

Academic**School of Business**

The new International Speaker Series initiated by Norman Lomow, Professor, Marketing and Management Studies, has been very well received by the students. The series has included industry leaders such as Kevin Wennekes, Vice President, Research, Canadian Advanced Technology Association, David Mann, former Vice President, Emerging Business Technology Investments, Nortel, Neil Knudsen, President, Meridian Networks, and Dr. Jan Fedorowicz, Author and specialist in international business development for small- and medium-sized business.

School of Health and Community Studies

The Canadian Association of Schools of Nursing Accreditation took place in January, 2009, and the interim report has indicated high regard for the Bachelor of Science in Nursing collaborative program. In particular, the use of new simulation technologies and the curriculum linkages to the College's strategic planning were noted.

Algonquin College in the Ottawa Valley

The Pembroke Lumber Kings are supporting the Campus' capital campaign by donating \$1 per ticket sold to their home playoff games with a goal of raising \$5K for the campaign.

The School hosted 200 Grade Eleven and Twelve high school students involved in the Special High Skills Major (SHSM) initiative from across Renfrew County High Schools. Students were involved in hands-on workshops led by faculty and they participated in panel presentations involving staff and current college students. The feedback from the students and their high school teachers was overwhelmingly positive.

Algonquin College Heritage Institute

The Institute has been fully engaged in the sustainability initiatives of the College. It launched the first annual Sustainability Week, from March 9-13, 2009, which was a great success with members of the community joining staff and students for a series of relevant events. The event was organized by two Social Service Worker students, Larissa Stratton and Wendy Quarrington, who were on placement with R.E.A.L. (Rideau Environmental Action League) and members of the Perth Campus Sustainability Committee.

Faculty Activity

The Students' Association Faculty Recognition Awards were established to provide students with an opportunity to show their appreciation to faculty members who, in their opinion, made a significant difference during their stay at Algonquin College. At the Student's Association annual Recognition Dinner event held on March 26, 2009, the following faculty received an Excellence in Teaching Award:

- Wade Neigel, Professor, Computer Systems Technician, Algonquin College in the Ottawa Valley
- Curtis Farrell, Professor, Paramedic/Advanced Care Paramedic, Police and Public Safety Institute
- Fadi Ayoub, Professor, Massage Therapy, School of Health and Community Studies
- Katherine Robertson, Professor, Masonry – Heritage and Traditional, Algonquin College Heritage Institute
- Tony Davidson, Professor and Coordinator, Game Development, School of Media and Design

As well, the Student's Association's awards the Chris Warburton Award of Excellence each year to recognize members of the College community for having a positive impact on student life at Algonquin College was awarded to:

- Joan Macartney, former Dean, Algonquin College Heritage Institute
- Karen Davies, Dean, Algonquin College in the Ottawa Valley
- Jamie Bramburger, Manager, Community and Student Affairs, Algonquin College in the Ottawa Valley

On March 3, 2009, members of the Faculty of Business and Hospitality attended a session entitled “How the Business, Technology and Media Worlds Interact and Intersect” with Paul Brent, Technology Reporter/Producer for CTV Television Inc. This event was hosted by the Business Innovation Centre.

Student Activity

The graduating class of the Sport Business Management program hosted the 4th Annual Sports Business Symposium on March 11th at Scotiabank Place. John Furlong, CEO, 2010 Vancouver Olympic Organizing Committee (VANOC) was the keynote speaker. The theme was “The Crash Effect” focusing on the impact of the current state of the economy on the sports industry in Canada. The annual event is a great opportunity to meet current and future leaders in the sports industry.

Five second-year students from the Social Service Worker program at the Heritage Institute completed a two-week study visit to El Salvador, under the guidance of Lisa Shaw-Verhoek, Professor.

Crystal Kuhlmann, a second year Construction Carpentry – Advanced Housing student, was one of five provincial recipients of the 2008 Mike Holmes “The Holmes Foundation’s Make It Right™ Scholarships and Bursaries”, designed to assist students who need financial assistance to obtain training for a career in residential construction or renovation. Each bursary pays up to \$1,500 per year, for each year of their academic program. The scholarships are awarded to students who are judged by The Holmes Foundation to have combined academic excellence with a commitment to a career in residential construction or renovation.

Florist program students won three of the six awards at the Ontario Flower Growers annual Design Competition of Ontario Colleges.

Interior Decorating students are in the final stages of completing a presentation for the Perth Business Improvement Association. Students will implement the plan on April 15th, when they will spend the day redesigning store window displays for fifteen stores in the downtown core.

The Horticulture and Florist students hosted their spring 2009 show, “A Sense of Garden”, from March 15 to April 5, 2009.

Animation program alumni Graham MacDonald, Emma Gignac, Kim Buck and Justin Sels won an ELAN award for Best Character Animation for their work on “Toot and Puddle.” The ELAN Awards, based out of Vancouver, recognize excellence in the game and animation industries.

Community Activity

The Forestry Technician program at Algonquin College in the Ottawa Valley hosted its annual Canadian Institute of Forestry dinner on March 24, 2009. Fred Blackstein was the keynote speaker and delivered a presentation on the program’s history of student involvement in the community. Two awards were presented: Minga O’Brien was the recipient of the Algonquin Section of the Canadian Institute of Forestry Award and Trevor Rasmussen received the James Croll Memorial Award.

The 14th Annual Student Hot Food Competition was held on February 16th. Fourteen students from the Culinary Arts programs participated. As in previous years, it was a very successful event with parents, relatives and friends in attendance. Also attending was Ron Eade, Ottawa Citizen Food Editor, who wrote about the event on his blog, Omnivore’s Ottawa. Professors Alan Fleming and Mario Ramsay have been instrumental in the success of this event over the past several years.

Several students from the Culinary Arts programs participated in the National Arts Centre (NAC) Culinary Experience, an annual event, on February 27th. This activity was also a fundraiser for new bursaries which will carry the name of Kurt Waledel, Executive Chef, National Arts Centre.

The Early Childhood Education professors have been active in the community over the course of the winter term. Carlos Pereira presented a proposal for a multi-media based course on language development to the Early Literacy Committee which was well received. Chris Wojcik presented a workshop to the Ottawa Public School Board on language instruction for new Canadians. Leslie Kopf-Johnson, with co-author Kevin Bisback, released the 2nd edition of their school-age textbook.

Management Summary to the Board of Governors – April 2009

On April 9th, the second year Carpentry and Millwork – Heritage program students will raise a timber frame over Perth's Mammoth Cheese. This is a partnership with the Town of Perth to recreate the original weigh scale.

The second annual Media Hall of Fame induction ceremony was held on March 11th, at the Restaurant International. This annual event recognizes the accomplishments of various local industry leaders in the field of media. Each inductee has earned a reputation for excellence and innovation, while making significant contributions to his or her industry and community. The 2009 Media Hall of Fame Award Recipients are:

Advertising - Gordon McMillan
Radio Broadcasting - Harvey Glatt
Television Broadcasting - Alan Lorne White
Documentary Production - Susan Stranks
e-Publishing - Fred Sherwin
Interactive Multimedia - Shawn Pucknell
Journalism - Christina Spencer
Photography - Harry Turner
Print Media - Marie Eveline
Professional Writing - Charlotte Gray
Public Relations - Michael Coates
Scriptwriting - Tom Shoebridge

Donations

The Cambridge, Ontario Fire Service is providing the Pre-Service Firefighter Education and Training program with a pumper truck for a nominal fee. This truck, which has been valued at \$500K, is currently in service with the Cambridge Fire Department. The 1989 vehicle will replace the aging 1981 pumper and delivery is expected in May.

Mike Nageleisen, Vice President and General Manager of Operations, Valspar Incorporated, has donated five sets of firefighting bunker gear to the program. The gear has a value of approximately \$7K. Mr. Nageleisen is the father of a current Paramedic student, Cory Nageleisen

The Early Learning Centre received a \$500 gift from previous clients of the centre.

The Ottawa Paramedic Services donated some of its surplus ventilation equipment to the Paramedic program. This equipment has a value of approximately \$14K.

Administration

College Ancillary Services (CAS)

In the aggregate, revenues and contribution in the CAS business units are on track with budgeted targets.

Ancillary Services participated in the March Break Activities organized by the Recruitment Office, meeting with prospective students and providing information regarding services available at Algonquin.

The Publishing Centre held an open house on March 27th to showcase the renovations undertaken this year and new services now being offered including wide format printing and enhanced colour printing options.

Finance & Administrative Services

Finance is currently working with senior management on the development of the 2009/10 Annual Budget. Work is also underway to prepare the 2008/09 financial statements and prepare for the financial audit.

Information Technology Services (ITS)

ITS has continued planning for computing and network infrastructure renewal and expansion projects as well as for the IT projects that will support business transformation 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 Capital Requests:

The College has responded to the Federal Economic Action Plan invitation to submit projects for funding consideration to Industry Canada. Several projects which we believe meet the shovel ready criteria have been submitted including: the Environmental Demonstration Centre for Construction Trades and Building Sciences, the Pembroke Campus Relocation Project and the Perth Campus Renewal Project. It is hoped that in conjunction with Provincial Funding announced on March 26th under the "Strengthening Post-Secondary Infrastructure" program, these submissions will be positively considered and receive much needed funding.

Sustainability Strategy:

The work of the Sustainability Solutions Group who is assisting the College in developing its sustainability strategy is commencing its Algonquin Community Engagement work at "World Cafés" which were held at all 3 campuses in March, 2009. These events are designed to engage the College in discussing how Algonquin should approach sustainability goals. This input will be used as the Sustainable Algonquin Steering Committee develops a customized sustainability strategy for the College with multi-year objectives.

Facility Operations and Maintenance Services Team:

Building Automation

The Siemens RENO (Remote Notification Option) software has been installed on campus. The upgraded software will call a sequence of designated numbers automatically in response to any Building alarms received until a call is acknowledged. The improvement will ensure that critical equipment failure or warning alarms go directly to those who can deal with them and will provide redundancy to the alarm monitoring by Security services.

Advancement

Public Relations and Communications

Corporate Events

Breakfast with the President Series

Breakfast for New Staff

The President hosted two breakfasts this month for new employees. The first was on March 3rd with 10 people in attendance, and the second was March 12th and welcomed 11 new staff members.

Discovery Evening

Working in collaboration with the College's Marketing and Enrolment Group, the Department coordinated and organized an open-house style event on March 25th that welcomed 825 prospective students on campus. The event was targeted towards current applicants, high school seniors who have not yet applied, post-secondary students and graduates, mature students, parents, teachers, and guidance counsellors. The event was held from 5:00 pm to 7:00 p.m. and offered tours and presentations showcasing all of Algonquin's full-time programs from all campuses, services, and the School of Part-time Studies.

Long Service and Retiree Celebration

The Department provided guidance and assistance to the Human Resources Office in the coordination and execution of the 2009 Long Service and Retiree Celebration held in the Marketplace Food Court on March 31st.

Coffee Break with the President Series

The President hosted the Pembroke Campus Coffee Break on March 13th which was held in concert with the World Café.

Faculty and staff chatted informally with President Gillett at the April 3rd *President's Coffee Break* hosted by the Faculty of Health, Public Safety and Community Studies.

Applied Research Day

The Department worked with the College's Office of Applied Research and Innovation to host Algonquin's annual Applied Research Day on Thursday, April 9th. Keynote speakers for this year's event included Andrew Fisher, Executive Vice President, Wesley Clover, and Peter Hofstra, Vice President and Portfolio Manager, Greenrock Asset Management.

Community Relations

Veterans' Club Visit

The Department organized a visit by three Pre-Service Firefighter students to the Veterans' Club of the Extencicare Medex long-term care facility on Baseline Road. The students demonstrated their equipment and chatted informally with the Veterans who meet every third Thursday of the month.

Alumni

The Alumni Association Tactical Plan, recently approved by the President's Executive Committee, will result in the Alumni Association, supported by Advancement, to connect with its membership with the goal of creating two-way relationships that adds value for members and work to bring alumni back to campus for events, with the goal of creating a critical mass of enthusiastic, informed, and proud alumni to support the College.

One of the tactics includes the hiring of an Alumni Communications Officer for a two-year period which will allow for greater focus on alumni communication, an increase in frequency and quality of communication tools, and monitoring and evaluating initiatives. An interim progress report will be presented to the President's Executive Committee after year one.

Sustainability

Sustainable Algonquin has embarked on an ambitious process of building a new sustainability plan for the College. The process kicked off with a series of "World Cafés" which took place across all three campuses in March. World Cafés were a dynamic and engaging way of involving members of the Algonquin community in discussing their hopes, ideas, and concerns about sustainability. A report on the discussions and ideas shared in the cafés will be tabled with the Sustainable Algonquin committee in the near future.

Emerging Trends

On March 6th, Ken Steele visited Algonquin College to deliver a series of talks and presentation. Steele is a cofounder of Academica Group, a marketing consulting firm specializing in the education sector, and the author of the popular e-newsletter "Academica's top 10". Steele's presentations during the day focused on what he termed the "Changing Climate for Higher Education." His provocative talk focused on the challenges facing all post-secondary institutions, but specifically colleges in Ontario, challenges including demographic change, the use of social media tools to both deliver education and to comment on educational institutions, and recent creation of private online-only PSE institutions.

Internal Communications

myAlgonquin Redevelopment Project

Over the past several months the Advancement Division has worked to improve our internal online communications tool – myAlgonquin. The purpose of this undertaking is to create an intranet that will better connect the Algonquin community and provide the tools and resources needed to help people perform their duties.

The Advancement Division has organized an internal working-group to assist in this project with representation from a broad range of Algonquin's employee groups (faculty, staff, full-time, part-time, administration) thereby ensuring we address the specific needs of the individual groups.

During two weeks in March, a college-wide survey was completed to ask the greater college community how they use myAlgonquin and how it can be improved. Over 250 staff, faculty and administrators responded to this 16-question survey; their responses offer valuable insight into how people are currently using myAlgonquin and how they would like to see it improved in the future.

The next step in the myAlgonquin work plan is to compile the data received over the past several weeks, review it with the working group and create a vision document that will help guide the technical development of myAlgonquin 2.0.

Media Relations

There were approximately 161 media hits between February 20, 2009 and March 26, 2009. Media hits in 2008 over the same time-frame totaled 73.

Major stories included:

March 3 – *CFRA* and *CTV Ottawa News @ 6* featured stories regarding the establishment of the Richard Patten Aboriginal Bursary.

March 3 – *CTV Ottawa News @ 6* featured an interview with the Associate Dean of Nursing Studies regarding recession-proof jobs (focusing on health care). This was part of CTV's week-long recession feature.

March 4 - *CTV Ottawa News @ 6* featured an interview with the Manager of Counselling and Testing Services regarding retraining options during the recession. This was part of CTV's week-long recession feature.

March 4 – The *Aboriginal Peoples Television Network (APTN)* featured an interview with the Vice President of Student Services regarding rumours that the Mamidosewin Centre will be closing.

March 11 – The *Edmonton Journal*, *Vancouver Sun*, and *Ottawa Citizen* featured an interview with the Executive Director, Advancement, regarding the lessons learned from the College's experience with debit fraud in September 2008.

March 23 – *CBC Radio* (English and French), *CBC News @ 6*, *CTV News @ Noon, 6 and 11:30* featured stories about the first annual Internationally Educated Professionals conference spearheaded by Algonquin College. *CBC Radio* and TV featured interviews with the Vice President of Business Development.

March 25 – *CTV Ottawa News @ Noon* featured a five-minute interview with a Professor in the Horticulture program, regarding the annual spring flower show, programs at Algonquin College, and gardening tips for the spring.

March 26 – *'A' Morning* featured interviews with the Coordinator of the Florist program and a student in the Horticulture program regarding new gardening trends and the annual spring flower show.

March 26 – *CFRA* and *CTV Ottawa News @ 6* featured interviews with the President regarding the 2009 provincial budget.

College Marketing and Enrolment

The College Marketing and Enrolment department is undergoing strategic planning for the Marketing Recruitment Plan 2009 – 2010. Several meetings have been held throughout the College by the Director of College Marketing and Enrolment to ensure a very thorough and detailed plan that will focus on recruitment initiatives.

The department also sponsored the February OCRI Technology Executive Breakfast (TEB) on February 26th. The event had almost 200 guests and various departments in the College had the opportunity to partake by attending and distributing College informative publications.

College Marketing and Enrolment is taking part in this year's Genie Awards which are being held in Ottawa this year. A number of student volunteers have come forward and Algonquin College has been given the opportunity to screen the film '*Normal*' (one of the nominated films) on campus April 2nd as part of Genie Week (March 28 to April 4). This will be open to all students, staff and faculty free of charge.

This is a terrific platform for Algonquin College which will yield volunteer opportunities for our students while providing media exposure for the College. Monday, March 24, 2009 marked the Press conference for the Genie Week line up where Algonquin College was identified as a partner; this is combined with web and print distribution of Genie materials.

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 February 17, 2009 – March 24, 2009 and details on March Break Activities and Discovery Evening:

Event	Participants
March Break Activities	370
Discovery Evening	825
Total Participants	1195

Events (February 17, 2009 – March 24, 2009)	Number of Events
General Campus Tours	45
Student for a Day	4
University Visits	4
High School Follow-ups	30
Other (i.e. Parent Nights, Career Fairs, etc.)	20
Total Events	60

Upcoming Recruitment Events:

- May 6 – 8 – Connections
- May 21 – Dialogue 2009
- November 5– Open House/CIP (TBC)

Academic Partnerships:

We continue to be involved with various planning and discussion meetings with the Partnering to Articulate Student Success Committee and the Children’s Aid Society. The Algonquin Connections event is a series of campus visits by grade 8, 10, and 11 students from 6 local school boards whereby students participate in hands on activities in a variety of programs. The event for the grade 10 and 11 groups takes place from May 6 – 7, 2009 and the attendance is a maximum of 535 students a day. The grade 8 events takes place on May 8, 2009; this day will have 400 grade 8 students from 5 local school boards in attendance. Recruitment participated in the International Education Professionals Conference that took place March 23, 2009 and with the many events taking place are working toward having student ambassadors assist in College Marketing events.

Data Activities

College Marketing and Enrolment is working on improving the registration database for its events. The present data activities include research, analysis and review of the Marketing Recruitment Plan for 2009 – 2010. There has been a series of data collected to support environmental scanning for the School of Business and this coincides with the variety of OCAS reports being worked on.

Advertising

The College Marketing and Enrolment department continues with the winter promotional campaign focused on Fall 2009 enrolment. This campaign began early February and has included bus shelters, interior transit ads, radio, newsprint and digital campaigning.

In addition to the ongoing advertising campaigns, there is a focus on March Break and Discovery Evening events promotion.

Business Development

School of Part-time Studies (SPTS)

New Opportunities

The Project Management certificate program is being modified into a blended compressed delivery mode. The new program will be offered in September, 2009.

We are collaborating with Seneca and other Ontario Colleges to respond to a Request for Proposal for the delivery of two courses – RECO (Real Estate Council of Ontario) Residential Update and the RECO Commercial Update.

We have entered into an agreement with Durham, Fanshawe, Boreal, Conestoga, Seneca, Canadore and Loyalist Colleges to modify the Office Administration program to a format that will accommodate non-traditional students. The development costs will be funded through the Ontario Human Capital Research and Innovation Fund (OHCRIIF).

Several new programs including Digital Music Production, Leading Learning in the Workplace, and Criminal Behaviour: Crime and Intelligence Analysis, are progressing through the Curriculum Review Committee approval process.

On March 30 and 31, SPTS offered First Aid and Level C CPR training to 18 of the recreation centre staff in Mississauga, Québec under contract with the Cree Regional Authority.

Our Occupational Safety and Health program is now officially recognized for accreditation by the Board of Canadian Registered Safety Professionals (BCRSP).

SPTS representatives met with the Director, School of Industrial Design, Carleton University, to present our concept for a certificate in Industrial Design that would ladder into the Bachelor of Industrial Design program at Carleton. Carleton staff members are very interested in working with us in an advisory role with a view to developing an articulation/advanced standing opportunity.

A partnership with YOW Canada has been established regarding online delivery of three safety courses: Confined Space, Fall Protection, and Transportation of Dangerous Goods. These courses will be available in fall, 2009.

Program/Course Modifications

Two courses have been selected to convert in-class and online to blended/hybrid format for the Spring/Summer semester: MGT5086 – Contracting & Procurement and MGT5083 – Project Management & Human Interface.

The F-License course has been modified to ensure students receive additional road practice hours prior to MTO testing. The courses will begin at the end of April, 2009.

SPTS Enrolment

Language Institute - Enrolment is up 11% over the approved projections and 23% over the previous year actual enrolment. Enrolment in ESL International is up 55% over the previous year.

The CE - Winter 2009 enrolment target will not be met mainly as a result of the transit strike. Actual winter, 2009 enrolment is down 16% over projected.

Although the total year enrolment is down 6% over projected, the enrolment is up over the previous year by 2%.

SPTS Marketing and Communications

The Academic Manager of Media and Design, Police and Public Safety, and Health and Community Studies, attended the Service Excellence training sessions for Service Canada to speak about the College's best practices in service delivery. Service Canada is now assisting us by reviewing our proposal for the Leading Learning in the Workplace program.

Design changes were completed for both the onCourse and Distance Education (DE) print catalogues.

Additional winter niche marketing initiatives were continued and included a Distance Education ad for the Aboriginal Finance Officers Association; a new Summer Academy of the Arts poster, a Career Samplers flyer for Youth promotional for external distribution and the development of a Construction Trades promotional advertisement.

Product/Market Research

Significant market research was conducted in February/March with a focus on the Construction sector. Demographic and trends data was gathered and compiled including relevant background documents on the various trades-related occupations. The SPTS team has received and begun the review of detailed analytics from the winter DE social networking online campaign.

Algonquin College Foundation

Environmental Demonstration Centre for Construction Trades and Building Sciences

The first Capital Campaign Cabinet meeting took place on April 2nd. Roger Greenberg, President, MINTO Developments, has agreed to be Honorary Chair for the campaign. A total of \$1.25 M in pledges has been received to date.

Perth Expansion Campaign

The Algonquin Foundation helped the Perth Campus organize the second community leader meeting where topics of discussion included: the campaign, campaign steering committee prospects, roles of Chair and Honorary Chair and potential donors. The Perth Expansion brochure is currently under development.

Pembroke Campaign

During the last month, \$50K in donations was received for the campaign. A number of staff from the Pembroke campus have signed up to contribute monthly to the campaign.

Endowments

Prior to March 31st, fifteen additional endowments were confirmed.

Ed Ireland Bursaries

Another ten endowments have been confirmed by Mr. Ireland who already has two endowments.

Order of St. Lazurus

On March 19th, a dinner was held at Algonquin College where the first recipient of the St. Lazurus Bursary was in attendance. An additional \$5K was donated to the current endowment fund, and a new pledge contribution was made.

Betty Hyde ECE Bursary

A community group contributed \$1000 to be added to the fund.

Nepean's Ben Franklin Bursary

Two advertisements were placed in the local community papers to invite the community to donate to the Nepean Ben Franklin Endowment Fund. On April 16th, a cheque presentation has been planned to take place at the College.

McLean – Dunlop Endowment Fund

A new endowment has been established for youth from the Christie Lake Kids Camp who are attending Algonquin College.

Contractors Rental Supply

An additional \$34K has been added to the CRS and Friends Bursary to bring the three year total to \$102K.

Kiwanians Alex Dayton Seniors Centre Bursary

The Foundation received funds totaling \$200K for the bursary that will in turn create five new bursaries for various programs.

Hydro One

Six new Hydro One Scholarships are being promoted to students. The deadline for applications is April 30th.

Direct Mail- Plant Some Roots (PSR) Endowment

To date the Foundation has received more than 30 donations from the PSR 2009 Direct Mail part of the campaign. The Foundation met with the Alumni Association Board and it was agreed that there would be a direct link to the Plant Some Roots Fund on the Alumni Association Web Page.

New Annual Awards/Bursaries and Scholarships

- Radiation Safety Advisory Committee Award (Pembroke);
- Recreational and Leisure Studies and Fitness award and bursary;
- Ottawa Senators Hockey Club donated \$10,000 for their Scholarship program;
- \$2100 received to create new International Student Scholarships for each School.

Awards Ceremonies

The awards ceremonies for the School of Health and Community Studies will be held on May 26th and 27th respectively.

Lucky Payday Staff Lottery

A license was secured for the draws to be held during 2009/10.

Out and About

Outreach activities this month included:

- Perth Community Leaders meeting
- Ottawa Senators Donor Guest Game
- Nepean Chamber of Commerce Community Breakfast
- Dinner-10th Anniversary Kanata Sunrise Rotary Club
- Kanata Chamber of Commerce Golf Committee meeting
- Ottawa Estate Planning Council meeting
- Eight donor meetings
- Three donor receptions
- Foundation Board meeting

International Education Centre

The Manager of International Projects participated as a gender consultant in two overseas missions in March:

- a) The Employment Program for the Caribbean (CARICOM) region. This took place between March 1 and March 12.
- b) The Building and Extending Skills Training (BEST) program in Jordan. The work started on March 16 and should be finished by April 1.

Discussions related to possible partnerships overseas were held with visitors from organizations in Costa Rica, the Philippines, Saudi Arabia and Kenya.

The IEC has arranged for a visiting scholar from China, Ms. Jiang Xiong Ying, to spend 6 months at Algonquin on an exchange program funded by the government of China. She will be spending her placement in the Language Institute and shadowing teachers in the TESL program.

All twenty-six Ontario International Scholarships have been distributed to Algonquin students who will be studying eight weeks overseas in areas related to their programs of study. The students will be going to the following countries: Montenegro, India, Egypt, the U.S.A., New Zealand, Austria, Guyana, Australia and Venezuela.

A very successful mission to India was conducted in mid-March. Outcomes of the mission included:

- The signing of new partnership agreements with Manav Rachna International University to enable the delivery in India of dual-credential, diploma-degree programs in Mechanical Engineering Technology-Machine Design, Tool and Die – Design and Manufacturing, Graphic Design, Advertising and Animation;
- Agreement with MRIU to expand the collaboration to include programs in Interior Decorating and Early Childhood Education;
- Agreement, in principle, to participate with the Canadian High Commission in a pilot project designed to increase the study visa approval rate of Indian applicants to Canadian Colleges;
- Agreement with Ranjita Institute to expand our collaboration to include short programs in hospitality and diploma programs in electro-mechanical/automation disciplines; and,
- Exploration of a collaboration to offer online-blended programs in India with United Education Institute, India.

Institutional Research and Planning

Key Performance Indicators

Results for all KPI measures for the 2008 Year will be released by the MTCU on March 30th. Results for the Total College, by School, by Department, and by Individual program, will be generated and distributed by mid-April.

Two sets of KPI Student Satisfaction Surveys will be conducted under separate contract with CCI Research later this spring 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)

Student Outcomes data (GPA & Return status) for Algonquin student respondents in Term 1 (n = 1,477) have been forwarded to the lead researcher at OISE for the OCSE project.

Survey data for Algonquin student respondents to either or both of the September, 2008 Characteristic Survey (n=1,882) or November, 2008 Engagement Survey (n=1,139) have been received for reporting and distribution by mid-April.

If the OCSE project continues into the fall of 2009, additional promotional and awareness effort will be needed to increase student participation in the OCSE Survey, particularly during the September Characteristic survey phase, i.e. Algonquin generated 6.6% of all student responses in September compared to our enrolment which constituted 8.3% of system headcount.

Corporate & Business Development (CBD)

District School Boards

Algonquin's School-College-Work Initiative (SCWI) team visited and reviewed Math team teaching at St. Peter's and Ridgemont High Schools. Students are scheduled to visit Algonquin as an information exchange in March to find out about Algonquin College Programs that require MAT8100.

The SCWI team visited and reviewed the AutoCAD1 dual credit program at Carleton Place High School. Students and teachers will be visiting the College in April to find out about the programs that require AutoCAD1.

Thirty teachers attended the Hospitality and Tourism Forum.

Over three hundred Grade 8 students, their parents and their teachers attended the Pathway Mentors & Discovery Night at Algonquin College.

Algonquin College Access Program (ACAP)

An interview at CHIN Radio was held with Joy McKinnon and CBD staff to promote the IEP Conference.

The IEP Conference was held on March 23rd, in Ottawa and was attended by approximately 400 internationally educated professionals with a focus in the following areas: engineering, finance and accounting, business management, information technology and health.

Thirty-five Algonquin staff attended seminars on Cultural Intelligence sponsored by the CIITE project.

Algonquin Corporate Training

A new business plan for Algonquin Corporate Training was approved by the President's Executive Committee. Additional training offerings will be launched in September, 2009, under the new plan and delivered at a new facility in Constitution Square. The business plan focuses on outreach to sectors critical to the economy in the Ottawa region.

Corporate Learning Services

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

- Ottawa Police Service
- RCMP
- Service Canada
- Statistics Canada
- Breconridge
- Finance Canada
- Export Development Canada

Two workshops were delivered at the 85 Albert Street location during the month of March:

- Communicating for Results - March 5-6, 2009
- Managing Multiple Priorities - March 13, 2009

Human Resources

Compensation, Pension and Benefits

The Compensation, Pension and Benefit team has been very busy in March due to the new Academic Benefit Card Reconciliation in addition to the Data Collection Tool for CAAT Pension.

All deadlines for regular pay input and applicable changes have been met successfully and follow up with all departments who have outstanding changes pertaining to Fiscal 2009-10 Coordinator Allowances.

There were 481 letters sent to part-time staff regarding CAAT Pension eligibility and eight information sessions were held for CAAT enrolment between March 10th and March 13th, in addition to the March 24th session held at the Pembroke Campus.

Currently there are 30 Academics, 29 Support and 2 Administrators on Long Term Disability with 1 Academic status pending currently under appeal.

We have been accommodating a total of 31 employees (17 Academic, 13 Support and 1 Admin) ranging from reduced workload to light duties.

Labour Relations

On March 9th, three members of the Management Bargaining team for the next round of Academic Bargaining attended a meeting at the College with a representative group of managers from Algonquin and La Cité. The meeting was to discuss preparation for the next round of bargaining for Academic Staff. Bargaining will commence in June of this year.

Meetings of the Academic and Support Staff Employment Stability Committees took place as well as a meeting of the Support Staff Union College Committee.

The Director met with external counsel to prepare for 2 arbitrations in April. The Director prepared a brief for a Support Staff Classification Arbitration for April.

The Report of the Workload Task Force was received and reviewed. This report on Academic Workloads was mandated by the Arbitrator after the last round of negotiations and was chaired by an independent chairperson. The Report makes recommendations to be considered in Academic Bargaining.

The Director of Staff Relations met with the Academic Leadership at a Chairs Council meeting to brief them on labour matters. As a follow up to this meeting, the Director is meeting individually with the Chairs to discuss fall assignments of academic work.

Employee Services

In the Employee Services area we have hired a new Human Resources Receptionist, Sally Kelly.

The renovations are on schedule, the records room and two boardrooms are completed with the Reception area to be completed by the end of March.

Work on the development of a Manager guidebook for Employee Services information is underway.

Substantial work on the Human Resources 5-year plan continues.

HRIS

In conjunction with ITS, the presentation for HR/Pay was developed and plans were presented to the College Technology Committee the week of April 1st.

Identification of HR/Pay as a transformational project was highlighted in a report this month. Also, a review of all data mining requirements was submitted to the College Technology Committee.

Recruitment

8 Academic, 3 Administrative and 10 Support competitions closed during March.

The recruitment schedule for the spring academic hire has been developed with the Vice President Academic's office.

The Vice President of Human Resources and the Recruitment Officer met with Knightsbridge to request Terms of Reference for Phase 1 of the Succession Plan. The Terms of Reference are to be presented to the President's Executive Committee in April.

Temporary Payroll/ SWF activity

The SWF Audit was sent to all departments for verification of accuracy. Upon receipt of any changes, the data will be submitted to the Union on March 30, 2009. The annual snapshot of SWF information is being compiled and it is expected to be submitted to the Ministry of Labour by the required deadline.

Student Services

Student Services Dialogue

On the morning of March 10th, the Vice President hosted the second Student Services Dialogue for all full-time and part-time staff in Student Services. The focus of the session was on our clients' service expectations and the behaviours that promote engagement of our clients and our colleagues in service delivery. The session was facilitated by four staff members and was highly interactive and dynamic. Feedback (via an anonymous online survey) has been extremely positive. Our next, more informal, Dialogue is planned as an end-of-year coffee break in late May.

Registrar's Office

Registration Statistics, 2009 Winter Term

Full-time Registration in Post-Secondary/Graduate Certificate Programs

Management Summary to the Board of Governors – April 2009

For the 2009 Winter Term, as at March 1, 2009 (Audit Date), net registered students numbered 12,288 or 97.7% of the projected enrolment. Enrolment as of March 1 is submitted to the Ministry and forms the basis on which funding is flowed to the College.

The breakdown of the 12,288 Net Registered students is as follows:

Faculty/School	Approved Projected		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	500	3,376
Faculty of Health, Public Safety and Community Studies	237	2,874	240	2,685
Faculty of Technology and Trades	199	2,201	251	2,101
Algonquin College in the Ottawa Valley	0	505	0	488
School of Part-Time Studies	0	27	26	26
College Totals	1,061	11,514	1,160	11,128

Continuing Education Registrations: For the 2009 Winter Term, as at March 15, 2009 registrations stood at 11,134 as compared to 11,832 at the same time last year. The term registrations to March 15, 2009 represent 91.7% of the projected enrolment. As mentioned in earlier management reports, the School of Part-time Studies reported that the transit strike had a negative impact on Continuing Education registrations this Winter Term.

Admissions Statistics, 2009 Fall Term

As at March 16, 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 5.4% from last year, Secondary School applicants are up 1.5%, with an overall increase in applicants of 3.2%. Province wide, the variances are 6.2%, 1.8% and 3.6% respectively.

As at March 16, 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 5.3% from last year, Secondary School applicants are up 3.7%, and overall we show an increase of 4.4%. Province wide, the respective variances are 6.4%, 2.4% and 4.1% respectively.

As at March 16, 2009, for *Confirmations*, our Non-Secondary School confirmations are up 18.5% from last year, Secondary School confirmations are up 2.6%, and overall, we show an increase of 10.4%. Province wide, the respective variances are 20.5%, 16.6% and 18.5% respectively. The Confirmation Date (May 1) is the next major reporting date in the admissions cycle. At that time, we will have an indication of our status vs. other colleges and the college system as a whole.

Second Career Students

A list of Second Career Program participants who started their programs between November 1, 2008 and January 31, 2009 was received from the Ministry for confirmation. The Registrar's Office confirmed to the Ministry a total of 68 Second Career student enrolments in College programs.

Scheduling

The upgrade of the Syllabus Scheduling System to the new Scientia Enterprise release is complete. This multi-phase upgrade from the initial version 3.5.1 to version 3.6 to the Enterprise version was successfully achieved with the collaboration of Registrar’s Office and Information Technology Services staff.

On March 16-18, 2009, the Registrar’s Office scheduling staff participated in an intensive three-day training session provided by the vendor, Scientia. It has been identified that the Enterprise version offers new functionality including a variety of management reporting options.

Client Service Metrics

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

					% Variance	
<u>Contact Centre (Telephone)</u>	February 09	YTD 08/09	February 08	YTD 07/08	February 09	YTD 08/09
Total Calls	10,984	135,133	8,713	130,908	+20.68%	+3.13%
Total Calls Answered	9,169	102,719	7,287	95,499	+20.53%	+7.03%
% Answered	83.47%	75.35%	83.63%	72.18%		
Average Speed to Answer	0:01:51	0:03:05	0:01:55	0:03:35		
Average Call Length	0:02:39	0:03:14	0:03:21	0:03:52		
<u>Service Counter (In-Person)</u>	February 09	YTD 08/09	February 08	YTD 07/08	February 09	YTD 08/09
Tickets Issued (TI)	3,407	63,924	2,889	64,580	+15.21	-1.02%
Customers Served	3,388	62,154	2,817	61,872	+16.86	+0.46
% Served	99.44%	97.10%	97.50%	95.72%		
Average Waiting Time (Global)	0:02:46	0:05:18	0:01:26	0:04:28		
Average Transaction Time (Global)	0:06:48	0:08:06	0:07:24	0:07:44		
<u>Switchboard</u>	February 09	YTD 08/09	February 08	YTD 07/08	February 09	YTD 08/09
Calls Received	10,439	135,341	7,339	130,035	+29.70%	+3.93%

It should be noted that February 2009 volume has been identified as the highest on record.

Convocation

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

The Pembroke Convocation will be held on Saturday, May 30, 2009 at the Pembroke Memorial Centre on Lake Street, in Pembroke.

The Perth Convocation will be held on Thursday, June 4, 2009 at St. John Catholic High School in Perth.

The full schedule of ceremonies is available on the Registrar’s Office website, at <http://www.algonquincollege.com/RegistrarsOffice/convocation>.

Financial Aid Office

The 2009 Winter Student Assistance Bursary adjudication has been completed by the Financial Aid bursary staff. These bursaries are funded through the Tuition Set-Aside funds. A total of 3,003 students applied for 2009 Winter Bursary assistance. With the exception of the Student Access Guarantee students, the average bursary allocated was \$350.

The Financial Aid Office Manager, as part of an OASFAA Working Group, participated in a MTCU teleconference on March 23rd, to discuss proposed changes to the MTCU on-line Bursary Recording System for 2009/2010. As well, the Financial Aid Manager will be participating in a teleconference on March 26th with other representatives appointed by Colleges Ontario to discuss issues and concerns surrounding the MTCU Student Access Guarantee Program, plus proposed changes to the 2009-2010 Student Access Guarantee Program.

The initial meeting of the Selection Committee for the Garfield Weston Scholarship was held on March 25th to select nominees for 2009.

Student Support Services

Director's Office

On February 17th and 18th, Wayne McIntyre attended a two-day workshop at Sir Wilfrid Laurier University covering the many dimensions of student engagement. The keynote speakers were Don Tapscott, Chairman of nGenera, who presented on the "Net Generation" and the transformation into a new reality, and Dr. Mary Wilson, from the University of Guelph, who discussed innovative ways to make contact with students outside of the classroom, and how to engage students in educational purposeful activities. Student Support Services will be using some of the tools demonstrated as best practices, this coming fall. The key project will be a compulsory Residence Orientation Workshop on "Making Your Mark".

On February 19th, Wayne was the keynote speaker at the Rotary Club of Nepean Kanata Business meeting. The topic of his remarks was the need to make decisions that will allow for personal development and true life satisfaction. That evening, Wayne was awarded the Paul Harris Fellow Award by the Rotary Club for his many years of commitment to helping students focus on education and success.

Student Employment Services

At the end of February, Student Employment Services entered into a partnership with Working.com (a website that operates through the Ottawa Citizen and CanWest Global), which will broaden the scope for our students' job search and will provide Student Employment Services with free advertising for career fairs.

Joanne McDonald, Manager, Career Services and Student Activities, has been working closely with the College's Business Innovation Centre and Causeway to plan the first Social Enterprise Tradeshow on campus. The event is scheduled to take place at the College on Wednesday, April 1st from 5:30 p.m. - 7:30 p.m. Three keynote speakers will be featured in addition to the tradeshow. Students, graduates, and the general public are welcome to attend.

On March 11th, the Public Service Commission hosted a recruitment presentation on campus to help students better understand the hiring processes and career paths within the federal government. This presentation was a sold-out event in less than 24 hours, and two additional presentations are scheduled for April.

Employment Officers have begun training with our new résumé building software – Optimal Résumé. The software is flexible and very customizable. Staff will engage in customizing specific components of the software before it is launched for students and graduates use.

Student Affairs and Orientation

Plans are well underway for the Celebration of Cultures event that is scheduled at the beginning of April. This event features a variety of embassies, entertainment, and vendors from around the world. Festivities will be hosted in the Marketplace Food Court on Tuesday, April 7th from 10:00 a.m. - 2:00 p.m.

Centre for Students with Disabilities (CSD)

The CSD has completed its annual “Voice of Our Students” survey, for the 2008-2009 academic year. It is the intent of the survey to enable students to provide feedback regarding the services offered by the Centre for Students with Disabilities. The survey was administered from January 12, 2009 to February 13, 2009. It was offered, online and in paper format, to all students registered at the Woodroffe, Pembroke, and Perth Campuses.

- 271 responses were received, an increase of 30% from the previous year when 209 responses were provided;
- 55% of students who responded reported their primary disability as a Learning Disability;
- 95% responded in a positive manner when asked about the customer service provided by the CSD;
- 94% of the responses indicated that the services of the CSD have been helpful in the student’s success at Algonquin.

The survey provided many opportunities for students to provide feedback on all aspects of CSD services. This information will assist the CSD in planning its 2009-2010 goals at a team meeting scheduled to take place on May 7, 2009.

The CSD has received formal approval for the final course outline for the GenEd credit “Alternative Learning Strategies” course. This course is designed to meet the specialized needs of students with disabilities. Facilitated by CSD staff, students will receive credit for the training they receive primarily from the Learning Strategist and Assistive Technologist. Curriculum which focuses on strengths, academic challenges, strategic learning, and compensatory strategies has been developed and uploaded to Blackboard. There are already close to 10 students interested in beginning this course as soon as possible.

The Spring 2009 session of Project DARE (May 20, 2009) will focus on transition planning for high school students with Asperger’s syndrome considering college. An advisory committee consisting of representatives from both Ottawa-area school boards, parents, students, and CSD staff has been established to review the content developed for the event. It is expected that there will be at least 50 participants including students, special educators, and parents attending this event.

Awareness and Education: On March 17th, Dr. Karima Lacène and Hervé Depow presented to a group of 16 faculty members as part of the Teaching Adult Lifelong Learners (T.A.L.L.) certificate program. The participants were very interested in learning about what to look for if you suspect a student has a disability, when and how to refer to the Centre for Students with Disabilities, accommodating students with disabilities, handling conflict and dealing with complaints from students. Dr. Lacène gave a brief presentation that provided an overview of CSD services, how to access CSD services, student and CSD responsibilities, and common accommodations. In addition, the participants were provided with detailed handouts about the various disability groups that are served at the CSD, effective classroom strategies, and how to accommodate students with disabilities. Mr. Depow reviewed his role as Ombudsperson at Algonquin, and outlined the process that is followed when a student has lodged a formal complaint. The presentation was well received by all.

On February 23rd and March 13th, Louise Legault chaired meetings of the working group on Accessibility Standards for Customer Service. Utilizing the Ministry provided Compliance Manual on Accessibility Standards for Customer Service, the group is reviewing the College’s policies, practices and procedures to identify current gaps in obligations to provide goods and services in a way that is accessible to people with disabilities at the College.

The EnAbling Change Partnership Project led by the CSD in collaboration with the Ministry of Community and Social Services and Colleges Ontario has moved into Phase II - the production stage. The content for the 3 streams of training has been finalized. Once production is complete, a period of Beta testing will occur. Algonquin College will be involved in the Beta testing of this new e-learning training module on customer service for people with disabilities. The training will be available to all Ontario Colleges at no charge.

The pilot project led by the CSD with the Ministry of Education, MTCU, and the Canadian Publisher Council targeting the improvement of the provision of alternate format materials at the post secondary level is moving forward. The memorandum of agreement that will provide the legal framework for this project should be finalized shortly. This pilot project will involve Algonquin, three other colleges, and three universities.

Health Services

The volume of visits was 2,305, compared to 2,040 one year before, showing a 13% increase. Of these, 675 were to see a doctor (29% of the total). There were 5 accident reports generated for on-campus incidents.

Health Promotion

The health promotions nurses interviewed students for the “Leave the Pack Behind” program, as well as planned and scheduled orientation sessions. A short clip for television was broadcast on smoking cessation programs within the College. On February 9, the health promotions nurses, along with Kristen Deuzeman of Counselling Services, made a presentation on healthy relationships to the students in Residence.

Residence

To complete a year of many activities, the Residence Formal was held on Saturday, March 14th, in the Marketplace Food Court. There were 104 guests in attendance at the event which boasted a buffet dinner, slide show presentation of photos taken during various events held throughout the year, a picture booth, and an awards presentation.

Counselling Services

A total of 221 students/potential students accessed the Counselling Services office in February for individual consultations. Of these individual sessions, approximately 23% were for Academic reasons, 62% for Personal, 12% for Career and 3% for Withdrawals.

Counselling Services, in conjunction with Corporate and Business Development, was successful in obtaining a contract to prepare a report for the Canadian Forces. The report focuses on how the military and the College could better align themselves in promoting, educating, and providing students opportunities to access the 100-plus career paths available through this particular employer. The results of this report will be presented at the ACCC conference in May 2009.

Mark MacAulay, Manager, Counselling and Testing Services presented a one-hour workshop to faculty entitled “Passionate Academic Advising: Creating Effective Conversations” which was well received. A similar type of workshop will be presented at a provincial conference in May. Mark also participated in an interview for CTV news on career planning in the current economic market.

M. MacAulay attended a 3-day international conference in Toronto, on health promotion and the important role of prevention. Many ideas, based in leading research and best practices, were obtained and can be implemented at the College.

Tutoring Services: The LEAN/Value Stream process is well underway, as is a complete revamping of the online booking system for the tutoring service.

The current fee students pay for the peer tutoring service is \$4.00 per hour and has been unchanged for many years. A decision, approved by the Students’ Association/College Collaborative Committee and by the President’s Executive Committee, has been made to raise this fee to \$5.00 per hour, effective September 2009. The decision was based in part on a survey of several large Ontario colleges, and the current peer tutoring models these colleges have in place. Furthermore, as a result of this survey, one promising service that will be explored further is offering an option of peer tutoring in a group format.

Mamidosewin Centre

Funding has been received for a number of new initiatives, ranging from expanded Aboriginal Orientation programs to enhanced outreach to Aboriginal First Generation students. In addition, an Aboriginal architect firm has been engaged to conduct the needs analysis and functional space study for the Centre. The firm has a lot of experience in similar space planning studies for First Nations clients. This study will include visiting and reviewing similar facilities, consultation with student, faculty and staff, and articulating a compelling vision for the Mamidosewin Centre and how it can best serve our Aboriginal students. The study will be completed in May 2009

Unfortunately, as a result of misinformation, students presented to the Aboriginal Education Council (AEC) on March 3rd, a petition requesting that the Centre not be closed and that the Counsellor not be moved out of the Centre. A four-page response letter was prepared by the Chair of the AEC, and presented to the students at an information session on March 17th.

This letter was received very positively. A follow up meeting was held on April 2nd, and students were very appreciative of the efforts of the College.

Test Centre

The LEAN/Value Stream review of systems and processes continues in the Test Centre. One initiative that arose as a result of this ongoing cross-departmental review was the establishment of a trial period whereby the Contact Centre in the Registrar's Office became the first point of contact for clients calling with inquiries related to the scheduling of testing/assessments (vs. calls going directly to the Test Centre). The initial feedback has been very positive, and a full debriefing is scheduled to take place in April 2009.