through the project with pre-departure online courses being delivered. The overall goal is to better prepare the newcomer for the Canadian experience.

**Algonquin College in the Ottawa Valley**

Algonquin College in the Ottawa Valley has established an ALERT (Assistance for Laid-off Employees Response Team) program to assist companies that are in a shutdown situation. The School makes presentations to displaced workers on training options available at the College. The ALERT program was launched at TelTech in Renfrew on February 3<sup>rd</sup> with approximately, 20 TelTech employees in attendance.

**Applied Research**

On February 20<sup>th</sup>, John Wilkinson, Minister, Ministry of Research and Innovation and Jim Watson, Minister, Municipal Affairs and Housing attended the announcement of \$4M in funding through the Innovation Demonstration Fund to EcoVu, a water analysis and purification technology company. The provincial support will assist six projects, one of which involves Algonquin College in the design, building, installation and monitoring of a system for using EcoVu's new water treatment technology on the College's chiller water system. The programs involved are Water and Waste Water Technician and Bachelor of Applied Arts – Photonics.

**Faculty Activity**

Paul McGuire attended the SALT (Society for Applied Learning) Conference on February 16<sup>th</sup>. The focus of the conference is on new learning technology in postsecondary education learning environments and use of Web 2.0.

Leslie Kopf-Johnson, Coordinator, Early Childhood Education, was elected to represent the Eastern Ontario Region on the College of Early Childhood Educators Council.

**Student Activity**

Sarah Ormon, Jonathan Hayfron-Benjamin, and John Beaupre, sixth semester students in the Business Administration – Marketing program, represented Algonquin College at the Business Development Bank of Canada (BDC) Case Competition hosted by Vanier College on February 14<sup>th</sup> and 15<sup>th</sup>. The students competed well, as a team, placing fourth out of sixteen competitors.

Graphic Design student, Adam Jones, was one of ten winners chosen from over 1,600 entries this month in HOW magazine's poster contest. The magazine provides a practical mix of essential business information, up-to-date technological tips, the creative whys and how behind noteworthy projects, and profiles of Graphic Design professionals who are influencing design.

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His prizes consisted of \$150 worth of HOW books, a subscription to the magazine and publication of his poster in a gallery of winners on their website at HOWdesign.com.

Professional Illustration student, Karen Laguna, has had one of her stationary designs accepted for use by an online Swedish printing firm. The design was inspired by a series of classes on interpreting illustration and cubism art.

The Algonquin Times has made the short list in the Ontario Community Newspaper Association's college/university best newspaper competitions. Final results will be announced on April 17<sup>th</sup> in Toronto.

The Office Administration – Executive program's IAAP (International Association of Administration Professionals) Student Chapter remains active and members are participating in events organized by the Ottawa Chapter. Kim Adrain, the chapter President, submitted an article about the chapter which was published in the January 2009 "IAAP Ottawa West Words" newsletter.

Eight \$1K Hydro One bursaries were awarded to students in the Electrical Engineering Technician/Technology program. This initiative has resulted in a 100% increase in applicants for the three year program.

### **Community Activity**

Jim Kyte, A/Chair, Marketing and Management Studies, School of Business, served on the Host Organizing Committee for the very successful 2009 IIHF World Junior Championships in the role of Co-Director of the Volunteer Division. With 1,500 volunteers, it was a "golden" tournament, both on and off the ice.

Representatives from forty-five Ottawa graphic design companies attended a portfolio night at the College for third year Graphic Design students. The purpose was to provide feedback to the students so they could make final improvements to their portfolios in time for their graduation show.

Algonquin College in the Ottawa Valley was recognized by the Canadian Cancer Society for breaking into the \$15K Club. Last year, the School raised over \$15K from various Relay for Life activities – the only organization to do so in Renfrew County.

Barb Foulds, Chair, Nursing Studies and Marlene Tosh, Chair, Specialty and Re-Entry Health Programs attended the Laerdal Medical Annual General Meeting and Business Conference in early February. As keynote speakers, they presented on the evolution of simulation in nursing programs in Canada. Laerdal recognized Algonquin College as the pioneer of this movement and Canada and identified the Simulation Centre for Health Studies as one of the leading facilities in North America.

The Child and Youth Worker students presented \$1K to the Children's Aid Society which was raised in support of the Purple Ribbon Campaign.

On February 17<sup>th</sup> and 18<sup>th</sup>, the Algonquin College in the Ottawa Valley hosted 100 educators and industry personnel at its Risk in Education Conference. Participants engaged in dialogue and workshops based on the three conference themes: Risk Management, Student Success, and Outside the Classroom Learning.

Algonquin College in the Ottawa Valley was recognized as the Large Business of the Year at the Upper Ottawa Valley Chamber of Commerce Awards Gala on January 31<sup>st</sup> in Pembroke. Approximately 30 staff attended the Gala.

### **Donations**

The School of Hospitality and Tourism donated a gift certificate, consisting of dinner for four at the Restaurant International, to the Sens Soiree Silent Auction event held at the Casino du Lac Leamy on February 9<sup>th</sup>. The prize includes wine and food pairings presented by Vice Harradine, Sommelier, and raised \$300 for the charity.

A large donation of design-related materials was donated by the National Gallery of Canada Library to the College's Learning Resource Centre. The items are being catalogued and processed to be added to our collection.

**Administration**

**College Ancillary Services (CAS)**

All CAS business units are trending to meet or exceed year end targets. Some revenue increases were realized due to the OC Transpo strike, particularly in the Food and Beverage Operation and Parking and Locker Services.

Ancillary Services is now up to full complement with the return of the Manager, Marketing and Conference Services from a maternity leave and the Assistant General Manager, Retail Services from a parental leave.

The Food and Beverage Operation conducted a second Mystery Shopper session with good results. Feedback will be provided to the staff of the Operation in the upcoming weeks. A training session was held for the Residence personnel focusing on dealing with difficult people, Algonquin College values, incident report writing, roles and responsibilities of people in the Residence and communication skills.

**Finance & Administrative Services**

The Department of Finance and Administrative Services continues to work with College management in the development of the 2009/10 annual budget and 5-year capital requirements plan. The College's insurance policy renewals are underway in preparation for the renewal date of April 1, 2009.

**Information Technology Services (ITS)**

Information Technology Services (ITS) was challenged with mitigating the effects of two major computer viruses that affected network services and many College computers. The College's anti-virus solution has proven to be less than optimal in detecting and remediating the viruses, so a replacement solution is being sought. ITS expects a new solution to be chosen in the coming weeks.

ITS has continued planning for computing and network infrastructure renewal and expansion projects for the coming 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 also 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**

Sustainability Solutions Group has been retained by the College to assist in developing a Sustainability Strategy for the College to complement the new College Strategic Plan. The sustainability strategy project work has been advanced with the selection of indicators for the sustainability assessment. A focus group session was recently held and planning is in progress for World Cafés at all 3 campuses in March 2009, designed to engage the College in discussing how Algonquin should approach sustainability goals. The overall objective is to develop a customized sustainability strategy with multi-year objectives.

**Safety and Security Services Team**

The College Emergency Management Plan is being renewed and expanded to embody the work of College working groups that have been addressing various aspects of the plan. Included in the plan are a continued emphasis on training, awareness and prevention with a multi-year training and progressive exercise plan.

**Advancement**

**Public Relations and Communications**

**Corporate Events**

Coffee Break with the President Series

Faculty and staff chatted informally with President Gillett at the February 13<sup>th</sup> *President's Coffee Break* hosted by the Centre for Organizational Learning. This was the beginning of efforts to move the location of the coffee breaks around the College in order to introduce staff to different units.

First Friday

As part of the College's Employee Engagement Plan, Advancement facilitated the launch of First Friday, a social networking opportunity for College staff. Over 40 staff attended the inaugural event.

11<sup>th</sup> Annual Career Networking Fair (CNF)

The Department coordinated the logistical preparations for this year's *Career Networking Fair* (CNF). The CNF is an annual event organized in partnership with the College's Student Employment Services and the Alumni Association. This year's event was held on February 10<sup>th</sup> in the gym from 11:00 a.m. to 3:00 p.m. Alumnus Stuntman Stu assisted by preparing a video report from the CNF which is available on the College website. Just over sixty employers set up booths as more than 1,000 students and Alumni attended the event.

Ontario Manufacturing Network (OMN) Tours and Reception

The Department assisted our Centre for Applied Research and Innovation in organizing tours and a reception as part of the OMN's activities during its 4<sup>th</sup> annual Manufacturing Week. The reception was held in the lounge of the Restaurant International on Monday, February 20<sup>th</sup>.

College and Community Innovation (CCI) Program Announcement

Working in collaboration with our Centre for Applied Research and Innovation, the Department assisted the Natural Sciences and Engineering Research Council of Canada (NSERC) host a media conference to announce their funding allocations for the CCI program. The conference took place in the foyer of the Restaurant International on Wednesday, February 25<sup>th</sup>.

**Government Relations**

Canada Revenue Agency Media Conference

The Department assisted the Canada Revenue Agency (CRA) to host a media conference on Thursday, February 12<sup>th</sup> in the School of Media and Design's television broadcasting studios. Executive Dean Russ Mills was the master of ceremonies for the event and welcomed The Honourable Jean-Pierre Blackburn, Minister of National Revenue, who was addressing the negative impact of the underground economy. The media conference was also the venue for the CRA to launch a video contest to provide all Canadians the opportunity to speak up about how the underground economy is a problem for them.

Innovation Demonstration Fund Announcement

Working in partnership with EcoVu and our Centre for Applied Research and Innovation, the Department assisted the Ministry of Research and Innovation host a media conference to announce their support for innovative cleantech entrepreneurs. Kent MacDonald was the emcee for the event which took place on Friday, February 20<sup>th</sup> in our new Chemistry lab in room A129. The announcement was made by the Honourable John Wilkinson, Minister of Research and Innovation. Also in attendance were Minister Jim Watson, MPP Ottawa West-Nepean, and MPP Yasir Naqvi, MPP Ottawa Centre.

**Advocacy**

Advocacy Working Group was established to coordinate expansion related outreach across the College. Representatives from each of the approved Capital Projects participated.

### Alumni

#### Alumni Success Corner at the Career Networking Fair (CNF)

As co-sponsors of the 11<sup>th</sup> annual CNF, the Alumni Association hosted an 'Alumni Success Corner' which featured four graduates who spoke with graduating students and discussed their experiences in the work place.

Alumnus and Alumni Association Board member, Stuart (Stuntman Stu) Schwartz participated in the Alumni Success Corner and also worked with our Communications Office to create a video which was distributed in the Association's February issue of *AlumNet*. The video featured Stu interviewing employers at the CNF who were also graduates of the College.

### Media Relations

There were approximately 82 media hits between January 22, 2009 and February 19, 2009. Media hits in 2007/2008 over the same time-frame totalled 67.

Major stories include:

January 28 – The *Ottawa Sun* featured an interview with the President regarding Algonquin College receiving an 'honourable mention' in the federal budget.

February 2 – The *Pembroke Daily Observer* featured a story regarding the Pembroke Campus being named Large Business of the Year by the Upper Ottawa Valley Chamber of Commerce

February 3 – *Canadian Driver* online featured a story regarding an Algonquin College Photography program student who won the National Bridgestone Photo contest.

February 18 & 19– The *Ottawa Sun* and the *Ottawa Citizen* featured an interview with the Administrator of Athletic Operations regarding the CCAA's decision to uphold the penalties levied against the Men's soccer team.

### College Marketing and Enrolment

The College Marketing and Enrolment department is now focusing on the Winter 2009 advertising campaign and presentation cycle. Extensive planning is underway for the development of the Recruitment Marketing Plan for 2009 - 2010.

### Recruitment Activities

The recruitment presentation cycle for Winter 2009 includes career fairs, university visits, high school follow ups and much more. The following is the number of events that has taken place over January 19, 2009 – February 17, 2009:

Events	Number of Events
General Campus Tours	34
Student for a Day	6
Co-op/Career Class Presentations	3
High School Follow-ups	9
Other (Parent Nights, Career Fairs, etc...)	8
<b>Total Events</b>	<b>60</b>

#### 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

**Data Activities**

The present data activities including GoldMine upgrades, environmental scans and data mining coincides directly with the planning efforts being put forward with the Marketing Recruitment Plan for 2009 – 2010.

**Advertising**

The College Marketing and Enrolment department has launched the winter promotional campaign focused on Fall 2009 enrolment. This campaign will span from early February to April and includes bus shelters, interior transit ads, radio, newsprint and digital campaigning.

**Business Development**

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

New Opportunities

The Language Institute will be delivering the language component of the recently-approved ITI bridging program in Business Administration-Financial Services funded by the Ontario Ministry of Citizenship and Immigration.

Commencing Fall 2009, the Language Institute will be delivering FSL courses to all levels of the Library Technician program.

The SPTS team has begun exploring a possible partnership for specific training with the City of Ottawa Bylaw Services. Initial training will commence in Fall 2009.

SPTS and Corporate Learning Services are collaborating to prepare for the delivery of the Archives and Records Management program to 30 to 60 representatives of the Cree Regional Authority. Training is expected to commence in June 2009.

Contract Activity

The SPTS will be working with the City of Ottawa to deliver a course in Home Inspections and Zoning and a Health and Safety course in the November 2009 to April 2010 timeframe. Approximately 25 to 30 officers are interested in taking the course.

Program/Course Modifications

Scoping has begun to enable the consolidation of the palliative care, dementia studies and gerontology programs into one certificate in Long-term Health Care.

The Gas Technician 2 program was presented to CRC this month. With a few minor changes, this program will be approved and ready for Fall 2009.

Three blended courses will be adapted and piloted in a compressed format for the Spring 2009 term and delivered at 85 Albert Street. The three courses to be piloted are: 1) Project Management and the Human Interface (MGT5083), 2) Contracting and Procurement in Project Management (MGT5086), and 3) Employee Relations (MGT2397).

SPTS Enrolment

The transit strike significantly impacted on the SPTS Winter 2009 enrolment. Enrolment is currently 8% below what it was at this time last year. Distance Education (DE) is the only area that experienced growth over the previous year, with a 13% increase.

SPTS Marketing and Communications

Additional Winter 2009 niche marketing initiatives included two Distance Education monthly intake ad campaigns (print and radio); a Distance Education poster for inclusion in 900 Aboriginal Financial Officers Association Conference kits; an ad campaign promoting the Autism and Behavioural Science and Behaviour Analysis and Interventions programs; additional motorcycle brochures for external distribution; and updates to the DE Facebook page.

Two new Spring 2009 promotional tools were created (Summer Academy of the Arts poster, and a Career Samplers for Youth poster) as well as the new course/program ads and promotional text for the Spring onCourse print catalogue.

### Product Research

The SPTS team completed development of three Program Inventory Analysis documents: a Continuing Education program/course series comparison against larger Ontario and Alberta colleges, a Distance Education comparison of programs/courses with other large colleges, and a graduate certificate and degree programs list of larger Ontario, and Alberta colleges as well as US and Australia universities. An Algonquin Continuing Education programs list mapped to Distance Education and Full-time programs was also created.

### Student Services

An online orientation session held on January 22, 2009 for the Winter 2009 FT online program intake students proved successful as an innovative and collaborative communication vehicle. The web conferencing tool used was Saba Centra Suite. Out of the 31 level one students, 11 participated in the online orientation. The students who could not attend were contacted by telephone for one-on-one orientation. Additional web conferences will be scheduled throughout the Winter 2009 term.

### **Algonquin Foundation**

#### CCTBS – Environmental Demonstration Centre Campaign

Dwight Brown, VP Eastern Ontario PCL is confirmed as Campaign Chair. At the recent Annual General Meeting of the Ottawa Construction Association, Dwight pledged a personal contribution of \$100K to the campaign. The Campaign Cabinet is being established to raise funds for the CCTBS Campaign. Creative materials and a donor recognition policy are being developed for the campaign.

#### Perth Expansion Campaign

On Feb 13<sup>th</sup>, the Foundation staff worked with Perth Campus to organize the first of several community leader meetings to discuss the upcoming campaign, campaign steering committee prospects, Chair, Honorary Chair and potential donors. Acting Dean L. Cooke provided a draft of the Perth Expansion brochure to meeting participants. The Foundation team is now researching the potential steering committee, chair and honorary chair names that were brought forward at the February 13<sup>th</sup> session.

A second community leaders' meeting is set for February 26<sup>th</sup> in Perth and will include leaders from the Perth Chamber of Commerce and the Perth BIA. A meeting is also being secured with Perth Mayor and Algonquin College graduate, John Fennick to update the mayor on the progress of the campaign and to obtain his feedback.

#### Pembroke Campaign

Meetings were held with Pembroke Staff team to develop processes for receipting donations, family campaign, media announcements and researching donor prospects.

#### Endowments

Prior to March 31, 2009 ten new endowments have been confirmed and the Foundation is working to finalize endowment forms with 10 new donors for the past year.

#### Memorial Bursary

The Alan White Memorial Bursary has been established in honour of Alan White. Alan was a former student in the Broadcast radio program and a well known leader in the industry. The fund is currently at \$6300; all monies were received in the first week.

#### Barrhaven Lions Club

The Barrhaven Lions Club is establishing a new endowment. The cheque presentation will take place on March 9<sup>th</sup>, 2009 at a dinner to be held in the International Restaurant.

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### Hydro One

The Foundation team is working with Financial Aid, Advanced Technology and Corporate and Business Development to implement the Hydro One partnership which includes an equipment donation of \$75K. The Foundation has been able to disburse the initial Hydro One bursaries and is prepared to promote the initial Hydro One scholarships.

Discussions are underway to develop a strategy for announcing the first Hydro One bursaries and scholarships in Fall 2009. It has been suggested that a separate awards ceremony be held in late October or early November with the students and Hydro One representatives.

### Rogers

The Foundation met with the Vice President of Rogers Radio Ottawa to finalize endowment fund criteria.

### Richard Patten Aboriginal Bursary

On March 3<sup>rd</sup>, Richard Patten will participate in a cheque presentation at an Algonquin College Aboriginal Function.

### Susan Meyer's Memorial Bursary

The balance of the endowment fund was received, bringing the total of the fund to over \$9,000 unmatched. This bursary will support the ECE program. As well, this group will be forwarding \$2000 to be directed to the Bettye Hyde ECE Bursary.

### Direct Mail – Plant Some Roots (PSR) Endowment

Close to 700 letters were sent out to retirees and advisory committee members for the annual ask to support the PSR Endowment Fund. Roughly 75 letters from past PSR supporters (2005-2008) were sent out hand signed and addressed with a deadline of March 20<sup>th</sup> to receive funds for matching.

### Lucky Pay Day Staff Lottery

Volunteer ticket sellers are being recruited in all areas at all three campuses. On average, 26 ticket sellers will sell 345-375 tickets in 2009. The first ticket seller meeting will occur in late March. Tickets, a promotional poster and lottery license are being developed prior to the March meeting. The Foundation is looking to increase this year's ticket sales by 10%.

### New Annual Awards, Bursaries and Scholarships

- Meetings with a donor on a new annual scholarship for the Advertising program.
- Advocis has confirmed a new bursary in addition to their annual award in the School of Business.
- Working with the County of Lanark on new annual award for Perth campus.
- Knights of Columbus donated \$1800 to three bursaries.
- AAADD direct mail appeal has raised close to \$2000 for the past year to support students with disabilities.
- New PPSI award: Commissionaires Leadership Award

### Out and About

Outreach activities this month included:

- Hong Kong Business Association Chinese New Year Dinner – Dragon Boat Donation
- Kanata Chamber of Commerce- Golf Tournament Committee Meeting
- Sens Soiree – Military Families Fund
- Barrhaven Lions Club Presentation
- Rideau Kiwanis Club Presentation
- Ottawa Kiwanis Club Lunch Meeting
- Six Donor Prospects meetings
- Eight annual/endowment donor prospect meetings
- Perth Awards Ceremony
- Perth Campaign – Leader Prospect Meeting



### **International Education Centre**

#### International Development Week

As part of International Development Week 2009, the International Education Centre organized a special forum for students providing information and education on global development. The forum was attended by 295 Algonquin students and 15 faculty members. The IEC also involved 15 international students who acted as student volunteers at the event. The Forum provided student participants with information on Canada's role in international development, global development challenges, the United Nation (UN) Millennium Development Goals (MDGs), and Algonquin's efforts to support international development. It promoted ways in which students can engage in international activities, such as the Ontario International Scholarship program and CIDA's graduate international youth internships. Twenty non-governmental organizations such as Habitat for Humanity, Care Canada, World University Services Canada, and the Red Cross, were in attendance. They provided students with information on opportunities for involvement in international development within these organizations.

The International Education Centre organized a special forum for College staff providing information and education on international development and the work done through the IEC. The Forum included six presentations by Algonquin faculty and staff who have been involved in international development field work in Tanzania, Egypt, India, China, Serbia and the Philippines. The forum focused on the achievement of the Millennium Development Goals (MDGs) through project design and implementation. Mr. Paul Brennan, Vice President of International Partnerships at the Association of Canadian Community Colleges, acted as the key note speaker. In total, 110 Algonquin staff and faculty attended the event. There were also six individuals representing the Embassies of South Africa, Chile, Nigeria and Jordan, and three staff from the Association of Canadian Community Colleges in attendance.

#### EduCanada Africa Tour

Algonquin participated in the EduCanada Africa Tour which included education fairs in Botswana, Zambia, Kenya, Ghana and Nigeria. There is considerable interest in studying in Canada. Kenya and Nigeria are degree-oriented and so some work needs to be done to promote a hands-on approach to learning. The markets are new for Canada but the potential is great.

The greatest barrier faced in these markets, as well as many others, is the process of applying for a study permit to Canada. The Canadian missions abroad are understaffed and overwhelmed. In Kenya, the visa office's skeletal staff is responsible for processing visas for students, visitors, businesses and refugees from 18 African countries. Applicants from Zambia (one of our major markets) have cancelled applications to Algonquin after waiting 9 months and longer for a response to their visa applications.

In Nigeria, an Algonquin representative gave a seminar on collaboration and linkages to senior government ministers and university deans and faculty on the value of applied learning. This generated considerable interest and led to one-on-one meetings with interested parties. Our partner in Nigeria, Canadian Studies Limited, is following up and trying to secure further training contracts for Algonquin.

#### Recruitment in Seoul

An Algonquin representative participated in market briefings at the Canadian Embassy in Seoul. The Trade Commissioner Service is focused on promoting education and connecting Canadian institutions with good agents. The Algonquin staff member also attended the Embassy Agent Seminars in Pusan and Seoul, Korea. The Fair in Seoul was busy and the Algonquin representative gathered many leads for student recruitment. The representative also met with Kyungbok College officials for preliminary discussions about partnerships in the area of tourism and hospitality. A meeting was also held with the Korean Council for College University Education on partnering opportunities.

#### Delegation Visits to the College

The IEC received separate visits from the High Commissioners of Sudan and Nigeria. The High Commissioner of Sudan wanted to familiarize himself with Algonquin's programming to look into possible areas of cooperation. Professor Hagher, the Nigerian High Commissioner, discussed the potential for a contract with the Nigerian Government following the same lines as the highly successful Nigerian contract which took place from 2005-2007.

## **Institutional Research and Planning**

### Key Performance Indicators

The KPI Student Satisfaction Survey ended Friday, February 13<sup>th</sup> with the shipment of 330 survey packages to the data processing firm. No issues arose during the survey administration period.

In response to a significant increase in the number of complaints from graduates about the telephone interviews conducted by Forum Canada, a letter of concern was drafted for the President to transmit to either the KPI Steering Committee or the Director of the College Affairs Branch.

Results for all KPI measures collected during the 2008-09 cycle will be released by the MTCU during the first week of April, 2009.

Two sets of KPI Student Satisfaction Surveys will be conducted later this Spring under separate contract with CCI Research to accommodate programs that are not eligible for the official KPI SS Survey, i.e. BTSD and Professional Illustration.

### Ontario College Student Engagement Survey (OCSE)

IRP is still waiting for the survey data file from the Lead Researcher at the University of Toronto to submit academic success data (Fall 08 GPA and Winter 09 Return status) for each student respondent.

### Aboriginal Finance Officers Association (AFOA)

The annual AFOA national conference is being held in Calgary this year and Algonquin is sponsoring the opening reception. The conference is expected to attract 900 attendees over 4 days. Algonquin will have representation at the Band Manager's meeting and the focus groups for development of new AFOA sponsored curriculum. Algonquin is in the process of becoming the 6<sup>th</sup> educational institution to partner with the AFOA and the first in Ontario.

### Miscellaneous Activities

IRP gave a joint presentation with the Foundation to Rideau Kiwanis.

Summaries of the Key Performance Indicators, Ontario College Student Engagement and First Year Student Surveys were submitted to the individual who is preparing a web-site for academic managers.

## **Corporate and Business Development**

### Department of National Defense

Corporate Training and the School of Part Time Studies have been working closely with DND to undertake information exchange and planning discussions with senior program strategy leaders within the Canadian Defense Academy's (CDA's) Directorate of Learning and Innovation. The goal is to identify and grow opportunities to further PD integration (PT/FT/Corporate) and partnerships between the CF and Algonquin College.

As a result of these meetings Algonquin Corporate Training received the go-ahead to:

- Develop an automated PLAR system -prototype being completed with the Centre for Organizational Learning
- Undertake CF occupational equivalency assessment through the PLAR process
- Undertake a study and provide recommendations on how the integrated and collaborative work being accomplished between CF and Algonquin College could be used more fully to enhance awareness of military occupations to attract more individuals interested in careers in the Canadian military.

### Opportunity for Algonquin College – Community Colleges Opportunity Program (CCOP):

Algonquin will be the first College in Canada to pilot/plot its Electronics and Wireless/Mobility Telecommunications Engineering diploma programs under DND's Canadian Colleges Opportunities Program.

### District School Boards

Congregated dual credit courses that include the following: GAS, AutoCAD, Math team teaching and College and Career Success began on February 2.

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Professional Learning was provided for 95 Lester B. Pearson High School Staff on their PD day, January 30.

Algonquin College proposals for SCWI, PASS 2009-10 were submitted to MTCU in amount of \$1.45 million.

Strategic Partnerships supported LTS in the delivery of a workshop “Algonquin Reality Learning Outreach” and with School of Advanced Technology also delivered a Mathematics workshop at the OCDSB PD day on February 13.

### **Algonquin College Access Program (ACAP)**

A proposal on Language Diagnostics and the Police Sector was submitted to Citizenship and Immigration Canada for \$2.5 million over two years. The proposal will be submitted through WSI (HRSDC) as well.

Algonquin is a CIITE proposal (partner) to Ministry for \$2.8 million in 2009-10.

In collaboration with the Conference Board of Canada, a proposal was submitted in Partnership on Aboriginal research and employers.

A contract for over \$1 million was signed with the Canadian Overseas Mentorship Program.

Confirmation was received from MTCU for First Generation Student (FGS) initiatives; 7 projects will be funded. Funds of \$242,000 were received.

The Second Career Strategy portfolio transition to CBD from SPTS is complete. A performance measurement system is being developed and integrated. There will be an increase in marketing and working with the schools to further enhance offerings.

### **First Generation Forum**

The First Generation Forum was held on February 12, 2009 and 78 people attended from Algonquin College.

### **Cultural Competency Workshop**

Cultural Competency Workshop was held on February 11, 2009 with 25 Algonquin staff in attendance. This event was sponsored by CIITE.

### **Occupational Specific Language Training (OSLT)**

Two consultation sessions were held in late February with employers from the Finance and Engineering/Technology sectors.

### **Corporate Learning Services**

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

- Cree (James Bay Area) – Radio Broadcasting
- Cree Regional Authority - Project Management
- Environment Canada
- Canada Post
- Export Development Corporation
- Ottawa-Carleton District School Board
- Canadian Museum Association

Three workshops were delivered at the 85 Albert Street location during the month of February:

- Effective Business Writing – February 5-6 (two days)
- Dealing with Demanding People and Challenging Situations – February 20
- Improving Your Memory Skills – February 27

## Human Resources

### **Compensation, Pension and Benefits**

The Compensation, Pension and Benefits area remained constant in February, 2009. A Retirement and Benefits Planning session provided on January 28<sup>th</sup> was successful with high attendance. Two Employee Assistant Program sessions are scheduled for February and March. The Academic Benefit Card Audit was completed and all required documentation was sent to Sun Life. There is ongoing reconciliation in terms of benefit changes as a result of the audit. The 2008 Benefit tax letters were generated and mailed on February 20<sup>th</sup>.

### **Labour Relations**

The Director met with the Executive Dean and Academic Chairs at the Pembroke Campus. The Director also met with several support staff supervisors to recruit new members for the Support Staff Employment Stability Committee and the Support Staff Union/College Committee. A meeting was held with external counsel to prepare and consult for 3 arbitrations in March.

The Director met with the Academic Leadership at a Chairs Council meeting to brief on labour matters. A subsequent meeting was held with the Chairs separately to discuss the following round of SWFs that will be issued.

The Director attended a meeting of the College ABC Committee and a consultation meeting with the staff of myalgonquin. The office was involved in preparation for the March 9 visit of the management Bargaining team for the next round of Academic Bargaining.

During the month of February the office was involved in two support staff grievance meetings and four Step 1 and ten Step 2 meetings on Academic Grievances.

### **Employee Services**

During the month of February, significant reconciliation of voting lists as supplied back from the Ontario Labour Board was undertaken. Documentation and proof of employment for each part-time and sessional employee was required for the Labour Board hearing upcoming in March.

Significant work was completed with the Management team on creating a solid HR plan to reflect the transformation of Human Resources for 2009 – 2013.

### Recruitment

2 Academic, 4 Admin and 2 Support competitions closed during February. The Recruitment Officer participated in 2 selection committees during this period.

The Recruitment officer has developed a comprehensive recruiting plan to hire the Head of Major Construction, Physical Resources in conjunction with the Director of Physical Resources. Running this campaign in-house prevents the College from outsourcing his search to an external firm – finding savings of \$30,000.

### HRIS administration

Training continues with employee training in February. HR Pay Workgroup Project list continues to be monitored and many items have been cleared in collaboration with ITS.

### Temporary Payroll/Workload

Discussions were held with ITS and representatives from HR regarding issues arising from the electronic compilation for SWF data. Changes will be explored in conjunction with the departments.

The annual SWF data collection tool for the Ministry of Labour was received and preliminary work has been scoped out. The deadline for submission to the Ministry is March 31, 2009. It is anticipated that we will meet our targeted deadline.

**Student Services**

**Registrar's Office**

**Registration Statistics, 2009 Winter Term**

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

For the 2009 Winter Term, as at February 12, 2009, net registered students numbered 12,319 or 98.0% 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 12,319 registrants, as of February 12, is as follows:

Faculty/School	Approved Projection		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	100	2,471	143	2,452
Faculty of Business and Hospitality	525	3,436	502	3,396
Faculty of Health, Public Safety and Community Studies	237	2,874	240	2,691
Faculty of Technology and Trades	199	2,201	252	2,107
Algonquin College in the Ottawa Valley	0	505	0	483
School of Part-Time Studies	0	27	27	26
<b>College Totals</b>	<b>1,061</b>	<b>11,514</b>	<b>1,164</b>	<b>11,155</b>

It can be seen from these statistics that, at this point in the term, the intake levels are 9.7% above their projected enrolment for the March 1 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 February 16, 2009 registrations were 10,246 as compared to 11,173 at the same time last year. The term registrations to that date represent 84.4% of the projected enrolment. Registration continues throughout the term. As noted last month, the School of Part-time Studies reported that the transit strike had 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 Statistics, 2009 Fall Term**

As at February 17, 2009, OCAS statistics for the 2009 Fall Term indicate that, for *College Choices* (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 3.5% from last year, Secondary School applicants are up 1.5%, with an overall increase in applicants of 2.3%. Province wide, the variances are 4.2%, 1.3% and 2.4% respectively.

As at February 17, 2009, 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 up 3.8% from last year, Secondary School applicants are up 3.3%, and overall we show an increase of 3.5%. Province wide, the respective variances are 4.2%, 1.7% and 2.7% respectively.

**Fall 2009 Admissions**

Applications are being processed for the 2009 Fall Term. The equal-consideration deadline date was February 1. We began issuing offers of admission for most programs on February 5, and offers for highly-competitive (i.e. oversubscribed) programs will be issued on March 5. Applications will continue to be received and processed throughout the next several months.

**Official Tuition Tax Receipts (T2202A)**

Official Tuition Tax Receipts were posted to the Algonquin College Student Information System (ACSIS) on February 2, 2009. Notification to students included messages posted on ACSIS and Blackboard.

**Scheduling**

As mandated by the College Space and Infrastructure Committee (CSIC), the Registrar’s Office conducted a Scheduling Simulation Exercise to confirm that the College would be able to continue to accommodate projected growth. It was confirmed by the results of this simulation that the recent practice of scheduling some full-time programs to 10 p.m. (Monday-Thursday) will be expanded in the coming academic year. Simulated timetables were distributed to the Executive Deans for review and feedback after consultation with their Departments. Service areas are planning expanded service delivery hours as well.

**Client Service Metrics**

Contact Centre Client Service and Service Counter metrics are as follows:

Contact Centre/Service Counter Statistics Summary					% Variance	
<u>Contact Centre (Telephone)</u>	January 09	YTD 08/09	January 08	YTD 07/08	January 09	YTD 08/09
Total Calls	15,280	124,149	17,528	122,195	-12.83%	+1.58%
Total Calls Answered	11,950	93,550	11,365	88,212	+4.9%	+5.71%
% Answered	78.20%	75.35%	64.84%	72.18%		
Average Speed to Answer	0:03:44	0:03:05	0:05:40	0:03:35		
Average Call Length	0:03:06	0:03:14	0:04:17	0:03:52		
<u>Service Counter (In-Person)</u>	January 09	YTD 08/09	January 08	YTD 07/08	January 09	YTD 08/09
Tickets Issued	8,564	60,517	9,552	61,691	-10.35%	-1.67%
Customers Served	8,248	58,766	9,273	59,055	-11.06%	-0.49%
% Served	96.31%	97.10%	97.07%	95.72%		
Average Waiting Time (Global)	0:15:06	0:05:18	0:07:56	0:04:28		
Average Transaction Time (Global)	0:08:10	0:08:06	0:08:14	0:07:44		
<u>Switchboard</u>	January 09	YTD 08/09	January 08	YTD 07/08	January 09	YTD 08/09
Calls Received	13,677	124,902	16,423	122,696	-16.73%	+1.77%

The decrease in Total Calls reflects the decrease in Continuing Education registrations during the transit strike. However, the performance indicators for the Contact centre are all favourable – the percentage of calls answered is up over last January, the average speed to answer is down, and the average call length has decreased.

The decrease in In-Person visits to the Registrar’s Office may be the combined result of the implications on students of the transit strike and the fact that communication regarding the strike was provided regularly online via the Ride Share, the Students’ Association blog and the College website. The slight increase in the average waiting time for in-person service might be attributed to the fact that students’ questions during the strike were atypical and the Registrar’s Office staff were doing all possible to help our students during that time.

### Financial Aid Office

On February 12<sup>th</sup>, the Manager of Financial Aid and the Financial Aid Bursary Administrator attended a workshop on First Generation Students.

Linda Fielding, Manager, Financial Aid has been asked by OASFAA (Ontario Association of Financial Aid Administrators) to serve another year as Chair of the OASFAA Procedures Committee.

The 2009 Winter Financial Aid Student Assistance Bursary intake will take place on February 25, 26 and 27. Funding for the Student Assistance Bursary comes from the College's Tuition Set-Aside funds. Eligibility for the Student Assistance Bursary is based on student need. This need is determined by the student completing a Student Assistance Bursary application, available online through ACSIS.

Student interest in the Student Assistance Bursary has steadily grown over the past number of years. In the 2003 Winter Term, 1,285 students applied. In 2005 Winter, the number of students who applied for this bursary had risen to 2,225 and, by 2008 Winter, the number had grown to 2,930.

Given the current economic situation plus the additional financial difficulties which have been incurred by students because of the recent transit strike, Financial Aid is anticipating a lot of student interest in applying for a Student Assistance Bursary during the current term.

### Student Support Services

#### Director's Office

In late January, Wayne McIntyre attended the Canadian Council on Learning and ACCC Policy Roundtable on Health Settings and Healthy Students and Academic Succession Post-Secondary Institutions. The key areas of focus were building a healthier setting in post-secondary institutions; to exchange examples of best practices; starting to develop a Campus Health Promotion Model (CHPM); and creating next steps both for the model development and action. Over the spring and summer, Student Support Services will start to move towards a CHPM approach.

#### Student Employment Services

On January 30, Joanne McDonald, Manager, Career Services and Student Activities participated in the Canadian Language Benchmarking workshop and was a panellist during the services information session for the Lester B. Pearson High School professional development day held at the College.

On February 10, the 11<sup>th</sup> Annual Career Networking Fair was co-hosted by Student Employment Services and the Alumni Association at the Woodroffe Campus in the gymnasium. Over 1,400 job seekers visited 65 employer booths representing a variety of industries. New this year! Each employer booth that employed an Algonquin Alumni with their organization featured an Algonquin Alumni sign. Stuntman Stu, from the Team 1200, conducted short on-camera interviews with some of the Alumni working for the various organizations who were participating in the fair. The short video is available for viewing on *my Algonquin*. This event would not be what it is today without many volunteers to assist. Over 40 students from the Business Administration – Marketing program played a very active role in this year's event.

Student Employment Services first video will be featured on its web site by mid-March. The video shares important tips to writing a well-organized résumé. In addition, résumé clinics are available for students twice per week this term. Students are finding the small group clinic concept very beneficial.

12 in-class job search workshops have been completed thus far this semester. Over 300 students from a variety of programs have participated in these workshops.

#### Student Affairs and Orientation

On January 26, the Student Affairs and Orientation team and the Food and Beverage Operations team hosted the annual Chinese New Year celebration in the Marketplace Food Court. An information booth provided students with a complete view of the Chinese calendar and background information related to the celebration. Students also enjoyed the traditional Lion Dance performance over the lunch hour.

The Student Information Fair was held on January 29 at the Perth Campus. Participating services included: Security Services, the Students' Association, the Centre for Students with Disabilities, Orientation, Financial Aid, and Student Employment Services. 50-60 Perth students visited the information fair.

The Student Information Fair at the Woodroffe Campus took place on February 12. Students were able to learn more about the variety of services that are available to support their success.

Class Representative Training was co-hosted by Student Support Services and the Students' Association Board of Directors from 4:00 to 6:00 p.m. on February 3. The training session's agenda included: the importance of the Class Representative role; a mock Program Council Meeting demonstration; a question and answer period; and roundtable discussions.

### **Student Information Desk – Second Floor of C Building**

The number of inquiries at the Student Information Desk is definitely increasing since its introduction in September 2007, as reflected in the following statistics:

September 2007 – April 2008:	3,814 inquiries
September 2008 – Mid-November 2008:	4,756 inquiries.

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

In January 2009, a total of 687 students were registered with the CSD compared to 639 one year before – an increase of 7.5%. Of these, 243 were LD – Confirmed (35% of the total); 91 were Mental Illness (13% of the total); and 85 were ADD/ADHD (12% of the total). This is the pattern we have seen over the past 3 years.

In early January, Tim Comerford and Christine Kelsey completed 13 in-class presentations to 260 apprenticeship students. The purpose of the visits was to promote enhanced services that the CSD is providing to support students in apprenticeship programs.

On January 20, the CSD staff held a one hour clinical consultation meeting with an Educational Consultant from the OCDSB, where the goal is to enhance linkages between high schools and the College to increase student engagement, success, and retention.

On January 30, Dr. Karima Lacène presented CSD services to 50 teachers as part of the Vocational Schools Conference held at Sir Guy Carleton High School in Ottawa.

On February 4, several members of the CSD team attended the meeting of the College Committee on Disability Issues (CCDI) held in Toronto. His Honour, the Lieutenant Governor of Ontario, Mr. David Onley, spoke to the group on issues and challenges faced by persons with disabilities transitioning to employment. At this forum, Louise Legault chaired the meeting of the Special Interest Group (SIG) on Apprenticeship Issues, and Alison West Armstrong chaired the SIG on Mental Health.

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. College Presidents have received recently an official announcement from Colleges Ontario, and Disability Support Offices across the college system have been asked to ensure the information is disseminated widely within their own college.

The EnAbling Change project will also help colleges raise awareness within each institution of the province's standards and compliance requirements. An advisory committee that will have broad cross-section representation from throughout the colleges will provide guidance on the development and distribution of the product.

In December 2008, MTCU informed colleges that additional funding for the Accessibility Fund for Students with Disabilities was made available through the Apprenticeship Expansion Strategy. The Ministry has provided funds for Support for Apprentices with Disabilities. The CSD consulted widely and has developed a plan to enhance services for this student population. To that end, the Centre has engaged Gordon McGregor, on a part-time basis, as Apprenticeship Support Specialist



to provide basic assessment services in consultation with the CSD, and refer students in need to appropriate internal and external services. He has a background in trades and understands the struggles and challenges apprentices may encounter as a result of a disability

**Health Services**

The volume of visits was 2,810, compared to 2,342 one year before, showing a 20% increase. Of these, 833 were to see a doctor (30% of the total). There were 13 accident reports generated for on-campus incidents.

**Health Promotion**

On January 12, a blood donor clinic was held on campus as well as a mumps clinic on January 13 and 14. On January 29, Health Services and Counselling Services held a “Walk the Line” drunken goggles obstacle course at the Residence. Approximately 40 students participated and completed the course with the realization of the severity of driving while impaired. The Health Promotion nurses were interviewed by the Algonquin Times on several occasions during the month regarding fad dieting and its dangers, seasonal affective disorder, depression, and the “Walk the Line” obstacle course.

**Residence**

On January 28, Kim Dixon, Manager, Student Support Services in Residence, held an Orientation Focus Group to provide students the opportunity to give feedback for the planning of the 2009 Orientation. The 2009 Orientation Committee is now meeting weekly to plan for September.

On February 11, Kim Dixon co-hosted the “What’s with Weed” workshop at the University of Ottawa, with representatives from our Counselling Services and Residence attending.