

**Academic**

**New Programs/Initiatives**

New program development and alternative delivery options continue to be critical drivers of enrolment while meeting the changing labour needs of employers. The following programs were successfully launched this fall with first semester registrations as follows:

Program Name	Projected Enrolment	Actual Enrolment
1438Q General Arts & Science – Pre-Business	10	14
1303X Marketing and Business Intelligence Research	20	21
1501X Green Architecture	20	20
1503X Aviation Technician – Aircraft Mechanics	28	36
0188W Architectural Technician (Weekend)	28	29
0190W Construction Engineering Technician (Weekend)	28	29
0192X Civil Engineering Technology (Weekend)	20	17
0596X Developmental Services Worker - Apprentice		12

**School of Health and Community Studies**

The graduates of the Bachelor of Science in Nursing program achieved a 92% success rate on the College of Nurses licensure exams in June 2009.

The Dental Hygiene program achieved a 98% success rate for those writing the National Dental Hygiene Certification Board (NDHCB) in May 2009.

The project team for the Canadian Overseas Mentorship Experience (C.O.M.E.) is currently in India working at the Canadian Immigration Integration Project (CIIP) Assessment Centre staffed by Association of Canadian Community Colleges (ACCC) staff. We are recruiting immigrants who wish to be mentee participants in the project. The summer months have seen the Philippine candidates begin their mentoring experience and their online course involvement. The project is on schedule and positive feedback and outcomes are being realized.

In partnership with the Ottawa-Carleton School Board, the College is continuing to offer the on-site seamless day kindergarten program which offers a split JK/SK class. We are at full capacity with 20 children.

**Career and Academic Access Centre**

The Prepared for Success report shows that Career and College Preparation successfully prepared 541 students to enter 90 different post-secondary programs in 2008-2009. Of the 541 students, 433 had achieved an average GPA of 2.7 (B-) upon completion of their first semester.

**School of Media and Design**

Enhancing student mobility remains a challenge. Regardless, the College continues to secure articulation agreements with universities which allow us to demonstrate the quality of our faculty, programs and graduates. As an example, new articulations with the University of Ottawa have been developed for the Journalism and Public Relations programs. Graduates of our programs receive 120 credits towards an Honours Bachelor of Journalism or Public Relations, respectively. Note that the previous articulation provided our Journalism students with only 90 credits.

**Police and Public Safety Institute**

Twenty-seven students of the graduating Veterinary Technician class of 2009 wrote their Veterinary Technician National Exam (VTNE) in June. All students were successful; the first 100% success rate of any group on the VTNE exams since their inception in 2003.

The Canadian Council on Animal Care (CCAC) certifies that, as of June 18, 2009, the animal care and use program at Algonquin College is in accordance with the standards of GAP – Good Animal Practice® set by the CCAC. The next assessment process is scheduled to be completed in 2012.

### **Algonquin Heritage Institute**

A successful facilitated session to develop a vision and objectives for the new Perth Campus was well-attended by community members and staff and faculty on August 20, 2009. During the summer, groups of Perth staff visited the Conestoga Masonry Training Centre and the Haliburton Campus of Fleming College as part of our research into what might be integrated into the new building. Faculty and staff also devoted considerable time over the summer to meet with the architects to identify functional programming requirements.

### **Algonquin College in the Ottawa Valley**

The Practical Nursing graduates wrote their registration exams on May 13, 2009. They had a 100% success rate.

Jason Blaine, 2001 graduate of the Business program at the Pembroke Campus and Canadian Recording Artist, has recorded a new theme song for the Pembroke New Campus initiative. The song, titled Renaissance Square, debuted on STAR 96 Radio on August 7, 2009. The song will also be made into a video that captures the excitement of the project and the impact the new campus will have on the region.

### **Learning and Teaching Services**

The Centre for Organizational Learning (COL) provided orientation sessions to thirty full-time and two part-time faculty, five full-time and one part-time administrator, and seven full-time and two part-time support staff New Hires since May 2009. All support staff and full-time faculty have been assigned a mentor.

Three days of customized orientation, Teaching@Algonquin (TAA) were delivered to all new full-time faculty. Forty one-participants from Algonquin College attended the Focus on Learning, Phase 1 session from August 10-14, 2009 in Kingston. Twenty-four sessions of the Part-time Faculty Orientation program were delivered to 691 part-time faculty participants.

In partnership with the Centre for Students with Disabilities (CSD), the Learning Resource Centre (LRC) has created an Accessible Lab equipped with adjustable furniture and audio-voice recognition software. This will provide self-identified CSD students access to technology that they require to assist them in their studies.

### **Student Activity**

Three Graphic Design students were winners in the 2009 Applied Arts (magazine) Student Awards. Kyle Zborowski, 2009 graduate, won in the Website Design category; Adam Jones, third year student, won in the Advertising – Print category; and Rob Dupuis, 2009 graduate, won in the Online Animation category.

Scott Armstrong, 2009 graduate of the Animation (Digital Stream) program, has been shortlisted at the Cinefest Sudbury International Film Festival for his production, “Shoenanigans”.

Cory Raby, second year student, GAS – Aviation Management program, won the Webster Memorial Trophy given to the top amateur pilot in Canada.

Scott Blair, graduate of the apprenticeship Carpentry program, placed tenth at the World Skills competition held in Calgary this September.

Stacy Dubois, graduate of the Office Administration – Legal program, competed at the World Skills competition in Calgary where she received an honourable mention.

### **Faculty Activity**

Barb Clarke, Professor, Police Foundations (Pembroke) received her Masters of Arts in Canadian Studies degree on June 12, 2009.

## **Management Summary to the Board of Governors – October 2009**

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Richard Briginshaw, Professor, Architectural Technician/Technology program, became a LEED-certified professional this summer.

Crystal Logan, Professor, General Arts and Science, will be presenting at the Ontario Association for Geographic Environmental Education Conference in late October.

Lisa Shaw-Verhoek, Coordinator, Social Service Worker program (PT), presented at the National Conference of Social Service Worker Educators in June 2009.

### **Community Activity**

On July 6, 2009, participants from Algonquin College and the Ottawa area embarked on a journey to Tanzania through the Small World, Big Picture (SWBP) – Africa 2009 project. The group of twenty-five including students and staff from Algonquin prepared themselves to climb Mount Kilimanjaro, built a dormitory at the Awet School through their pre-fundraising efforts, and helped bring awareness to sustainability through the three sustainable pillars of people, profit, and planet.

Over the summer, many of our Dental Assisting and Dental Hygiene faculty, as well as, former graduates and students volunteered their services to keep the dental clinic operating at the Youth Services Bureau (YSB) while it underwent renovations. Our dental hygiene students will continue to participate in a rotation at YSB in the upcoming year, as part of their clinical placements.

To strengthen the partnership between the College and the Ottawa-Carleton District School Board, conversations with senior administration about field placement opportunities for Child and Youth Worker students took place resulting in sixty-seven new requests for student placement. This indicates that the school system is prepared to work with our students and to provide a constructive learning environment.

In July, John Scott, Coordinator, Masonry, Heritage and Traditional program, and four Masonry students were sponsored by Parks Canada to travel to Churchill, Manitoba to work on the reconstruction of the Prince of Wales Fort. The Masonry students continue to work on the stone wall at Inge-Va and on the Almonte textile museum.

Mike Nauth, Coordinator, Building Construction Technician Program and nineteen of his students volunteered their services for Habitat for Humanity in early June. They managed to erect an entire roof in a single day.

### **Donations**

A fire truck donated by the Cambridge Fire Service has been received. It is currently undergoing emissions testing and should be in used by October.

Aruba Servers were donated to the College in May. One of the servers was used in an Applied Research project over the summer. The other was made available to faculty to include in networking course in Fall 2009.

The National Arts Centre donated select pine to the woodworking programs in the School of Transportation and Building Trades. This material will be used in the Building Construction Technician program to build model homes and in the Cabinetmaking and Furniture Technician program to build pine toolboxes.

## **Administration**

### **Finance & Administrative Services**

Financial Services recently completed the Financial Report for the first quarter on 2009-2010.

### **Information Technology Services (ITS)**

## **Management Summary to the Board of Governors – October 2009**

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Information Technology Services completed several major projects over the summer months in support of teaching, learning, and business automation at the College. A new email system, based on Microsoft Exchange, was introduced to the College faculty and staff. This new system allows for better connectivity to College communication systems including email, calendars, directories and voicemail. Blackberries are now supported as well.

In addition, a new system was implemented to allow for better, more secure connectivity to College information resources from remote locations to better support our employees including Part time faculty working at home.

The final phase of the deployment of a new wireless network system is nearing completion. The College has more than tripled the number of wireless access points to 850, most of which support the fastest wireless speeds commercially available (802.11n). The College has experienced more than twice as many connections to the wireless network as last year, demonstrating the need for the service, and the effectiveness of the implementation.

These projects, along with several business automation projects are in support of the College's vision of establishing a virtual College.

Term startup was successful, as all major systems operated effectively to support our students. The Information Technology team is to be commended for the excellent work and dedication to student success.

### **College Ancillary Services**

CAS business units achieved and/or exceeded budgeted sales for the month of August with one notable exception. Variations in student purchasing patterns account for the discrepancy.

The Algonquin College Residence experienced a successful move-in due to a focus on the "Student Experience" ensuring a positive first impression of the College. The Residence completed a number of maintenance projects replacing the carpeting in the hallways of Phase 3, painting the hallways in Phases 1 and 2 and renovating all student lounges.

The Parking Office completed a number of projects this summer including the installation of a second pay and exit lane and, the installation of solar pay & display units in the Residence parking lot and the launch of an on-line payroll deduction process for annual parking permits.

The Food and Beverage Operations has renovated the Thunder Alley and is now offering specialty coffee and Greek style cuisine. The 35<sup>th</sup> Street Market Café at the Residence has added a number of menu items in response to student requests.

Retail Services has migrated their website to a more secure platform and refreshed the look and feel. A new type of promotional campaign for Retail Services that launched this fall titled "Be You" included postcards and full sized posters with Algonquin students participating as models.

All CAS business units have engaged in a Mystery Shopper program this fall with a final report due in November. Ancillary Services produced a new brochure promoting each of the business units and their green initiatives.

### **Physical Resources**

#### **Woodroffe Campus Annual Renovations and Facilities Renewal-Summer 2009:**

Physical Resources implemented approximately \$2.0M in reconfiguration and renewal projects in Summer 2009. These included a new wireless/mobile technology lab fit-up, improvement of acoustics, classroom and lab furniture in several labs and classrooms, expansion of our International Education space, renewal of all drainage plumbing in H Bldg, replacement of a portion of the B Bldg roof, and replacement of the heating system in M Bldg. An electrical shutdown was planned and implemented for the August Civic Holiday weekend to replace 45 year old electrical feeds to A Bldg and to 35 year old electrical equipment in C Bldg during which generators were supplied for the Student Residence so that operations could

continue during the shut-down. We also renewed our Ministry of Environment Certificate of Authorization for the College, a 5 year license to operate our College in accordance with Ontario Air Quality legislation.

**Emergency Management:**

The College emergency management plan has been reviewed in the past year and is now being tested in a series of training, tabletop and practical exercises. To date, PEC and the Emergency Operations Centre members have received training and table top exercise practice. This will be followed in early October, with a practical exercise involving the Ottawa Police Service and other first responder agencies to practice the College and the City in working together in an emergency situation.

**Algonquin Centre for Construction Excellence:**

The project temporarily known as the Environmental Demonstration Centre for Construction Trades and Building Sciences and formally named the Algonquin Centre for Construction Excellence has made good progress since the last report. The RFP to design and build this \$77M Centre was released on 29 May, 2009 on schedule. The responses were received on 27 August after which an intense period of evaluation was commenced. This process has resulted in the selection of a leading proponent with whom the College is negotiating a formal contract to design and build the Centre and to incorporate approximately \$30M of City of Ottawa work associated with the South-West Transitway and a Pedestrian Bridge across Woodroffe Ave. The project is on schedule to commence on 15 October, 2009 upon the completion by the City of Ottawa of a project to relocate the existing Baseline Station to enable the ACCE and City works to be constructed on the location of the existing Station.

<b>Advancement</b>
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**Public Relations and Communications**

**Internal Communications**

Crisis Communications

Advancement has collaborated closely with Safety and Security Services to establish a new protocol for emergency messaging distribution on campus. The new “Algonquin Alert” protocol will allow emergency messages to be distributed quickly and efficiently, in a number of ways.

Advancement is also working with Safety and Security Services to prepare the campus for a crisis simulation exercise on October 8. The long-term goal of this work is to establish and maintain a high degree of preparedness and awareness of how to respond to a crisis affecting the College.

Pandemic preparation

Advancement has worked closely with Health Services, Institutional Research and Planning, and Safety and Security Services to respond to the ongoing issue of pandemic H1N1 influenza. In addition, College staff have been coordinating efforts with the region’s other post-secondary institutions, with Ottawa Public Health, and with the Ontario government.

A website has been developed and regularly updated at <http://www.algonquincollege.com/h1n1>, posters with positive public-health messages have been printed and distributed around campus, and awareness and education activities were carried out during orientation week.

myAlgonquin Redevelopment

With the goal to help employees do their jobs and making people feel more connected to the college on a personal and professional level, the advancement team began to upgrade the internal communications tool – myAlgonquin.

Throughout the summer the myAlgonquin redevelopment team met several times with an effort to bring the tool from the planning stage, to implementation. Following rounds of usability testing and focus groups, the redevelopment team has engaged a web designer to produce the new tool. Though still in the development stage, the new tool can be found at [www.myalgonquin.ca/cms](http://www.myalgonquin.ca/cms)

Further content, design, and testing is still required with an aim to launch the new tool by November 1, 2009.

### **Corporate Events**

#### Algonquin Centre for Construction Excellence

Plans are underway for the official groundbreaking ceremony for the new Algonquin Centre for Construction Excellence. The event will take place at the new site on Friday, October 16<sup>th</sup> at 10:00 a.m. with key stakeholders and the college community invited.

#### Launch of Enabling Change e-training videos:

Working with the Centre for Students with Disabilities (CSD), the Department organized a media conference on June 5th for the official launch of the Enabling Change e-training videos on client service standards for people with disabilities. CSD Manager Louise Legault emceed the event and welcomed The Honourable Madeleine Meilleur, Ontario Minister of Community and Social Services and MPP Ottawa-Vanier, as keynote speaker. Disabilities Counsellor Karen Coffey presented the video providing an overview of the requirements set out in the Accessibility for Ontarians with Disabilities Act (AODA).

#### Convocation Ceremonies

The Department worked with the Perth Campus to provide the corporate set design for the Perth Campus Convocation which took place on June 4<sup>th</sup> at St. John's Catholic High School.

The Department also worked in partnership with the Registrar's Office in the preparation of the Ottawa Spring Convocation ceremonies held June 18<sup>th</sup> and 19<sup>th</sup> at Scotiabank Place. In addition to coordinating all aspects related to the set design and technical production of the events, the Department was also responsible for the selection and coordination of the emcees, graduate announcers, and the following five guest speakers:

- Rena Bowen, Director Special Services, Almonte General Hospital; President, Algonquin College Alumni Association
- Jim Durrell, President, Capital Dodge Chrysler Jeep; Chair, Board of Directors, Ottawa Convention Centre; Former Mayor of the City of Ottawa 1985 – 1991
- David Wallace, Former Regional Vice President and Managing Director, Eastern and Northern Ontario for BMO Harris Private Banking; Algonquin College Board of Governors 2002 – 2008 (Chair 2005 – 2007); Honorary Diploma Recipient
- Steve Barkhouse, President, Amsted Construction Ltd.; 2008 Algonquin Alumni of the Year
- Jim Orban, Publisher, Ottawa Citizen

#### President's Breakfast

The annual President's Breakfast to mark the beginning of another academic year was held on Thursday, August 27<sup>th</sup> in the Marketplace Food Court. More than 900 full- and part-time faculty and staff attended the event to hear President Gillett's annual address setting the direction for the College in the upcoming year. Also included in the agenda this year were individual videos by each member of the President's Executive Committee, as well as a video from the Students' Association and a short speech from SA President Mike Hirsch thanking the college community for all it does to support Algonquin students.

#### President's Coffee Break Series

The President hosted a Welcome Coffee Break for students and staff at the Perth Campus on September 10<sup>th</sup>.

#### Breakfast with the President Series

##### *New Staff Breakfast*

On September 22<sup>nd</sup>, 16 new employees have been invited to join President Gillett for a breakfast in the staff dining lounge to discuss their experiences as our newest staff members and to hear any suggestions they may have to enhance the programs and services we provide to the College community.

#### Government Relations

## Management Summary to the Board of Governors – October 2009

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### *Ministry of Human Resources and Skills Development Event*

The Department coordinated the logistics for a Federal Government event held June 22<sup>nd</sup> on the Woodroffe Campus. The event was hosted by The Honourable Diane Finley, Minister of Human Resources and Skills Development. The purpose was to announce the August 1<sup>st</sup>, 2009 implementation date of the Canada Student Grant Program. The agenda included a round-table discussion with key stakeholders related to education grants, followed by a media conference. Vice President Deborah Rowan-Legg acted as the emcee for the event, as well as the facilitator for the discussion.

### *Visit by Deborah Newman, Deputy Minister of Training, Colleges and Universities*

President Gillett and members of the Executive Committee welcomed DM Newman to the Woodroffe Campus on Monday, September 28<sup>th</sup>. The visit included a discussion on the major challenges facing Algonquin College, a presentation on the College's Capital Projects, and a short tour featuring stops at the Fitness Zone and the Simulation Centre for Health Studies.

### Community Relations

#### *United Way*

In cooperation with the Queensway-Carleton Hospital (QCH) Algonquin will host the second annual Algonquin College/Queensway-Carleton Bed Race in support of the United Way on Friday, October 9<sup>th</sup>. Teams from Algonquin include paramedic, security and practical nursing students, as well as an administration team. An All-star team (comprised of one member from each of the student/admin teams) will race against the QCH's All-star team for the coveted 'Golden Bed Pan' award. The event, will also include a BBQ, held in the Police and Public Safety Institute parking lot with all donations going to the United Way.

#### **Media Relations**

There were approximately 275 media hits between May 19, 2009 and August 26, 2009\*. Media hits in 2008 over the same time-frame totaled 235.

Major stories include:

May 23 – the *Pembroke Daily Observer* featured a story regarding a \$50,000 pledge to the new Pembroke Campus.

June 1 - 4 – The *Ottawa Citizen*, *Pembroke Daily Observer*, *myFM*, *Jack FM*, and the *Perth EMC* featured stories regarding the 9 million in government funding for the new facility in Perth.

June 23 – *CFRA*, *CTV News at Six*, *CBC News at Six* featured a story regarding a fire in the B Building that closed classes for the evening.

July – Throughout the month of July the *Ottawa Sun* and 'A' Morning featured updates from the Small World Big Picture: Expedition Africa 2009 Campaign.

July 27 - *CHIN* radio featured an interview with the Manager of the Algonquin College Access Program and the Academic Manager, Advanced Technology & Transportation/Trades regarding the Dream Quest program and Career Samplers for Youth.

August 8 – The *Ottawa Citizen*, *Times Columnist*, and the *Windsor Star* featured an interview with the Chair of the Culinary programs discussing the practice of gratuity at restaurants.

August 25 – The *Ottawa Sun* and *CFRA* featured an interview with the Manager of Health Services regarding the College's preparations for the H1N1 virus.

#### **Alumni Relations**

Beginning in July of this year as an element of the alumni tactical plan and the advancement white paper, the position of Alumni Manager was created.

In the 2009/2010 period the top end deliverables of the alumni office will be to:

1. Prepare and execute a large-scale college wide event (Career Week) in February of 2010 that engages alumni, existing students, and faculty and campus staff.

2. Increase the amount and value of data held on our alumni, enabling us to better develop bi-directional, mutually beneficial relationships with them. In addition to enhancing our data and growing our relationships with alumni, we seek to identify strategic areas in which alumni may be leveraged to benefit the college.
3. Identify the 'best practices' of successful alumni (and the like) organizations.
4. Enhance the benefit offering to alumni.
5. Support the on campus presence of the alumni association – growing awareness and understanding of the alumni role post-graduation.

By proceeding on all five identified fronts simultaneously it is determined that the potential of the alumni association to be a contributing force to the advancement of college goals be uncovered and marshaled. Bi-laterally it is also determined that through progression in these areas, alumni will realize a much greater benefit from their status as Algonquin graduates and a true symbiotic relationship can be created that is as mutually beneficial to the alumni as to the college.

### **College Marketing and Enrolment**

The Director of College Marketing and Enrolment participated in Small World Big Picture (SWBP) in Tanzania, Africa in July, 2009.

The new Prospective Student website is in development with a planned implementation during Fall 2009.

The Marketing Distribution Centre has moved to a new location which allows for easier accessibility for staff and clients to pick up Marketing publications and promotional materials.

### **Branding Re-vitalization Exercise**

With the recent release of the renewed Strategic Plan, the Business Plan, Area White Papers, including The Algonquin Experience, the launch of the Strategic Programs and Services Planning Project and the College's commitment to transformation, the time is right for the College to review its existing brand equity and bring clarity and focus to its messaging.

This timing presents a perfect opportunity to review the current brand awareness and perceptions and determine whether they align with the strategic direction of the College. What are we now? What do we want our brand to be? What will our brand look like? And, how will we get there?

We have accomplished much over the past few years without a revisit of the brand strategy. It is time to refocus and ensure this next phase of the College's brand evolution is completed effectively with a view to long term sustainability.

An RFP for the Branding Revitalization exercise is now in the approval stage and will address stage 1 of the exercise, which includes a full brand audit. A report on the results is anticipated in late January.

### **Creative Services**

The Creative Services team has prepared a new suite of Marketing publications including Calendar, Monographs and Viewbook, to meet the wide range of information needs for today's prospective students. The Viewbook will now be available in three versions:

1. Viewbook 'light' for general distribution
2. Full Viewbook with program charts and details
3. A personalized, print-on-demand version for web requests

### **Recruitment**

The Recruitment Manager will again this year sit on the Experiential Learning Sub-Committee for youth in care, starting Sept24/09.

College Marketing and Enrolment is pleased to announce the temporary appointment of Andrea Banks, Chantal Borst and Dan Cardinal to the position of Recruitment Officers. Dan and Chantal are replacing recruiters currently on secondment. The Recruitment team plays a key role in providing valuable and timely information to prospective students assisting them in making an informed program choice at Algonquin College.



## Management Summary to the Board of Governors – October 2009

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Marketing and Recruitment efforts continue to focus on the implementation of key lead management practices, such as improved lead data collection, lead report development, lead activity scheduling, and overall lead relationship management.

### Upcoming Recruitment Events 2009 – 2010:

Dates to be confirmed:

Forum(WO) – October 15, 2009

Open House (Perth) – October 8, 2009

Open House/CIP – November 5, 2009

Open House (Pembroke) – November 6, 2009

Discovery Evening (Pembroke) – October 28, 2009 & January 19, 2010

Skills Trade for Grade 9 – November 26, 2009 (tentative)

Discovery Evening (Perth) – February 11, 2010

March Break Activities – March 15 – March 19, 2010

Discovery Evening (WO) – March 2010

Spring Open House (Perth) – April 10, 2010

March Break (Pembroke) – March 13, 2010

Open House and Housing Day (Pembroke) – June 19, 2010

<b>Lead Activity Report</b>		
<b>May 2009 – August 2009</b>		
<b>PROSPECTS (GoldMine)</b>		
EVENTS	Events Attendance	15
MAIL	E-Mail Information Requests	40
	Regular Mail Information Requests	10
PHONE	Telephone Information Requests	40
WEB	Web Publication & Information Requests	2205
PUBLICATION REQUESTS	Information Reply Cards	85
LITERATURE REQUESTS	Other Information Requests	871
	<b>TOTAL:</b>	<b>3266</b>
<b>MARKETING ACTIVITIES - TOTAL # OF PARTICIPANTS</b>		
EVENTS		330
PRESENTATIONS		834
TOURS - GROUP		962
TOURS - INDIVIDUAL		87
	<b>TOTAL:</b>	<b>2213</b>

## Business Development

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

#### New Opportunities

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Initial discussions have begun to explore new graduate certificate programs in Advanced Counselling and Environmental and Public Health. Talks are also underway with Conestoga College and Conservation Ontario to collaboratively develop a new Environmental and Sustainability Education certificate program that meets the Additional Qualification (AQ) needs of the Ontario Teachers' College.

The Language Institute is re-entering the bidding process for Government of Canada French and English second language training. New templates for contract bidding are being developed to ensure consistent content and format..

In August, the SPTS represented Business Development in securing a distributor partnership with the Construction Sector Council to offer the Council's elearning modules beginning October 1<sup>st</sup>, 2009.

### Contract Activity

Contracts secured during the month of September include:

- Health Canada – 5 sections of First Aid and CPR training (HLT6655).
- RCMP – 1 section of Shop Safety Indoctrination (SAF5507).
- Finalizing delivery plans with the Mamisarvik Healing Centre for the delivery of up to 6 courses from the Trauma/Addiction Recovery Studies program.

### Program/Course Modifications

Discussions have started regarding splitting the existing Trauma/Addiction Recovery Studies program into a certificate in Foundations of Trauma and Addiction and a graduate certificate in Professional Help in Trauma and Addiction.

The review of the Teaching English-As-A-Second Language program has begun.

The first offering of Accelerated Project Management Program is scheduled for October 19th to December 4<sup>th</sup>, 2009.

### Language Institute

The Language Institute continues to experience significant growth, with year-to-date enrolment as follows:

	Sep 18/08	Sep 18/09	Variance	% Increase
ESL Canadian	537	665	128	23.84%
TESL	16	28	12	75.0%
ESL International	483	814	331	68.5%

A new Language Institute academic orientation was developed and will be held every two months to complement the International Education Centre orientation.

### SPTS Marketing and Communications

Marketing initiatives during the month included the finalization of the Construction Trades catalogue for Continuing Education (CE) and Distance Education (DE), production and distribution of the Fall onCourse and Distance Education catalogues, development and implementation of several advertising campaigns, implementation of a Post-it Note campaign, and the development and distribution of promotional material and advertisement for the new ESL Healthcare initiative. Several surveys were also developed and implemented during the month.

## **Algonquin College Foundation**

### Algonquin College Foundation Board of Directors

The first meeting of the board for this academic year was held on September 17, 2009. The Board welcomed 5 new members: Steve Georgopolous, Sal Iacono, Eric Kalbfleisch, Laurie Peters and Wayne French.

### New Foundation Team Member

Melanie Alford has joined the Foundation team as Stewardship and Research Officer. Melanie worked previously in the School of Media and Design.

### Constructing OUR Future Capital Campaign

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To date, campaign pledges total \$2,100,000. Cheque presentations were held on August 20<sup>th</sup> and September 2<sup>nd</sup>, to recognize the \$250,000 donation of the Electrical Contractors' Association of Ottawa and the \$100,000 donation of Modern Niagara Ottawa Inc. respectively.

### Perth Expansion Campaign Cabinet

The Foundation team attended the Perth Expansion Campaign cabinet meeting held on September 28. Prospect meetings for Cabinet members and donors were held in July and August.

### Pembroke Campaign

Campaign pledges for the Pembroke campaign total \$1,100,000. The Kiwanis Club of Pembroke will donate \$10,000 a year over the next 5 years to the campaign.

### Alumni Association

The Alumni Home page now offers an online donation option that allows alumni to donate to a number of funds through CanadaHelps.Org.

### Gifts In Kind

To date in 2009-10, \$141,062 has been raised for gift - in-kind donations.

### Endowments

The new Sandra Hoppner Memorial Bursary has been confirmed and pledges have been received.

### Annual Fund Donations

The following donations have been received to annual funds:

- New Odette Regimbald Fund Created
- Interior Decorating Bursary
- Soloway Wright Award
- Borden Gervais Ladner
- Alzheimer Society of Lanark-Perth
- Scotia Bank Scholarship
- Colgate Palmolive Scholarship
- Ed Ireland Vet Tech Bursary
- Ottawa Dental Hygiene
- Alf Gruber Award
- Carquest Canada
- UFCW Canada Local
- Laura Bentley Award-Interior Decorating
- Knights of Columbus-Essex
- Boston Pizza Scholarship
- Knights of Columbus Ontario
- Operation Dialogue
- Jeld-Wen Canada Scholarship
- Perth Leadership Award

### Award Ceremonies

The Print Media Awards event took place at the College on August 3, 2009.

### Lucky Payday Staff Lottery

Ticket sales came in at 375 tickets which was 11% higher than sales for the previous year. Draws are held every payday for cash prizes of \$650 for the first name drawn and \$150 for the second.

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### Ottawa Dragon Boat Race Festival

The Ottawa Dragon Boat festival took place on weekend of June 25<sup>th</sup> with over 4,200 participants. Algonquin College Foundation will receive another \$10,000 that brings the two-year total for the endowment fund to \$50,000. Twenty Algonquin College volunteers participated in the event.

### Out and About

Outreach activities this month included:

- CAGP Board Meeting
- AFP Board Meeting
- Toastmasters Meeting
- Alzheimer Perth Community Event
- Nepean Chamber of Commerce Event
- Heart and Stroke Event
- Pembroke Campaign Golf Tournament
- Candlelighters Event- Recognition for Roy Mlakar
- Ottawa Champions for Children - Bursary Event

### **International Education Centre (IEC)**

#### International Recruitment

International postsecondary enrolment for Spring/Summer 2009 increased by 13 percent over the previous year. Fall 2009 international postsecondary enrolment is up almost 15 percent over Fall 2008. International ESL enrolment for Fall 2009 is also up significantly.

#### International Delegations

From August 4th to 6th, 2009, a delegation from Rajamangala University in Thailand visited Algonquin. Discussions centered on possible areas of cooperation between the university and Algonquin College.

A visit by Dr. Borota-Tisma, the Vice-President of Belgrade Business College, took place from August 23rd to August 26th. Belgrade Business College has a student population of 23,000 students. Belgrade representatives are interested in partnership opportunities with Algonquin.

On August 17th, the IEC received a delegation of 22 Nigerian governmental officials. This was an exploratory visit to look at programming areas that could lead to cooperative opportunities with educational institutions in Nigeria.

A group of South American educational leaders as part of a study tour organized by CIDA visited the College on September 11th. The aim of the visit was to familiarize the officials with the scope of programming and services which Algonquin, as a Canadian community college, has to offer.

#### Jiaotong University Partnership

In accordance with the partnership that Algonquin has with Jiaotong University in Jinan, China, nine professors are taking part in a training program offered by the College. The training, which began on September 14<sup>th</sup> is in ESL as well as teaching methodologies.

### **Institutional Research and Planning (IRP)**

#### Key Performance Indicators

Preparations are underway for the 2009-10 KPI cycle in consultation with Academic Services and MTCU. A notification letter was sent to MTCU and a submission of the program list and the survey questions to CCI Research.

First Year Student Survey  
Survey questions are being revised in cooperation with Academic Services, Student Services, Teaching and Learning Services and Marketing. The expected timeline for classroom administration is mid-October.

Work-Integrated Learning – Higher Education Quality Council of Ontario (HEQCO)

Institutional Research and Planning staff participated in a workshop hosted by HEQCO to assess research breadth and participation in a future study related to work-integrated learning. Other institutions represented included Niagara College, University of Waterloo, Laurentian University, University of Windsor, Georgian College and Sheridan College. HEQCO agreed to form a Steering Committee. The first meeting is scheduled for October 9, 2009.

Economic Benefits Study – Perth Campus

Institutional Planning and Research worked with representatives of the Perth campus to analyze the economic benefit of the location of Algonquin College in Lanark County. Data have been collected from standardized and validated economic benefit studies conducted at the national and provincial levels, in conjunction with the same analysis model conducted at the Pembroke Campus.

Data Management, Integration and Reporting

The Data Integration Working Group confirmed the template for gathering feedback from internal stakeholders. Project timelines were also confirmed. Targeted vendors have been selected and initial outreach has commenced. Initial outreach to other postsecondary institutions has also commenced.

Eastern Ontario Labour Market Study

The project charter for Eastern Ontario Labour Market Study was completed and circulated to committee members. A contract was finalized with Statistics Canada for provision of labour market data at a level that can be correlated to college program offerings. The first meeting with regional economic development representatives was held at Loyalist College in Belleville.

Pandemic Planning

Meetings have been held with Algonquin employee groups, the Algonquin Students' Association, the other postsecondary institutions in Ottawa and Ottawa Public Health.

A test of the Vocantas system was conducted for the Residence. A number of departmental plans have been finalized. A poster campaign has been initiated to support the key messaging contained within the pandemic plan. Algonquin has responded to interview requests from the Ottawa Citizen, the Ottawa Sun, CBC Radio, CTV and the Algonquin Times.

**Corporate and Business Development**

District School Board Partnership

Algonquin College (all campuses) has 141 secondary school students enrolled in dual credits for Fall 2009 and will be enrolling 335 students for Winter 2010. A successful orientation was held on September 2nd and 3rd for dual credit students .

In July, Pembroke campus hosted 150 under-served students, ages 11-14, in various Career Samplers.

Woodroffe campus hosted 54 Metis, First Nation and Inuit secondary school students (30 students in Grades 7 and 8) in a week of Career Samplers and residence experience.

Woodroffe Campus hosted 14 Christie Lake STAR Program students in the July Career Samplers.

For Fall 2009, the Math Drop-in Centre for students in the Schools of Advanced Technology and Trades and Business opened on September 14th for 15 hour per week

On September 29th, a Specialist High Skills Major Forum, attended by 80 secondary school teachers and 25 College staff from related programs, continued the college pathway connections for 26 SHSM programs in the four local boards.

A Literary Lessons Forum for 40 supporters of dual credit students in Eastern Ontario was held at St. Lawrence on Sept. 22nd.

HMCS (Her Majesty's Canadian Ship) Ville De Quebec tour was held on September 21<sup>st</sup> for 30 secondary school students and 20 college students providing the attendees with information on career opportunities with the Canadian Navy and the postsecondary education required.

Algonquin participated in the interviews and acceptance of 20 secondary school students into the Algonquin Achievement Centre sponsored by St. Paul High School through the Ottawa Catholic School Board.

### Algonquin College Access Program (ACAP)

#### Second Career Strategy

Measures have been undertaken to increase Algonquin College's participation levels under the Second Career Strategy. Progress has been made in strengthening the relationship with the Ministry, community agencies and clients. A team consisting of representatives from the Registrar's Office, Advisement, Academic Referral Centre, the Language Institute and others has contributed to developing an intake referral system that is refined and in the best interest of the client. The Ministry has confirmed Second Career funding approval for 138 Algonquin students for the September 2009 intake, with 61 applicants pending approval. Approval data from the Ministry's Kingston office, which verifies students enrolled in Pembroke and Perth, are not yet available.

#### Immigrant Portfolio

A sustainability plan has been submitted to the Ministry for the immigrant bridging program, Internationally-trained Civil Engineering Technologist (ITCET).

A proposal for a new immigrant bridging program entitled "Keeping it Current for Internationally Educated Nurses" was submitted to the Ministry on September 30<sup>th</sup>.

Algonquin College will be allocated \$20,000 for backfill costs associated with Algonquin's role on the executive committee of the Colleges Integrating immigrants into Employment (CIITE) initiative. Algonquin's current CIITE contract for 1.5 advisors will be extended until the end of September 2009.

#### First Generation Portfolio (8 projects)

A paper was presented to the Ministry to obtain an additional 20 percent top up. Algonquin College has been approved for an additional \$40,000 in 2009-10. All projects are progressing as planned.

#### Aboriginal Portfolio (Aboriginal Postsecondary Education and Training Action Plan- includes 6 projects)

An Aboriginal Education and Training Strategy (AETS) proposal was submitted to the Ministry that involves a number of departments within the college. The objective is to increase the funds allocated to Student Services by about 60 percent.

### Algonquin College Corporate Training

The new Algonquin College Corporate Training Centre opened for business September 8<sup>th</sup>, with classes commencing September 10<sup>th</sup>. Seventy guests attended the Centre's official opening on September 22<sup>nd</sup> and heard remarks from President Gillett and four customer guest speakers from the following key sectors: Health, Construction, Justice and Security and Canadian Forces.

Algonquin College Corporate Training has been covered in recent articles in the Ottawa Construction News, the Ottawa Business Journal and Greater Ottawa Homebuilder Association (GOHBA) Impact newspaper.

A new corporate training brochure has been produced, providing a very professional piece that supports sales initiatives and strategy.

The Corporate Training and SPTS teams are developing specialized training for the National Capital Heavy Construction Association (NCHCA). A draft training plan has been presented to the association. The President of the Ottawa Construction Association (OCA) has expressed interest in a similar training track for OCA members.

## Management Summary to the Board of Governors – October 2009

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Algonquin College Corporate Training responded to a government-wide (federal) RFP for Task and Solutions Professional Services which provides a supply arrangement procurement vehicle across government departments. Once approved as a service provider under this vehicle, Algonquin College will be eligible to bid on custom development opportunities for up to \$2,000,000. Achieving approved provider status will enable Algonquin College to compete for more significant government training opportunities.

The Building Construction Technician diploma program, in the Cree community of Mistissini, commenced on September 8, with 15 participants.

The launch of Building Green with LEED®: LEED® Canada for New Construction Rating System 1.0 course at the Algonquin College Corporate Training Centre began on September 11.

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

- Engineers Canada – Team Building
- Cree Regional Authority – Strategic Leadership
- Rideau Centre – Re-certification and Refresher Training for Security Guards
- Canadian Nurses Association – Writing for the Web
  - Canadian Security Establishment – Keynote Speaker
  - City of Ottawa/OC Transpo – Air-Conditioning (Bus) Systems
  - Service Canada – Fundamentals of Leadership

### Human Resources

#### Compensation, Pension and Benefits (CP&B)

The manager and one team member attended the Kempenfelt Conference in June and the Threat Assessment Training at Carleton University on September 14 and 15, 2009.

The manager sat on the hiring committee for the HR Analyst – Technology and continues to work on the Pandemic Planning Committee

The manager attended the arbitration on the Modified Workload/Return to Work Policy. This directive was presented at PEC and is posted.

CP&B continues to work with ITS to develop new screens on the HRIS to better serve our clients.

The 2008 CAAT Annual Member Statements were sent and the CP&B team are now answering/researching service discrepancies and making required changes to data as required for pension service and beneficiary changes.

In regard to salary administration; all deadlines for regular pay input and applicable changes have been met successfully. The OPSEU increase for Support Staff effective September 1, 2009 was implemented on the September 4<sup>th</sup> payroll.

#### Breakdown

67 pension estimates completed for 30 staff  
28 employees left the college (22 retirements)  
2 WSIB claims in June with no lost time  
4 WSIB claims in July with 10 days of lost time  
1 WSIB claim in August with no lost time  
30 Academics, 28 Support and 2 Administrators on LTD (current)  
42 Full-time new hires joined us from July 01-August 31, 2009

**Staff Relations**

This area has been involved in preparations for the October vote on certification for part-time support staff which includes assisting with the preparation of lists as well as posting of forms, selection of locations for voting and the invigilation for the vote.

The Director has participated in several exercises as the representative of Human Resources on the Colleges Emergency Response Group.

The Director is co-coordinating the efforts of external counsel to respond to human rights issues

The Director continues to advise and consult with managers on labour and employment related issues at the College.

Regular monthly meetings of the Support Staff Union College Committee and Support Staff Employment Stability Committee have taken place, as well as meeting of the Academic College Employment Stability Committee. The Director has coordinated the management side of meetings of the Academic workload monitoring group.

Staff Relations continues to schedule grievance meetings as well as liaise with external counsel on the scheduling of arbitration hearing.

The Staff Relations continues to provide advice to managers at the initial step in the grievance procedure and represents the College at the upper levels of the grievance procedure. Forty-five step meetings were attended during this reporting period.



## Employee Services

### Recruitment

21 Academic, 18 Admin and 68 Support competitions closed June 1 to September 30. Participation on departmental selection committees took place over the summer months.

Coaching services on application strategies and resume writing was offered to over a dozen applicants to Algonquin College by the Recruitment Officer.

Two presentations on “the soft skills that you can develop while at Algonquin College that industry are looking for in employees” were offered to the first year students in the School of Business.

The staffing administration/recruitment area will be the subject of the first “Lean Business Process Review” that Employee Services will be undertaking.

### HRIS administration

With the hiring of the HR Technology Officer, a framework for routing work order requests for HRIS maintenance and development is underway. The draft of the Project Charter for HR/Transformation project has been completed and work is expected to begin in October.

### Temporary Payroll/Workload

Over the summer months, the College responded to the application for Certification of Unionization of Part-time Support Staff and Part-time Student employees. This encompassed the compilation of data of those employees working over July 23, 2009 and the reporting of all required data for the Ontario Labour Board.

The implementation of the new Workload (SWF) Web Portal Application for Chairs was completed and rollout occurred for semester start up.

Training continued for new Managers/Chairs to the College on Temporary Payroll and Faculty Workload.

The seniority list for Support Staff was posted for September and copies distributed in adherence to collective agreement requirements.

Cross training within the Employee Services team continues for broader coverage and service provision to our clients.

**Vice President’s Office**

During the summer months of June to September Employee Services saw staffing changes with one retirement and two new employees joining our team. The staffing of the HR Technology position and the retirement replacement of Classification/Officer was completed.

In August the Management team had an e-library demonstration from the Conference Board of Canada along with a Performance Management software presentation from Halogen.

We held our Staff Professional Development Retreat on September 17<sup>th</sup>, 2009. Chuck Doyle provided a presentation on “Introduction to Value Streams”, that was well received. Human Resources will be going through a “Lean Business Process Review”.

All administration employees received letters advising them of their individual classification audit and results.

We have representation on the Strategic Programs and Services Planning Project.

- Diane McCutcheon, Steering Committee
- Nigel Parker, Programs Planning Advisory Committee
- Connie Powers, Services Planning Advisory Committee

<b>Student Services</b>
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**Student Services  
Management Summary Report  
September 2009**

**Registrar’s Office**

**Registration Statistics**

**Full-time Registration in Post-Secondary/Post-Diploma Programs:** For the 2009 Fall Term, as at September 21, 2009 (10<sup>th</sup> day of term and last day to withdraw and receive partial refund), Net Registered students numbered 14,427. (Please note that there are 38 Returning students included in the Approved Projection who are not yet registered as these students are in programs with late Fall Term start-dates.) Based on anticipated rate of attrition from day 10 to audit count date (November 1), it is anticipated that the audit date enrolment will exceed the projection by ~100 students.

The breakdown of the 14,427 registered, as at September 21, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	2,177	978	2,246	1,009
Faculty of Business and Hospitality	2,246	1,927	2,245	2,002

## Management Summary to the Board of Governors – October 2009

Faculty of Health, Public Safety and Community Studies	1,688	1,442	1,740	1,386
Faculty of Technology and Trades	1,658	1,233	1,736	1,292
Algonquin College in the Ottawa Valley	406	237	469	216
School of Part-Time Studies	39	6	61	25
College Totals	8,214	5,823	8,497	5,930

**Continuing Education Registrations:** For the 2009 Fall Term, as at September 20, 2009 there were 11,525 registrations as compared to 11,329 at the same time last year. The term registrations to September 20 represent 84.0% of the projected enrolment. Registration continues throughout the term.

### Admissions Statistics

As at September 21, 2009, the final OCAS statistics for the Fall Term indicate that, for *College Choices* (i.e. number of individual applicants to Algonquin), our Non-Secondary School applicants were up 9.6% from last year, Secondary School applicants were up 1.8%, with an overall increase in applicants of 5.9%. Province-wide, the variances were 12.3%, 1.5% and 6.9% respectively.

As of September 21, 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 were up 8.1% from last year, Secondary School applicants were up 3.4%, and overall we show an increase 5.9%. Province-wide, the respective variances were 12.1%, 2.2% and 7.1% respectively.

### Integrating for Student Success

Effective June 1, 2009, the Financial Aid Office integrated with the Registrar's Office in support of student success. This integration is aligned with the Algonquin College 2008 – 2013 Strategic Plan theme of Service Excellence and is a major step toward the creation of a one-stop shop for student services.

Integration planning and preparation was comprehensive and included the amalgamation of systems software to ensure the delivery of more fully integrated services for the 2009 Fall Start-of-Term.

For the Fall 2009 Start-of-Term, the Registrar's Office also initiated the Early Release of OSAP funds to students, effective August 24, 2009, two weeks prior to the Start-of-Term.

In its video shown at the President's Breakfast, the Students' Association delivered a powerful expression of appreciation, stating "Thanks for merging the Registrar's Office with Financial Aid... DO MORE OF THAT" and "Allowing me to apply for OSAP early showed me you care". (Link to the Students' Association video: [http://www.youtube.com/watch?v=1Gv\\_oKMTcWO](http://www.youtube.com/watch?v=1Gv_oKMTcWO).)

### Fall Convocation (Ottawa Schools)

The Fall Convocation Ceremony for Ottawa Schools is scheduled for Tuesday, October 27, 2009 at 8:00 p.m. in Southam Hall at the National Arts Centre. The Guest Speaker, and Honorary Degree recipient, will be Barbara Farber, President, Leikin Group Inc.

### Spring Convocation Ceremonies Attendance Statistics

The Spring Convocation Ceremonies for Ottawa Schools were held on Thursday, June 18 and Friday, June 19, 2009. There were a total of 2,253 graduates in attendance at the five ceremonies.

Algonquin College Heritage Institute held its Convocation Ceremony on Thursday, June 4, 2009. There were 91 graduates in attendance at the ceremony.

Algonquin College in the Ottawa Valley held its Convocation Ceremony on Saturday, May 30, 2009. There were 189 graduates in attendance at the ceremony.

### **CRALO Fall Conference and Annual General Meeting**

Algonquin College is pleased to host the Ontario Committee of Registrars, Admissions and Liaison Officers (CRALO) Fall Conference and Annual General Meeting from November 16-18, 2009, at the Westin Hotel in Ottawa.

### **Student Support Services**

#### **Student Employment Services**

This summer the Student Employment Services staff were immersed in training with the new job search application called [Optimalresume.com](http://Optimalresume.com). The department plans to launch the application's seven modules to students, graduates, and faculty this Fall.

Although Statistics Canada had reported a visible decline in part-time and summer jobs for students, over 30 employers participated in the Campus Connections (Job Fair) event which was co-hosted by Student Employment Services and Student Affairs and Orientation on September 15. Students were invited to apply for part-time jobs available on and off campus, join a club, and to explore volunteer opportunities. Participating departments, employers, and agencies included: Canada Revenue Agency, Canadian Blood Services, Volunteer Ottawa, The City of Ottawa, TD Canada Trust, etc.

The new Graduate Employment Report (2007-2008) will be available in the next few weeks in both electronic and printed formats. The online version of the report will be available at:

[http://www.algonquincollege.com/studentservices/employment/graduation\\_reports.htm](http://www.algonquincollege.com/studentservices/employment/graduation_reports.htm)

#### **Student Affairs and Orientation**

The new Orientation Team worked all summer to plan and coordinate the many activities and documents to welcome more than 8,000 new students attending Algonquin in the Fall Term.

The Team hosted six Orientation Days sessions during the week of August 31. This included five daytime sessions and one evening session. First-level students had the opportunity to participate in engaging and interactive information sessions on campus which helped them become familiar with College services, tour the campus, purchase their books, obtain their student I.D., obtain program-level information, and much more. The Team welcomed over 3,500 students and guests during Orientation Days' activities. New features of Orientation Days' sessions included a College video presented in three 3-minute clips highlighting the important services available on campus; interactive service tours; and morning entertainment by the "JunkYard Symphony".

Two different versions of the Student Handbook were developed this year. A complete version with important College information including services, College Directives, bursaries, etc., and an agenda was created for first level students, and a version with the agenda portion only, was created for the returning students. The Handbooks are available in either printed or electronic formats (online, on CD, and as an icon on the student desktop).

This year the Orientation Team planned more events than ever for the two first weeks of class. Seven fun-filled events encouraged students to get involved, meet new people, and get connected to the College. Welcome Weeks' activities began

with the Orientation Team and senior College administrators welcoming students with warm smiles and breakfast refreshments on Tuesday, September 8 as they arrived for their first day of class.

Students participated in the IKEA Late Night Shopping activity with fellow students from Carleton University and the University of Ottawa, where they were able to shop and take part in fun activities until midnight. “The Haunted Walk is Ottawa's most popular walking tour company”, and our students agree. This year, Student Affairs and Orientation welcomed over 145 students (the largest group ever from Algonquin to participate in the walk!) on the annual tour.

### **Student Information Desk**

The desk experienced a 34.6% increase in clients served in June 2009 compared to June 2008, and a 35.7% increase in clients served in July 2009 compared to July 2008.

### **Centre for Students with Disabilities**

#### ***Student Study Space***

Throughout the summer the CSD worked in collaboration with the staff in the Learning Resource Centre to install two new study cubicles in the Resource Centre. The cubicles are now completed and are fully accessible. They include height adjustable tables and ergonomic chairs. Students with disabilities had previously identified the need to access study space that enabled them to utilize their speech-to-text software in an area that minimized disruption to other students. The funds to support this project were provided by the Students’ Association.

#### ***Marketing Material***

The CSD worked with two students enrolled in the Media Design Program during the summer to develop a new brochure on Transcription Services and a bookmark for Algonquin Apprentices encouraging students to contact the Apprenticeship Support Specialist for educational support. This material is distributed as part of class visits and other venues.

#### ***Transition Program for Students with Learning Disabilities***

On August 25, CSD, offered “SLICE” (Strategic Learning in the College Environment), a one-day College preparation event and welcomed 45 students. Students were introduced to CSD staff, services, and support available at the College. The workshops and exercises were highly interactive and students reported learning and making friends and connections.

#### ***Accessibility for Ontarians with Disabilities Act (AODA)***

In June, Karen Coffey delivered on the provision of an online training tool focused on accessible customer service. This initiative, which was led by Karen in collaboration with Colleges Ontario, saw the development of an e-learning resource which is available to all staff across all Colleges in Ontario.

Twenty-three of the 24 colleges have confirmed that they will utilize this resource to train staff on how to provide accessible customer service to persons with disabilities. Training is a mandatory requirement of the standard and its obligations. As a public sector organization, Algonquin is required to comply with the Customer Service Standards by January 1, 2010.

On September 2, PEC approved the recommendations submitted by the College AODA Customer Service Standards Committee, related to the establishment of a process to assist the College in meeting its other obligations under the standard for accessible customer service.

### **Counselling Services**

From May to August, counsellors provided 20 Prospective Student Information presentations, with a total of 148 attendees.

As part of the Residence Orientation, two counsellors conducted interactive workshops on alcohol awareness. Approximately 675 students participated in this event.

Counselling Services had a booth during Orientation Week and was visited by approximately 844 students. All counsellors are participating in class presentations. To date, there have been 16 class visits, for a total of 620 students reached. Additional class presentations are booked for the following weeks.

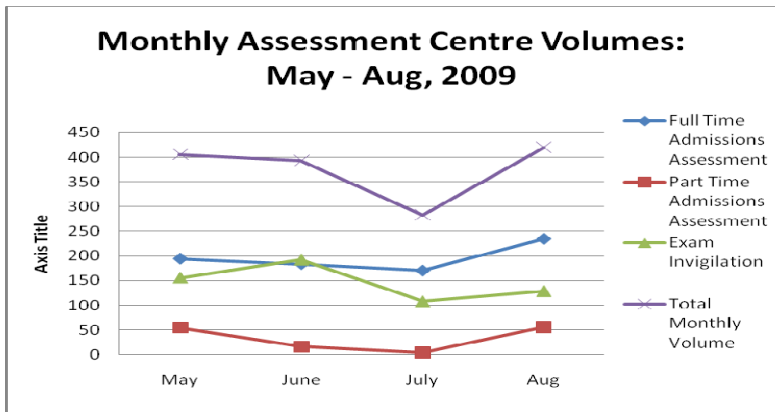
A one-day, on site, TERT (Tragic Events Response Team) training for counsellors and the TERT Team was presented by Dr. Phil Richie (Psychologist with CHEO) and Donna Watson-Elliott (Victim Assistance – Ottawa Police). The focus was on update protocols for crisis intervention based on recent research literature.

In August, all counsellors attended a one-day workshop Ethics and Standards in Counselling Practice, presented by Dr. Angelo Caputo. In this workshop, they reviewed informed consent, confidentiality, record keeping, dual/multiple relationships and treatment planning from a psychologist’s perspective. The session was well attended and beneficial to all.

**Assessment Centre**

This is a summary of the assessment and exam invigilation activities of the Assessment Centre for the months of May through August, 2009.

Figure 1 is a summary of the monthly assessment volume from May through August, 2009, across the three main assessment categories, as well as the total monthly volumes. This figure indicates that Test Centre volumes picked up in August after a mid-summer slump in July. The total assessment and exam volume for the month of August was 420 administrations. This increase in volume is primarily the result of an increase in full-time Admissions Assessment volumes and the resumption of Taxi Driver Admissions Assessment.



Key events occurred over this period:

- Accuplacer implemented both a migration to a new server and several changes to its testing system on July 1st.
- ITS completed the results uploading function which allows us to house Accuplacer results on our assessment booking system. This allows for Accuplacer admissions assessment results to be processed faster and available to the Assessment Centre’s internal clients much sooner.

**Academic Referral Officers in the Test Centre**

In early July, ARC officers, located in the Test Centre, offered potential students an opportunity to meet with them immediately upon completion of their assessment. Of the 246 applicants who completed Accuplacer assessments, 49% (120 applicants) choose to meet with the ARC officer. In the coming months we will monitor this closely; however, all indications would suggest this is an excellent strategic initiative.

**Peer Tutoring**

Throughout the summer, a total of 37 tutors and 152 tutee hours were booked for a total of 2,170 hours of service. Compared to the same time period last year, this is a 73% increase in the number of hours delivered. The average tutee accessed 14.28 hours of service and the average tutor provided 58.65 hours of service.

### **Mamidosewin Centre**

In August, a part-time Activity Program Coordinator was hired. This position worked closely with the Acting Counsellor and the Community Liaison Resource to prepare for Orientation week. Elder Peter Decontie conducted an opening ceremony at the Mamidosewin Centre.

A key goal for 2009/2010 is to establish a communication list for the students, through Facebook, and other means. As our connections and communications with our Aboriginal students grow, it is anticipated that more specific emphasis will be put towards the design of activities and events that suit the needs of the students.

### **Health Services**

Statistics during the summer reflect the continuing increase in number of visits to Health Services over the same period a year ago.

Dr. Rick Rowland, Manager, Health Services, chairs the College Pandemic Response Committee. There are a number of communication strategies in place – for example, information bulletins are posted regularly online, posters are displayed across the campus, and new students received information during Orientation Week.

### **Residence**

Dan Cuddy, Acting Manager, Student Support Services in Residence, recruited Algonquin Residence Council members throughout the summer and received 57 applications. Of the 57 applicants, 20 were selected, while the remaining group was encouraged to participate by volunteering in both the Residence and with Student Affairs and Orientation.

Residence Outreach planned and implemented five days of training, held from Monday August 31, through to Friday, September 5, for the Algonquin Residence Council. The training focused on empowerment and teaching leadership practices. It also involved a review of the 7 committees of the Council dedicated to the over-all growth of the students in Residence.

A Parent Orientation was planned collaboratively by Student Support Services and Ancillary Services. Six separate presentations were provided to parents during the Move-In Weekend, giving parents answers to the more common questions and providing them with some tips on how they could assist their students during the transition into their college career.

Move-In Weekend took place on September 5 and 6. Many students and parents spoke of “tremendous organization” and “cleanliness beyond expectation”.

Residence Orientation was held on Monday, September 7, and was organized by Residence Outreach with two main focal points this year. The first was to introduce “Making Your Mark” as a resource to help students in their path to high performance success at Algonquin. The second focal point was a change to the Residence Orientation format from previous years. Two carousels were set-up to allow students to revolve from “station to station” in short intervals. This was done to maximize the potential for information retention.

These successful start-of-term activities are an excellent beginning to the year and to the renewed commitment at Algonquin to focus on the “student life” aspects of the Residence.

