

ACADEMIC

APPLIED RESEARCH AND INNOVATION

A major project recording the process of building the Algonquin Centre for Construction Excellence has commenced with the goal of developing a repository of material that will be readily accessible by faculty, staff and students, and will be available to enhance the learning experience for students. The project will focus on obtaining, storing, and managing content and then converting the content into useful pedagogical materials.

SCHOOL OF ADVANCED TECHNOLOGY

The Wireless/Mobility Telecommunication Engineering program has been accredited by the Canadian Forces. This means that students enrolled in this program who are considering the pursuit of a career in the Canadian Forces as an Aerospace Telecommunication and Information Systems Technician (ATIS Tech) will be eligible to receive advanced standing, a salary (with benefits), and support to offset tuition and materials, if accepted.

SCHOOL OF HEALTH AND COMMUNITY STUDIES

Lisa Lamarre-O’Gorman, Manager, Early Learning Centre, participated on the consultation process with the Ministry of Education regarding full-day, early learning kindergarten. This was the first of discussions to be held on the role of the Early Childhood Educator and teachers working together and developing curriculum for this activity.

The Canadian Overseas Mentorship Experience (COME) project team was invited by the HRSDC and Citizenship and Immigration Canada (CIC) Inter-ministerial Committee to present on the project that was delivered this past year to clients being served by the ACCC, CIIP project. The model, which consisted of online mentoring and pre-departure course delivery, has proven most successful and is being considered for extended funding by CIC.

ALGONQUIN COLLEGE IN THE OTTAWA VALLEY

At a Capital Campaign dinner held at the College on November 4th, Governor Blackstein introduced Kathleen and F. Allan Huckabone who announced their intention to donate \$500,000 to the fundraising effort for the new Pembroke Campus, the largest gift received by the College from an individual or family, in the College’s history. The Huckabones indicated their decision to go public was intended to encourage others to donate. As an expression of the College’s gratitude, President Gillett announced that the library on the new campus will be named the “Kathleen and F. Allan Huckabone Library.”

FACULTY ACTIVITY

On December 24th, faculty in the Culinary and Pastry Arts program supported the preparation of turkeys for several hundred disadvantaged people in cooperation with the Chris Knight Production Company. Under the leadership of Chef Sean Edwards, staff and faculty also contributed to purchasing 28 turkeys for The Mission. Without this contribution, The Mission would have fallen short of meeting the demand for their Christmas dinner on December 20th.

COMMUNITY ACTIVITY

Under the leadership of Tess Porter, Police Foundations students supported 11 local facilities at Christmas under the Youville initiative, “Adopt a Family.”

Police Foundations and Justice Service students raised \$670 in early December for the Cornerstone Women’s Shelter.

Algonquin College in the Ottawa Valley hosted CBC Science Journalist, Bob McDonald of Quirks and Quarks, as part of its annual lecture series in November. More than 550 people attended the event which raised more than three thousand dollars for the campus capital campaign.

Algonquin College Heritage Institute participated in the Perth Santa Claus Parade, with a float designed by the Office Administration students, and constructed in part by the Carpentry students. The Masonry students added a brick chimney. The float won first place for entries by educational institutions.

Students in the Broadcasting-Television program covered the Ottawa Sports Award dinner held on campus on January 20th. This is the first event to be covered using the new remote broadcast air pack. Students recorded the event and edited the material into a half-hour show.

STUDENT ACTIVITY

The new Aboriginal Student Association President, Kevin Hall, and Vice-President, Edward Mameanskum, both Aboriginal Studies students, held a successful fundraising concert in The Observatory for the Association. The well attended event featured a concert by the Canadian Aboriginal Music Awards winner for Group of the Year 2009, Digging Roots.

DONATION

The Dental programs were involved with Medicom in testing a new product. In return, Medicom has provided two bursaries valued at \$1,250 for the Dental Assisting program.

ADMINISTRATION

FINANCE & ADMINISTRATIVE SERVICE

Finance and Administrative Services is working with senior management on the development of the 2010/11 Annual Budget. The 2009/10 Third Quarter Report is also under development and will be presented to the Board at the February meeting.

INFORMATION TECHNOLOGY SERVICES (ITS)

Information Technology Services completed several technology updates during the Christmas break to ensure the ongoing operation of the College's systems including network, storage, telephone and e-mail systems.

ITS also completed several technology projects in support of teaching, learning, and business automation at the College. The College's new email system, based on Microsoft Exchange, is now fully operational for the faculty and staff in Perth and Pembroke. 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 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 is now fully operational.

Planning has begun for the projects required in the coming fiscal year to assist the College as we move toward becoming a Virtual College.

COLLEGE ANCILLARY SERVICES

All CAS business units met or exceeded YTD budgeted contribution targets. Ancillary Services is trending to exceed budgeted contributions for FY10.

Over the Christmas holidays, Parking Services repainted the lines in several parking lots creating 132 additional spaces, enabling the clearing of waitlists for all permit types.

The Print Shop has been working with the Language Institute providing design and project management services for a major project, Language Instruction for Newcomers to Canada (LINC). Production has been completed and positive feedback has been received from the client, Citizen and Immigration Canada.

Ancillary Services conducted a number of focus groups, intercept and web surveys in December to collect data for the development of a retail strategy.

The Residence released a RFP for a Housing Management Software Package in late November. A leading proponent has been selected and implementation will proceed along a timeline to enable new and improved services for students in September, 2010.

PHYSICAL RESOURCES

ESCO Contract

Direct Energy Business Services has presented its savings report for both the construction period and the first operating year. Staff has verified the figures and confirmed that the savings targets to the College energy budget totaling in excess of \$600,000 have been achieved.

Algonquin Centre for Construction Excellence (ACCE)

The Algonquin Centre for Construction Excellence has made good progress since the last report and is on budget and schedule for substantial completion by March 31, 2011 to meet Knowledge Infrastructure Program funding requirements and for occupancy by September, 2011. Highlights include:

- 90% of the architectural floor plan has been reviewed by the College and approved.
- The piling of the foundation is complete.
- Installation of rock anchors is approximately 50% complete.
- Forming and placing of the concrete pile caps and grade beams is 50% complete.
- Structural Steel erection for the five storey portion of the building is scheduled to commence in early February, 2010.

Perth Campus Renewal and Expansion

A presentation was made to PEC on December 16th illustrating proposed site plans, elevations and perspectives. Design development work is proceeding along with refinement of the budget based on the Integrated Design Process. The site servicing site work was completed in December, 2009. The project is on budget and schedule for substantial completion by March 31, 2011 to meet Knowledge Infrastructure Program funding requirements and for occupancy in September, 2011.

Pembroke Campus Relocation

In early December, 2009 two prequalification expressions of interest were posted on Merx:

- Project Management Services
- Campus Development Consultants (Architect, Planning, Engineering & Compliance Team)

The process will be completed by the end of January, 2010 and we will have engaged both teams of Consultants. With respect to the land transfer, the College continues to work closely with the City of Pembroke Planning and Development staff on the wording of the land transfer document agreement for City Council. It is expected to be presented before full council in February 2010. The project target completion date is for occupancy in September, 2012.

Student Commons

A pre-qualification for Project Management Services was posted on Merx in December, 2009. In total, six pre-qualifications were received and are being reviewed. The College Campus Development consultants have commenced the pre-planning work for the project. The project target completion date is for occupancy in September, 2012.

ADVANCEMENT

PUBLIC RELATIONS AND COMMUNICATIONS

Corporate Events

Coffee Break with the President Series

- The President's Christmas Coffee Break was held on December 18th in the Students' Association Observatory Lounge at the Woodroffe Campus where 420 faculty and staff chatted informally with President Gillett.
- The President also hosted a Welcome Back Coffee Break on January 14th at the Perth Campus which was attended by students and staff.

Alumni Relations

December and early January saw a decrease in activity in Alumni reaching out to our unit as the holidays neared. There were additional requests, however, for information on available benefits beyond the requests seen in previous months.

Our website traffic is growing consistently as a result of enlarging awareness at an average 20% increase month over month. In addition our LinkedIn and Facebook groups add new members consistently each week.

Career Week Progress (February 2010)

Work progressed on this front actively with the focus shifting from conceptual and framework items to event planning, marketing and promotion. Our key note speakers now include Alumni Stephen Beckta and Jon Cassar as well as Chief of Police Vern White. Our registration website was launched on January 18th and has now captured 1,000+ registrants including alumni, students, prospective students, high school teachers and the general public.

Enhancing our Benefit Offering to Alumni

The MEDOC travel medical insurance product is now available to our alumni and will be formally rolled out in conjunction with Johnson's insurance, our affinity partner in March of 2010.

Ongoing research into potential affinity partner Advantage INTRAVEL, a company that offers an Alumni branded online travel tool similar to Expedia continued in this period. Our expectation is that with Board approval this product could move into place in the late first or early second quarter of 2010.

Due to changes in Provincial and Federal legislation regarding the marketing of credit card products, the association has had to remove the physical material and electronic links to our MBNA MasterCard products. Updated marketing material will be available in March/April 2010.

Media Relations

Major stories include:

November 25 – *Rogers Daytime* featured a 4-minute segment with the coordinator of the new Kitchen and Bath Design Graduate Certificate program. This segment promoted the new program as well as industry trends.

December 10 – The *Algonquin Times* featured a front-page story about the new Student Commons. This story included interviews with the Vice President of Student Services and the President of the Algonquin Students' Association.

December 16 to January 16 – Over the past month, every major news outlet in Ottawa has featured a story regarding the potential faculty strike. Interviews were directed to the College Compensation and Appointments Council.

December 26 – An interview with the President appeared in the *Ottawa Citizen* discussing the increasing demand for a college education and the challenges that accompany this growth.

January 12 – *Metro Ottawa* featured a story regarding nursing professor, Kathy Mitchell, who recently won an international humanitarian award.

Internal Communications

The Communications Office is currently supporting the SPSP Review, Virtual College, Student Commons, Healthy Communities and the Leadership Institute in communications planning and execution. Communications support is also being provided to new programs including Gap Year, Victimology and Performance Coaching.

Internal consultations are complete and the request for proposal for the user interface and technology required to link internal plasma screens is in process. A decision is expected by the end of February, 2010. Messaging, process guidelines and visual templates are currently in progress.

The implementation of the new myAlgonquin is waiting for the installation of a new content management system. Anticipated launch date has been moved to April, 2010.

Strike Communications

The Communications Office is taking an active role in communicating to internal and external audiences regarding the potential faculty strike. Updates are sent to students and the media as information becomes available. To respond to questions and concerns, social media networks are being used, and emails and telephone calls are responded to personally within 24 hours. The department receives roughly 20 emails and 20 telephone calls each day regarding the strike.

Professional Development

- Lisa Haggis – Wordcamp, Boston
- Sandra Markus – CITTE Working Group, Toronto, and PR Measurement, one-day workshop, IABC
- Doug Wotherspoon, Chris McFarlane, launched Google Analytics Brown Bag Sessions

COLLEGE MARKETING AND ENROLMENT (CME)

Doug Wotherspoon and Jennifer Daly-Cyr are co-chairing the College Brand Council Steering Committee. Consultants BlueBlancRougeKolegram have been selected to carry out Phase 1 of the Brand Re-Vitalization Exercise: Brand Audit.

A new Prospective Student Website has been developed and designed with implementation planned for February, 2010.

Group and departmental meetings were held to discuss the Strategic Programs and Services Planning Review. Regular faculty level marketing meetings were held with the Faculty Level Marketing Officers. CME is supporting faculty level marketers with new programs promotion.

J. Hicks and A. Kalil gave a presentation to PEC on the Macleans Virtual – Open House.

Recruitment

The Recruitment team has completed its Fall travel and begins the presentation cycle for Winter 2010. This year's visits included high school presentations, career class presentations, Employment Centers and career fairs and more. The Recruitment team held Career Fairs for students at the Adult High School and for students enrolled in Algonquin's Career and Academic Access Centre. These two schools/programs are the biggest feeders of students to Algonquin College. The Recruitment team met with the Recruiters and manager from Pembroke Campus to discuss activities/events and recruitment strategies for the Winter semester.

Advertising

The Winter promotional campaign focused on Fall 2010 enrolment has been launched and includes events, recruitment and advertising activity.

Professional Development

- Mark Hoddenbagh gave a presentation on Applied Research and Innovation development.
- Jennifer Daly-Cyr attended a Strategic Web and E Communications Forum.
- A number of CME staff attended the first two sessions of the SPSP speaker series entitled "Our Students the Next Generation" and "Leading the College toward 2013: The College's Strategic Direction and the Algonquin Experience."
- Jennifer Daly-Cyr, Jim Hicks and Anne Kalil attended a SPSP training session.

- A number of CME staff attended a Stamats Webinar ‘Essential Tools for Measuring Effectiveness of your Marketing Program’.

Upcoming Recruitment Events 2009 – 2010

Discovery Evening (Perth) – Feb 11/10
 March Break Activities – Mar 15-Mar 19/10
 Discovery Evening – (WO) – Mar/10
 Spring Open House (Perth) – Apr 10/10
 March Break (Pembroke) – Mar 13/10
 Open House and Housing Day (Pembroke) – June 19/10

Lead Generation Report

May 2009 – December 2009

LEADS GENERATED (GoldMine)

EVENTS	Open House	1597
	Virtual Fair	273
	Other	6
MAIL	E-Mail Information Requests	61
	Regular Mail Information Requests	68
PHONE	Telephone Information Requests	39
WEB	Web Information Requests	264
PUBLICATION REQUESTS	Web Publication Requests	458
LITERATURE REQUESTS	Information Reply Cards	2613
OTHER	Other Information Requests	66
TOTAL:		5445

MARKETING ACTIVITIES - TOTAL # OF PARTICIPANTS

EVENTS		2449
	Open House	3000
	Virtual Fair	323
PRESENTATIONS		1641
TOURS – GROUP		1126
TOURS – INDIVIDUAL		106
VISITS		31
TOTAL:		8676

BUSINESS DEVELOPMENT

SCHOOL OF PART-TIME STUDIES (SPTS)

New Opportunities

Partnerships were established with:

- Canadian Museum of Nature for the delivery of creative arts courses at the museum
- Ottawa Art Gallery for the delivery of creative art courses in the gallery
- National Capital Military Family Resource Centre for the marketing of courses to military members and their families

Contract Activity

A contract is currently underway with Mamisarvik Healing Centre with 72 registrations in the Trauma/ Addiction Recovery Studies courses.

Program/Course Modifications

The Home Inspector certificate is under review and will be replaced with a new version by Fall 2010.

Students entering Early Childhood Education and Library and Information Technician will now be required to apply through ontariocolleges.ca. The new process will mirror the approach in place for the respective post-secondary offerings.

Occupational Safety and Health: Fire Code Administration was approved by the Curriculum Review Committee for Fall 2010 delivery.

The Project Management certificate program was submitted to the Project Management Institute (PMI) for approval for the PMI Registered Education Provider (REP) program. As of January 14th, the application is under review.

Thirteen Distance Education courses have been suspended for Fall 2010 due to low enrolment.

SPTS Enrolment

Enrolment in Continuing Education (CE) courses for the Winter 2010 semester is 7 percent higher than at this time last year. Enrolment year-to-date in continuing education under the SPTS is at 9,051 students, 80.7 percent of the annual target of 11,216 students. Intakes will continue for CE throughout the Winter semester.

ESL Enrolment

ESL Canadian enrolment for January 2010 was 276 students compared to 171 students for the same time in 2009, an increase of 61.4 percent.

ESL International enrolment for January 2010 was 264 students compared to 236 students for the same time in 2009, an increase of 11.9 percent.

SPTS Marketing and Communications

Niche market ad campaigns for CE (new programs and courses) and DE (national and rural) have been completed for Winter 2010.

The Winter semester eNewsletters to Continuing Education and Distance Education students have been prepared and distributed as well as a SPTS faculty and staff eNewsletter. The Construction Trades Winter catalogue was updated and printed and a niche market mailing list was developed for the catalogue's distribution.

Four short surveys directed to DE, Media and Design, Business and CE students were developed and launched along with a Distance Education student survey for full-time online students.

ALGONQUIN FOUNDATION

Constructing Our Future Capital Campaign

A new campaign brochure and video were developed and provided to the Campaign Cabinet at the cabinet meeting held on January 12th. New naming opportunities were presented to the Cabinet and will be finalized by February, 2010.

A presentation was made to the Ontario Road Builders' Association to request a donation. New campaign pledges of \$250K have been received from EllisDon and the Ottawa Construction Association. A photo opportunity was held in January for the presentation by the Ottawa Construction Association of its donation. To date, pledges total \$2,966,000.

A Campaign Cabinet announcement appeared in the Ottawa Citizen on January 5th, and in the January issue of the Ottawa Construction News.

Building Our College Our Community Our Future - Perth Expansion

Campaign presentations were held in Perth on December 1st and in the County of Lanark on December 9th. The Campaign Cabinet meeting took place on January 14th. Between January 19th and February 28th presentations are planned for the following township/county/service club representatives:

- Montague Township
- Tay Valley
- County of Lanark Highlands
- Smiths Falls
- Rideau Lakes
- Carleton Place
- Mississippi Mills
- Perth Rotary Club
- Westport
- Merrickville-Wolford
- Beckwith Township

To date pledges total \$12,000.

Pembroke Capital Campaign

A transformational donation was received for \$500,000 from Kathleen and Alan Huckabone. The date for the Pembroke Campaign Golf Tournament has been confirmed for June 23, 2010.

Endowment Campaign

Eight endowment donor meetings were held this month. New endowment funds were established in the names of Mike Dash and Joan Macartney. Scotia Banks across Ottawa raised \$10,000 in support of the Military Families Fund- Sens Foundation Bursary. A direct mail appeal is being prepared to invite Advisory Committee members/retirees to donate to the Plant Some Roots Endowment Fund. The Algonquin Foundation has received \$30,000 to date from annual donors for endowment funds.

Stewardship

A donor meeting for the Order of St. Lazarus was held on January 19th. Members of the Capital Campaign Cabinet, the Algonquin Foundation and donors were invited to attend a Senators game in appreciation for their time and effort. A presentation to the Canadian Federation of University Women - Kanata Chapter was held in January.

Annual/Other

Awards and new donations have been confirmed for the Ottawa Dental Association, New Look Eyewear (Centre for Students with Disabilities), and the Maurice Price Foundation (bursaries for students attending Algonquin College post dual credit studies).

Out and About

Outreach activities this month included:

- Toastmasters Meetings
- Just One Person Event – Julie Tubman
- Nepean Chamber Meeting
- Association Fundraising Professionals (AFP) Education Event
- Perth and District Community Foundation Christmas Event
- Nepean Chamber XMAS Social
- Christmas Exchange Breakfast

INTERNATIONAL EDUCATION CENTRE (IEC)**Recruitment**

International post-secondary enrolment for January, 2010 was 689 students compared to 504 students for the same time in 2009. The large increase is due in part to Algonquin's participation in the Student Partners program in India. The program, which is supported by Canadian Immigration, has resulted in an expedited process for student visas. International ESL enrolment for January 2010 has increased by 11.9 percent over January, 2009.

One international recruiter was in Mexico in January, 2010 attending recruitment fairs and visiting schools to promote Algonquin.

Workshops/Classes

Nine professors from Shandong Jiaotong University in China, who spent the Fall semester at Algonquin College following a program of teacher training, completed their studies and received their Statements of Achievement at a commencement ceremony held in December, 2009.

Dr. Daniel Guhr from the Illuminate Consulting Group, an international education and alumni marketing consulting firm, delivered a seminar on Best Practices in international Education Marketing and the Use of the Web for Algonquin's International Education and Marketing teams.

Delegation Visits

On December 11th, the College received a delegation of senior officials from Suzhou Institute of Trade and Commerce in China. The visit was related to an agreement for the delivery of Algonquin programs at Suzhou.

On December 16th, the Director General of the Sri Lanka Institute of Advanced Technological Education visited the College with officials from the Association of Canadian Community Colleges (ACCC). The visit was to gather information about our programming areas and explore educational exchange opportunities.

INSTITUTIONAL RESEARCH AND PLANNING (IRP)**Key Performance Indicators**

A three-year comparison of KPI results by individual program for Algonquin compared to Sheridan, George Brown, Humber, Seneca and Fanshawe Colleges was distributed to support the preparation of program templates for the Strategic Planning and Services Project underway.

First Year Student Survey

The First Year Student Survey (FYSS) commenced on October 19th and elicited 5,482 responses from 8,273 (66 percent) first year students enrolled at audit. The data file has been received and results have been distributed in January to the Office of the VP Academic and other interested parties.

Data Management, Integration and Reporting

Results of the study completed by the Working Group were presented to the President's Executive Committee. The Working Group recommended the tracking of Student Retention as the basis for the pilot project. Investigation of the reference sites provided by the technology vendors is on-going.

Eastern Ontario Labour Market Study

The initial Labour Market Studies were released to the Academic Schools and the Institutional Partners for review and comment.

Strategic Programs and Services Project

B. Burns made the first presentation of the SPSP Speaker's Series. The presentation was an analysis of the impacts of demographics on Algonquin College.

CORPORATE & BUSINESS DEVELOPMENT

District School Board Partnerships

Dual Credits

There is a 92 percent success rate to date for dual-credit students in Fall 2009 courses. There have been requests for seat increases in the following programs: Automotive Service Technician Level 1 Apprenticeship, MGT8100, College and Career Success, and FOD (Food) & FAM (Family) courses. Over 250 applications have been received to date for Winter 2010 dual credit offerings.

Pathway Mentor 8 Program

Over fifty students, High School Guidance Teachers, College staff and students participated in the first Pathway Mentor Grades 9-12 visit. Twelve Ottawa-Carleton DSB schools are participating in the Pathway Mentor 8 program and have co-delivered four site visits. The Ottawa Catholic School Board joined the program in January with six schools where the first round of visits has been completed. There are approximately 156 students participating in this opportunity.

Algonquin Experience

80 staff from Holy Trinity High School participated in the "Algonquin Experience" enabling them to increase their awareness of the teaching services and resources offered through tours of the College.

Outreach activities this month included presentations to:

- Student Services consultants and psychologists at the Ottawa Carleton School Board on Dual Credits, Pathway Mentor 8-12
- Co-op Teachers at the Ottawa Carleton School Board
- The Ontario Road Builders Association board meeting
- PASS Regional Planning Team meeting to review 2009-10 and prepare for 2010-11

Algonquin College Access Program (ACAP)

Bridging Programs

Algonquin College was awarded \$784,994 in funding for the Keeping it Current for Internationally Educated Nurses bridging program.

Employment Ontario

The Ministry of Training, Colleges and Universities (MTCU) approved the *Taking Action!* project, which generated excellent results. *Taking Action!* seeks to continue and expand the internal partnerships among staff working in Employment Ontario sponsored programs and service areas. 30 employees and presenters attended this half day event that was sponsored by the College Sector Committee for Adult Upgrading, the College Sector for Employment Services, and the Heads of Apprenticeship Training.

Aboriginal Employers Forum

The Aboriginal Employers Forum was attended by 30 employers who met and networked with the representatives of the Aboriginal Employment Service providers in the Ottawa area.

Insights for Working with Aboriginal Students Workshop

36 members of faculty and staff attended the workshop and were provided with general information on First Nations', Métis and Inuit cultures. Also diversity within the communities, challenges for students and teachers, and strategies for overcoming barriers were addressed.

Corporate Training***Hydro One Truck Driver Training***

The Hydro One AZ Endorsement Training has been launched. Communication and contracting has been established with the eight partner training schools. 49 people have registered for the training.

Training in Heavy Construction

Algonquin College Corporate Training, in close partnership with the National Capital Heavy Construction Association (NCHCA) and a cross-section of industry representatives, has developed and launched two professional training workshops for road builders, aggregate producers, and the sewer and water main construction industries in Canada's National Capital Region. The workshops are: Construction Leadership and Supervision and Heavy Construction Planning and Scheduling. Both workshops are available at the Algonquin College Corporate Training Centre in February and March. Industry associations, NCHCA and the Ottawa Construction Association are aiding in the promotion of the workshops.

Training for the Greater Ottawa Homebuilders Association

A calendar of workshop offerings was developed based on the priorities identified in the Greater Ottawa Homebuilders Association (GOHBA) Member Training and Development survey completed in November, 2009. The following professional workshops are available at the Algonquin College Corporate Training Centre from January through March:

1. Leadership and Supervision
2. Client Relationship Management
3. Win-Win Negotiations
4. Perfecting Your Presentation Skills
5. Salesmasters Training Systems
6. Project Management

The Greater Ottawa Homebuilders Association is aiding in the promotion of the workshops.

Training for Electrical Contractors

Algonquin College Corporate Training and Algonquin College's Head of Apprenticeship Training worked in partnership with the Electrical Contractors Association of Ottawa (ECAO) and the National Capital Chapter of the Ontario Electrical League (NCCOEL) to identify training needs and priorities, and develop and launch training for Greater Ottawa Electrical Contractors. The first course, Safety Code Upgrading (2009), is being launched in Winter 2010. The ECAO and NCC OEL are aiding in the promotion of the workshop.

Other New Training Opportunities

Algonquin College in collaboration with WESA, a leader in environmental sciences, health, safety and engineering consulting, will develop and deliver Environmental Training to EnviroCree in the community of Mistissini, Quebec.

The Algonquin Corporate Training team has held initial discussions with the Electricity Sector Council to collaborate on a number of opportunities including an international pre-development project, journeymen training and aboriginal training.

The Algonquin Corporate Training Centre ran a successful World Café on Diversity and another information session on the Fundamentals of Leadership program. Over 25 people were in attendance at both events at the Corporate Training Centre.

A Winter-spring calendar was established with a number of new courses that are more sector-aligned as well as a series of programs that can be arranged on-demand that are specific to industry sectors such as construction, security, etc.

Training Delivered

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

- Canadian Air and Transport Security Authority: How Adults Learn
- Ottawa Police Service: Coach Officers Training
- R.W. Tomlinson: Developing the Leader Within You and the Five Levels of Leadership
- Aboriginal Healing Foundation: Performance Management
- Cree Regional Authority: Archives and Records Management
- Halogen Software: Understanding Behavioral Styles
- PROTUS Ip Solutions: Customer Support Excellence
- Auditor General: Working in a Diverse Workforce
- Cree Regional Authority: Archives & Record Mgt consulting
- Export Development Canada: People Leadership for New Managers
- Export Development Canada: People Leadership for Project Leaders
- Canada Post Corporation: Financial Accounting II
- Engineers Canada: Managing Your Priorities
- Public Training Seminars:
 - Win-win Negotiations
 - Managing Multiple Priorities
 - Communicating for Results
 - Fundamentals of Leadership
 - Introduction to Project Management

Outreach Activities

Outreach activities this month included:

- Senators game invitation to members of the Cree Regional Authority

HUMAN RESOURCES

COMPENSATION, PENSION AND BENEFITS (CP&B)

We continue to monitor the AODA Customer Service Training. Several thousand emails were generated from the HRIS and the current percentages are as follows; 90% completed for full time and approximately at 60% completion for part time. We continue to participate in the AODA CSSWG Working Group and AODA Committee.

The CP&B manager participated as a scrutineer for the Academic advance poll and strike vote.

We are currently undertaking a benefit audit for the College Compensation and Appointments Council and Sun Life for the grandfathered retirees in the pre 65 age group.

In December, 2009 over 40 employees attended two sessions on "Getting to know your Benefits".

We have generated the first draft of the leave recovery process and continue to work on a timing procedure and on future procedures.

We have met with Finance, Payroll and the Registrar's Office to work out new procedures regarding the Tuition Reimbursement Policy due to changes made by Canada's Revenue Act. The changes have been made and employees will be receiving letters of explanation in the near future.

STAFF RELATIONS

OPSEU held a strike vote on January 6th and 13th for academic staff. Polls were set up at the Perth, Pembroke and Woodroffe campuses on both dates and were each observed by an administrative staff member. Algonquin's turnout was 73% with 275 in favour and 279 against a strike. Across the college system, 57% of faculty voted in favour of a strike. The Union and Council have returned to the bargaining table.

In December 2009, one academic and one support arbitration hearing took place. In January, 2010, two academic and one support arbitration hearing have been held. One support hearing is scheduled during the last week of January.

The College continues to operate under the Terms and Conditions introduced on November 18, 2009. Until an agreement is reached with academic staff, the College continues to refuse to accept academic union grievances. The College's Compensation and Appointments Council has directed the Colleges to continue processing individual grievances, of which four have been filed since the new Terms and Conditions of Employment were implemented.

Employment Stability and Union College Committee meetings continue with Support Staff.

A Workload Monitoring Group (WMG) meeting was held with the Academic union.

The Director of Staff Relations will attend an updated session on "New Workplace Violence Legislation".

EMPLOYEE SERVICES

During the month of January, Employee Services saw a staffing change with the Staffing Classification Officer leaving on Maternity leave and filling this role for a one-year term. A second position for a term has been posted and is in the process of the competition process.

Work has continued in the compilation of the Services plan for the Strategic Program and Services Review Committee.

Recruitment & Staffing

Representatives from Human Resources have participated in three departmental selection committees. The Recruitment Officer continues to provide advice to potential applicants on how to find employment at Algonquin College.

There were 6 Academic jobs posted in December and all 6 closed. There were 2 Admin jobs posted in December and January and both have closed. In the Support staff category, we had 10 posted in December and 1 posting in January with 13 jobs closing in January.

Work has continued on the Staffing Process Review with the Manager, Business Process Review. The mapping of the current state and definition of the future state has been identified. The complete process has been reviewed to ensure efficiencies in the different areas identified are implemented.

Focus groups for Deans/Directors and Chairs/Managers were held and leadership behaviours for both levels were identified. The leadership behaviours for the College have been submitted to PEC for their review.

Initial planning is underway to develop the communication plan for deploying the Leadership Development program. Research and costing of assessment tools is underway.

As the framework for a skills inventory is being crafted, data gathering has commenced to populate this inventory. The first step was to complete an audit of academic credentials for Academic staff at the College. This was completed using information contained in the personnel files. This information will be vetted by the employees to ensure that we have an up-to-date record on file.

Two diversity initiatives were completed during these months. The first was the participation in the Aboriginal Employment Centers of Eastern Ontario conference to establish better links with the Aboriginal community. The participation involved a career fair for Aboriginals and discussion of job opportunities at Algonquin College

The second initiative was the participation in the LASI World Skills workshop as a panel member to outline the types of jobs in the education field to skilled and foreign-trained immigrants.

HRIS Administration

On the HRIS renewal project, the current processes of Human Resources have been defined by the focus groups. The HR analyst researched industry best practices for the future state processes and developed requirements for Human Resources. This has culminated into the development of the HR business requirement document which has been submitted to the project team.

An RFI has been prepared and sent to selected vendors to allow them submit responses to the team. An arrangement for product demonstrations for systems selection process is being planned for January 2010 at the college premises.

The project team visited Sheridan College for an assessment of the PeopleSoft Human Capital Management (HCM) Software. A similar visit is being planned for Carleton University, University of Ottawa for January 2010 to gain firsthand information on their experience implementing new HR systems and to obtain more information on "lessons learned" that can be used in our business case presentation.

The 2009 annual Staff Survey has been completed and submitted to the Colleges Compensation and Appointments Council within the appropriate timelines.

Temporary Payroll

A new value-stream initiative was undertaken with the assistance of the Manager, Business Process Review and 3rd year students of the e-Business program.

Training sessions for support staff and budget holders have been formulated to launch next month on current temporary payroll processes.

Seniority Lists for Full-time Academic, Partial Load and Support Staff have been posted in the month of January as per the requirements in the Collective Agreements.

VICE PRESIDENT'S OFFICE

Presentation to the Board of Governors was completed in December on the status of the development of a succession plan for high risk positions at the College.

STUDENT SERVICES

REGISTRAR'S OFFICE

Registration Statistics, 2010 Winter

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

For the 2010 Winter Term, as at January 22, 2010 (10th day of term and last day to withdraw and receive partial refund), Net Registered students numbered 13,539 or 102.9% of the projected enrolment.

The breakdown of the 13,539 registered, as at January 22, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	150	2,587	192	2,674
Faculty of Business and Hospitality	597	3,611	620	3,628
Faculty of Health, Public Safety and Community Studies	235	2,788	251	2,782
Faculty of Technology and Trades	326	2,307	360	2,399
Algonquin College in the Ottawa Valley	0	512	0	538
School of Part-Time Studies	13	33	32	63
College Totals	1,321	11,838	1,455	12,084

Continuing Education Registrations:

For the 2010 Winter Term as at January 17, 2010, registrations were 9,889 as compared to 9,331 at the same time last year. The term registrations to January 17, 2010 represent 81.7% of the projected enrolment. Registration continues throughout the term. A detailed breakdown of Continuing Education statistics is provided by the School of Part-Time Studies listed under Registration statistics.

Admissions Statistics, 2010 Winter

As at January 18, 2010, OCAS statistics for the 2010 Winter Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 25.6% from last year, Secondary School applicants are up 8.3%, with an overall increase in applicants of 19.5%. Province wide, the variances are 32.1%, 10.8% and 24.6% respectively.

As at January 18, 2010, 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 26.5% from last year, Secondary School applicants are up 8.6%, and overall we show an increase of 20.1%. Province wide, the respective variances are 31.2%, 10.8% and 24.1% respectively.

As at January 18, 2010, for Confirmations, our Non-Secondary School confirmations are up 26.5% from last year, Secondary School confirmations are down 5.1%, and overall, we show an increase of 15.0%. Province wide, the respective variances are 27.2%, 4.1% and 19.3% respectively.

2010-2011 Tuition and Ancillary Fees

Algonquin College continues to await an updated Tuition and Ancillary Fees policy from the Ministry of Training, Colleges and Universities (MTCU). These operating procedures apply to all Colleges of Applied Arts and Technology and pertain to the establishment of tuition fees and related requirements for activity eligible and reported for funding through the college general purpose operating grant. The current tuition fee framework came into effect in 2006 and expired in 2009-2010.

Approval of the 2010-2011 fees by the Board of Governors was scheduled for January 11, 2010 to ensure that fees would be available for inclusion with our February offers of admission; however, in the absence of an approved MTCU framework, comprehensive fees schedules could not be presented for the Board of Governors' approval.

We are hopeful that the required Ministry direction will be received shortly and have developed a contingency plan to deal with the current situation.

Early Release of OSAP - 2010 Winter Term

The Registrar's Office offered the early release of approved OSAP funds for the 2010 Winter Term to Algonquin College students effective January 4, 2010.

The "Early Release of OSAP" initiative was, once again, widely advertised and client turnout was high. Client feedback, to date, continues to be extremely positive.

Final Grades, 2009 Fall Term

Grades for most 2009 Fall post-secondary programs were due to the Registrars' Office by noon on Wednesday, December 23rd, 2009. Grades were entered, verified and posted to the Algonquin College Student Information System (ACSIS) for students to view online by 3:00 a.m. on Thursday, December 24, 2009.

This extremely high level of service to our students is the result of the close collaboration of Faculty, Chairs, Information Technology Services and the Registrar's Office.

Spring Convocation Ceremonies

The 2010 Spring Convocation Ceremonies (Ottawa Schools) will be held at Scotiabank Place on Wednesday, June 16, Thursday, June 17, and Friday, June 18, 2010.

Convocation Ceremonies are scheduled for Saturday, June 5, 2010 in Pembroke and Thursday, June 3, 2010 in Perth.

Client Service Metrics

Contact Centre and Service Counter Statistical Summary					% Variance	
<u>Contact Centre (Telephone)</u>	December 09	YTD 09/10	December 08	YTD 08/09	December 09	YTD 09/10
Total Calls	8,288	111,540	7,457	108,996	+10.03%	+2.29%
Total Calls Answered	7,960	93,101	7,043	81,546	+11.53%	+12.42%
% Answered	96.04%	82.50%	94.45%	74.81%		
Average Speed to Answer	0:00:14	0:02:02	0:00:27	0:03:00		
Average Call Length	0:02:55	0:02:56	0:03:03	0:03:15		
<u>Service Counter (In-Person)</u>	December 09	YTD 09/10	December 08	YTD 08/09	December 09	YTD 09/10
Tickets Issued	6,080	67,353	4,849	51,953	+20.25%	+22.87%
Customers Served	5,873	64,010	4,659	50,518	+20.68%	+21.08%
% Served	96.59%	95.03%	96.08%	97.23%		
Average Waiting Time (Global)	0:04:22	0:07:51	0:01:10	0:03:42		
Average Transaction Time (Global)	0:08:02	0:06:59	0:09:14	0:08:08		
<u>Switchboard</u>	December 09	YTD 09/10	December 08	YTD 08/09	December 09	YTD 09/10
Calls Received	*N/A	*N/A	8,819	106,273	N/A	N/A

*AVOTUS system issue - statistics unavailable.

STUDENT SUPPORT SERVICES

Director's Office

On Monday, November 23rd, Wayne McIntyre attended the second annual **Corporate and Community Social Responsibility (CCSR)** conference at Algonquin College in Ottawa. The Conference was held to celebrate and showcase excellence in the area of Social, Economic and Environmental sustainability. Many areas of the College were responsible for the success of this event. It should also be noted that over 20 Algonquin students volunteered and assisted in the setting up of the event and some of the operational functions.

On Saturday, December 12th, Wayne McIntyre, Mark MacAulay, Denyce Diakun and Dwight Powless attended the Annual Odawa Art Auction held at the Odawa Centre in Ottawa. The event included Aboriginal food, Aboriginal entertainment, and both silent and live auctions. More than \$14,000 was raised at the event in support of the many programs the Odawa Centre offers to Aboriginal people in the community. The Odawa Centre works with a number of Algonquin students to assist them in adapting to living in an urban environment.

Student Affairs and Orientation

Winter Orientation for all new students beginning a full-time program in January 2010 was held on Wednesday, December 2nd and Thursday, December 3rd from 5:00–7:30 p.m. The Orientation Team welcomed approximately 200 new students, and their guests, each evening. The agenda was informative and fun, including live demonstrations such as flare bartending, Aboriginal dancing, and more. The agenda also featured short video clips of important college services, getting involved as a student leader on campus, and live service tours.

On Monday, January 11th, students were welcomed to a new semester with beverage stations located in the "B" building Rotunda and at the "D" building entrance. Students were happy to be greeted with a light snack and a hot beverage on their first day of the Winter Term. With the OC Transpo bus route 118 now directly accessing the College Campus, the Orientation Team noted an increase to the volume of student traffic entering the College at the "D" building entrance.

Student Information Desk

The Student Information Desk, located in the high-traffic area of "C" building second floor, re-opened on Monday, January 4th, to assist students prior to the start of classes on Monday, January 11th.

The Student Information Desk continues to operate Monday to Friday from 7:30 a.m. to 7:30 p.m., and Saturdays from 10:00 a.m. to 2:00 p.m. Student Handbooks are available to both new and returning students.

Employment Services

On Friday, November 20th, Student Employment Services hosted the Ontario College Career Educators' Eastern Region teleconference. The agenda focused on what is new at the Eastern Region Colleges, male and female salary differences in the Employment Profile document, suggestions for professional development, and other topics.

On Thursday, December 10th, Joanne McDonald, Manager Career Services and Student Activities and Jennifer Jarvis, Employment Outreach Officer attended the Ontario College Career Educators' Joint Regional meeting held in Toronto at George Brown College. Participants had the opportunity to tour George Brown's new Student Centre. There was major discussion surrounding the services currently being offered to Second Career clients across the province.

Commencing in late December, the "A-Crew Mentoring Program" was being heavily promoted to both faculty and students for the 2010 Winter Term. This pilot project matches a first-year first-generation student with a senior-level student to assist the first-year student in receiving guidance and tips on how to successfully navigate his/her way through a positive college experience. The goal is to achieve a total of 25 successful matches.

The 5th Annual Health Care Job Fair will host approximately 19 employers in Salon A of the Marketplace Food Court on Thursday, January 14th, from 3:30 p.m. to 6:00 p.m. Employers will be recruiting for RNs, RPNs, PSWs, Ward Clerks, Medical Technicians, Paramedics, and many other positions in the health care field.

Centre for Students with Disabilities (CSD)

On Wednesday, November 18th, under Leigh Rowsell's leadership, the CSD offered the "DARE Project" to 25 potential students with an identified mental health issue. All CSD team members were involved in this initiative.

On Wednesday, November 25th, "Make the CUT", a one day conference, was offered to 225 high school students with learning disabilities, and 60 educators, in collaboration with staff at the Paul Menton Centre at Carleton University. This is the largest gathering of Grade 12 students with learning disabilities held in any post-secondary institution in Canada.

The CSD administered 800 exams during Final Assessment Week from Saturday, December 12th to Saturday, December 19th, inclusive. Last year at this time, CSD administered 596 exams – an increase of 34.2% in exams administered in the CSD this year. Counsellors and the Manager provide ongoing consultation services to Student Success Specialists, Faculty, and Program Coordinators regarding individual student needs. From mid-November to mid-December upwards of 600 consultations were held.

Space to deliver testing accommodation services during Final Assessment Week was a significant challenge. As more students access this service, a lack of appropriate space to set-up and to deliver exams has been identified as a serious issue. The space in C210 has become increasingly inadequate. As an example, the entrance to the Test Room is regularly blocked by backpacks and coats left in the foyer for testing integrity purposes, thereby creating a physical barrier for students using a wheelchair. This issue has been forwarded to the College Space and Infrastructure committee for review and resolution.

On Thursday, January 14th, Tim Comerford, Intake and Assessment Advisor, launched the CSD client satisfaction survey “Voice of Our Students”. The survey is available online and in alternative format and includes a feedback question for students regarding a new name for the Centre for Students with Disabilities.

Health Services

H1N1 vaccines are still being given. To date, Health Services has administered more than 600 vaccines. The “seasonal” vaccine has arrived in Health Services, and can be given at anytime. Health Services will try to coordinate with Nursing students to help give the vaccine in the New Year.

Health Promotion

Health Promotion held a grand opening of their “store-front” office across from the Ombudsperson’s office. It was a very successful health fair with a variety of displays.

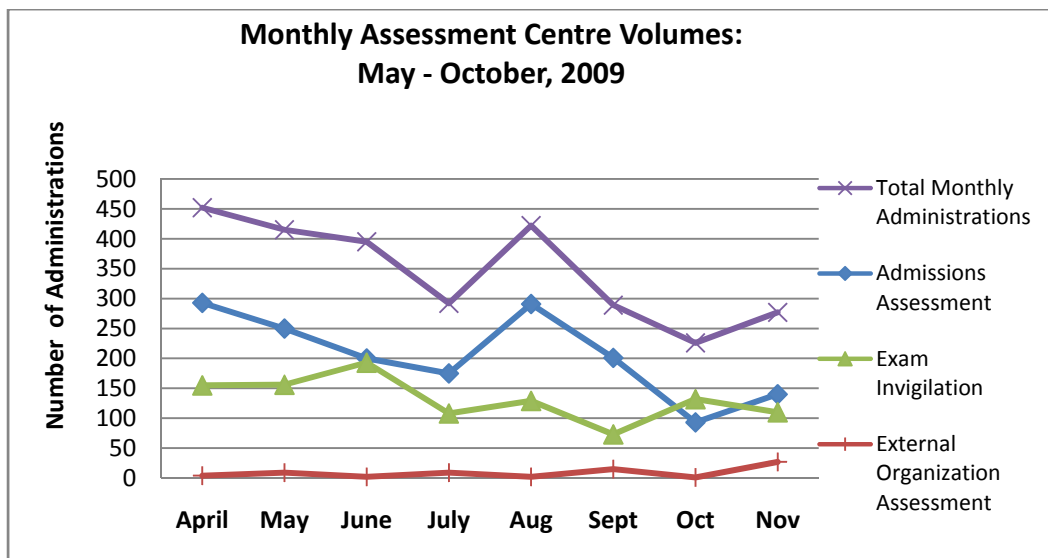
Statistics

During the month of November, the volume of visits was 4,379, an increase of 26% over November 2008. In December, the total volume of visits was 2,943 compared to 1,783 one year before; an increase of 60% over December 2008. This is only partly due to increased infectious episodes such as influenza. It also reflects increased enrolment, increased requests for preventive exams and birth control when exams are over, and more awareness of the importance of vaccinations.

Counselling Services

Service Satisfaction surveys were changed into an electronic format for the Mamidosewin Centre, Peer Tutoring, and Counselling Services. This provides a much more efficient way of collecting data (versus paper), and also allows for these surveys to be accessible year round.

Figure 1 is a summary of the monthly Test Centre activity volumes from April through November, 2009, across the three main assessment/exam activity categories, as well as the total monthly volumes. The total assessment and exam volume for October was 277 administrations, up 51 service administrations from October 2009. November marks the end of the traditionally slow Fall period for both annual admissions assessment and exam invigilation volumes.



The focus of the Test Centre in December was on the implementation of the Phase II functions of the Online Booking system. These new functions allow all the services administered by the Test Centre to be booked, searched, and receipted through a web-based system. As an example of our new services, late applicants to Algonquin can now apply through ontariocolleges.ca at the Registrar’s Office, complete the necessary assessment for College eligibility at the Test Centre, and be confirmed for

admission through those assessment results all on the same day – a process that would have required at least 5 days only 1 year ago!

In another development, Algonquin College in the Ottawa Valley (ACOV) will begin using Accuplacer to complete assessment for College eligibility for the 2010/2011 academic year. In addition to bringing the admission practice of ACOV in line with both the Woodroffe and Perth campuses (the latter adopted Accuplacer in 2008/2009), it allows the Registrar's Offices of all campuses to access the assessment results completed at any campus. This is particularly helpful for the application processing of potential students who have applied to multiple Algonquin programs at different campuses – helping to bring assessment and admissions from all campuses together into a single seamlessly integrated system for our clients.

Mamidosewin Centre

The Mamidosewin Centre organized and implemented a busy 2010 Winter Term orientation package directed at Algonquin College's Aboriginal student population, which took place the week of January 11th. Many activities were planned during the week such as beading, potlucks and movies, and an average of 46 students visited the Centre each day.

The key objective of orientation was fostering relationships of existing students and new ones into the established community. The orientation provided many opportunities for the students to connect with each other.

Residence

During the month of November, Dan Cuddy, A/Manager, Student Support Services in Residence met with 25 students that required assistance with matters relating to course issues, behavioural challenges, personal stress, as well as other areas of concern. Of specific note were the numbers of students who came seeking information on the November 13th academic withdrawal date (the final date to drop a course and receive a "W" on the student's transcript). As well, there were two individuals who met with Dan because they were leaving the College and moving out of the Residence. In both cases, the students were advised of departments within Student Support Services that could provide assistance.

During the month of December, Dan met with 11 students individually to discuss areas such as mental health, behavioural issues, guidance on academic challenges, and personal concerns.

The move-in period for Residence students in the 2010 Winter Term was Saturday, January 2nd to Saturday, January 9th.

Outreach

Residence Student Orientation was held for new students on Wednesday, January 13th. All students who moved in to Residence for the Winter Term were invited to attend this session. Topics included rules of Residence, "Making Your Mark", and instruction on safe drinking.