

ACADEMIC

International Activity

Algonquin College has been active in supporting the people of Haiti after the terrible earthquake that struck the island nation last month. John Barteaux, Professor, Civil Engineering Technology and four of his students went to Haiti to teach Haitian trainers how to build concrete pads and wood bases upon which to erect temporary housing structures. This effort is possible as a result of a three-way partnership between Algonquin College, HousAll Inc. (a company that was supported by several Algonquin faculty and students through applied research projects), and Save the Children (an international charity which has been doing work in Haiti for several years).

The team left for Haiti on February 15, 2010. They are joined by a team of Documentary Production students and Algonquin Professor, Peter Biesterfeld. These students will be documenting the devastating effects of the disaster and the efforts of Algonquin College to make a contribution to the Haitian recovery plans.

Faculty Innovation Fund

The College established a Faculty Innovation Fund in the amount of \$100K in the 2009/10 budget. The intent of the fund was to recognize and support front-line innovation by faculty and to support ideas to enhance the student learning experience. Full and part-time faculty, individually or in groups, were invited to submit proposals with a preference given to proposals that had a potential for a wider application and for proposals that have interdisciplinary applications. The fund is currently supporting thirteen projects and details on these projects can be found at:

<http://algonquincollege.com/innovation/faculty.htm>

School of Advanced Technology

The School of Military Mapping has approved the Prior Learning and Assessment Recognition (PLAR) contract which will provide a pathway to recognize senior military geomatics technicians and geomatics instructors with completion of the Geomatics Technician Ontario College Diploma program.

School of Health and Community Studies

Dr. Barbara Foulds, Associate Dean, attended a "Blue Sky on Health" workshop day at Carleton University. The focus was to highlight opportunities for partnerships and collaborations in the health area. There are multiple opportunities for program partnerships and research activities, particularly in the areas of medical radiation technology and biomedical devices.

Marlene Tosh, Chair, attended the launch for Phase 3.1 of the Colleges Connect CIITE project. Algonquin has been an active participant and strong supporter of the project since its beginning in 2003. This will be the final year for CIITE and the mandate of the Credential Recognition Working Group will be to see integration and adaption of the Record of Education and Experience (REE) for Internationally Educated Immigrant (ITI) used across the system as the ITIs apply through OCAS to college programs and activities.

Algonquin College in the Ottawa Valley

The School learned in January that it has been chosen by the Ministry of Training, Colleges and Universities to deliver the new Employment Ontario Employment Services program in the city of Pembroke.

Algonquin College Heritage Institute

The annual bursary presentation to Perth students took place on February 11, 2010. Twenty-three students received donor-based bursaries at a campus coffee break event.

Faculty Activity

Abdul Al-Azzawi's paper entitled "New Air Cooler with low Power Consumption" has been accepted for presentation at the 2010 IEEE PES General Meeting to be held July 26-29, 2010, in Minneapolis, Minnesota.

At the invitation of the Dry Stone Wall Association, Professor John Scott travelled to San Francisco to make a presentation in January of this year.

Community Activity

On January 17, 2010, students in the Culinary Management program participated in the annual ELS fundraiser held in the Restaurant International. Guest Chefs, including Michael Blackie and Margaret McPhearson, prepared the food with the students.

On February 1, 2010, students in the Culinary Arts, Event Management, and Hospitality Management programs participated in the Annual Canadian Restaurant and Food Services Association Gala held at the Westin Hotel. They prepared and served the food at five gastronomic stations set out in the main ballroom area. Each station was sponsored by a specific restaurant and dining business. A cheque in the amount of \$4K was presented to Algonquin College to add to the existing bursary fund.

The January/February 2010 issue of the Canadian Journal of Dental Hygiene has a photo of nine Algonquin College Dental Hygiene students and four faculty members on its front cover.

Wendy Nethercote, an Early Learning Centre staff member, delivered a professional development workshop in the community on February 5, 2010, regarding the implementation of developmentally appropriate programming for children. Twenty community members attended.

Student Activity

Students from Algonquin College, Carleton University and the University of Ottawa competed in the third annual National Capital Leadership Competition at the University of Ottawa. Nine students, three from each of the educational institutions, presented their topic to a panel made up of CEOs and senior management from industry partners including Abbott Point of Care, Bridgewater System Inc., Control Microsystems Inc., Enablence Technologies Inc., and Pleora Technologies. This is the first year that Algonquin College participated in the challenge. Business Administration student Sara Atlookan, won the \$4,000 prize and a paid summer internship with a local business.

The 15th Annual Hot Food competition took place on February 7, 2010 in the Restaurant International and was supported by students from the Broadcasting programs.

Business Administration students, Sara Atlookan, Thomas Lynn and David Hale, finished in third place out of 22 colleges from five different provinces across Canada at the Business Development Bank of Canada (BDC) Case competition held at Vanier College in Montreal on February 13-14, 2010. Congratulations also go to the professors who coached the students: Bill Garbarino, Ian Anderson and Noni Stukel.

Donation

The Perth fundraising campaign, "Building Our College, Our Community, Our Future", has been launched with presentations to local municipal councils. The response has been quite favourable, with a number of Councils approving donations of \$10K over five years. The pledged total is now up to \$50K.

ADMINISTRATION

Finance & Administrative Service

The Finance and Administrative Services Department is coordinating the development of the 2010/11 Annual Budget. Finance is leading a working group on the implementation of the Ontario Harmonized Sales Tax involving several areas of the College including, but not limited to, College Ancillary Services, the School of Part-time Studies and the Registrar's Office. Finance continues to participate in the coordination of the Strategic Programs and Services Planning Project; the self-analysis report writing phase will conclude at the end of February. The Auditor General will be conducting a 'Value for Money' audit on procurement of construction and infrastructure projects at Algonquin along with four other Ontario colleges over the next month; Finance is working with Physical Resources to prepare for the Auditor General's visit to Algonquin from March 1st to 5th. Other initiatives underway are the creation and issuance of T4's and T4A's.

Information Technology Services (ITS)

Information Technology Services completed several technology projects in support of teaching, learning, and business automation at the College. The College's new wireless system has been performing very well, providing coverage to all College teaching spaces. There have been over 10,000 unique computing devices connecting to the network, providing effective internet connectivity to many thousands of students.

As the College moves to a more mobile environment, ITS is actively involved in researching the various products and services that provide the required services. ITS has initiated a project to provide a lecture capture platform for all eClassrooms to allow professors to post recordings of their lectures on Blackboard for review.

ITS has also begun a project to review the student communications and collaboration environment (including email), with a goal to provide a better, more cost effective platform by fall, 2010.

Planning has commenced for projects in the coming fiscal year to ensure the effective operations of the existing technical infrastructure and in establishing new IT services.

College Ancillary Services (CAS)

Ancillary Services business units continue to demonstrate a strong fiscal performance. The Food and Beverage Operations experienced a strong January despite the late start of the semester.

CAS has continued work with JC Williams on a retail strategy and received an interim report detailing the analysis of existing business units in mid-February, with the final report and recommendations to be completed by the end of February.

Continuing their sustainability efforts, the Food and Beverage Operation has switched to a reusable container that is being rewashed and reused within the operation. This will divert materials from the waste bins and potentially increase savings for supply costs.

The Residence has released a RFP for Student Housing Management and Operations as the current contract expires at the end of August, 2010. The competition closes on February 19th with evaluations and presentations taking place at the end of February and early March.

Physical Resources

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:

- The permits for the construction of the structure are expected in phases.
- Detailed design is proceeding well in accordance with the schedule of phased construction.
- The foundations and sub structure are scheduled for completion by March 2, 2010.
- The Steel erection for the five storey south tower is scheduled to commence on March 1, 2010.

Perth Campus Renewal and Expansion:

The design development work is at the 30% stage and we are proceeding towards alignment of the “Project Vision” / budget and design based on the Integrated Design Process and the Sustainability Action Plan Objectives for the Project. The site servicing work was completed in December, 2009. The project is on schedule for substantial completion by March 31, 2011, to meet Knowledge Infrastructure Program funding requirements and for occupancy in September, 2011.

Pembroke Campus Relocation:

The College has engaged the following Project Consulting Team:

- Campus Development Consultants (Architect, Planning, Engineering & Compliance Team) – Civitas Architects, Jp2G Consultants Inc., Lowans and Stephen, MMM Group.
- Project Management Services – Tiree Facility Solutions Inc.

On February 2, 2010, the Pembroke City Council approved a resolution to transfer 14 acres of land to the College for the new campus. The College continues to work closely with City Council staff to finalize the wording on several clauses. The project target timeframe for occupancy is September, 2012.

Student Commons:

The College Campus Development consultants have commenced the pre-planning work for the project. The project target completion date for occupancy is September, 2012.

Facilities Operations and Maintenance Services Team

At the College’s request, Hydro Ottawa has installed a new, web-enabled, ION 8500 hydro meter that will allow continuous tracking and data trending as well as showing electrical power sags, spikes and harmonics. The information will allow Algonquin to track its energy use in real time, make data available to students, allow better power management and demand response to optimize power purchasing strategies.

ADVANCEMENT

Public Relations and Communications

Communications

The Communications Department continues to be involved in assisting with the Virtual College and Healthy Communities Initiatives by articulating the respective visions and identifying the communications strategies required to move the initiatives forward. In addition, Communications is also assisting Human Resources with the Leadership Development initiative and the Algonquin College Foundation with the development support for the Endowment program.

Strike Communications

The communications office continued to take an active role in communicating to internal and external audiences regarding the potential faculty strike. With an increased interaction with Human Resources, updates were sent to students and the media as information became available. To respond to questions and concerns, social media networks were used, and emails and telephone calls responded to personally within 24 hours. The department continued to receive approximately 7 emails and 20 telephone calls each day prior to the February 10, 2010 vote; since then the inquiries have dropped by approximately 75%.

Corporate Events

Coffee Break with the President Series

The January 29th Coffee Break, hosted by the Faculty of Health, Public Safety and Community Studies and held in the Simulation Centre for Health Studies, was attended by more than 200 faculty and staff. The venue provided an opportunity to tour this state-of-the-art learning facility.

Breakfast with the President Series

Breakfast for New Staff: The President welcomed 15 new employees at a breakfast on February 4th in the Staff Dining Lounge.

Alumni Relations

Career Week (February 8-12, 2010)

Alumni Relations, in cooperation with Student Services, planned, managed and executed the College's first Career Week. The launch of this inaugural event met our goal to engage the entire campus, and our Alumni, in a showcase of Algonquin's commitment of supporting the career aspirations of our students.

The agenda for the week-long event included a number of presentations which were streamed live via the internet giving access to the Pembroke and Perth campus' as well as to individuals who were unable to attend the sessions. Overall the week was deemed a success as Career Week presentations were attended by ~ 2,700 participants, 300 prospective students and 60+ faculty and staff. Approximately 200 alumni were in attendance with 107 participating in individual events throughout the week. 71 companies were involved in the week's activities with 53 companies participating in the annual Career Networking Fair.

The Career Week Agenda included:

- 4 keynote speaker events
 - Dr. Louis Lamontagne, NSERC;
 - Vern White, City of Ottawa Chief of Police;
 - Jon Cassar, Alumnus and Executive Producer of '24'; and
 - Stephen Beckta, Alumnus and well-known Ottawa Restaurateur,
- 27 one-hour Success Series presentations featuring Alumni guest speakers and industry representatives from all four Faculties

- 3 trade show-style events
 - The 12th Annual Career Networking Fair
 - The Police and Public Safety Community Fair
 - The Career Resource Show
- 2 Job Search Cafés
- 2 Résumé Clinics
- 3 Socials (Alumni, General, Pembroke)

Media Relations

Major stories include:

February – Over a dozen stories appeared in various Ottawa, Pembroke and Perth media outlets regarding the potential faculty strike. Most recently, the *Ottawa Citizen*, *CFRA*, *Pembroke Daily Observer*, and the *Algonquin Times* interviewed the President following the faculty vote of February 10, 2010

February 8 – *Rogers Daytime* featured a 10-minute segment with Algonquin College Alumnus Stephen Beckta. This segment promoted Career Week and Stephen’s successes in the hospitality industry.

February 9 – *Metro Ottawa* featured a story with Manager of Career Services and Student Activities regarding the 2010 employment opportunities for students and graduates.

February 11 – *A Morning* featured a 4-minute segment with Algonquin College Alumnus Jon Cassar. This segment promoted Career Week and Jon’s successes in the television industry including his work on the award-winning show “24”.

February 13 – The *Ottawa Citizen* and *CBC* featured stories regarding the HousAll structure being shipped to Haiti to help with the earthquake disaster. Each story referenced help the company garnered from Algonquin College students and faculty to produce the current design.

February 17 – The *Daily Commercial News* featured a story regarding Technology and Trades day during Career Week.

College Marketing and Enrolment (CME)

- Branding Update: The qualitative segment of the Brand Audit is underway with interviews and mini groups beginning February 10th. This segment will be completed by March 5, 2010. The next segment of the Brand Audit entails the quantitative phase which includes online survey administration to internal and external stakeholders. This is scheduled for early March, 2010. The Brand Steering Council met January 26th to review interview guide and questionnaires prior to finalization.
- Strategic Programs and Services Planning Project Update: In-depth discussions on services and opportunities have taken place across the department. The managers’ initial scoping document is on track for submission by February 26th. Staff from College Marketing and Enrolment attended Kent MacDonald’s talk on the Algonquin Experience as part of the speaker series.
- Attended the day session with Daniel Guhr on recruiting and branding, January 19, 2010

Recruitment Events 2009 – 2010:

March Break Activities – March 15-17, 2010; Discovery Evening – (WO) – March 10; Spring Open House (Perth) – April 10, 2010
 March Break (Pembroke) – March 13, 2010; Open House and Housing Day (Pembroke) – June 19, 2010; Connections – May 5, 6, 7, 2010

BUSINESS DEVELOPMENT

School of Part Time Studies (SPTS)

New Opportunities

The Language Institute was successful in its bid to provide FSL training to Canadian Border Services. The contract is worth approximately \$42,000.

Algonquin College has been approved as a Registered Education Provider by the Project Management Institute (PMI).

Contract Activity

Contracts are currently underway with Health Canada for First Aid/CPR training with five offerings of HLT6655 scheduled in May/June and with the RCMP for a Shop Safety Workshop with one offering scheduled in March.

Program/Course Modifications

The following programs were recently approved by the College Curriculum Review Committee:

- College-approved Certificate in *Occupational Safety and Health: Fire Code Administration* (final approval for Spring 2010 launch)
- College-approved Certificate in Foundations of Industrial Design (intermediate approval for Fall 2010 launch)
- Ontario College Graduate Certificate in Crime and Intelligence Analysis (intermediate approval for Fall 2010 launch)
- College -approved Certificate in *Social Media* (preliminary approval)

School of Part-time Studies (SPTS) Enrolment

Enrolment in Continuing Education (CE) courses for winter, 2010, is 12% higher than at this time last year. Year-to-date enrolment in Continuing Education is at 10,345 students which is 92.2% of the annual target of 11,216 students. Intakes will continue for CE throughout the winter semester.

ESL Enrolment

ESL Canadian enrolment for February, 2010, was 284 students compared to 171 for the same time in 2009, an increase of 66.1%.

ESL International enrolment for February, 2010, was 266 students compared to 236 students for the same time in 2009, an increase of 12.7%.

SPTS Marketing and Communications

Additional program-level advertising was implemented for the accelerated Project Management program and Distance Education (Eastern Ontario and Western Quebec regions). Program and course series ads were created for the spring *onCourse* catalogue.

New Career Sampler for Youth posters and Summer Academy of the Arts posters were developed for external distribution. An online and print-based distribution strategy was created for the Leading Learning and Workplace program.

ENews pages were developed and distributed to new Distance Education (DE) and Continuing Education (CE) students and returning DE and CE students. A short Orientation Feedback survey for DE students and an *onCourse* survey for CE students were developed and launched.

Algonquin Foundation

Constructing Our Future Capital Campaign

The Bank of Montreal (BMO) has increased its gift from \$70,000 to \$150,000; \$100,000 will go to the Constructing OUR Future Campaign; \$35,000 to Pembroke and \$15,000 to Perth. To date pledges total \$2,996,000.

John DeVries, President of Ottawa Construction Association, and Steve Barkhouse, President Amsted Construction Ltd. , both members of the Campaign Cabinet, made presentations at the Algonquin College Career Week on Opportunities in the Trades and Becoming a Contractor and A Career in Construction.

Building Our College Our Community Our Future - Perth Expansion

The Perth and District Community Foundation has pledged \$3,000. Lana March attended the Perth and District Community Foundation Annual General Meeting to accept the cheque.

The town of Perth has committed to a \$2,000 pledge for this year and the town of Carleton Place has confirmed a pledge of \$10,000 over five years beginning January, 2011. As well, Carleton Place Mayor Paul Dulmage has confirmed a personal pledge of \$10,000 to the campaign starting in May 2010. To date, pledges total \$52,000

The College has been invited to speak to the Leeds Lanark Homebuilders Association on April 14th to present the College strategic direction and provide an update on the Perth Expansion.

Pembroke Capital Campaign

Two campaign donations for \$9,000 have been received. To date pledges total \$1,448,092.

Endowment Campaign

Ten endowment donor meetings have been held throughout this month. The Ottawa Rotary Kanata Sunrise Club donated \$6,250 for a new endowment. A new endowment fund has been established in the names of Gail Ryan and Carman Joynt.

Stewardship

Plans are underway to meet with recipients of the Richard Patten bursary and for the Ottawa Dragon Boat Race Festival bursary presentation.

Awards and Annual Contributions

New awards and donations have been confirmed by the Community Foundation of Ottawa, National Capital Football Association, Knights of Columbus and Moda Hair Design.

Out and About

Outreach activities this month included:

- Algonquin College Alumni Meet and Great
- Westport Town Council Meeting
- Carleton Place Town Council Meeting
- Perth Rotary Club Presentation
- Nepean Chamber Business Meeting
- Building Our College Our Community Our Future Meeting
- Constructing OUR Future Campaign Cabinet Meeting
- Sens Soiree Dinner with Cabinet Members
- Nepean Kiwanis Meeting
- Association of Fundraising Professionals Educational Session

International Education Centre (IEC)

Recruitment

During the month of February, IEC recruiters participated in recruitment fairs and visited schools in the following countries: Nigeria, Ghana, Russia, Ukraine, Mexico, and Zambia.

Delegation Visits

On February 3rd, the College received a senior delegation from the Jigawa State, Nigeria, which included the Honorable Commissioner, Ministry of Science and Technology.

Partnerships

IEC staff participated in a design mission to Tanzania to prepare the work plan and budget for a two-year CIDA-funded project to support the partner college in upgrading their hospitality programs. The Dean of the Perth campus also participated in the deployment. The project is part of ACCC's Education for Employment (EFE) program funded by CIDA.

One IEC staff member travelled to Egypt to complete an institutional site visit with a potential College partnership in Cairo.

Student Partners Visa Project

Officials from Canadian Immigration have confirmed that the Student Partners Study Visa Pilot Project for India will become a permanent process. Algonquin College is one of seventeen Canadian colleges that participated in the pilot project and has confirmed interest in continuing to participate in the Student Partners Program. Under the one-year Student Partners pilot project, the study visa approval rate for Indian applicants to Canadian colleges increased from 35 percent to 78 percent.

Institutional Research and Planning

Key Performance Indicators (KPIs)

KPI Student Satisfaction Surveys were administered to 320 course sections in the first two weeks of February. The results were submitted to CCI Research to tabulate survey information.

Student profile data was downloaded from the Student Information System and submitted to CCI Research to map against survey returns to ensure that they are representative of the eligible student body.

A communication campaign was undertaken in conjunction with Public Relations to increase awareness of the KPI Survey including an advertisement and interview in the *Algonquin Times*, a staff notice on *myAlgonquin*, a letter to students from the Students' Association President, the use of social media and three information sessions for survey administrators.

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

Contact information for the 17 Algonquin staff to participate in either an interview or focus group on experiential learning was submitted to the Academics Group who is performing the research on behalf of HEQCO.

Data Management, Integration and Reporting

Reference calls with seven post-secondary institutions were completed and the results distributed for consideration of next steps in the Business Intelligence project.

Eastern Ontario Labour Market Study

The first draft of the final report was released to the Institutional Partners for review and comment.

Corporate and Business Development (CBD)

SCWI Initiatives and Dual Credit Presentations

Seventy University of Ottawa B.Ed. students (student-teachers) attended the DARTT (Disability Awareness and Resources for Teachers in Training) conference on February 4th.

Thirty-five Grade 8 and Grade 10 Career Teachers from OCDSB visited the College on February 8th for their Career Teachers PD day. The event was organized to coincide with Career Week.

On February 12th, twenty OCDSB Teacher-Librarians visited the College on their PD day to help them gain more insight into the transition from High School to College.

High school Career and Course Selection Information sessions were held for parents and students at five local high schools.

Fifty high school students and their teachers from the Catholic District School Board for Eastern Ontario (CDSBEO) participated in the Specialist High Skills Major Environment Pathway, a one-day reach-ahead experience at the College.

Dual Credit Students

There are 318 students enrolled in dual credit programs for winter, 2010. Students are enrolled in some of the following courses: Wildlife, Forestry Management, Trades Exploration Lab, Hairstyling Apprenticeship, and Automotive Service Technician Apprenticeship.

Pathway Mentors 8-12

Four out of six of the Ottawa-Carleton District School Board schools have completed all four site visits; all four Catholic school boards have completed their second site visit.

Pathway Mentors 9-12

Three new groups have been started by the Algonquin Child and Youth Workers completing this program as part of their field placements in local high schools.

A discussion on the opportunity to be a Pathway Mentor for 2010-11 was held with approximately 80 first year Child Youth Workers (CYW) students who are preparing for field placements next year.

ALGONQUIN COLLEGE ACCESS PROGRAM (ACAP)

Immigrant Portfolio

A session on Plotting the Course with Parents targeting parents of immigrants was held at Ridgemont High School.

Increasing Capacity for Human Resources (ICHR)

A proposal to offer free workshops for Small and Medium-sized Enterprises (SMEs) has been approved. Algonquin is the only college offering the training in Eastern Ontario and will be offering twelve workshops over the next year while working closely with Canadian Federation for Independent Business (CFIB), the local training boards, the chambers and the economic development officers. Algonquin will share marketing of the workshops with La Cité.

Canadian Overseas Mentorship Project

ACAP is working on the communications strategy and the possibility of the professional associations recognizing the mentorship as a continuing education credit. The overall communications strategy for the website for all demographics will include:

- Posting of research studies

- Interviews with Immigrants
- Videos
- Listing of services and programs

Aboriginal Portfolio

Funding from the MTCU Post-Secondary Education and Training Initiative (PSET) will cover research projects on day care services, financial aid, communications, Aboriginal communities and student access. Approval has been given to hire an Aboriginal student success counsellor and an Aboriginal project coordinator. A community liaison was hired to assist the Aboriginal coordinator. The Aboriginal Apprenticeship Board held a meeting at the College on February 8th.

Second Career (Mature)

Candidates are continuing to apply although the approval rate has declined to about one in a hundred applicants. Algonquin College staff are assisting individuals seeking alternative sources of funding. The staff have increased contact with employment agencies in Eastern Ontario and are working closely with Service Canada.

CORPORATE TRAINING

Hydro One AZ Endorsement Training:

Currently there are 80 registrants who have been identified for the Hydro One AZ Endorsement training that began in February.

Professional Training Workshops for the National Capital Heavy Construction Industry

Both the February Construction Leadership and Supervision and Heavy Construction Planning and Scheduling workshops being delivered at the Algonquin College Corporate Training Centre were sold out and ran at maximum capacity. An additional session of the Construction Leadership and Supervision workshop scheduled for March is already full.

Professional Training Workshops for the Greater Ottawa Homebuilding Industry

The calendar of professional workshop offerings has been launched for Greater Ottawa Home Builders Association (GOHBA) members. Twelve registrations for the workshop have been received to date.

Service Excellence Training for Electrical Contractors for Greater Ottawa Electrical Contractors

Algonquin College Corporate Training is working in partnership with the Electrical Contractors Association of Ottawa (ECAO) to develop a 2-day Service Excellence for Electrical Contractors workshop. The target date for the launch of the workshop is March 29th -30th.

Construction Sector Council

Algonquin College Corporate Training will work in collaboration with edCetra Training to assist the Construction Sector Council with the development of an Environmental/ Sustainable/ Green Construction Awareness e-learning course. Algonquin College Corporate Training will provide a Green Construction Awareness subject matter expert (SME).

The goal of the 5-month project is to produce a 7- hour Environmental/ Sustainable/ Green Construction Awareness e-learning course to address the needs of the construction industry nationally. The project is to commence in March 2010.

Marketing Program

A new web marketing application Virtual Response was implemented to drive more calls and leads through Salesforce CRM. The number of training contacts from Salesforce has increased from 8000, to more than 20,000.

Print advertising was secured with the Hill Times to help drive more awareness and calls for corporate training.

Training Delivered

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

- National Capital Commission: Diversity
- Health Canada: Project Management
- Breconridge: Excel
- Foreign Affairs and International Trade: Effective Communications
- Service Canada: Fundamentals of Communications
- Public Training Seminars:
 - Finance for Non-Financial Managers
 - Emotional Intelligence in the Workplace

HUMAN RESOURCES

Compensation, Pension and Benefits (CP&B)

Several seminars were attended regarding "Preparing for Ontario's New Workplace Violence and Harassment Legislation" and "Mental Health and Violence in the Workplace" given by KWA and "Bill 168" given by Emond Harnden. Also, some staff registered in webinars on "The Future of Defined Benefit Pension Plans" and "Top 10 Court Decisions on Arbitration".

We continue to meet with ITS and Finance regarding the SunLife PSS system to implement improvements to the billing/remittance process. We assisted in T4 preparation with ITS and Payroll and have begun the DCT (Data Collection Tool) reporting process to 2009 CAAT Pension which is due mid-March 2010.

A Retirement and Benefits Planning session was provided to employees on February 4, 2010 with another session scheduled for April. During these sessions we provide a demonstration on how employees can use the CAAT Pension website to complete their own pension estimates.

On February 1, 2010, all premium rate changes for Life Insurance and Extended Health Care were implemented. Letters were sent to retirees informing them of the new rate.

There were four files pertaining to the Pre-Enrolment/Pension Buybacks. These files were completed and the College portion of \$11,093.35 was sent to CAAT.

Staff Relations

On February 10th, the Ontario Labour Relations Board (OLRB) held a Final Offer vote for academic staff. Polls were set up at the Perth, Pembroke and Woodroffe campuses and were each observed by a representative from OPSEU Local 415. Algonquin's turnout was 84.99%, with 55.22% voting to accept the College's offer. Province wide, 51.45% of academic employees accepted the College's offer.

A Workload Resolution Arbitration was held on Friday, January 29th. Seven academic arbitration hearings have been held in February.

Employment Stability and Union College Committee meetings have taken place with Support Staff.

Employee Services

Work has continued on the review of Employee Services in the Strategic Program and Services Planning Project undertaken by the College. It is anticipated that the report will be completed by the end of this month.

Staffing and Recruitment

During the month of February, there were 2 full-time Administrative and 4 full-time Support Staff job competitions posted. In addition, there were 5 temporary support staff and 3 part time academic positions posted.

A review has been undertaken to see sourcing strategies of applicants comparing the effectiveness of newspaper ads, various websites versus word of mouth. Further evaluation will be undertaken to determine the best sourcing strategies for future postings.

The business process review of the Staffing Administration area continues.

Classification

The Support Staff Job Evaluation Committee continues to meet bi-weekly to review new and significantly revised positions. A total of 5 positions were discussed at the last two meetings with 3 waiting for further information from the managers.

The Non-Bargaining Unit Job Evaluation Committee did not meet during the month of February. A presentation was made to the President's Executive Committee on the process of evaluation of administrative positions at the College.

Succession/Leadership Development Plan

The project plan, outlining the implementation and communication strategy for the roll out of the Leadership Development Program and the Leadership Requirements Model was presented to the President's Executive Committee. Approval was given to present the Leadership Requirements Model and the Leadership Development Program outline to senior managers for information and feedback. The remainder of the project plan was agreed to in principle.

To formulate the basis of the College's workforce audit, the project to identify all academic credentials for our Administrative staff and Support staff was undertaken. This is scheduled to be completed by the end of May, 2010.

Temporary Payroll Monitoring and Reporting

The Business process review continues in the Temporary Payroll area and the scoping of the current state map is progressing well.

Human Resources has undertaken the task to provide a common basis of understanding of Temporary Payroll Data as a business-critical resource and to identify the responsibilities accompanying the management and use of Temporary Payroll Data by all users. The Temporary Payroll Manual has been updated to reflect up to date procedures and processes for entering and managing Temporary Payroll Data. Roll out of the training to all managers will begin the week of February 16th.

HRIS (Human Resources Information System) Administration/Transformation

As new Managers and Chairs are hired, access to the HRIS and the training on the system is provided. This month, two training sessions were held with new Chairs. Prioritization of work projects continue at the HR/Pay committee that balances the priorities between operational requirements and project work/development.

Work continues in the HRIS transformation project with a site visit to Carleton University to review the functionality of SCT Banner system in the university setting and review the implementation issues.

Two product demonstrations have been given to the project team from Oracle and DLGL highlighting their HRIS systems and their response documents to the request for information. Work is continuing to build a business case on an appropriate solution for the future for the management of human resources capital.

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 February 12, 2010, net registered students numbered 13,476 or 102.4% of the projected enrolment.

The breakdown of the 13,476 registered, as at February 12th, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	150	2,587	185	2,667
Faculty of Business and Hospitality	597	3,611	614	3,606
Faculty of Health, Public Safety and Community Studies	235	2,788	250	2,776
Faculty of Technology and Trades	326	2,307	354	2,392
Algonquin College in the Ottawa Valley	0	512	0	539
School of Part-Time Studies	13	33	31	62
College Totals	1,321	11,838	1,434	12,042

Continuing Education Registrations

For the 2010 Winter Term as of February 15, 2010, registrations were 11,398 as compared to 10,246 at the same time last year. The term registrations to February 15, 2010 represent 94.1% 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 Fall

As of February 16, 2010, OCAS statistics for the 2010 Winter Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), Non-Secondary School applicants are up 11.7% from last year, Secondary School applicants are up 4.3%, with an overall increase in applicants of 7.4%. Province wide, the variances are 17.8%, 6.3% and 10.9% respectively.

As of February 16, 2010, for Program Choices (applicants are allowed a maximum of 5 program choices, with up to 3 at any one College), Non-Secondary School applicants are up 11.2% from last year, Secondary School applicants are up 3.0%; overall, an increase of 6.4%. Province wide, the respective variances are 18%, 5.7% and 10.7% respectively.

As at February 16, 2010, for Confirmations, our Non-Secondary School confirmations are up 36.6% from last year, Secondary School confirmations are up 23.4%; overall, an increase of 29.7%. Province wide, the respective variances are 22.4%, 2.8% and 11.5% 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). As reported last month and in the absence of an approved MTCU framework, comprehensive fees schedules have not been presented for Board of Governor’s approval.

Offers of Admission packages were distributed immediately subsequent to the February 1, 2010, Equal Consideration Date. Revisions to the text of all Offers of Admission letters for the 2010-2011 academic year were made to indicate that the fees for 2010-2011 are not yet available and that we will provide the new fees schedules as soon as possible.

National Student Loans Service Centre (NSLSC)

The National Student Loans Service Centre (NSLSC) is a partner in the administration of student financial assistance in Ontario. As a service to our students, the NSLSC representatives were on campus during the 2010 Winter Term start-up period to process financial aid loan documents. In his January 2010 summary, our NSLSC representative, Mr. Marc Guindon, noted an increase in document certificate collection of 11.74% from the January, 2009, Winter Term and thanked the Manager, Financial Aid Services, and staff for “all the hard work in making the student loan experience that much better.”

Official Tuition Tax Receipts (T2202A)

Official Tuition Tax receipts were posted to the Algonquin College Student Information System (ACSIS) on February 2, 2010. Algonquin College students were notified using several formats including messages posted to the Algonquin College Student Information System (ACSIS) and Blackboard.

Curriculum and Audit

The final year-end submission to the Ministry of Training, Colleges and Universities (MTCU) was completed and adjustments made for all Centre for Students with Disabilities (CSD) in the Ministry database and in GeneSIS.

The Key Performance Indicator (KPI) Graduate Data and Summary Table for the 2009 Spring Term were completed.

Client Service Metrics

EXECUTIVE SUMMARY					% Variance	
<u>Contact Centre (Telephone)</u>	January 10	YTD 09/10	January 09	YTD 08/09	January 10	YTD 09/10
Total Calls	18,691	130,231	15,280	124,149	+18.25%	+4.68%
Total Calls Answered	14,971	108,072	11,950	93,550	+20.18%	+13.44%
% Answered	80.09%	82.98%	78.20%	75.35%		
Average Speed to Answer	0:02:42	0:02:06	0:03:44	0:03:05		
Average Call Length	0:02:56	0:02:56	0:03:06	0:03:14		

<u>Service Counter (In-Person)</u>	January 10	YTD 09/10	January 09	YTD 08/09	January 10	YTD 09/10
Tickets Issued	15,623	83,519	8,564	60,517	+45.19%	+27.55%
Customers Served	14,841	78,851	8,248	58,766	+44.43%	+25.48%
% Served	94.99%	94.41%	96.31%	97.10%		
Average Waiting Time (Global)	0:15:12	0:08:14	0:15:06	0:05:18		
Average Transaction Time (Global)	0:07:22	0:07:08	0:08:10	0:08:06		

Student Support Services

Director's Office

On January 28, 2010, the Director Student Support Services chaired the Ottawa Hospital – REHAB Consumers Advisory Board. The meeting focused on the implementation of the new AODA Customer Service standards which were effective January 1, 2010.

Student Affairs and Orientation

On February 5, 2010, over thirty new Class Representatives received instruction at a training session co-hosted by Student Support Services and the Students' Association.

Algonquin College students were invited to join in the fun at the 32nd Edition of Winterlude on February 10, 2010. Students had the opportunity to skate on the canal, view ice sculptures, and partake in many additional activities. Free transportation was provided, and more than 37 students participated.

A traditional Dragon Dance to celebrate the Chinese New Year was held in the Marketplace Food Court on February 11, 2010.

Employment Services

The first College-wide Career Week took place from February 8 - 12, 2010. The 12th Annual Career Networking Fair was the signature event held during Career Week, hosting more than 55 employers from 18 different industries.

Centre for Students with Disabilities (CSD)

The DARTT (Disability Awareness and Resources for Teachers in Training) Conference was created to provide teachers in training with practical information related to providing accommodations for students with disabilities. On February 4, 2010, CSD hosted a free one-day disability awareness conference with workshops providing information on Asperger's Syndrome, Learning Disabilities and Assistive Technology.

The Centre for Students with Disabilities conducted the annual 'Voice of Our Students' Survey with students from all campuses to stimulate the feedback required to continuously improve services.

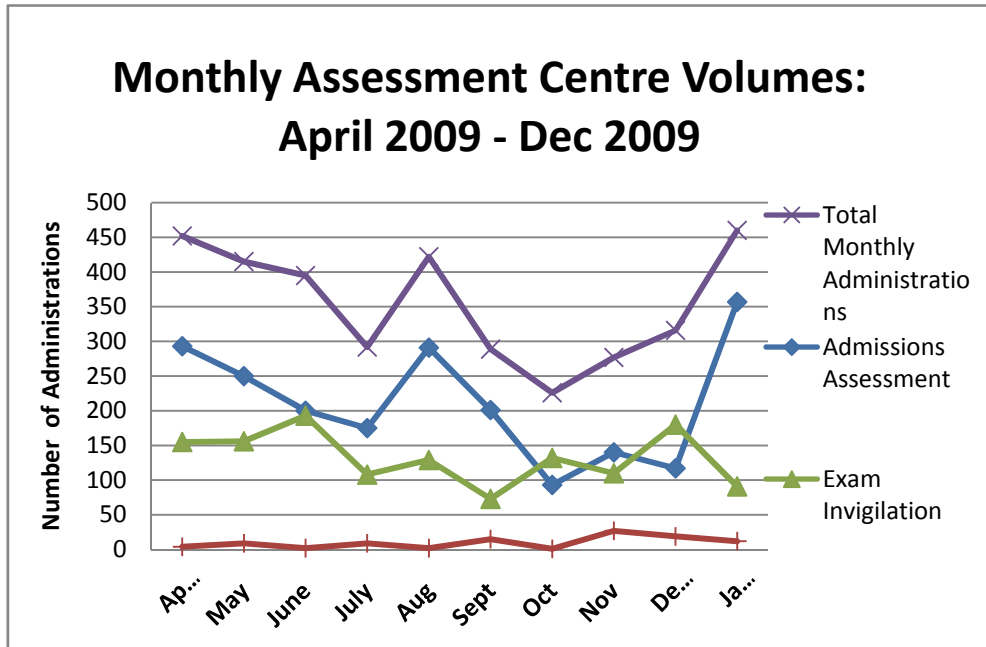
Health Services

Health Promotion: Health Promotions held a Health and Wellness Fair on January 18, 2010 and a Rapid HIV Clinic on January 20, 2010. Both events were well attended.

Statistics: Visits during January 2010 increased 24% over the previous year (3,490 in January 2010 compared to 2,810 in January 2009).

Counselling Services

Monthly Test Centre Activity Volumes from April through January, 2010 are found below:



Mamidosewin Centre

Orientation activities for new students were held during the week of January 11, 2010, and included a visit from motivational speaker Frank Horn.

The Mamidosewin Woman's Drum Group was recently formed and funding has been approved from the Students' Association for the purchase of drums.

Potlucks at the Mamidosewin Centre continue to be very well attended, and provide the opportunity to foster relationships and establish community.

Student Support Services staff attended a Bursary Workshop designed to provide improved service for students requiring financial assistance.

Residence

On January 19, 2010, the Algonquin Residence Council hosted a Chinese New Year celebration.

On January 20, 2010, the Residence Outreach hosted an Algonquin College School of Business study night.

A Time Management workshop was hosted by Residence Outreach Services on January 25, 2010.

Student Affairs and Orientation and Residence Outreach Services co-hosted an afternoon of snow tubing at Edelweiss on January 30, 2010. Over seventy students participated in this tremendously popular outdoor activity.