

## **ACADEMIC**

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### **HEALTHY COMMUNITIES INITIATIVE**

External stakeholders from the health and community sectors of the City of Ottawa attended a breakfast consultation meeting on March 10<sup>th</sup> at the Restaurant International. The purpose of the meeting was to ensure that the Healthy Communities Initiative (HCI) aligns with the future needs of the greater community. Through the process, the general direction was supported and the College received excellent insight that will be used to refine the HCI strategy.

Algonquin hosted a Health Communities Showcase: Taking Action with Prevention, Protection, and Promotion through Education. The evening featured over 50 exhibitors from a cross-section of local businesses and services, as well as NGOs and government-sponsored resources for a healthier community. Well known fields of health care including nutrition, psychotherapy, homeopathy, naturopathy, chiropractic, physiotherapy, massage, and acupuncture exhibited alongside newer concepts like gentle touch therapy, iridology, sound and vibrational healing, and bioenergetic evaluation.

### **SCHOOL OF ADVANCED TECHNOLOGY**

The Canadian Technology Accreditation Board has accredited the Architectural Technician and Architectural Technology programs for the next four years under the new National Technology Benchmarks.

The Internationally Trained Civil Engineering Technologist (ITCET) bridge training project has received approval for renewed funding for up to \$550K for the first 12-18 months of the project by the Ministry of Citizenship and Immigration under their (MCI) 2009-10 Invitation for Proposals (IFP): Bridging Projects for Internationally Trained Individuals.

### **SCHOOL OF HEALTH AND COMMUNITY STUDIES**

The Nicaragua 2010 project is underway. The focus of the project is on building two new classrooms onto an existing school in an isolated fishing community called Haulover. The Child and Youth program's Nicaragua website has been launched to highlight their International Learning project taking place March 20<sup>th</sup>-April 3<sup>rd</sup> ([www.algonquincollege.com/nicaragua2010](http://www.algonquincollege.com/nicaragua2010)).

### **CAREER AND COLLEGE ACCESS CENTRE**

The College Sector Committee for Adult Upgrading released the 2008-09 'Prepared for Success' report. Algonquin, once again, had the largest reported number of Academic Upgrading students move on to postsecondary programs (541 students or 19% of the provincial total). The report concludes that, in terms of retention and GPA, students from adult upgrading programs who move on to postsecondary programming continue to demonstrate they are well prepared both academically and personally to succeed. Furthermore, the low rate of program changes indicates adult upgrading programs have helped them make the appropriate program selections. This aligns nicely to the government's efforts to increase access to colleges in Ontario.

### **POLICE AND PUBLIC SAFETY INSTITUTE**

For the seventh straight year, graduates of the Paramedic program had a 100% success rate on the Provincial Advanced Emergency Medical Care Attendant (AEMCA) exams.

### **FACULTY ACTIVITY**

Donna Winacott, Coordinator, Early Childhood Education, Pembroke Campus, has been named a winner of this year's Students' Association Excellence in Teaching award.

Martin Taller, Coordinator, Marketing and Business Intelligence Research program submitted an article to Vue magazine regarding the program which appeared in the March issue. Vue is a monthly magazine published by the Marketing Research and Intelligence Association (MRIA).

**COMMUNITY ACTIVITY**

Canada's newest wine magazine, Brix, has vines leading back to Algonquin College. Husband and wife team, Pierre Deschamps and Nicole Vallee, completed the College's Sommelier program, and decided to start the magazine which blends the couple's love for travel with their passion for wine. For more information, visit [www.brixmag.com](http://www.brixmag.com).

First year Paramedic students took part in the "Hearts for Haitians" fundraising event at Carlingwood Shopping Centre on February 13<sup>th</sup>. This event, which was organized by the Ottawa Paramedic Association, raised \$5,289 for the Haiti relief effort.

The first year students in the Child and Youth Worker program, through their seminar classes, continue to move forward with their outreach projects with Big Brothers/Big Sisters, the Boys and Girls Club, and Project TEMBO (Tanzania Education and Micro-Business Opportunities). Events to raise funds include: a pool tournament, bottle drives, marketplace stands, a 50/50 draw and a hockey tournament. This is an exciting new curriculum initiative and strengthens the tie between our students and our community partners.

The Developmental Service Worker program held their annual Job Fair on March 11<sup>th</sup>. 33 community agencies attended, representing long-term care facilities, community living, education, day care, vocational programming, and summer camps.

A very successful College-opoly fundraiser was held for the new Pembroke Campus on March 16<sup>th</sup> at Pembroke Armories. \$40K was raised at this Monopoly tournament and an additional \$25K pledge was secured from the Rotary Club of Pembroke.

7 Social Service Worker students and 5 staff from the Pembroke Campus volunteered to travel to Costa Rica to work with impoverished children. The purpose of the tour was to implement a series of training opportunities focusing on teaching street children how to stay safe.

Carpentry Apprenticeship students at the Pembroke Campus have built a media/coaches box for the new football program at Fellowes High School. The wood for the project was donated and a small government grant was secured to enhance the project with a scoreboard. The structure will be moved to Fellowes High School in the spring.

Mike Nauth, Coordinator, and the Building Construction Technician students are helping to build 20 bunk-beds for Camp Gracefield located in Quebec.

Professor Jennifer Avery and students from the Hair Stylist and Esthetician programs provided hair and make-up for participants at the Once Upon a Wish (Children's Wish foundation) event on March 13<sup>th</sup> as well as for participants at the Disney on Ice event on March 11<sup>th</sup>.

**STUDENT ACTIVITY**

Candice Gertsman, Interior Design 3<sup>rd</sup> year student, has won the logo contest to create the new logo for The Alliance of Canadian Educators in Interior Design (ACEID).

Second year Advertising students have returned from a five-day trip to New York City. The 47 students and 3 professors visited six different advertising-related companies, including the headquarters of Weber-Shandwick, a world leader in advertising, public relations, and marketing.

Shelley Jones Penny, a first-year Heritage Carpentry student, received one of six Mike Holmes 'Make it Right' bursaries. These nation-wide bursaries are awarded to students who are judged by The Holmes Foundation as demonstrating both a commitment to a career in residential renovation or construction while also demonstrating a need for financial assistance to obtain training.

David Richards, a second-year Construction Carpentry-Advanced Housing student, received one of eight 'Make it Right' scholarships. These nation-wide scholarships are awarded to students who are judged by The Holmes Foundations to have combined academic excellence with a commitment to a career in residential construction or renovation.

Six students from the Architectural Technology and Green Architecture programs entered the first annual Eco-Design Competition, held March 5<sup>th</sup>-7<sup>th</sup> under the leadership and guidance of Professor Rick Briginshaw. The competition, which brought together students from different institutions including McGill, Ryerson, Concordia, University of Ottawa, Carleton and Algonquin, saw students in inter-disciplinary teams compete to create the winning design for the new Museum of Science and Technology. Algonquin College students were part of teams placing first, second and third.

Students in the graduating semester of the Business Administration – International Business major hosted a very successful “Bridging Connections” networking event in the Observatory on March 18<sup>th</sup>. The event was sponsored by the Forum for International Trade and Training (FITT), Export Development Canada (EDC) and Scotiabank.

#### **DONATION**

AAADD Bursary Fund money was distributed. Five AAADD students received a \$400 bursary and one received a \$500 bursary.

The Respiratory therapy program has received over \$5K worth of supplies and equipment donated by Frank Fiorenzo from Respiratory Solutions.

The Pembroke Professional Firefighters Association held their 12<sup>th</sup> annual Chili-Fest on February 17<sup>th</sup>. This year, they donated the proceeds to Algonquin College’s new Pembroke Campus.

Bruce Power has donated a substantial amount of equipment for the Radiation Safety program at Algonquin College in the Ottawa Valley.

## ADMINISTRATION

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### FINANCE & ADMINISTRATIVE SERVICES

The Finance and Administrative Services Department continues to coordinate the development of the 2010/11 Annual Budget; the planned release for the Annual Budget is at the April 12<sup>th</sup> Board of Governors' meeting. 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, Ancillary Services, 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 Auditor General completed a 'Value for Money' audit on procurement of construction and infrastructure projects at Algonquin at the beginning of March. March 31<sup>st</sup> is the last day of the fiscal year and Finance is preparing to meet the MTCU deadline of May 19<sup>th</sup> to submit the College's financial statement information; the audit of the College's financial statements will commence at the end of April and continue through May. Other initiatives include renewing the College's insurance policies on the April 1<sup>st</sup> renewal date.

### INFORMATION TECHNOLOGY SERVICES (ITS)

Information Technology Services completed several technology projects in support of teaching, learning, and business automation at the College. A new process to automate the decommissioning of system user accounts has been put in place to ensure that when an employee leaves the College, all system accounts will be deactivated.

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. It is expected that by the Fall 2010 semester, a majority of teaching classrooms will have lecture capture capabilities. ITS is also reviewing various options for the delivery of program- or course-specific software in a virtual environment to reduce reliance on fixed computers, and to improve mobility for students.

ITS has continued 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. Several information forums were held to help students, faculty and staff better understand the offerings, and how they might benefit our students in their studies and to prepare them for the workforce.

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)

In the aggregate, revenues and contribution in the CAS business units are on track with budgeted targets. Parking, Food and Beverage and the PrintShop experienced higher revenues than anticipated for the month of February.

The Manager, Conference Services has been nominated for the Volunteer of the Year Award by the Meeting Planners International association. Results will be released in May.

Algonquin's Executive Chef Mark Steele and Sous-Chef Brendon Kobzan recently competed against chefs from across Ontario and Quebec in the Eastern Regional Canadian Culinary Federation National Chef's Challenge and won the gold. The winning team will go on to the National Competition in late May in Windsor, ON, where they will compete with the regional winners from the Atlantic, Central, and Western Canada regions.

The Food and Beverage Operations hosted a visit from the University of Ottawa for a tour of operations and discussion of our food service concept.

**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:

- To date the Site Plan approval, the foundation permit, and the cistern permit have been received. The permits for the construction of the structure have been received. The permits for the envelope and the full building permit are expected by end-April 2010.
- Detailed design is proceeding well in accordance with the schedule of phased construction.
- The steel erection for the five storey south tower commenced on March 1<sup>st</sup>, 2010 and the southern half is at the penthouse level. This is three weeks late due to steel structure factory fabrication delays. It is not believed this will affect the overall schedule negatively.
- The steel erection for the two storey north section is scheduled to commence approx. April 29<sup>th</sup>, 2010.
- The second floor slab is scheduled to be poured approx. March 29<sup>th</sup>, 2010.

**Perth Campus Renewal and Expansion**

- Working through the IDP process, the Facilities Sustainability Consultant and design team have now aligned the Project Sustainability Action Plan, the Vision, and the budget (Class "C"), and they are continuing to develop the design.
- We are targeting a "LEED Gold Certified" building.
- Construction Tenders to be issued on May 24<sup>th</sup>, 2010.
- Anticipated construction start on July 2<sup>nd</sup>, 2010.
- The project is on schedule for substantial completion by March 31<sup>st</sup>, 2011, to meet Knowledge Infrastructure Program funding requirements and for occupancy in September 2011.

**Pembroke Campus Relocation**

We now have approval to engage the Project Consulting Team:

- We are continuing to work with the City of Pembroke on the land transfer agreement.
- The Campus Development Consultants are working with the stakeholder to develop the space/programming requirement.
- We are working on draft schedules and budgets.
- The project is scheduled for occupancy in September 2012.

**Student Commons**

- The Project Management Consultants - Tiree Facility Solutions Inc. has been appointed.
- The IDP process has commenced with all stakeholders.
- 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

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### **PUBLIC RELATIONS AND COMMUNICATIONS**

*April is Sustainability Month* – For the entire month, a variety of activities, events, and initiatives initiated and organized by various departments on campus will help raise awareness of, and interest in sustainability.

As part of Advancement's contribution to Sustainability Month, Advancement will be launching the *Champions of Sustainability* speaker series. The first speaker, Mr. Justin Brown, Australia's High Commissioner to Canada, will speak specifically to Australia's sustainability accomplishments. The event is taking place on April 23<sup>rd</sup> from 11:30 – 1:30 in Restaurant International. A locally grown menu is being planned by the Hospitality students to support the event and the College will also be launching an Endowment Fund in support of the Green Business Management program.

*Applied Research Day* – A communications strategy for Applied Research Day was developed in consultation with the Office of Applied Research and Innovation. The goal of Applied Research Day is to stimulate partner interest in applied research at the College from both internal and external audiences.

*Building Healthy Communities* – Advancement supported the Faculty of Health, Public Safety and Community Studies through the development of a community stakeholder breakfast to test the HCI concept with the business leaders and employers healthcare and community services sector. Communications also provided media relations support in order to increase internal and external awareness regarding Algonquin's leadership in training the next generation of health workers.

*Promotion of Polytechnics Canada membership* – Working with partner institutions to communicate the recent partnership between Algonquin College, University of Ottawa, and La Cité collégiale to deliver new media studies degree programs in journalism and public relations.

*Recruitment of International applicants* – Worked with Business Development and specifically ACAP to increase external awareness and attendance at the 2<sup>nd</sup> annual Internationally Educated Professional Conference.

*Fundraising and Business Development* – Communications continues supporting the Foundation and Business Development areas through the development of a Perth Expansion brochure and the development of an Economic Impact Statement as well as the development of a new Endowment brochure to support the Foundation's direct sales activities.

*Academic excellence* – Communications has assisted in the development of the launch plan and media relations of Canada's first Victimology College Certificate Program.

*Social Media growth* – Continuing to develop and monitor the College's Twitter and YouTube accounts enabling the College to build a following as a result of increased content and interactions.

*Strategic Programs and Services Planning (SPSP)* – Provided the communications support to the Strategic Programs and Services Planning (SPSP) project to ensure the awareness and engagement of employees and other key stakeholders.

The communications strategy for this project has included, to date, a Communications Toolkit for all Managers and Chairs with introductory videos from the executive project sponsors, the launch of the SPSP website, two successful speaker events on key themes surrounding the project, regular mention of the project on myAlgonquin, and the introduction of the Algonquin College Idea Forum – first for staff and then for students – to gather high-level insights to be used in the reporting.

### **Corporate Events**

*Coffee Break with the President Series*

The March 9<sup>th</sup> Coffee Break, hosted by the Faculty of Arts, Media and Design and held in the Media Centre was attended by more than 120 staff and faculty. Tours included facilities used by the Radio Broadcasting, Theatre Arts and Animation programs.

The President also hosted a Coffee Break for students and staff which was held at the Pembroke Campus on March 11<sup>th</sup>.

#### *Event Support*

Logistical coordination was provided for the following events:

- Signing event for Engineering Articulation Agreements with the University of Ottawa, Carleton University, and La Cité collégiale on March 4<sup>th</sup>
- Two information sessions/presentations, coordinated by ITS, for the Student Email System Review on March 15<sup>th</sup>
- Signing event for Public Relations and Journalism Articulation Agreements with the University of Ottawa and La Cité collégiale on March 25<sup>th</sup>.

#### **Community Relations**

The City of Ottawa has been selected as one of the top seven intelligent communities in the world by the Intelligent Communities Forum (ICF). Algonquin and OCRI facilitated a site visit to the Woodroffe Campus by the ICF selection committee on March 24<sup>th</sup>. The one-hour site visit, held to support portions of the City of Ottawa's ICF submission, focused on a class visit and demonstration of the Game Development program by Professor Tony Davidson, and a presentation on The Virtual College by Glenn MacDougall, Joe Ranieri and Joy McKinnon.

#### **Alumni Relations**

March has seen an increase in awareness of the association by Alumni. As a result of the trailing edge of our Career Week activities, we have received above normal levels of inquiries by telephone and in person for information on benefits and for membership cards to the Alumni Association.

#### *Social Networking Growth*

Continuing our growth path into social media, we have been working on revising and re-releasing our AlumNet e-newsletter as well as rebuilding the Alumni website. Work is underway examining best web practices of other leaders inside and outside alumni to assist in developing the right model for us. Our Facebook and LinkedIn presence have grown considerably in seven months and adds new members consistently each week, and we are now examining what the best mechanisms are to move forward enhancing our social media presence for alumni on those platforms. Our survey research indicates social connections for the purposes of career and employment is the leading desired benefit sought from us by our membership.

#### *Enhancing our benefit offering to Alumni*

Our new benefit offering from Johnson's Insurance, MEDOC travel medical insurance was launched in March via a mail out from Johnson's to a cross section of the Alumni base. This product is expected to add moderate increased revenue to the affinity stream already provided the association.

#### **Media Relations**

Major stories include:

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|---------|--|
| March   | <i>CBC, CTV, the Ottawa Citizen, CFRA, and Metro Ottawa</i> featured a series of stories seeking a suspect in a robbery that took place at the College's Woodroffe Campus. |
| March   | <i>CTV</i> featured a series of stories profiling the fundraising work done by students in the Event Management Graduate Certificate program.                              |
| March   | <i>CBC, the Ottawa Sun and Nepean This Week</i> featured an interview with the President regarding the college's reaction to the provincial budget.                        |
| March 8 | <i>Rogers Daytime</i> featured an interview with the Chair of Nursing Studies regarding the concept of a Healthy Community and the Healthy Communities Showcase.           |

- March 9 *Nepean this Week*, CTV, and CBC featured stories regarding Algonquin's Internationally Educated Professionals conference.
- March 11 The *Perth EMC* featured a story regarding Mississippi Mills contributing \$10,000 to the Perth Expansion project.
- March 13 The *Pembroke Daily Observer* featured a story regarding the Pembroke Campus' Relay for Life fundraiser in support of the Canadian Cancer Society.
- March 13 *'A' Morning* featured two segments with students in the Culinary Management program discussing the versatility of pears.
- March 17 *Nepean this Week* featured a story regarding the Healthy Community Showcase.
- March 22 *Metro Ottawa* featured an interview with the Coordinator of the Sommelier program regarding the program itself and what student could expect to learn.
- March 24 CTV featured a story regarding the cancellation of the Settlement to Employment Program (STEP).

## **COLLEGE MARKETING AND ENROLMENT (CME)**

### **Brand Re-vitalization**

The qualitative research portion of phase 1 – Brand Audit is complete having held focus groups and interviews with internal and external stakeholders. A qualitative report will be presented to the Brand Steering Council on March 26<sup>th</sup> which will be followed by the completion of the quantitative research component of the Brand Audit.

### **Data and Research**

Currently examining customer relationship management (CRM) software with a view to improving lead generation processes and business intelligence capabilities.

### **Creative Services**

Creative Services continues to support the recruiting needs by evolving the current advertising campaign and supporting event requirements.

### **Recruitment**

The Recruitment Team continues its outreach to direct and indirect market channels.

#### *Discovery Evening*

The Events Manager worked in collaboration with the College's Marketing and Enrolment Group to coordinate and organize an open-house style recruitment event on March 24<sup>th</sup> that welcomed approximately 600 prospective students on campus. This event targeted current applicants, high school seniors who have not yet applied, postsecondary students and graduates, mature students, parents, teachers, and guidance counsellors. The event was held from 5:00 pm to 7:00 p.m. and offered tours and presentations showcasing all of Algonquin's full-time programs from all campuses, services, and the School of Part-time Studies.

#### Upcoming Recruitment Events 2009 – 2010:

Spring Open House (Perth) – April 10, 2010

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

Connections – May 5, 6 & 7, 2010

## **PROFESSIONAL DEVELOPMENT ACTIVITY**

- Leadership Development program participants: S. Markus, L. Haggis, J. Del Duca
- Advanced Leadership Development program participants: D. Hall, A. Kalil
- Algonquin Service Excellence Program participants: A. Banks, I. Sonou



- Webinars:
  - It's not Lead Gen or Demand Gen – It's the two working together
  - Why Social Media Participation Matters
  - Google Analytics – Track Behaviour of Users on the Web
  - Guerilla Creative – How to Communicate your Brand on a Shoestring

## **BUSINESS DEVELOPMENT**

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### **SCHOOL OF PART-TIME STUDIES (SPTS)**

#### **New Opportunities**

The College-approved Certificate in Aboriginal Leadership (10F launch) and the Ontario College Graduate Certificate in Professional Services in Trauma/Addiction Recovery (11W or 11S launch) have both received preliminary approval from CRC.

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

Enrolment in Continuing Education (CE) courses for Winter 2010 is 10.8 percent higher than at this time last year. Enrolment year-to-date in Continuing Education under the SPTS is at 11,177 students, 99.7 percent of the annual target of 11,216 students. Intakes will continue for CE until the end of April.

#### **ESL Enrolment**

ESL Canadian enrolment for March 2010 was 577 students compared to 456 students for the same time in 2009, an increase of 20.97 percent.

ESL International enrolment for March 2010 was 557 students compared to 508 students for the same time in 2009, an increase of 8.8 percent.

#### **SPTS Marketing and Communications**

Program-level advertising was launched for the new spring offering of the accelerated Project Management program, Leading Learning in the Workplace certificate, and Career Samplers for Youth. The spring 2010 OnCourse print catalogue was completed, printed and distributed locally, and the Distance Education print catalogues were produced and distributed locally and nationally. ENews pages for niche markets that included: Media, Business, Community and Health sectors were developed and distributed.

### **ALGONQUIN FOUNDATION**

#### **Constructing Our Future Capital Campaign**

A \$50,000 gift has been received from the National Capital Heavy Construction Association (NCHCA) and another gift of from a donor who has requested confidentiality until the May Cabinet meeting. To date pledges total \$3,096,000.

At the March Ottawa Construction Association's Annual General Meeting, the Executive Dean of the Faculty of Technology and Trades thanked the OCA for its generous pledge of \$250,000 and presented a certificate of appreciation to the OCA's outgoing Chair, Dwight Brown.

The Ottawa Citizen sponsored a thank you ad for the Minto Foundation's \$1-M Campaign donation.

The Constructing Our Future Campaign was included in the slide presentation at the March 25th Merkley Supply Limited Trades Show.

A presentation to the National Capital Heavy Construction Association (NCHCA) was held on March 31<sup>st</sup> at the NCHCA's AGM to thank members for their campaign gift.

**Perth Building Our College Our Community Our Future Campaign**

The Bank of Montreal has increased its donation from \$10,000 to \$15,000. Another two pledge confirmations of \$10,000 over 5 years have been received; one pledge is from Drummond North Elmsley and the other from Rideau Lakes. To date, pledges for the campaign total \$72,000.

**Pembroke Campus Campaign**

The Pembroke Campus held its inaugural College Opoly event in March. The event raised \$65,000 for the campaign. An announcement of a pledge of \$25,000 from the Rotary Club of Pembroke was made on March 6<sup>th</sup>. To date pledges for the campaign total \$1,448,092.

**Endowment Campaign**

Endowments have been confirmed for Champions for Children – Maharaja’s Ball Bursary Endowment, Nancy Connolly endowment, Don Hoskins APR Endowment, Chances R Endowment (Police and Public Safety Institute). Donations have been given by the Bell Capital Cup and St. Lazarus Leadership.

**Awards and Annual Contributions**

A new award of \$2500 for ACE Bakeries has been established. Direct Mail appeals have been sent to retirees and Advisory Committee Members for the Plant Some Roots campaign. The awards ceremony for the School of Hospitality and Tourism was held on March 25<sup>th</sup>.

**Out and About**

Outreach activities this month included:

- Village of Merrickville and Wolford Perth presentation
- Township of Mississippi Mills presentation
- Cheque presentation City Hall for Bell Capital Cup
- Nepean Chamber of Commerce event
- Association of Fund Raising Professionals Education Committee
- Sara Vered Tribute Dinner
- Fur Ball Fundraising Dinner
- Champions for Children Awards Dinner
- 12 prospect/donor meetings

**INTERNATIONAL EDUCATION CENTRE (IEC)****Recruitment**

During the month of March, IEC recruiters participated in recruitment fairs and visited schools in the following countries: Zambia, South Africa, Zimbabwe, Belgrade, Berlin and Morocco.

**Workshops/Classes**

Professor He Sang Yoo, Dean of Nursing Graduate School at Cachou University of Medicine and Science in Vietnam, is spending her sabbatical leave as a visiting scholar at Algonquin. Professor Yoo will be studying English as a Second Language during her sabbatical year.

A series of workshops designed for international students were delivered by IEC staff. Workshop topics included: plagiarism, presenting in front of peers, exam preparation, referencing and documentation, stress and time management and differences in education systems. The workshops are part of retention strategies the IEC has developed to help international students succeed in their programs.

**Delegation Visits**

During the month of March, a delegation of high level Chinese officials from both the government and the private sector visited Algonquin on the recommendation of the Dean of Huaihua Medical College (HMC) in China. HMC has proposed a partnership with Algonquin that will focus on Chinese medical students transferring to the Community Studies and Health Sciences programs at Algonquin.

**Partnerships**

The Vice President, Business Development completed a two-week partnership mission to India and China. The mission included site visits to potential partners in India (four) and China (five). Implementation plans are now under development with two prospective partners in India and two in China.

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

Three-Year KPI system comparative reports have been produced for dental, nursing, personal service worker and other Faculty of Health and Community Studies programs for the Strategic Programs and Services Project (SPSP).

A Student Satisfaction Survey is underway in Basic Training for Skills Development (BTSD) programs using the standard KPI survey form. BTSD programs are not eligible for the Ministry-sponsored KPI survey, yet the results are needed for internal Program Quality Review and SPSP purposes.

**First Year Student Survey (FYSS)**

First Year Student Survey (FYSS) 2009 Fall results have been generated for Aboriginal student respondents.

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

Names of staff nominated to participate in the work-integrated learning project survey were provided to the Higher Education Quality Council of Ontario (HEQCO).

**CORPORATE AND BUSINESS DEVELOPMENT (CBD)****SCHOOL BOARD PARTNERSHIPS*****SCWI Initiatives***

Planning meetings for the 2010-11 phase of SCWI activities, forums and dual credits were held during March with the school board administration teams from: Renfrew County District and Renfrew County Catholic School Board, Ottawa Carleton District School Board, Ottawa Catholic School Board, Carleton District School Board of Eastern Ontario, and the Upper Canada District School Board.

***Dual Credit Presentations***

A presentation and information booth promoting the Dual Credits program was included in the Discovery evening event held on March 25<sup>th</sup>. Visits to the College were arranged for dual credit MAT8100 students from Sacred Heart High School and St. Peter's High School. 25 students and 3 teachers were on campus for a visit as part of their Pathway Mentors 9-12 program and they participated in a presentation regarding Dual Credits.

***Pathway Mentors 8***

The school board partnerships team hosted a Pathway Mentors 8 Celebration evening on March 10<sup>th</sup>, 2010. Representatives from both the Ottawa Carleton (DSB) and the Ottawa Catholic School Board administration attended. 21 College students facilitated interactive program demonstrations at the event. 121 Grade 8 students and 70 parents participated in the event.

***Pathway Mentors 9-12***

At the Child and Youth Worker Career Fair, School Board Partnership staff spoke to 1<sup>st</sup> and 2<sup>nd</sup> Year students who are interested in completing the Pathway Mentors Program as part of their field placement and hosted a third on-campus visit for 25 students and 3 teachers.

**ALGONQUIN COLLEGE ACCESS PROGRAM (ACAP)*****Internationally Educated Professionals (IEP) Conference***

The Internationally Educated Professionals (IEP) conference was held on March 9<sup>th</sup>. There were 500 IEPs and 120 employers in attendance with a waiting list of 290 IEPs. The Impact Study was launched at the event. There was considerable media coverage including three TV stations, one radio station, and reporters from Immigrant and Newcomer magazines and local newspapers.

***CIITE Project***

ACAP has negotiated \$188,000 for the new project that will be used as well as two full time advisors, services provided by the Algonquin manager who is co-chairing the executive committee, marketing and honorariums for committee members. Workshops for Increasing Capacity for Human Resources (ICHR) were approved. These are free workshops for Subject Matter Experts (SME).

***Internationally Trained Civil Engineering Technologists (ITCET)***

The sustainability plan for the Internationally Trained Civil Engineering Technologists program was approved. The College will receive \$900,000 to implement the plan.

***Aboriginal Post-Secondary Education Initiatives (PSET)***

Four research projects underway are supported by the Aboriginal (PSET) funding. The projects include:

- Aboriginal student participation – financial aid, child care, and employment services
- Student needs and access – needs analysis, access review
- Cultural Connections – Cultural awareness and raising awareness
- Communications – Story telling, Increased outreach, and Aboriginal events

***Aboriginal Students Association***

ACAP has supported a facilitator and a coach to assist the students in setting up their association. ACAP has been approved to hire an Aboriginal student success counsellor and an Aboriginal project coordinator. During March, an Aboriginal leadership program and the first course for the Aboriginal Human Rights program were completed. There was a Building Connections forum with Unions and Aboriginal employment counsellors held this month.

***Website***

The basic design for the ACAP website is complete.

***Second Career (Experienced Worker)***

ACAP staff completed a report on grade point averages (GPAs) of Second Career candidates in comparison to overall GPAs per program. Second Career students' academic performance is generally above average.

**CORPORATE TRAINING*****Hydro One AZ Endorsement Training***

To date 37 drivers have been trained with a 100% success rate. Over 50 registrants have been identified.

***Diversity Management Certificate Program***

The design of a five-course, nine-day Diversity Management Certificate Program has begun. The five courses are Introduction to Diversity Management, On-boarding for Diversity, Communication for Diversity, Talent Management for Diversity, and Leadership for Diversity. The program is a hybrid offering including on-line learning activities and game, directed at front-line and middle management level.

***LEED Core Concepts and Strategies, and Building Green with LEED***

Algonquin Corporate Training has been approved by the Canada Green Building Council to deliver LEED Core Concepts and Strategies course in Spring 2010 and the Building Green with LEED for New Construction in Fall 2010.

***Marketing***

Awareness print advertising promotions for the training centre have appeared in the March issues of the following magazines: the Hill Times, Ottawa Business Journal, and HR Magazine. As well, the Algonquin Corporate Training Centre had a booth at the March 4<sup>th</sup> trade show event hosted by the National Capital Commission.

***Training Delivered***

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

- Ottawa Police Service
- Boone Plumbing & Heating Supply Inc
- Karson Konstruktion: Construction Leadership and Supervision
- Kott Lumber: Construction Leadership and Supervision
- Cree Regional Authority: Office Productivity
- Aboriginal Healing Foundation: MS Office 2007 - New Features
- Hydro One: Propane Management – Train the Trainer
- Bank of Canada
- Canadian Bank Note Company: Active Directory
- Office of the Auditor General of Canada
- Export Development Canada: People Leadership for New Leaders - Pilot
- National Capital Commission: Diversity
- Scouts Canada: Project Management
- Public Training Seminars:
  - PM Essentials: An Introduction to Managing Projects
  - Leadership & Management for Women
  - Construction Leadership and Supervision
  - Customer Relationship Management
  - Health & Safety Program Management
  - Effective Business Writing

## HUMAN RESOURCES

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### **COMPENSATION, PENSION AND BENEFITS (CP&B)**

In March, staff attended an audio conference on “Women’s Leadership: Constructive Anger Management Techniques” and full day workshops on “Work Life Conflict” and “The Aging Population”. We continue to utilize webinar and EAP sessions.

CP&B continue to scope the tracking mechanism requirements regarding Pension and Benefits on I/O positions.

Summer layoff notification was sent to Managers, outlining employees that will be affected in their respective areas.

The 2010 Sick Leave Gratuity Buyout applicant forms and required spreadsheet has been updated and sent to CCAC, meeting the deadline of April 5<sup>th</sup>.

There was one New Hire Orientation held in March with 3 New Hires and 1 part time in attendance.

### **STAFF RELATIONS**

On February 24<sup>th</sup>, the College resumed accepting union grievances. Six new union grievances have been received since that date and 38 that were not accepted between November 18<sup>th</sup>, 2009 and February 24<sup>th</sup>, 2010 were resubmitted on March 18<sup>th</sup>.

A Workload Resolution Arbitration was held on March 24<sup>th</sup>. The two academic arbitration hearings scheduled in March were cancelled due to grievances being withdrawn by the union.

Employment Stability and Union College Committee meetings have taken place with Support Staff. The academic Employment Stability Committee also met in March.

Staff Relations is working with HR staff and other departments within the College to implement the changes in the new Academic Employees Collective Agreement. Programming changes for SWFs were implemented with the help of ITS and the VPA’s office. On March 30<sup>th</sup>, Staff Relations will attend the Chairs Council meeting with Don Sinclair, of the College Compensation and Appointments Council, to discuss the changes in the new Collective Agreement.

### **EMPLOYEE SERVICES**

#### **Staffing and Recruitment**

The staffing process has slowed down over the month of March with 6 part time and 2 full time Support competitions being posted as well as 3 part time Academic.

The hiring schedule for August academic intake has been sent to the VP Academic Office and will be communicated to Chairs in April.

Representatives from Human Resources and representatives from the Language Institute participated in the Bilingual Job Fair that took place March 29<sup>th</sup> and 30<sup>th</sup> sponsored by La Toile des Carrieres.

#### **Classification**

Activity has increased with the Support Staff Job Evaluation Committee which continues to meet bi-weekly to review new and significantly revised positions, and to discuss issues relevant to the College Community.

#### **Succession/Leadership Development Plan**

The Leadership Requirements Model was launched with a presentation to PEDDC. A presentation to the Chairs Council and the ASA will follow.

**HRIS Administration/Transformation**

***Other-than full-time staffing***

Value stream process continues on the data entry and approval area for the “Other than full-time” payroll process.

During the month of March, training sessions were delivered to Chairs and Support Officers in the Academic Sector to ensure standardization of the data entered into the HRIS for the contingent workforce.

***Presentations***

The Recruitment Officer conducted a workshop on Interviewing Skills at the Internationally Educated Professional (IEP) conference sponsored by Algonquin College.

The Human Resources website and web pages for the Algonquin Leadership Development program (Succession Planning) is being worked on in collaboration with the College Web Services team in preparation for a fall 2010 launch of the Leadership program.



## STUDENT SERVICES

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### REGISTRAR'S OFFICE

#### Registration Statistics, 2010 Winter

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

For the 2010 Winter Term, as at the March 1<sup>st</sup>, 2010 Audit Date, net registered students numbered 13,459 or 102.3% of the projected enrolment. Enrolment as of March 1<sup>st</sup> is submitted to the Ministry and forms the basis on which funding is made to the College.

The breakdown of the 13,459 registered, as at March 1<sup>st</sup>, 2010 is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	150	2,587	183	2,690
Faculty of Business and Hospitality	597	3,611	609	3,591
Faculty of Health, Public Safety and Community Studies	235	2,788	248	2,770
Faculty of Technology and Trades	326	2,307	354	2,383
Algonquin College in the Ottawa Valley	0	512	0	538
School of Part-Time Studies	13	33	31	62
<b>College Totals</b>	<b>1,321</b>	<b>11,838</b>	<b>1,425</b>	<b>12,034</b>

#### *Continuing Education Registrations*

For the 2010 Winter Term as at March 21<sup>st</sup>, 2010, registrations stood at 12,368 as compared to 11,247 at the same time last year. The term registrations to March 21<sup>st</sup>, 2010 represent 102.1% of the projected enrolment. Registration continues throughout the term.

#### Admissions Statistics

##### *2010 Spring Term*

As at March 22<sup>nd</sup>, 2010, OCAS statistics for the 2010 Spring Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 27% from last year, Secondary School applicants are up 25%, with an overall increase in applicants of 26.4%. Province wide, the variances are 48.2%, 65.6% and 52% respectively.

As at March 22<sup>nd</sup>, 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 21.7% from last year, Secondary School applicants are up 18%, and overall we show an increase of 20.6%. Province wide, the respective variances are 47.1%, 67.1% and 51.5% respectively.

As at March 22<sup>nd</sup>, for Confirmations, our Non-Secondary School confirmations are up 3.7% from last year, Secondary School confirmations are up 9.1%, and overall, we show an increase of 5.3%. Province wide, the respective variances are 44.8%, 85.5% and 52.3% respectively.

### **2010 Fall Term**

As at March 22<sup>nd</sup>, OCAS statistics for the 2010 Fall Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 11.3% from last year, Secondary School applicants are up 4.8%, with an overall increase in applicants of 7.8%. Province wide, the variances are 13.9%, 5.8% and 9.3% respectively.

As at March 22<sup>nd</sup>, 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 11.6% from last year, Secondary School applicants are up 3.0%, and overall we show an increase of 6.8%. Province wide, the respective variances are 14.1%, 5.1% and 9.0% respectively.

As at March 22<sup>nd</sup>, for Confirmations, our Non-Secondary School confirmations are up 3.5% from last year, Secondary School confirmations are up 5.6%, and overall, we show an increase of 4.5%. Province wide, the respective variances are 14.0%, 1.4% and 7.6% respectively.

### **Offers of Admission**

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 were immediately distributed subsequent to the 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 Algonquin College will provide the new fees schedules as soon as possible.

### **Virtual College - E-Servicing**

In support of student success, the virtual college and environmental sustainability, the following electronic communications were distributed to Algonquin College students:

- i. **e-Welcome** - On March 16<sup>th</sup>, a mass e-Welcome from the President of Algonquin College, was distributed to all Algonquin College students in receipt of an Offer of Admission. The President's electronic welcome and congratulations also included information on accessing College information and services.
- ii. **Official Tuition Tax Receipts (T2202A)** - A mass e-mail was sent to approximately 40,000 Algonquin College student e-mail addresses indicating that T2202A slips were available online via ACSIS.

### **College Graduation Rate Key Performance Indicator (KPI) Report for 2009-2010**

The Ministry of Training, Colleges and Universities (MTCU) and the Colleges of Applied Arts and Technology have defined five Key Performance Indicators (KPIs) to measure, in a consistent manner across the College System, College performance against Ministry stated goals and objectives. The KPIs are graduate employment; graduate satisfaction; employer satisfaction; student satisfaction and graduation rate; only the first three KPIs are used to distribute performance funding to the colleges.

In accordance with the detailed operating procedures for KPI Graduation Rate reporting, Algonquin College submitted the College Graduation Rate KPI Report for 2009-2010 on March 2<sup>nd</sup>.

**Information Technology Services Transcript Server (Hook) Decommissioning**

On March 4<sup>th</sup>, the Information Technology Services server (Hook) responsible for the production of transcripts was officially decommissioned.

Programming for the calculation of current and historical transcripts and Grade Point Averages (GPAs) was transitioned from Hook to the Algonquin College Student Information System, GeneSIS.

Transcripts, program summaries, program of study versions, exemptions, substitutes and term GPAs for individual students are now available on the new GeneSIS screen, SGI004. BETA advisements were removed on transition to the production environment and faculty have been advised regarding this new process.

**Client Service Metrics**

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

Summary					% Variance	
<u>Contact Centre (Telephone)</u>	February 10	YTD 09/10	February 09	YTD 08/09	February 10	YTD 09/10
<b>Total Calls</b>	10,511	140,742	10,984	135,133	-4.31%	+3.99%
<b>Total Calls Answered</b>	9,918	117,986	9,169	102,719	+7.56%	+12.94%
<b>% Answered</b>	94.35%	83.83%	83.47%	75.35%		
<b>Average Speed to Answer</b>	0:00:36	0:01:58	0:01:51	0:03:05		
<b>Average Call Length</b>	0:02:31	0:02:54	0:02:39	0:03:14		
<u>Service Counter (In-Person)</u>	February 10	YTD 09/10	February 09	YTD 08/09	February 10	YTD 09/10
<b>Tickets Issued</b>	5,706	89,225	3,407	63,924	+40.30%	+28.36%
<b>Customers Served</b>	5,513	84,364	3,325	62,154	+38.55%	+26.33%
<b>% Served</b>	96.61%	94.55%	97.59%	97.10%		
<b>Average Waiting Time (Global)</b>	0:03:30	0:08:14	0:02:46	0:05:18		
<b>Average Transaction Time (Global)</b>	0:07:00	0:07:08	0:06:48	0:08:06		

**STUDENT SUPPORT SERVICES****Director's Office**

From March 1<sup>st</sup>-2<sup>nd</sup>, the Director, Student Support Services attended the Student Access and Success Coordinating Committee (SASCC) meeting held in Toronto. Topics discussed included the MTCU Report, Institutional Research activities, the College Student Alliance Report, Provincial Exams – Documentation Requirements for Students with Disabilities, the Colleges Ontario Report, Ontario's Future Labour Markets, and the SASCC Mandate.

Student Support Services participated in the first Healthy Communities Showcase held at Algonquin College on March 10<sup>th</sup>. The event was supported by the Small Business Association, the Algonquin College Business Innovation Centre, and Student Support Services – Volunteer Centre. Student Support Services had 17 student volunteers help set up the showcase, and to support the more than 50 vendors who participated. The students also had the opportunity to network with the different organizations that participated in the event, and two of the students found summer work through this event.

**Student Affairs and Orientation**

A Women’s Self-Defense workshop was hosted on March 10<sup>th</sup> in the Residence.

A Celebration of Cultures was held in the Marketplace Food Court on March 16<sup>th</sup>, 2010. A total of 24 Embassies were in attendance, and a variety of exceptional entertainers were featured. In collaboration with the Students’ Association, Student Affairs and Orientation arranged for 93.9 BOB FM, Sandy Sharkey, to headline and emcee. Throat singers and women drummers from the Mamidosewin Centre were also featured at this event which attracted more than 500 students and staff.

**Employment Services**

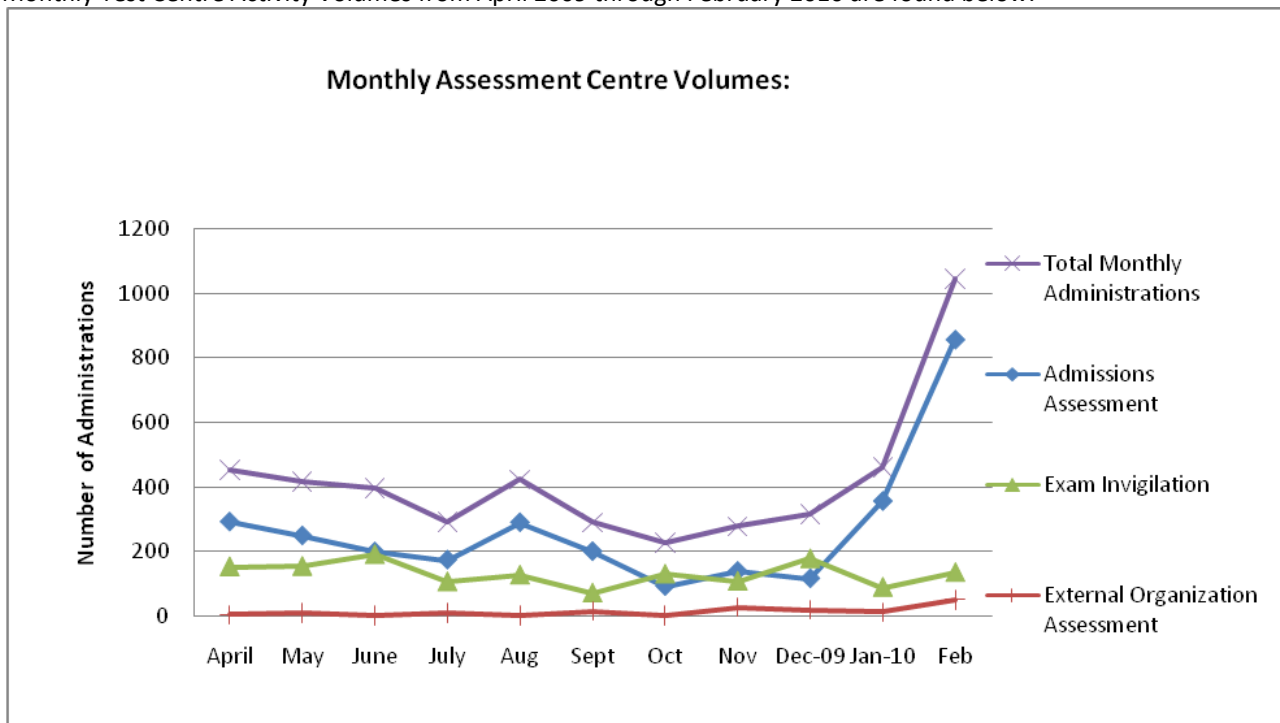
Employment Services has organized a new drop-in service on Wednesday afternoons for students and graduates who wish to meet with an Employment Officer to have their résumés critiqued or documentation reviewed. More than 38 clients were served between February 10<sup>th</sup> and March 10<sup>th</sup>.

In the last month, Employment Services has offered six Résumé Clinics, with one dedicated to International students.

**Counseling Services**

Counselors facilitated two workshops during Career Week 2010; the ‘Career Planning Starter Kit’ and ‘How to Get your Child from High School to a Career’. These workshops were well received and over 50 participants attended these sessions.

Monthly Test Centre Activity Volumes from April 2009 through February 2010 are found below:



**Mamidosewin Centre**

Weekly activities at the Mamidosewin Centre included the beading workshops, potlucks, and women’s hand drumming. A men’s drum making session began on February 22<sup>nd</sup>, and seven drums have been created to date.

Visiting Elders included Debby Danard, Rainy River First Nation and 3 Fires Society Midewiwin. Debby Danard discussed the medicine wheel, and how it can help in our day-to-day lives.

The film, 'For the Next 7 Generations – 13 Indigenous Grandmothers Weaving a World that Works' was recently featured. This event was open to the students, staff and the general public, and was well attended.

**Residence**

On February 12<sup>th</sup>, Residence Outreach conducted interviews and hired two students to assist Residence Outreach Services with the planning and promotion of events, and to convey information within Residence to students.

Residence Outreach Services and the Algonquin Residence Council organized a Residence formal, "Dress to Impress," which was held on February 27<sup>th</sup>. Approximately 150 guests attended.