

Academic**Learning and Teaching Services**

The annual Kaleidoscope Conference was held from May 11-13, 2009. The conference, which provides professional development opportunities for all College staff, continues to be a success. Keynote speakers Roberta Bondar, Mark Milliron and Dick O'Brien were well received. Thirty-seven workshops were delivered and the conference closed with a 'Kool Down' held in the Restaurant International. Although the online feedback forms have not yet been tabulated, word-of-mouth feedback has been very positive. Congratulations go out to the Kaleidoscope Committee Members, Learning and Teaching Services staff and all others involved.

The Centre for Organizational Learning (COL) offered additional professional development activities this spring as follows: Part-time Faculty Orientation, Easter Region Focus on Learning (Part II), TALL program, Eastern Region Aligning and Bridging Curriculum (ABC) Part II Conference, Faculty Cyber Connections, Writing Course Outlines and Course Section Information (COMMS), Easter Region Academic Coordinators Conference, Hybrid Course Development series (over 500 registrations), and Blackboard workshop series. The Centre is also supporting the Faculty Retreat (Live. Laugh. Learn.). The Planning Committee is preparing for the retreat to be held on June 10, 11, and 12, 2009.

The position of Academic Chair is a complex leadership role at the College. The Chair provides academic leadership and support to the students, staff, and faculty while providing a wide range of management functions. A number of learning activities were offered to the Academic Chairs this year and they culminate in a three-day Chairs Retreat at which a variety of academic leadership, management, and future planning priorities were addressed.

Ontario Skills Competition

Results of the Ontario Skills Competition held on May 4th and 5th in Waterloo are as follows:

- Travis Matheson, a recent graduate of the Automotive Service Technician program won a gold medal.
- Jamie Sweeney, a recent graduate of the Truck and Coach Technician program won a silver medal.
- Scott Blair, World Skills competitor, attended and was one of the judges for the carpentry competitions.
- Dean Al-Hosny, third year Bachelor of Information Technology – Networking, won silver in the Postsecondary IT and Network Support Competition.
- William Kong, second year Bachelor of Information Technology – Networking placed fourth in the Postsecondary IT and Network Support Competition.
- Sandro Pangilinan, Culinary Management program, won a gold medal.
- Jason Groulx, Culinary Management program, placed fourth.

Travis and Sandro competed in the National Skills competition scheduled for late May in Prince Edward Island.

A special thank you to Algonquin College faculty members who attended in support of their students.

G. MacDonald, Faculty Marketing Officer for the Faculty of Technology and Trades, and Chantal Borst, Faculty Marketing Officer for the Faculty of Business and Hospitality, attend the Trade Show (Career Exploration) component of the competition. An estimated thirty thousand prospective students, parents, and competitors visited this event with approximately 1,500 visiting our the College's booth.

School of Health and Community Studies

The Canadian Overseas Mentorship Project continues to move forward in its development stage. Shelley Styles, Project Lead, and Ruth Richardson, Mentee Coordinator have returned from a ten-day trip to the Philippines where they met 50 Philippino newcomers who are awaiting departure to Canada. These individuals will participate in the first round of e-mentorship that is to be undertaken in early June. The visit was insightful for our faculty team as they prepare online courses and pair each mentee with a Canadian mentor. Seneca College and Humber College will be our mentor recruiters as most of the mentees will settle in the GTA.

Ottawa City Council approved the City of Ottawa Stabilization Plan for subsidized spaces which will allow the Early Learning Centre to receive equal funding for subsidized spaces as full-fee spaces. This will be very beneficial to the overall operation.

Faculty Activity

Andrew Pamerter, Professor, Carpentry and Millwork – Heritage program, was elected Chair of the Perth Local Architectural Conservation Authority committee and is working on a number of initiatives in collaboration with the Town of Perth.

Artwork by Fred Sebastien, Professor, Professional Illustration, will be included in an exhibition, titled *Nocturne*, being held at the Cube Gallery from May 20 to June 28, 2009.

Barb Clarke, Professor, Police Foundations, Algonquin College in the Ottawa Valley, has successfully completed her Masters of Arts (Canadian Studies) at Carleton University.

Michelle Morley, Professor, Bachelor of Science in Nursing, has been awarded the University of Ottawa School of Nursing, Faculty Teaching Award for 2008-2009. This award is in recognition for her contribution to simulation learning at both Algonquin College and the University of Ottawa.

Shelley Clarke, Susan Ogilvie, and Judy Flieler, Professors in the Bachelor of Science in Nursing Program have successfully completed all requirements for their Masters of Science in Nursing at the University of Ottawa.

Mark Bell, Professor, Carpentry and Millwork – Heritage program, Algonquin College Heritage Institute and Ian McVitty, Professor, Hotel and Restaurant Management program, School of Hospitality and Tourism, were presented the Capitol Educators Award 2008.

Each year, the National Institute for Staff and Organizational Development (NISOD) member institutions are asked to submit candidates for the NISOD Excellence Award in recognition of organizational and leadership excellence.

This year's recipients are:

- Jamie Bramburger – Algonquin College in the Ottawa Valley
- Daniel Brigham – School of Transportation and Building Trades
- Maria Belanger – School of Business
- Nicole Busby – Language Institute
- Don Crockford – School of Media and Design
- Lee Farnworth – Police and Public Safety Institute
- Debbie Dufresne – School of Health and Community Studies
- Devon Galway – Faculty of Technology and Trades
- Joan Macartney – Algonquin Heritage Institute

Congratulations to Mike Gillissie, Professor, School of Part-time Studies for being named Algonquin College's 2009 Capital Educator. Congratulations to all of the College's other finalists: Sylvia Wieser-Picciano, Martha Rengifo, Kristen Hayes, and Chris Castillo.

Student Activity

The Ottawa Flying Club held its Annual Wings dinner on May 8, 2009 at the Restaurant International. Many graduates of the General Arts and Science – Aviation Management program received their wings, as well as, other rating certificates.

A group of four Dental Hygiene graduates volunteered their services in Maniwaki to provide oral health instruction to public school students ranging from kindergarten to high school. They also visited a seniors' residence.

Cornwall Paramedic has hired five Algonquin College's Paramedic graduates; four are from the 2009 graduating class and one from the 2008 graduating class.

Five Culinary Management students are spending eight weeks in Montenegro on an international initiative. David Keindel, Professor, Culinary Arts, travelled to Montenegro in early May to verify the learning outcomes are being met. Overall, it seems to be a positive experience. The Academic Area will continue to work with the International Education Centre to determine if additional programs can be delivered in this region.

Graduating students in the Business-Marketing program developed marketing and promotional plans for the Restaurant International. Presentations were made by four teams to members of the Culinary Arts Department and many of the suggested strategies will be implemented over the next year.

Animation student, Shane Plante, has won an ELAN award for Best Student Animated production for his work title *Snared*. Shane received his award at a ceremony in Vancouver on April 25, 2009.

Professional Illustration student, Susan Shore's illustration was selected to be used in the next issue of *Ottawa Magazine*. Jane Corbett, the Art Director for the magazine, said she was impressed by the work of all the students who submitted as part of a course project.

Community Activity

The Ministry of Training, Colleges and Universities has confirmed it will fund the Passport to Prosperity program at Algonquin College in the Ottawa Valley for another year. Total revenue is \$45K for the 2009-2010 fiscal year. The program assists communities build business-education partnerships that support high school students in gaining workplace experiences while in school.

The Ontario Restaurant Hotel and Motel Association (ORHMA), Ottawa Chapter Annual General Meeting was held at the Restaurant International on May 13, 2009. It has become a yearly event that allows the School of Hospitality and Tourism to stay well involved with the Association. Professor Cindy Toffanello sits on the Board.

The School of Hospitality and Tourism participated in the 2009 Bon Appetit evening held at Lansdowne Park. The display was tested twice at the College prior to the show to ensure a professional image was presented. Comments during the show were extremely positive regarding the featured food and the display. Professors David Fairbanks, Steve Price, and Mark Tandan were instrumental in making our participation a success.

The Algonquin Reads project, initiated by the professors of the Library and Information Technician program, aims to involve students, departments, faculties and services to promote literacy and reading across the college. A work

of Canadian fiction has been chosen, *Anthem of a Reluctant Prophet*, Joanne Proulx (local author), by a panel, and members of the college community will be encouraged to purchase the book and be eligible for prizes.

Administration

College Ancillary Services (CAS)

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

Conference Services hosted their first conference of the season, OPP Eastern Experience and is working with the Heart and Stroke Foundation for their “Big Bike Event” in June.

Brian Langer, supervisor in Parking Services, has been elected as Vice-President for the Ontario Campus Parking Association.

Finance & Administrative Services

The audit of the 2008/09 financial statements has begun. First draft financial statements were presented to the Audit Committee on May 19th, 2009 and approval was obtained to submit these financial results to the Ministry of Training, Colleges and Universities so they may be included in the financial statement of the Province of Ontario. The KPMG auditors have audited all significant components of the financial statements and do not expect any material changes to be made to the final financial statements which will be presented to the Board in June.

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. Projects include:

- Replacing several hundred desktop computers in open access computer labs and teaching labs
- Updating software on over 2000 computers used for teaching and learning
- Completing the upgrade to the Colleges wireless network to the fastest industry standard, 802.11n
- Replacing several computing, network, storage and power infrastructure components to ensure that the College's computing services continues to perform optimally
- Several business process and computing system changes to optimize resources
- Replacing several hundred faculty laptops to ensure reliability and currency
- Completion of migration of staff and faculty email to Microsoft Exchange.

Work also continues to optimize IT service delivery to ensure that IT services and information provided to students, faculty and staff are consistent and dependable.

Physical Resources

The Functional Program for the Environmental Demonstration Centre for Construction Trades and Building Sciences project has been finalized. The Vision and Sustainability Action Plan, overall delivery schedule and budget has been presented to the President’s Executive Committee in advance of its release to the short list of Design / Builders.

Knowledge Infrastructure Program: In late March 2009, an Infrastructure renewal that totalled in excess of \$25M was submitted to Industry Canada. The proposal included about 100 potential projects that were “shovel ready” and could be completed within the timelines outlined. The program dealt with many items related to deferred

maintenance and other operational improvements and if implemented would greatly improve Algonquin's Facility Condition Index. The College is awaiting a response on this and its submissions for the Perth Renewal and Expansion Project and the Pembroke Relocation Project.

Facilities Operations and Maintenance Services Team

Vanderweil Facilities Assessors (VFA) Facilities Capital Planning and Management Solutions: A two day intensive training session on the VFA Facilities Lifecycle Solutions was held on May 12 and 13, 2009 at Algonquin College that provided operational insight and training on data input for Facilities Operations and Maintenance Services for staff of the Project Delivery Group. The session will assist in completing facility data and providing detailed replacement information in the short and long term.

Energy Procurement: Algonquin College has entered into a longer term electricity supply contract with SHELL Energy, a strategy advanced by Ontario Colleges Facilities Management Association (OCFMA) and supported by Algonquin to "hedge" about 50% of our energy needs in year one and 25% in year two.

In late April 2009 OCFMA had indicated that a hedging strategy was recommended in advance of the final phase of electricity de-regulation in Ontario for the Municipalities, Universities, Schools and Hospitals (MUSH) sector.

Summer Electrical Shut-Down 2009: The annual summer electrical shut-down is scheduled for August 1, 2 and 3, 2009. During this time new electrical power distribution breaker units will be installed to replace older units that serve Building C.

Advancement

Strategic Planning

Advancement Strategic Planning session included a presentation on digital marketing by Governor Veronica Engelberts.

Public Relations and Communications

Corporate Events

Staff Awards Reception: The College hosted its first reception honouring all Staff Award nominees as well as staff who submitted the nominations. Also honoured at the event were the Capital Educators' Awards finalists, the NISOD Excellence Awards recipients and the Laurent Isabelle Award nominees. Gerry Barker was the Master of Ceremonies for the event held in The Observatory Lounge on May 6th. President Gillett provided congratulatory remarks to all nominees, and expressed his gratitude to all nominators. Lifetime Achievement Award nominees Mike Dash, Odette Regimbal and Jan Bemis were acknowledged by the President for their commitment to their profession, the College and our students.

Staff BBQ

The year-end Staff BBQ took place on Thursday, May 14th in the Marketplace Food Court. Approximately 900 faculty and staff from all three campuses, as well as representatives from the various College boards attended the event which included entertainment by Algonquin's *Divided Highway*, a video presentation of the year's highlights, and the presentation of the following College staff awards:

- Support Staff Award: Ann MacPhail, Library Technician, Learning Resource Centre, Perth Campus
- Part-time Support Staff Award: Shelly Waplington, Student Success Specialist, Pembroke Campus

- Team Award: Job Connect, Perth Campus
- Part-time Faculty Award: Scott Warrick, Part-time Professor Culinary Skills, Cooks, School of Hospitality and Tourism
- Laurent Isabelle Award: Dr. Wahab Almuhtadi, Professor, School of Advanced Technology
- Administrative Staff Award: Marlene Tosh, Chair, ReEntry and Specialty Nursing Programs Contract Training, Faculty of Health, Public Safety and Community Studies
- Lifetime Achievement Award: Jan Bemis, Coordinator, Curriculum and Reporting, Registrar's Office

President's Breakfast

The annual President's Breakfast to mark the beginning of another academic year is planned for Thursday, August 27th, 2009. All full-time and part-time faculty and staff are invited to attend.

Community Awards

Capital Educators' Awards

Mike Gillissie from the School of Part-time Studies was presented with a Capital Educators' Award at this year's *EduGala* dinner hosted at the College on May 21st.

Media Relations

There were approximately 66 media hits between April 21, 2009 and May 19, 2009. Media hits in 2008 over the same time-frame totaled 76.

Major stories included:

- April 21 – *Perth Courier* featured a story on campus expansion.
- April 23 – *Nepean-Barrhaven This Week* featured a story regarding Dr. Jane Goodall speaking to students at Algonquin College.
- April 23 – *Nepean-Barrhaven This Week* and featured a story about the new Nepean's Ben Franklin Bursary.
- May 8 – *West Carleton This Week* featured a story about Applied Museum Studies students who created a Cold War exhibition at the Diefenbunker.
- May 13 – The *Perth Courier* featured a story about an automotive apprentice who won a provincial gold medal at the Skills Ontario competition.
- May 14 – The *Pembroke Daily Observer* featured a story about students in the Outdoor Adventure Program cycling the Cabot Trail. The story also featured an interview with Chair, Business, Technology and Outdoor Training Department, Algonquin College in the Ottawa Valley.
- May 18 – The *Ottawa Business Journal* featured an interview with the Coordinator of the International Business Program regarding what makes Algonquin's program unique.

College Marketing and Enrolment (CME)

The College Marketing and Enrolment department has been involved in several of the College community events, some of which included: Hydro One Consortium Committee, Bursary Golf Tournament, Small World Big Picture, Second Career, Post-Host Genies Luncheon and much more. The various groups collaborate to ensure proper messaging and branding is incorporated into initiatives by having CME department involved in the planning process. This approach has proven to be successful with regard to a unified brand.

Recruitment Activities

The Recruitment Team has recently wrapped up a cycle of successful events with the most recent being

Connections, Skills Canada and College Dialogue. In addition to the events, general campus tours, school follow-ups and various other presentations have continued from the academic year 2008-2009.

The Recruitment Team have conducted 245 tours with more than 1500 people since September 2008. During the period of April 24 – May 22, 2009 there have been a total of 53 recruiting events:

Events (April 24, 2009 – May 22, 2009)	Number of Events
General Campus Tours	29
Group Tours	10
High School Follow-ups	2
Other (Career Class Presentations, Career Fairs, etc...)	12
Total Events	53

Upcoming Recruitment Events 2009 - 2010

Dates to be confirmed:

Forum (Woodroffe)

Open House (Perth)

November 5, 2009 – Open House (Woodroffe)

November 6, 2009 – Open House (Pembroke)

Discovery Evening (Pembroke)

Skills Trades for Grade 9

Discovery Evening (Perth)

March Break Activities

Discovery Evening (Woodroffe)

Children’s Aid Society (CAS)

Recruitment assisted with the CAS event on Wednesday, May 27, 2009 for Wards of the Crown and their foster parents. Information on College programs and services was provided.

College Dialogue 2009

Algonquin hosted College Dialogue 2009 which took place on May 21st. The event welcomed 75 guidance counsellors from across Eastern Ontario and showcased displays and presentations by 25 Ontario Colleges. Jennifer Daly-Cyr was the emcee for the morning plenary session which featured welcoming remarks by President Gillett and Vice President Academic Kent MacDonald as the keynote speaker. Information sessions provided secondary school colleagues updates about programming, admissions requirements and services at all participating colleges.

Data Activities

The department has improved the data activities with strengthened research initiatives and application tracking activities. Application tracking has helped prepare recruitment and marketing plans for the upcoming year by incorporating a solid ground for forward thinking with regard to reaching the overall college application targets. With new tools planned such as Web Tour Request Automation and Bulk Email Automation the College is improving its online presence with prospective students.

Advertising and Promotion

Creative Services has completed one full year of advertising that has included 690 projects for 2008 – 2009. In addition to the work being completed on the upcoming publications for the new academic year, the Creative Services area is finalizing development of the personalized printing option for the College Viewbook.

Business Development

School of Part-time Studies (SPTS)

OntarioLearn

Algonquin College continues to play a large role within the OntarioLearn consortium which includes the 22 Anglophone colleges in Ontario. During 2008-09, in addition to record enrolments and solid course development, OntarioLearn.com hired an Executive Director, expanded quality control initiatives, managed course migrations to three additional learning management systems, successfully concluded a Request for Proposal process for technical support services and assisted the College Sector Committee for Adult Upgrading (CSC) with the launch of its online ACE (Adult and Career Enhancement) Distance Education program. Colleges have also made curriculum adjustments to support the Province's Second Career training program.

Algonquin College delivered/hosted 870 online course sections through OntarioLearn during the year. Of the total OntarioLearn 56,000 course registrations, 14,000 students were registered in courses hosted by SPTS.

During 2008/09 enrolment in Distance Education courses at Algonquin College increased 14 percent over the previous year.

New Opportunities

The SPTS Project Management certificate program is being modified for delivery in a blended/compressed format over six to seven weeks.

Scoping and market analysis has begun for the Financial Services Sector.

Applications have been submitted to:

- Bentley Systems for a partnership to offer MicroStation training in Fall 2009.
- Canadian Green Building Council (CaGBC) to offer LEED (Leadership in Energy and Environmental Design) certification training in Fall 2009.
- Canadian Construction Association to offer Gold Seal Certification training in Fall 2009.

Program/Course Modifications

The review of the Teaching English as a Second Language (TESL) program, originally planned for 2009-10 will be postponed to 2010-11 due to staffing changes.

SPTS Enrolment

SPTS enrolment to date for spring, 2009, is as follows:

- Continuing Education - Spring 2009 enrolment is to date 79 percent of projected enrolment. It is expected that the spring projections will be achieved. Enrolment is 6.3 percent higher than in the previous year.
- ESL International – Enrolment in the first session of our ESL International program is 285 students as compared to 134 last Spring.
- ESL Canadian – The first intake projection for Spring 2009 has been achieved.

Tutors have been hired to assist international students who must repeat one skill (Reading, Listening/Speaking) from the previous level. Students who failed the writing skill unit must work with their Advisor to complete an Independent Study project before rewriting the final test.

SPTS Marketing and Communications

Preliminary designs for a new Construction Trades catalogue for Continuing Education and Distance Education have been developed.

A direct-mail campaign was sent to past registrants for the Career Samplers for Youth as well as postings on several online youth events/summer camp websites.

A national Distance Education print ad campaign was developed and implemented as well as an online social ad campaign for the spring. The Distance Education Facebook page was updated in preparation of the campaign.

The spring eNewsletters were completed and distributed for Distance Education, Continuing Education and SPTS staff.

Product/Market Research

As part of the Program Quality Review (PQR) process, an online survey was created for the Culinary Skills program.

Student Services

During the summer months, Distance Education courses, web site and publications will be updated to better promote available support services online and improve ease of access.

Algonquin College Foundation

Constructing Our Future Campaign: Environmental Demonstration Centre – Construction Trades and Building Sciences

The second Capital Campaign Meeting was held on May 22, 2009. To date, the Campaign pledges total \$1,600,000.

Perth Expansion Campaign

James Bartleman, former Lieutenant Governor of Ontario, has been confirmed as Honorary Chair and Lana March has been confirmed as Chair of the Perth Capital Campaign. The Campaign Cabinet is in the process of being developed. The Foundation team attended the Perth community Open House on May 13th.

Pembroke Campaign

To date, the Foundation has received in excess of \$80,000 (which includes cash donations and staff payroll pledges) for the Pembroke Expansion Campaign including a \$10,000 donation from Wilderness Tours and a \$5000 donation from the Pembroke Lumber Kings.

Endowments

The College's Student Handbook will include a listing of 40 new endowments and over 30 annual awards.

Nepean's Ben Franklin Bursary

An announcement of this endowment was published in Nepean This Week.

Kiwanian Alex Dayton Seniors Activity Centre Bursary

A cheque presentation was held on April 30th, 2009 to formally announce the new bursary of \$200,000 that will support five different programs. The programs are: Recreation and Leisure Studies, Travel and Tourism, Hospitality Management, Small and Medium Enterprise Management, and Personal Support Worker.

Annual Awards/Bursaries and Scholarships

A third annual award for the Radiation Safety program in Pembroke has been confirmed by the Canadian Nuclear Safety Association.

Awards Nights

Endowment donors will be in attendance for following awards presentations:

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|--|-----------------------------|
| • Community Studies and Police and Public Safety Institute- May 27 | Observatory 5:30-7:00 p.m. |
| • Allied Health- May 28 | Observatory 5:30-7:00 p.m. |
| • PR/Advertising/Journalism- June 18 | Staff Lounge 5:30-7:00 p.m. |

Lucky Payday Staff Lottery

Foundation Chair C. Bordeleau presented J. McKinnon with a cheque for \$42,500 for the 2009 contribution to the Lucky Payday Staff Lottery Bursary Fund. To date 330 tickets have been sold.

Ottawa Dragon Boat Race Festival

Currently 34 volunteers have been recruited for the weekend of June 22-24, 2009 as part of our commitment of 25 volunteers. The Foundation will host a table at the official launch on May 28th at the CHUM Market Mall.

Out and About

Outreach activities this month included:

- CAGP Canada Conference Niagara Falls
- Photography Awards Night
- Kanata Chamber of Commerce Event Committee Meeting
- AFP Fundraising Day
- Broadcasting Radio Awards Night
- Kanata Chamber Golf Tournament
- Nepean Chamber Meeting
- Five donor cultivation meetings

International Education Centre (IEC)

International Recruitment

International applications for fall intakes of post-secondary programs are up more than 100 students over the same period last year. The ESL international student intake for May 2009 shows 113 percent increase over May 2008.

On May 1st, the IEC received an international delegation from the Caribbean as part of the Antigua State College Study Tour "Caribbean Learning Network". The visiting team was interested in learning more about the development and delivery of online and distance learning modalities. The tour involved visiting several Ontario Colleges including Algonquin, George Brown, Mohawk and Loyalist. The visitors listened to presentations on Algonquin's work in the development and delivery of online courses and programs. They also met with several Algonquin officials including the Dean of the School of Part-Time Studies, the Director of Institutional Research and Planning as well as the Director of Learning and Teaching Services.

On May 12th, the IEC received a distinguished International visitor, His Excellency Dr. Khaled Bahah, the Ambassador of the Republic of Yemen. Dr. Bahah met President Gillett and then attended a presentation on College programs and a tour of the facilities.

Institutional Research and Planning (IRP)

Key Performance Indicators: The KPI database that contains the names of graduates' employers (over 20,000 names) was standardized to facilitate longitudinal tracking and reporting by Career Placement services.

Data Integration: Work continued on Data Integration project through meetings with key stakeholders. A sample data warehouse was created to facilitate discussion. Submissions from CCI Research Incorporated were also reviewed for applicability.

Corporate and Business Development (CBD)

District School Boards: Phase 13, 2009-10 SCWI proposals/funding for Algonquin College has been secured to the amount of \$978,255.00. Approximately 50 percent of the funding is supporting the dual credit experience for 475 secondary school students, including 75 apprentices.

On May 12, dual credit student celebrations (parents and students on campus) were held for the current semester. Algonquin's dual credit students enjoy a 93 percent success rate

On May 20, 70 secondary school students participated in "Student Education Adventure Day in Eco-Friendly Buildings" in an onsite-insight experience that involved a tour of the Minto Inspiration Home and Algonquin College presentations on our related programs.

Algonquin College Access Program (ACAP) An interim report was prepared for Citizenship and Immigration Canada with regard to the Internationally Educated Professional (IEP) Conference. Members of ACAP engaged in an IEP impact study as part of the funding received for the IEP conference.

The Aboriginal Attrition Project final report was completed.

MCI Minister Chan announced, in Ottawa, the awarding of the International Financial Administration Bridge Program (IFAP – School of Business) worth \$1.254M to the School of Business.

The Canadian Overseas mentorship program (COME) was launched with the School of Health and Community studies.

With assistance from Employment Ontario two additional Second Career spring 2009 intakes were successfully launched.

Funding has been confirmed for 1.5 advisors for Colleges Integrating Immigrants into Employment (CIITE) as an interim step to work on the Record of Education and Evaluation; negotiations for long term funding for CIITE are continuing.

OSLT (Occupation Specific Language) funding was approved through Colleges Ontario. Algonquin will participate as a delivery partner – terms to be negotiated.

On May 15, a community services meeting was convened with all Second Career stakeholders for the Greater Ottawa region. Stakeholders were represented by the following agencies: YMCA-YWCA, Northern Lights, MTCU, Employment Networks and Ontrac. The goal of the event was to discuss how to improve service delivery and increase participation in Second Career programs.

On May 12, the President of the Canadian Council for Aboriginal Business made a presentation to 15 Algonquin staff.

Corporate Learning Services

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

- Upper Canada District School Board
- Rideau Centre
- Health Canada
- Ottawa Police Service
- OC Transpo
- Ottawa Community Housing
- Protus

The following training public workshops were delivered at the 85 Albert Street location:

- Win-Win negotiations
- Effective Business Writing
- Writing for the Web
- Managing Multiple Priorities

Corporate Training is making a presentation on the Canadian Forces Career Awareness Collaboration Strategy at the 2009 ACCC conference on May 30th.

Meetings were held with the Electrical Contractors Association of Ottawa, Greater Ottawa Homebuilders Association and representatives from the National Capital Heavy Construction Association to discuss their training needs.

Human Resources

Compensation, Pension and Benefits (CPB)

The Compensation, Pension and Benefit team was busy with a variety of activities including workshops, Continuing Education sessions, presentations, salary administration, retirement planning, Kaleidoscope, pension estimates and National Denim Day.

The following workshops were attended:

1. Understanding Wallace Damages – Webinar
2. Just Cause Termination – Webinar
3. Navigating Leaves of Absence – Breakfast Seminar
4. Microsoft Office 2007 Training – 2 hour overview
5. 2009 Kaleidoscope – Keynote Address and a variety of other sessions
6. HRP Law Conference held April 28th.

Another successful National Denim Day was held collecting \$1904.45 for the Care Foundation.

The Retirement and Benefits Planning Session was presented to 68 participants during Kaleidoscope.

As of May 15th access codes were provided for the PSS System (Sun Life's Plan Sponsor Services System) for the partial load employee benefits and are now activated and live.

The administrative salary scales were updated and payments retro to April 1, 2009 were implemented. All deadlines for regular pay input and applicable changes have been met successfully.

Administration performance pay spreadsheets were prepared and sent to the Vice President's. Vacation spreadsheets reflecting a negative balance were prepared and sent to the appropriate Chairs. Academics with vacation under 43 days were notified as well as those with a negative balance.

May breakdown

- 49 pension estimates were completed for 26 people.
- 9 retirees for May.
- 10 retirees for June to-date.
- 29 employees on short-term disability.
- 24 employees on maternity/parental leave.
- 30 Academics, 29 Support and 2 Administrators on long-term disability.
- 1 Academic LTD pending currently under appeal.
- 21 employees on accommodations (7 Academic, 12 Support and 2 Admin) ranging from reduced workload to light duties and rehab LTD/WSIB.
- 7 meetings have been scheduled for Fall 09 accommodations.
- 1 New Hire Orientation session was held with 1 new full time support staff and 2 part time support staff.
- No WSIB injuries reported.

The Compensation, Pension and Benefits Manager presented to the President's Executive Committee, the Attendance Enhancement Guideline and the Return to Work Directive awarded from Michel Picher, Arbitrator. Work continues with the Pandemic Preparedness Committee and both the AODA Committee and AODA working group. All 2008/09 performance contracts were completed for the CPB group.

Labour Relations

During May the Labour Relations area was very active in providing support to College administration at grievance step meetings preparing and assisting Counsel at arbitration hearings. Two workload resolution arbitrations were argued.

Meetings were held for the:

- Support Staff Employment Stability Committee,
- Union College Committee,
- Academic Workload Monitoring Group, and;
- Academic Chairs meetings are on-going.

Employee Services

During the month of May, Human Resources received approval of a new college directive on Temporary Assignments. In addition, evaluation and assessment of the 2008/09 performance contracts and appraisals were completed for all members of Employee Services.

Recruitment

20 Academic, 5 Admin and 13 Support competitions closed during May. The Recruitment Officer participated in the Professor Game Development, Head of Major Construction and Student Support Specialist selection committees during this period.

The month of May saw the start of the Academic hiring cycle that will result in new academic hires beginning on August 4, 2009. A recruitment ad was run in the Ottawa Citizen for our Academic positions, Administrative and selected Support Staff positions. Alternate forms of advertising were employed for three IT positions using IT niche job boards. For the position of Manager, Operational Accounting, a specific website was also used for CA, CMA and CGA.

The position of Director, Ancillary Operations was advertised in the Ottawa Citizen, Globe and Mail and on the Workopolis job board.

The Manager, Employee Services and the Recruitment Officer participated in a Career Fair that was held in Pembroke. This event promoted Algonquin College as a local employer of choice.

For a specific competition, on-line skill testing for Excel and MS. Access expertise was organized. This service was well received by the hiring manager and selection committee.

Training sessions continued on resume preparation and interviewing skills for internal employees meeting with over 13 employees.

HRIS Administration

Scoping of the data transformation project on the HRIS has begun with ITS during the month of May. A charter for the project is scheduled to be completed by mid-June.

Temporary Payroll/Workload

As the summer lay-off period begins during the month of May, the generation of over 50 records of employment was necessary.

Working closely with ITS, the testing of the new SWF web application was completed and rolled out to the Academic Chairs at the end of May. Training sessions will be offered on this application over the summer months. The unverified SWF information was submitted to the Local Academic Union in accordance with the agreed to timelines.

The seniority list was posted for the support staff and probationary support staff in accordance with the requirements in the collective agreement.

Student Services

Integrating for Student Success

Student Services continues to focus on integrating service delivery across our various departments. To that end, effective June 1, 2009, the Financial Aid Office will integrate with the Registrar's Office. During the past weeks, teams from both offices have been working together to streamline processes to better serve our students. We are committed to delivering more fully integrated services for the 2009 Fall Term start-up.

Registrar's Office

Registration Statistics, 2009 Spring Term

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

For the 2009 Spring Term, as of May 15, 2009 (Last Day to Withdraw with Partial Refund), net registered students numbered 1,795 or 112.5% of the projected enrolment. The breakdown is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	0	66	0	68
Faculty of Business and Hospitality	0	539	0	671
Faculty of Health, Public Safety and Community Studies	0	323	25	322
Faculty of Technology and Trades	40	556	36	563
Algonquin College in the Ottawa Valley	0	62	19	67
School of Part-Time Studies	2	8	11	13
College Totals	42	1,554	91	1,704

Continuing Education Registrations

For the 2009 Spring Term, as of May 18, 2009, registrations stood at 8,884 as compared to 8,355 at the same time last year. The term registrations to May 18, 2009 represent 78.3% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics

As of May 19, 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 8.1% from last year, Secondary School applicants are up 1.5%, with an overall increase in applicants of 4.6%. Province wide, the variances are 9.5%, 1.6% and 5.2% respectively.

As of May 19, 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 6.6% from last year, Secondary School applicants are up 3.3%, and overall we show an increase of 4.9%. Province wide, the respective variances are 9.4%, 2.1% and 5.4% respectively.

As of May 19, 2009, for **Confirmations**, our Non-Secondary School confirmations are up 13.3% from last year, Secondary School confirmations are up 4.0%, and overall, we show an increase of 8.7%. Province wide, the respective variances are 11.2%, 3.2% and 7.1% respectively.

Algonquin College Lifetime Achievement Award

The Algonquin College Lifetime Achievement Award recognizes outstanding individuals who have demonstrated exceptional leadership, service and a passion for excellence. The Registrar's Office congratulates Jan Bemis, Coordinator, Curriculum and Reporting, on receiving the Algonquin College Lifetime Achievement Award for leadership and the provision of exceptional service during a career of over 38 years.

Enrolment Audit

Verifications and preparations for the 2008/2009 enrolment audit were completed by May 7, 2009 in accordance with the approved schedule. External auditors began the verification of the enrolment audit on May 13, 2009.

2009 Winter Term – Final Grades

Grades for most 2009 Winter Term post-secondary programs were due to the Registrar's Office by noon on April 30, 2009. Grades were entered, verified and posted to the Algonquin College Student Information System (ACSIS) for viewing by 3:00 a.m. on May 1, 2009. This extremely high level of service to our students is the result of the close collaboration of Chairs, Faculty, Information Technology Services and the Registrar's Office.

Client Service Metrics

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

Contact Centre/Service Counter Statistical Summary					% Variance	
<u>Contact Centre (Telephone)</u>	April 09	YTD 08/09	April 08	YTD 07/08	April 09	YTD 08/09
Total Calls	12,084	12,084	13,782	13,782	-12.89%	-12.89%
Total Calls Answered	10,886	10,886	10,652	10,652	+2.15%	+2.15%
% Answered	90.08%	90.08%	77%	77%		
Average Speed to Answer	0:01:11	0:01:11	0:03:04	0:03:04		
Average Call Length	0:02:56	0:02:56	0:03:36	0:03:36		
<u>Service Counter (In-Person)</u>	April 09	YTD 08/09	April 08	YTD 07/08	April 09	YTD 08/09
Tickets Issued	5,364	5,364	5,513	5,513	-2.71%	-2.71%
Customers Served	5,216	5,216	5,431	5,431	-3.96%	-3.96%
% Served	97.24%	97.24%	98.5%	98.5%		
Average Waiting Time (Global)	0:02:50	0:02:50	0:01:06	0:01:06		
Average Transaction Time (Global)	0:07:24	0:07:24	0:07:50	0:07:50		

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 was held on Saturday, May 30, 2009 at the Pembroke Memorial Centre on Lake Street, in Pembroke, and the Perth Convocation was 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

On May 6, 2009, the Financial Aid Office Bursary Administrator and one of the senior Financial Aid Officers participated in the *Make the CUT* Program at Algonquin College. This event, which is co-sponsored by Algonquin College and Carleton University, is to assist high school students with disabilities to transition successfully to post-secondary studies.

On May 8, 2009, Financial Aid employees held their first meeting with the Manager, Career Services and Student Activities to discuss a College communication strategy for the Ministry of Training, Colleges and Universities' Ontario Work Study Program. The goal is to alert the College community to the student work options under the Ontario Work Study Program. In anticipation of additional demand for OWSP, Financial Aid has requested and received additional OWSP funding for 2009/2010.

Linda Fielding, Manager of Financial Aid, attended the 2009 Spring OASFAA (Ontario Association of Financial Aid Administrators) Conference in Waterloo from May 12-14. Highlights of the conference included presentations by representatives from both the federal and provincial financial aid representatives.

The 2009 Spring Term Financial Aid Student Assistance Bursary intake will take place on May 27, 28 and 29. 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.

On May 28, 2009, Marc Guindon, the Regional Representative for Resolve Corporation (NSLSC) will be providing a presentation to Financial Aid Office staff on the recent changes to the Federal Government's Repayment Assistance Plan.

Student Support Services

Director's Office

On April 22, Wayne McIntyre held a meeting with Brian Pelletier from the Aboriginal Affairs Directorate, Carolyn McDonald of the Kagita Mikam (Aboriginal community employment service), and Joanne McDonald, Manager, Career Services and Student Activities, to discuss ways the College might connect to various opportunities in the community to help Aboriginal students find jobs.

Student Employment Services

On Wednesday, May 6, Employment Officers participated in an Information Fair at *Make the CUT* an event hosted by the Centre for Students with Disabilities. High school students with learning disabilities visited Algonquin College to learn more about post-secondary opportunities and the services that are available at Algonquin College.

Student Employment Services continues to offer one-hour résumé clinics. The clinics were well attended during the last week in April, after exams were completed. A new schedule of clinics for the Spring Term has been developed. The schedule is posted on the Student Employment Website, and was sent to the Student Success Specialists for each faculty.

Student Affairs and Orientation

On Wednesday, May 13, Student Support Services, the Advancement Division and Academic Services sponsored a luncheon and Information Fair at this year's Kaleidoscope conference. More than 300 employees attended. Many College services participated in the Information Fair to showcase their services and activities. It was a great opportunity for colleagues to network and learn more about the upcoming projects within the College.

A Summer Carnival is once again being planned for the students in attendance during the Spring Term. The carnival will provide an opportunity for these students to enjoy a number of fun activities outside. The event will take place on Wednesday, July 15 and events include a BBQ, live entertainment, a volleyball game, and many other activities.

Student Information Desk

The Student Information Desk had a total of 444 inquiries in April 2009. This is an increase of 88 inquiries from April 2008.

Centre for Students with Disabilities

On Monday, May 4, 2009 Karen Coffey, Project Coordinator for Algonquin's EnAbling Change Partnership Program, a joint initiative with Colleges Ontario, focused on the development of an e-based training tool to provide accessible customer service, presented a webinar for college staff across the province. Forty people attended. Participants received an overview of the tool, its content and access features. Input and feedback was solicited from participants. Karen also presented the tool to Disability Support Office staff at the College Committee on Disability Issues (CCDI) Annual General Meeting held the week of May 11, as part of their program of professional development activities.

The Centre for Students with Disabilities is actively assisting the College to plan and organize a media event scheduled for Friday, June 5, 2009, to present and promote this new online training resource to help Ontario's 24 Colleges of Applied Arts and Technology comply with the AODA Customer Service Standards. The eLearning training resource is available in English and French; Flash and HTML, and is SCORM compliant. Madeleine Meilleur, the Minister of Community and Social Services has accepted the College's invitation to participate. David MacDonald, a recognized expert on W3C (World Wide Web Consortium) standards for web accessibility, will present on accessibility issues and the web.

The Centre for Students with Disabilities hosted *Make the CUT* (College University Transition) a transition event for high school students with learning disabilities, on Wednesday, May 6, 2009. One hundred and twenty students and 45 educators and parents attended the event. Scott McBride, Professor, Financial Studies, School of Business, did a superb job delivering a keynote address highlighting the four E's of success: Engage, Embrace, Enhance and Enjoy. Each of these four components gave prospective students tips and strategies on what they can do to increase their chances of being successful at the College.

Health Services

The volume of visits was 2,863, compared to 2,013 a year ago, representing a 42% increase. Of these, 861 were to see a doctor (30% of the total). There were three accident reports generated for on-campus incidents.

Health Promotion

Angie MacDonald, the College's health promotions nurse, was interviewed by Algonquin Radio concerning tips for students to deal with stress and upcoming exams. The health promotions staff participated in the "Why Drive High" workshop sponsored by Ottawa Public Health, and received \$4,000 of resource materials concerning the use of marijuana.

Residence

A BBQ was held on Wednesday, May 6, 2009, in the Residence Courtyard for those students attending the College and living in Residence during the Spring Term. Students had an opportunity to meet the Resident Advisors, and learn more about the resources available to them during the summer months. Plans are well underway for Residence Move-In and Orientation in the fall, with the invitation that the Student Success Specialists from each Faculty participate in the program.