

**ACADEMIC**

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**New Programs/Initiatives**

New program development and alternative delivery options continue to be critical drivers of enrolment while meeting changing labour needs of employers. The following programs were successfully launched this Fall 2010, with first semester registrations as indicated:

Program Name	Projected Enrolment	Actual Enrolment
1205X Hospitality Services (Pembroke)	16	12
0915Z Massage Therapy Intensive	19	13
1615X Medical Radiation Technology	20	23
1405X Music Industry Arts	46	49
1611X Victimology	25	30
1204X Food and Nutrition Management	19	14

The following program launches have been deferred to either the Winter 2011 term or the Fall 2011 term:

Program Name
1305X Organizational Quality Management
1505X Construction Project Management
1613X Global Studies
1614X Performance Coaching

**School of Health and Community Studies**

The Dental Hygiene program graduates achieved a 100% (56/56) success rate for those writing the National Dental Hygiene Certification Board (NDHCB) in May, 2010.

Results for the writing of the National Dental Assisting Examination were received by the Allied Health Department. 91% of our graduates who wrote the exam were successful.

The Respiratory Therapy graduates who wrote the provincial exams had a success rate of 82%.

The College continues to work closely with the local health sector and, to this end, has established a Health and Wellness External Advisory Council to advise on the future directions we should take to ensure our community has the on-going skilled health and wellness workforce that it needs. Chaired by Ray Timmons, past CEO of the Almonte General Hospital, the Advisory Council consists of individuals representing client groups, health sector (public and private), wellness, government, and education.

**School of Advanced Technology**

The Ministry of Citizenship and Immigration has renewed funding for the Internationally Trained Civil Engineering Technologists (ITCET) program. Over 100 interested applicants were contacted over a six week period this summer and invited to apply to the program through the Ontario College Application Service (ontariocolleges.ca) to take advantage of a credential validation pilot project. This project has been undertaken by the Registrar's Office and the Algonquin College Access Program (ACAP) to allow program applicants to have their international credentials validated at no cost to them. Subsequently, over 70 of the program applicants have completed language testing offered by the Testing Centre using Accuplacer and Accurwriter and by the Language Institute to measure oral communication skills. In all, 30 applicants have been tentatively admitted to the program pending their favourable credential validation.

**Career and Academic Access Centre**

The College continues to be a leader in meeting the government's Access agenda for non-traditional, under-prepared students to be successful in a post-secondary environment. The annual Prepared for Success report shows that Academic Upgrading

successfully prepared 553 students to enter post-secondary programs in 2009-2010. Of 541 students, 437 (79%) enrolled in Level 02 of their initial program, while 42 (8%) switched to a different program. In total, 479 (87) stayed at the College after Level 01.

The Career and Academic Access Centre has been selected as one of only two Ontario sites to pilot materials from the national Assessment Resource for Adult Reading Classrooms project. The pilot will evaluate the design and the usefulness of the reading tests that have been developed.

#### **School of Transportation and Building Trades**

The School participated with the Construction Sector Council (CSC), building on work done by the Canadian Apprenticeship Forum on Return On Training Investment (ROTI), to complete additional research to determine how a small investment in Essential Skills of reading, document use and numeracy generates a substantial return. This led to the CSC creating a compendium called "Tips on Introducing Essential Skills into Construction Trades Training."

#### **Algonquin Heritage Institute**

The Construction Carpentry – Advanced Housing program is taking the lead on an Interprofessional Education project involving Interior Design, Interior Decorating, Architectural Technology, Green Architecture, and possibly Business Marketing and Horticulture Technician. The programs will form cross-program teams to work on design elements for the houses built by the Advanced Housing students at the Perth Campus.

The Downtown Perth Business Improvement Association held a golf tournament on September 12<sup>th</sup> with proceeds going to the Building Our College, Our Community, Our Future capital campaign.

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

The graduating class of the Bachelor of Science in Nursing program 2010 obtained a 100% pass rate on the Canadian Nursing Registration Exams written in June 2010.

A successful proposal was submitted to the Ontario government to run a Construction Craft Worker apprenticeship program for Aboriginal students at the Golden Lake First Nation. The contract is valued at more than \$210K and started August 1, 2010.

A capital campaign golf tournament was held in June at the Pembroke Shores Golf Club. 148 golfers participated helping the College raise approximately \$25K for its new Pembroke Campus. An additional \$25K was pledged by Giant Tiger at the kick-off to the tournament.

#### **School of Part-time Studies**

The School participated in the Ontario Colleges' Continuing Education Awards Competition this year and won in two categories:

- a. Marketing – "Construction Sector" catalogue created and direct-marketed to 1,500 construction-related businesses.
- b. Exemplary Procedures – Development of an Examination Tracking System to better process Distance Education exams (approximately 10,000 exams processed during a year) through the use of a bar coding system.

#### **Learning and Teaching Services**

The Centre for Organizational Learning (COL) provided orientation sessions to twenty-one full-time faculty, thirteen full-time support and five full-time and one part-time administrator new hires since May 2010.

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

#### **Student Activity**

Debbie Morris, student, Culinary Management program, appeared on the A Channel on September 16<sup>th</sup> to do a pasta making demonstration. See: [www.youtube.com/user/AMorningVideo#p/u/12/wZIBB1GUoCs](http://www.youtube.com/user/AMorningVideo#p/u/12/wZIBB1GUoCs)

Nine Professional Illustration students won a proposal out of 40 competitors to provide artwork for a new game called iMakoo. The card game, a cross between Sudoku and Scrabble, was designed by Edouard Biot of Groupe Nestor Group (GNG). Each card

in the game is illustrated by one of our students. The game will debut in France later this fall and North America in the new year.

The Sport Business Management program hosted its 8<sup>th</sup> Annual Placement Day on September 20<sup>th</sup> at Scotiabank Place where 47 sport organizations were offering placements to the students.

Four students from the Mechanical Engineering Technology program, Peter Shaw-Wood, Joe Della Valle, Patrick Moore and Kevin Lamarche, won third place in the ASHRAE 2010 Student Design Competition. The competition featured 14 teams from across North America.

#### **Community Activity**

Cindy Toffanello, Professor, Cook/Culinary Management programs, and several students participated in the Cancer Foundation grape stomp at The Vendemmia.

The Perth Campus Youth Intern program, sponsored by the Valley Heartland economic development fund, has been working on a number of projects for the Downtown Perth Revitalization Committee, including writing text for historical signs throughout town, research kiosk technology, participating in community improvement planning focus groups, and identifying corporate training possibilities for Algonquin College.

An official opening of a new Press Box/Scoreboard built by Carpentry students at Algonquin College in the Ottawa Valley was held in June. The materials for the structure were donated. The scoreboard and digital clock were purchased through a \$5K grant from Renfrew County Community Futures Development Corporation and now provide a wonderful addition to supporting student athletes at Fellows High School.

Algonquin College in the Ottawa Valley was a recipient of one of the City of Pembroke's Community in Bloom awards.

#### **Donations**

Henry Schein Canada is sponsoring three student bursaries: two \$250 awards for students in the Dental Assisting program and one \$500 award for a student in the Dental Hygiene program.

Colgate Palmolive is sponsoring a student bursary to be awarded to a first semester Dental Hygiene student in the amount of \$500.

A local area dentist, who asked to remain anonymous, has donated a used \$45K panelipse machine to the Dental Clinic.

The Ottawa Food and Wine Show has donated \$1200 to the Kurt Wadale Bursary fund.

Sperian, a safety equipment company, donated safety glasses and hearing protection for all of Algonquin Heritage Institute's first year students.

The Motive Power Technician program has received a number of used vehicles for use in their programming and the General Motors ASEP program received a brand new vehicle from GM.

## ADMINISTRATION

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### Finance & Administrative Services

The Finance and Administrative Services Department completed preparation of the 2009/10 Financial Statements which were submitted to the Board for approval on June 14, 2010. In addition to the audit of these financial statements, Finance worked with the College auditors KPMG to complete more than 15 other cost and program audits during the period May to July. Finance lead a working group and completed the implementation of the Ontario Harmonized Sales Tax involving several areas of the College including, but not limited to, College Ancillary Services, School of Part-time Studies and the Registrar's Office. In July, the College received confirmation that the applications to finance construction of the Student Commons and Pembroke campus expansion projects were approved by the Ministry of Finance; the College may borrow up to \$48 million to finance these two projects. In September, the 1<sup>st</sup> Quarter Financial Report was prepared for submission to the Board of Governors at the October 12<sup>th</sup> meeting.

### College Ancillary Services (CAS)

Revenues and expenses in the CAS business units continue to track to budget targets with one notable exception. Summer business was lower than forecasted resulting in a revenue shortfall in the Residence.

The College assumed management responsibility for the Residence on September 1<sup>st</sup> with a seamless transition and experienced a successful move-in due to a focus on the "Student Experience". A new management software package, StarRez, was successfully deployed for the September transition to facilitate the move-in administration. A student portal is scheduled to be launched during October to enable on-line access to student accounts and services offered at the Residence.

The Parking Office converted a dedicated parking lot, Maroon #14, to a Red permit lot increasing the number of permits available to clientele. Waitlists have been reduced from those experienced in 2009; however, demand continues to be strong for parking onsite. In conjunction with Physical Resources, work continues on the development of interim parking to alleviate the current crisis while exploring long term solutions.

The Food and Beverage Operations has updated their menus including the introduction of a healthy option, offering the option of a side salad instead of fries and a smoothie concept at Thunder Alley location. Extended hours for the Portable Feast location have been well received and have also been introduced for the Bits' n' Bytes location.

### 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 the Knowledge Infrastructure Program (KIP) funding requirements and for the start of classes by September 6, 2011. Highlights include:

The Site Plan Agreement has been signed by the College and submitted to the City of Ottawa for signature. All building permits have been approved. There are some conditions on the full building permit related to flame spread rating for some of the proposed materials. The steel erection is complete and all floor slabs have been poured. The building envelope system installation has been moving slower than expected. To mitigate the effect on the schedule Ellis-Don has installed temporary hoarding at the edges of the tower structure to allow for the mechanical and electrical fit-up and the installation of drywall to continue. Minor adjustments are being made to the schedule to optimize the scopes of work to be allocated to the "before 31 March" and "after 31 March" period to ensure that this delay can be absorbed into the schedule while ensuring that KIP requirements are achieved; namely the expenditure of \$70M of the total \$77M budget and achieving substantial performance of the contract.

#### Perth Campus Renewal and Expansion

The project is on budget and scheduled for substantial completion by March 31, 2011 to meet the Knowledge Infrastructure Program funding requirements and for occupancy by September 6, 2011. The building permit has been received and the

timber structure exterior concrete foundation walls are approximately 80% complete. The backfill and foundation insulation is approximately 20% complete. The interior excavation for plumbing and electrical work commenced in the week of 20 September. A very successful official groundbreaking was held on September 9<sup>th</sup> at the Perth Campus, and the Capital Campaign has been launched.

#### Pembroke Campus Relocation

The project is on budget and scheduled for completion and occupancy by start of the academic year in September 2012. All of the site investigation studies and reports are nearing completion. The project vision and guiding principles have been developed and approved by the President's Executive Committee. The Campus Development Team is working to complete the Design Build RFP documentation by the end of October, 2010. The land transfer from the City to Algonquin College is scheduled for October 15<sup>th</sup>. The preferred access route through City property has been chosen and negotiations are underway to incorporate it with a Municipal Infrastructure Stimulus grant process to construct the route before March 31, 2011. A feasibility study for potential student residence accommodation is being reviewed.

#### Student Commons

The project is on budget and scheduled for completion and occupancy by start of the academic year in September, 2012. The Site Plan Control Application has been submitted to the City of Ottawa. The Design-Build RFP is being finalized and is scheduled to be issued to the four selected proponents on Monday, September, 27<sup>th</sup>. These include:

- Aecon Buildings with Moriyama and Teshima Architects
- Bondfield Construction Co.Ltd. with Cannon Design
- PCL Constructors Canada with IBI Group Architects and Teeple Architects
- Vanbots-Carillon with HOK and Montgomery Sisam Architects

The proposal period of 12 weeks ends on December 20, 2010 after which the proposals will be evaluated and a preferred design-builder selected with whom to finalize a contract. It is anticipated that a contract will be in place by end-January 2011 and that construction will start in April, 2011.

The Northeast Parking Lot (displacement parking) tender closed on August 31, 2010. The tender was awarded to Geo. W. Drummond Paving and construction is expected to start in October 2010, upon receiving the Site Plan Approval from the City of Ottawa.

## ADVANCEMENT

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### Corporate Events

#### Perth Convocation

The department worked in collaboration with the Perth Campus staff to provide the corporate set design for the Perth Campus Convocation which took place on June 3<sup>rd</sup> at St. John's Catholic High School.

#### Woodroffe Convocation

The department worked in partnership with the Registrar's Office in the preparation of the Ottawa Spring Convocation ceremonies held on June 17<sup>th</sup> and 18<sup>th</sup> at Scotiabank Place.

Coordination for all aspects related to set design and technical production of the event was provided. The five guest speakers were:

- Barbara MacKinnon, Executive Director, The Children's Aid Society of Ottawa, Honorary Degree Recipient
- Stephen Beckta, Restaurateur and Alumni of the Year
- Rob Woodbridge, Founder, UNTETHER.TV, and Algonquin College Alumnus
- Max Keeping, Vice President, News, CJOH-TV (Retired)
- John Reid, President and CEO, CATA Alliance

#### President's Breakfast

The annual President's Breakfast to mark the beginning of another academic year was held on Thursday, August 26<sup>th</sup> in the Marketplace Food Court. Professor John Willman, coordinator of the e-Publishing program was the emcee for the event. More than 900 full and part time faculty and staff attended the event to hear President Gillett's annual address setting the direction for the College in the upcoming year. The Communications and Web Services team supported this annual event by writing, producing, and editing 11 videos, writing scripts for speakers, producing PowerPoint presentations and piloting a new presentation tool "Prezi".

#### 365-day Countdown / Algonquin Centre for Construction Excellence (ACCE)

Working with the Physical Resources Department, the Department organized a tour of the construction site of the new ACCE for local media to kick-off the official 365-day countdown to the opening of the new facility. The tour took place on Friday, September 3<sup>rd</sup> and was jointly led by Claude Brulé, Dean of the Faculty of Technology and Trades, and Mike Rushton, Director, Physical Resources. Also in attendance was the Honourable Bob Chiarelli, Ontario Minister of Infrastructure and MPP Ottawa West-Nepean, and Rick Chiarelli, City Councillor, College Ward. Media coverage can be viewed at the following links: [CTV](#) and [Metro News](#). This date was also marked with the launch of a new ACCE website profiling the building ([www.algonquincollege.com/ACCE](http://www.algonquincollege.com/ACCE)).

#### Perth Groundbreaking

The official Perth Campus Groundbreaking Ceremony was held on Thursday, September 10<sup>th</sup>. Joy McKinnon, Vice President, Business Development, was the master of ceremonies for the event, which also included short speeches by President Gillett, SA President Jacob Sancartier, the Honourable Bob Chiarelli, Ontario Minister of Infrastructure and MPP Ottawa West-Nepean, Town of Perth Mayor John Fenik, and former Perth Mayor Lana March. During his address, President Gillett recognized Dean Linda Cooke and former Dean Joan Macartney for their leadership and dedication to the Perth Campus. The Honourable James Bartleman, former Lieutenant Governor of Ontario and Honorary Campaign Chair, also participated in the actual groundbreaking activity.

Creative development for Perth Groundbreaking event materials was completed including invitations, on-site signage and downtown Perth billboard. The Perth web site was updated to include new messaging and building images. Radio and print advertising support was also executed which included live cut ins and 30 second radio announcements on the two local radio stations as well as community wide invitations in the local community newspapers (Perth Courier and EMC).

## Government Relations

### Ministry of Labour

The Department coordinated the logistics for an Ontario Government event held August 5<sup>th</sup> on the Woodroffe Campus. Mike Rushton, Director, Physical Resources, acted as the master of ceremony for the event which was held on the grassy area of the campus, at the corner of Navaho and Woodroffe, with the ACCE construction site as a backdrop. The purpose of the event was to provide a venue for The Minister of Labour, Peter Fonseca, to launch the government's construction safety awareness campaign and enlist public support in cracking down on unsafe work practices. Algonquin was chosen as the venue because it is viewed as a safe construction site by Ministry Inspectors and sets a good health and safety example.

### Ministry of Citizenship and Immigration

The Department coordinated Algonquin's participation in the September 16<sup>th</sup> funding announcement by the Honourable Dr. Eric Hoskins, Ontario Minister of Citizenship and Immigration. The event took place at the offices of Hire Immigrants Ottawa. Vice President Joy McKinnon and others joined the Minister as he announced an extension to the funding for Algonquin's Internationally Trained Civil Engineering Technologist program, as well as other programs offered through La Cité collégiale and LASI World Skills.

### Premier McGuinty Visit

The Department worked with the Premier's Office to host a tour and media session at the Woodroffe Campus on Friday, September 24 at 2:00 p.m. The purpose of the tour was to highlight areas that have benefited from the College Equipment and Renewal Fund (CERF) from the Ontario Government. President Gillett and Dean Russ Mills guided the Premier on the tour which focused on three locations in the School of Media Design: the Mobile Television Production Lab, the MAC lab and the new Music Industry Arts program control room and studio. Following the tour, the Premier held a brief media question and answer session, where he was supported by The Honourable Bob Chiarelli, Minister of Infrastructure, and MPP Ottawa West-Nepean, The Honourable Madeleine Meilleur, Minister of Community and Social Services, Phil McNeely, Parliamentary Assistant to the Minister of Energy and Infrastructure, and Yasir Naqvi, MPP Ottawa Centre. The Ontario Government has provided Algonquin College with \$698,400 this year through CERF, for a total investment of \$4.2 million over three years.

## Media Relations

Major stories include:

June – *Ottawa Citizen*, *Ottawa Sun*, *CFRA*, *CTV*, *CBC*, *Nepean EMC*, and *Nepean This Week* featured ongoing stories regarding the SPSP process. Stories culminated on June 29 when new outlets reported that the Board of Governors approved SPSP recommendations.

June 17 & 18 – *CBC*, *CTV*, and the *Ottawa Citizen* featured stories regarding the Spring convocation for the Woodroffe Campus.

August 16 - *CTV*, *CFRA*, *Ottawa Citizen*, and the *Ottawa Sun* featured stories regarding the delay in shipping the new pedestrian bridge to be installed over Woodroffe Ave.

August 22 – *CTV*, *CFRA*, *Ottawa Citizen*, and the *Ottawa Sun* featured stories regarding the new pedestrian bridge installed over Woodroffe Ave.

September 3 – *Metro Ottawa*, *CBC*, *CTV*, and *CFRA* featured interviews with the Executive Dean of Technology and Trades (and others) regarding the 365-day countdown to the opening of the ACCE.

September 9 – *Lake 88* and *Jack FM* featured interviews with the President, the Dean of the Perth Campus, and a recent Perth Campus graduate regarding the new main building at the Heritage Institute.

September 16 – *Perth EMC* and the *Perth Courier* featured stories regarding the groundbreaking of the new main building for the Perth Campus.

September 16 – *Nepean This Week* and *Nepean EMC* featured stories regarding the ACCE building as we began the 365-day countdown until the building opens.

### **Internal and External Communication Projects**

#### Social Media Strategy

Work began on developing a college-wide strategy for the use of social media to advance the goals of the college. Phase one of the projects will compile best practices and suggest goals, strategies, tactics, and next steps. Social media tools in scope at this time are Twitter, Facebook, LinkedIn, and Blogs. Research is also being done on Search Engine Optimization.

#### Live@AC launch

Developed and implemented the communication plan for the launch of the new student email system (Live@AC). Collaboration between ITS and Advancement helped lead to a successful implementation of the new solution. By the end of the first week alone, over 11,000 had successfully migrated their accounts to the new system.

### **Alumni Relations**

The annual AGM held June 8, 2010 was a great success with over 75 Alumni present to network and socialize. Presentations were made to departing board members as well as AGM business transacted. Three new Board members were added: Laura Spragge, Alex Hosselet and Rob Nettleton. These three dynamic young additions bring a wealth of relevant, modern experience that will help shape and guide our social engagement strategy. In addition, the board is currently seeking to add four more members – each with a background that will bring a skill set to better position us to continue delivering on our tactical plan agenda.

Our social networking presence has grown exponentially as a result of an aggressive push to engage our alumni online. Our LinkedIn group now boasts 600+ and Facebook 2,300+. These represent the single largest social media groups representing the College online.

In keeping with our strategy of raising engagement through physical and virtual events and tools, the newly re-built [AlumNet](#) was launched this past month. Revitalized and with more compelling story content it is converting the dry newsletter format into a more vibrant and compelling format. Initial Analytics reports show a better than expected open rate as well as it having generated contacts from several Alumni to the College.

During the interim summer months, internally the Alumni were re-aligned as a result of the SPSP process to report to the Executive Director of Advancement rather than the Director of Communications. This re-alignment will enhance the Alumni departments ability to be used as a communication, advocacy, engagement and ultimately fundraising body (in support of the Foundation) while continuing to provide benefits and value to our membership.

### **Marketing Services**

#### Brand Re-vitalization

Brand Audit Analysis report was presented to the PEC on June 30, 2010, and approval was given to proceed to Stage Two, Brand Planning (Positioning, Brand Promise of Value).

#### Faculty Advertising Support

Marketing Services assisted the Mechanical Technician, Toolmaking Co-op Apprenticeship and the General Machinist Pre-Apprenticeship Program with creative, media and web campaign support. The promotional programs consisted of on-line advertising, local community and commuter publication support as well as Direct Mail through ACAP distribution as per strategic requirements.

Results:

- General Machinist – 30-40 qualified applicants. The program was filled by 20 registrants in two weeks.



- Mechanical Technician – 47 qualified applicants received. 9 new registrants over three week timeframe.

#### Recruitment Publications

Viewbook – Focus group testing, content development and design for the 2010-2011 Viewbook completed over the summer resulting in a new concept. A new approach to the Viewbook includes shifting content from features to benefits, and profiling students, faculty and facilities under a new Campaign theme of Go Succeed.

Monographs/Calendars/Program Charts with CD's – Final production and printing of the above academic support tools were completed and delivered in September.

#### Search Engine Optimization (SEO) Audit and HubSpot Pilot

A SEO audit was completed providing benchmark data and recommendations to further Algonquin College's search initiative. These recommendations are currently being taken into consideration within the development of the College's new web site as well as through further deployment of current web site traffic reporting regarding Google Analytics. The College is also deploying a pilot utilizing HubSpot – a third party web site monitoring tool that enables the College to measure and track leads for lead nurturing, social media, inbound links, SEO effectiveness, etc.

#### Ad Words Campaign

The College has piloted a paid campaign to support programs, graduate certificates and distance learning opportunities. The campaign was deployed to accompany relevant search queries or relevant content queries. Alternative creative approaches were tested to identify the most effective approach to advertising through this medium. The results of this pilot will be taken into consideration in the development of the College Marketing plan.

#### Algonquin College Content Management System (CMS) and Web Site

Following a best practices review and analysis of College requirements, Wordpress was chosen as the CMS. A supplier has been selected to develop and create the foundation of the College web site which includes templates for schools and programs and accompanying widgets such as event calendars, photo gallery templates, social media feeds, etc. The web site design has been completed and has included focus group testing and usability testing with relevant audiences. Training schedules are currently in development which will provide administrators from across the College with the required training support to effectively execute their sites.

#### ACCE Website

The development and production of a new ACCE website was completed to support the September 3<sup>rd</sup> Media Tour. The new site highlights the capital campaign and gives recognition to donors and partners. This included new graphic representation with roll-overs that communicate the unique features of the ACCE building, a virtual walk through in second life, photo galleries documenting the evolution from ground breaking through to current construction phases and video support.

#### Mobile Site

The Web team supported the design and project management of the College's Mobile site which was launched at the President's breakfast on August 26.

#### Additional Web Sites

The Web team is currently finalizing the College Directive's site and the College's Career Development Site to support HR's Succession and Leadership Development program. The Directives site is scheduled for live launch September 30<sup>th</sup>. The HR Site is scheduled for launch mid October.

### **Recruitment**

#### Recruitment Customer Relationship Management (CRM)

An RFP for the Recruitment CRM (Customer Relationship Management) system was posted on MERX August 19<sup>th</sup>, 2010. Short listed proponents are invited to present to the Recruitment CRM Selection Committee in late September.

### Recruitment Video

The new Recruitment Video was launched internally at the President's Breakfast on August 26<sup>th</sup>. The video, which will have both a long and short version, will be shown in movie theatres across Ottawa and will be posted on the College website and Facebook page. There will also be a contest launched in mid-September and another in November with the content focused around the new video.

The College partnered with GAPC, a full service audio and video production company, run by Algonquin alumni, Ken Stewart to produce the video. The company has worked in collaboration with the College's creative and web services team to showcase the depth and breadth of the programs offered at each of Algonquin's three campuses, and invites students to explore their classroom.

[Full version \(Approximately 9:00 minutes\)](#)

[Short version \(approximately 30 seconds\)](#)

### Recruitment Events May 26, 2010 – September 17, 2010

- Career fair in Golden Lake with staff from ACAP and the Pembroke Campus
- Recruiters assisted the Alumni Association and the Registrar's Office at Convocation
- Recruiters hosted an Information table at the various Summer Schools in Ottawa and Brockville
- Recruiters visited the Perth Campus for an in depth tour with the Faculty Marketing Officer
- Recruiters met with every Faculty and College service for updates before the start the Fall recruitment cycle
- Monthly information sessions continue to take place at the Bank Street Employment Office.
- The Fall Recruitment cycle was launched with attendance at the Military Career Fair in Kingston and September 11 and by visiting 22 Employment offices in early September
- Recruitment Facebook was launched March, 2010

### **Upcoming Recruitment Events, 2010-2011**

- Forum, October 7, 2010 – for High School Guidance Counsellors
- Graduate Certificate Information Fair, October 27, 2010 – College Graduate Certificates will be showcased
- Open House, Ottawa Campus, November 4, 2010 – Day session for High School students, evening session for mature audience
- Open House, Perth Campus, November 11, 2010
- Open House, Pembroke Campus, November 12, 2010

## **BUSINESS DEVELOPMENT**

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### **ALGONQUIN FOUNDATION**

#### Constructing Our Future Capital Campaign

A campaign cabinet meeting was held on September 16<sup>th</sup>. To date, cash/pledges total \$4,830,800. Campaign cabinet members will continue with major gift prospect calls with a goal to close all leadership gifts by March 31, 2011.

#### Perth Building Our College, Our Community, Our Future Campaign

Over 150 people attended the official sod turning ceremony held on September 9<sup>th</sup>. The first annual Perth BIA Golf Tournament was held on September 12<sup>th</sup> to support the campaign. To date, campaign pledges total \$163,500.

#### Pembroke Campus Campaign

The Pembroke Golf Tournament raised \$50,000 in September. To date, the campaign pledges total \$1,467,682.

#### Endowment Campaign

Donations comprising 38 percent of the endowment goal of \$500,000 have been confirmed to date. The Nepean Kiwanis club held a dinner and roast on September 22<sup>nd</sup> for Gord Hunter. A new endowment fund has been established in Gord Hunter's name.

#### Annual Awards

The Sales Professionals of Ottawa and Investors Group of Ottawa South established new awards in the School of Business. Stantec increased the amount of its annual award to \$3000. TELUS donated \$10,000 to support the pod cast project in the Centre for Students with Disabilities.

#### Out and About

Outreach activities this month included:

- Nepean Chamber AGM
- Ottawa Construction Association Dinner
- Capital Campaign Cabinet Meeting – Constructing OUR Future
- Perth Sod Turning Event
- Perth BIA Golf Tournament
- TELUS Community Breakfast Meeting
- Alumni Board Meeting
- Canadian Management Centre Breakfast

### **INTERNATIONAL EDUCATION CENTRE (IEC)**

#### Recruitment

The IEC participated in the Global Education Recruitment Fairs in South Africa and Zimbabwe from July 20<sup>th</sup> – 30<sup>th</sup>.

#### Tours and Delegations

On August 25<sup>th</sup>, the IEC hosted a school presentation and tour of the campus to a group of 38 visiting parents and high school students from China who were exploring future post-secondary options in Canada.

Mrs. Panchasheila Qadri, Principal and Administrator of a group of schools from Belgaum, India visited on August 26<sup>th</sup>. Discussions took place regarding an expression of interest in collaborating with Algonquin College in the development of joint programs.

Ambassador Sophia Cerrato, of the Republic of Honduras and Mr. Luis Bogran, Minister Counsellor of Economic Affairs, visited the IEC on September 8<sup>th</sup> to receive an overview of applied learning and a campus tour. Her Excellency expressed the need for educational change in their country and was exploring the potential of collaboration with Algonquin College.

On September 16<sup>th</sup>, the IEC hosted Her Excellency Ms. Else Berit Eikeland of Norway and a group of 18 members of the Norwegian Parliament Standing Committee on Education, who are touring various institutions across Canada exploring the similarities and/or differences in our education systems. The group appreciated our facilities and enjoyed a luncheon served by students at the Restaurant International.

#### Projects and Partnerships

Algonquin has been short listed along with five other international firms to submit a proposal to the official Request for Proposal for the SECOND VOCATIONAL TRAINING PROJECT in Yemen that has been funded by the World Bank. The risk (security and financial) of pursuing this opportunity is currently being assessed.

The Jiangsu Maritime Institute (JMI) has begun recruitment in China for its joint program with Algonquin College in Business Administration, Materials and Operations Management. JMI currently has 36 registrants for the program. Plans are underway for Algonquin representatives to travel to China for the Opening Ceremony of the joint program and initiation of the partnership implementation plan.

The IEC hosted three professors from Dodoma Regional Vocational Training Centre in Tanzania to attend Focus on Learning Week in Kingston in August. The visiting professors are completing a teacher training program in Hospitality August 16<sup>th</sup> - October 8<sup>th</sup>.

#### Language Institute

Language Institute enrolment comprised 993 CE registrants in Spring 2010; a total of 321 ESL students in the Canadian stream over the two spring/summer intakes; and 471 international ESL students registered over the same period.

The LINC program was fully subscribed and capped at 18 students per group. There is one FSL contract running and the Occupation Specific Language Training (OSLT) contract has begun with marketing completed in August.

### **INSTITUTIONAL RESEARCH AND PLANNING (IRP)**

#### Key Performance Indicators

Preparations are underway for the KPI Student Satisfaction Survey cycle of 2010-11 including organization of the Advanced Survey in November, the submission of the list of eligible programs to the external consultant retained by the Ministry of Training, Colleges and Universities (MTCU), the signing of the agreement between the President of the College and the President of the Students' Association and the submission of Algonquin-specific questions developed in conjunction with Dr. Ross Finnie at the University of Ottawa related to student persistence and retention.

#### Annual Publications

MYAA Report-Back, the Multi-Year Accountability Agreement report to the MTCU is undergoing extensive revisions in line with report guidelines recently distributed by the Ministry. Enrolment, special population and financial data have been requested by MTCU that was previously not required. The target date for MYAA Report-Back completion is set for September 30<sup>th</sup>.

## **APPLIED RESEARCH AND INNOVATION**

### Projects Update

The summer was very busy with work completed on over 15 projects. Preparations were also initiated for Fall semester, in-class projects; at least 40 of these projects are planned for this academic year.

Projects included the exicon (improved light propagation through foggy media), a rice paper marketing study, and continued work on the Remote Objective Monitoring of Bio-signals (ROMOBS) project where biosensors are being paired with wireless technology to facilitate the transfer of information from the patient to computers and medical personnel.

The Design Centre had a busy summer with approximately 10 projects executed including the development of event planning software for MetCove, further development on the Wii Whiteboard marker which was initiated as an in-class project, and enhancement of the Amika emergency notification product.

### Student/Faculty Involvement

Some 30 students were employed by the Office of Applied Research and Innovation over the summer, and supervised by seven professors.

Two professors gave presentations on a solar powered evaporative cooler and fibre-optics hybrid lighting respectively at conferences over the summer. Two photonics professors had a number of papers published in refereed journals. One professor took a Project Management course in preparation for managing applied research projects.

### Funding/Grant/Contracts Initiatives

Algonquin was awarded a \$750,000 FedDev Applied Research and Commercialization grant. This grant will be used to undertake projects with SMEs over the next 18 months.

Two license agreements were signed over the summer. B-Con Engineering has licensed photonics technology while Chide.it has licensed software developed in support of its products.

Two photonics professors were successful in securing \$30,000 from the Colleges Ontario Network for Innovation (CONII) and \$35,000 from Ottawa Technology Transfer Network (OTTN.) These grants were matched with \$5,000 cash and \$60,000 in-kind by B-Con Engineering for the development of optical technology that will result in beams of light being propagated through foggy media much further than current technologies allow.

## **CORPORATE AND BUSINESS DEVELOPMENT (CBD)**

### ALGONQUIN COLLEGE ACCESS PROGRAM (ACAP)

#### Colleges Integrating Immigrants to Employment Project (CIITE)

ACAP representatives attended meetings in Toronto to assist in the preparation and planning for a proposal to obtain extended funding for the CIITE project.

ACAP is supporting the implementation of a Record of Education and experience for the internationally trained. Currently 42 internationally-educated professionals have registered for the program through the Ontario College Application center.

Internationally-educated advisors reported that 526 internationally-educated people sought service during the months of April through August.

Three proposals were prepared and submitted to Citizenship and Immigration Canada for funding. All three were successful in getting through the first stage of approval. Final approvals will be completed by early November.

### Increasing Capacity for Human Resources (ICHR)

ACAP is working with the Chambers of Commerce in Ottawa, Smith Falls and Cornwall to offer workshops funded by the Ministry of Citizenship and Immigration (MCI) on the recruitment and retention of internationally-educated individuals. Workshops will be offered throughout October and November.

#### Aboriginal Portfolio

ACAP is working with Aboriginal communities to institute a program that will allow Aboriginal students to communicate with their parents through SKYPE while at school. The Canadian Human Rights Commission, Human Resources Development Canada and Indian and Northern Affairs are supporting Algonquin on the development of an Aboriginal Human Rights curriculum.

#### Aboriginal Students' Association:

The Aboriginal Students' Association is operational and will be referred to as the 'Indigenous Student Council'. Currently the Council has a membership of 150 students.

#### First Generation Portfolio

ACAP has received \$626,850 in First Generation funding for 2010-11 and is implementing activities as proposed to the Ministry.

#### Second Career (Experienced Worker)

Interest in the Second Career program continues to rise; however, very few people are being approved for funding. ACAP Second Career intake and referral staff completed 120 new intakes in one month.

#### ALGONQUIN COLLEGE CORPORATE TRAINING (ACCT)

#### Hydro One AZ Truck Driver Training

The delivery of truck driver training continued for Hydro One and through the period of June – September 30, 82 students were scheduled and trained, representing revenues of \$341K. 182 drivers have been scheduled year to date.

#### Diversity Management Program

The Diversity Management Program, called "Leading a Diverse Workforce" was approved by the Curriculum Review Committee on June 29<sup>th</sup>. The program is being offered on a public seminar and contract basis starting in Fall 2010.

#### Dynamix – Personality Assessment

ACCT entered into an agreement to be the preferred non-exclusive supplier of the Dynamix Personality Assessment Tool and related management programs for the National Capital Region. The launch of the marketing and sales program has been initiated and the Bank of Canada has become our first local customer.

#### Telfer – Algonquin Focus India Program

ACCT has partnered with the Telfer School of Business from the University of Ottawa to jointly market and sell a "Focus India Program" on November 16<sup>th</sup> and 17<sup>th</sup>. This program is directed at small to medium size organizations interested in gaining the foundational knowledge for doing business in India.

#### Construction Sector

ACCT launched its Fall 2010/Winter Calendar of professional workshops for the Construction sector which includes the following three new Gold Seal courses that will be offered in partnership with the Ontario Road Builders' Association (ORBA) Road Buildings Academy: Hot Asphalt Technology, Civil Construction Estimating and Environmental Compliance in Civil Construction. A new Building Information Modeling course, to be delivered in collaboration with IMAGINiT Technologies, a Rand Worldwide Company, has also been added to the Calendar.

#### Marketing

The Fall marketing program has been launched which includes a number of activities: Continued leverage of Salesforce for web-marketing, print advertizing through the Hill Times, HR Magazine, and a series of trade shows including the National

Capital Heavy Construction Association and the DND Information Security Symposium. Information sessions on new programs are scheduled for Leading a Diverse Workforce, Dynamix, and IT Leadership Development.

Training Delivered

Customized workshops, facilitation and training sessions were delivered to the following new clients:

- Environment Canada – Basic Enforcement Officer Training
- Morin Bros. Building Supplies Inc.: Excel & Outlook Applications Training
- Treasury Board of Canada: Teambuilding
- Ottawa Senators Hockey Club: Managing Multiple Priorities; Finance for Non-Financial Managers; Introduction to Project Management; Presentation Essentials; Win-Win Negotiations

**NON-CREDIT CONTINUING EDUCATION/PERSONAL DEVELOPMENT**

1023 registrants have enrolled in Fall semester non-credit courses as of September 26<sup>th</sup>.

## **HUMAN RESOURCES**

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

#### **Professional Development**

Several CPB staff attended a Camtasia Relay training session. The intention is to integrate the use of this software into our Professional Development for all staff. This will allow more flexibility regarding access to information which will be available 24/7.

The majority of HR staff attended the Employee Engagement presentation and several will attend the Emond Harnden Legal Update.

Several staff participated in the new Critical Illness Insurance teleconference that will be rolled out to 2 groups in October.

#### **Partial Load**

Several group orientations and sign up sessions have been arranged for Partial Load staff. This new effective process eliminates individual employee meetings.

#### **Short-term Disability**

There are currently 21 employees on Short Term Disability. After several in depth meetings, the College has signed a limited contract with Shepell.fgi Disability to enhance the services currently offered in this area.

#### **Pre Enrolment Buybacks**

Five files have been reviewed, costing received and forwarded to the employees.

#### **Benefits Audit**

Two staff members are devoting 3/4 of their time to complete the audit by November. Other members are also assisting in completing the project as time allows. Our student, from the College's Human Resources Program, has increased her hours to assist.

#### **Posting for Internship**

We have posted for two students to complete their internship in the Human Resources Department. This is mandatory for the completion of their studies.

#### **Salary, Pay and Liability**

The Special Allowance Payments to Support Staff was processed for payment on the August 20<sup>th</sup> payroll. In addition, the Academic and Support increases were processed on the September 3<sup>rd</sup> payroll.

#### **Orientation**

There were 44 new hires between July and September.

#### **Pension Statements**

CAAT Pension Member Statements have been distributed to all full time and enrolled part time members of the pension plan.

### **Staff Relations**

The Director Staff Relations is meeting with the Chairs and Deans of each of the Schools to review the grievances on file. The Director has met with each of the new academic chairs and dean to brief them on labour relations issues.

The first meeting of the academic year of the Academic College Employment Stability Committee was held. Meetings of the Support Staff Employment Stability Committee and Union College Committee were held.



Fourteen grievance step meetings for academic matters were held. Two meeting of the Academic Workload Monitoring Committee took place. Hearings for three academic arbitrations and one support staff arbitrations were held. In each case more dates are necessary.

### **Employee Services**

#### **Other than Full-time Payroll Process**

Revised and amended Directives D4 and D18, suggested changes will be assessed by the HR Management team.

Developed draft templates for College-wide contracts for the use in the hiring of Other than Full Time (OTF) Staff which will be assessed by the HR Management team.

Development of a uniform process/policy for the hiring of Other than Full Time Faculty is in process. Metrics have been established to measure the success of a Pilot Project that will test the processes and policy and to see if there is a decrease in the workload of hiring an OTF faculty member.

#### **SWF Monitoring**

An audit of cost centers to be reported in the SWF and Other than Full Time Payroll Data is being undertaken by Human Resources in conjunction with the Academic Operations and Planning department.

#### **Seniority**

Seniority and Probationary Lists have been posted for the month of September for Support Staff.

#### **Classification**

The Support Staff Job Evaluation Committee was suspended until August and now continues to meet biweekly to review new and significantly revised positions, and to discuss issues relevant to the College Community. Seventeen PDF's were evaluated and reviewed with managers.

#### **Staffing/Recruiting**

Academic Hiring: 18 new full time Professors hired since May.

Administrative Hiring: 9 new full time hires.

Support Staff hiring: 32 full time or I/O positions filled.

Directive D7, Staff Selection has been revised and implemented

#### **Succession Planning**

Communication plan for launch of the pilot project has been developed and was presented at the President's Executive Deans and Directors Committee meeting on September 30<sup>th</sup>.

#### **Career Development (Succession Plan) Website**

A new Information Architecture that aligns with the broader, new HR website has been created and submitted to management for approval. The approval has been communicated to Advancement for review, implementation and design. The program website is being worked on presently and should be ready for the pilot program launch slated for October, 2010.

#### **Training**

Seven new Administrative employees hired over the summer were provided training by HR Employees Services team members. Training was conducted on HRIS, Recruitment and Staffing, Classification, OFT Hiring, SWFs and Temporary Payroll.

#### **Human Resources Website**

The draft Information Architecture has been approved by the HR management, submitted to Advancement department for review and a best practice report with detailed analysis has been provided by Advancement for review by Human Resources. Work is continuing on the new HR site to ensure that the newly proposed launch date of December 2010 is attainable.

#### **Halogen Talent Management Software**

An evaluation of Halogen Software and two other vendors was conducted to select suitable technology to manage the Employee Performance Management and Succession Plan programs of the College. A presentation and recommendation that was made to PEC to consider Halogen as the College solution provider was approved. An agreement has since been signed, with implementation scheduled to begin on September 24<sup>th</sup>.

#### **Business Intelligence and Information Systems Management**

Over the summer, the College Business intelligence committee requested information to be gathered from HR through a questionnaire to all College areas. HR provided information on our business process, organizational, and technology information regarding the BI Assessment Project.

An information needs assessment and research has been completed on the data requirements of HR. This was done in preparation towards meeting the business intelligence and data analytics needs of the department and the College as a whole. A request letter has been submitted to ITS to provide relevant documentation which would allow HR understand the current business data, which is housed in the databases at ITS. Once this document is produced and received, work will continue to review the information gaps with the aim of making a case and recommendations to the HR management on the best path towards building requisite HR information reporting capabilities.

#### **Employee Emergency Contact Information (EIC) Project**

This project was completed over the summer in collaboration with ITS and HR has since provided the College community with access to this information with relevant documentation on how to utilize it. To date, we now have access to over 700 Full-time staff EIC information for use.

#### **AODA Feedback System and Website Project**

Working with the AODA Advisor and an external consultant, requirements have been gathered and a business requirement document has been developed, detailing the College's technology needs. A solution, prototype of the feedback system has been produced and is being reviewed and tested.

#### **AODA/Diversity**

##### **Accessibility Office Opening**

The Algonquin College Accessibility Office was established in June, 2010, with the goal of ensuring that the college is in full compliance with the AODA legislation, and to maintain Algonquin's profile as a leader in the area of accessibility throughout the college system. The Accessibility Office is now under the direction of Gerry Barker, VP Human Resources. The summer was utilized to establish the office and to make links with key stakeholders such as the Centre for Organizational Learning, Physical Resources, Web Services, Creative Services, the virtual college Initiative and program Chairs, as well as outside community organizations involved in disability issues, including the City of Ottawa Accessibility Office.

##### **Conferences/Webinars**

- Aiming for Accessibility – Meeting Standards, Making Change (University of Guelph)
- Enabling Change Partnership Day (MCSS – Toronto)

##### **Accessibility Website**

A website for the Accessibility Office is currently being developed. The website will serve three main purposes. It will be a source for information on accessibility, provide a way for people to comment on accessible customer service at Algonquin and will also provide a way to post information about service disruptions that might impact people with disabilities.

##### **Awareness Campaign**

Creative Services have been working on developing a look and feel for the Accessibility Office that is in keeping with the new Algonquin website. Public service announcements will be made on the College radio station to promote the new office and to seek feedback on what accessibility means to the College community.

##### **Presentations**

- Two presentations were made to PEC on the issue of accessible document production.

- A presentation was made to the College Technology Committee on the impact hybrid courses are having on students who are deaf or hard of hearing when videos are not captioned.

**Projects**

A Service Disruption Working Group has been formed with the goal of articulating a College wide process for service disruption notification as required under the AODA Customer Service Standard.

## STUDENT SERVICES

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### Registrar's Office

#### Registration Statistics

**Full-time Registration in Post-Secondary/Post-Diploma Programs:** For the 2010 Fall Term, as at September 20, 2010 (10<sup>th</sup> day of term and last day to withdraw and receive partial refund), net registered students numbered 14,850 or 99.7% of the projected enrolment.

The breakdown of the 14,850 net registered, as at September 20, 2010 is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	2,325	1,036	2,303	1,059
Faculty of Business and Hospitality	2,333	2,061	2,275	2,049
Faculty of Health, Public Safety and Community Studies	1,817	1,451	1,795	1,420
Faculty of Technology and Trades	1,746	1,370	1,705	1,505
Algonquin College in the Ottawa Valley	468	223	482	204
School of Part-Time Studies	44	15	40	13
<b>College Totals</b>	<b>8,733</b>	<b>6,156</b>	<b>8,600</b>	<b>6,250</b>

**Continuing Education Registrations:** For the 2010 Fall Term as at September 20, 2010 registrations stood at 11,072. The term registrations to September 20, 2010 represent 83% of the projected enrolment. Registration continues throughout the term.

#### Admissions Statistics

As at September 21, 2010, the final OCAS statistics for the Fall Term indicate that, for *College Choices* (i.e. number of individual applicants to Algonquin), our Non-Secondary School applicants were up 5.5% from last year, Secondary School applicants are up 3.4%, with an overall increase in applicants of 4.5% respectively. Province wide, the variances are 4.1%, 3.7% and 3.9% respectively.

As at September 21, 2010, for *Program Choices* (applicants are allowed a maximum of 5 program choices, with up to 3 at any one College), our Non-Secondary School applicants were up 5.5% from last year, Secondary School applicants are up 1.7%, and overall we show an increase of 3.8%. Province wide, the respective variances are 4.3%, 3.0% and 3.7% respectively.

#### Fall Convocation (Ottawa Schools)

The Fall Convocation Ceremony for Ottawa Schools is scheduled for Tuesday, October 26, 2010 at 7:00 p.m. in Southam Hall at the National Arts Centre. Detailed information has been posted to the Convocation website at [www.algonquincollege.com/RegistrarsOffice/convocation/](http://www.algonquincollege.com/RegistrarsOffice/convocation/). Online registration will begin on Friday, October 8 and will continue until Monday, October 25 at 4:00 p.m.

### **Spring Convocation Ceremonies Attendance Statistics**

The Spring Convocation ceremonies for Ottawa Schools were held on Thursday, June 17 and Friday, June 18, 2010. There were a total of 2,055 graduates in attendance at the five ceremonies.

Algonquin College Heritage Institute held its Convocation Ceremony on Thursday, June 3, 2010. There were 111 graduates in attendance at the ceremony.

Algonquin College in the Ottawa Valley held its Convocation Ceremony on Saturday, June 5, 2010. There were 224 graduates in attendance at the ceremony.

### **Registrar's Office - Enhancing Accessibility**

The Registrar's Office has taken another step forward in improving accessibility for clients with disabilities.

Effective 2010 Fall, the Registrar's Office is providing improved service for the hearing impaired by providing service using UbiDuo™ technology. The UbiDuo™ is a portable, wireless, battery-powered communication device that facilitates face-to-face communications for the hearing impaired. Clients are most appreciative of this new service.

### **Early Release of OSAP**

From August 23 - September 3, 2010, the Registrar's Office offered the early release of approved OSAP funds to students who had completed their 2010 Fall Term registrations and finalized their fee payment arrangements. An e-servicing campaign was launched to ensure Financial Aid Services clientele were aware of this additional service. During the early release period and prior to the start-of-term, 1,742 Algonquin College students took advantage of this service.

### **Virtual College**

The Registrar's Office authorized the release of two Student Services Orientation videos into the production environment; "How to Find Your Classroom" and "Algonquin College Student Information System (ACSIS) Services".

### **Mobile College**

Student Timetables, including final exam week information, Registrar's Office Key Dates and, two Registrar's Office virtual videos are now available in the mobile environment.

### **Business Interoperability and Data Exchange (BIDE)**

The Registrar attended the Ontario College Application Service (OCAS) Business Interoperability and Data Exchange (BIDE) final business case consultation meeting, in Toronto, with Ontario College and OCAS representatives. The business case sets the direction for the future interoperability and data exchanges between OCAS, Colleges and schools and is part of an overall redesign of the shared Application-to-College system.

The current OCAS-to-College transmission of applicant data, known as COLTRANE, began in 1993 and has remained unchanged over the past seventeen years. The proposed exchange mechanisms outlined in the BIDE business case have been developed in consultation with colleges, high schools and student information system vendors to offer improved service to applicants and colleges.

**Client Service Metrics**

<b>Contact Centre Statistics Summary</b>				
<b>Contact Centre (Telephone)</b>	<b>Aug 2010</b>	<b>YTD</b>	<b>Aug 2009</b>	<b>YTD</b>
Calls Received	25,134	97,876	16,789	69,230
Calls Answered	17,342	76,446	12,291	56,752
% Answered	69.00%	78.10%	73.21%	81.97%
Average Call Length	0:02:15	0:02:17	0:03:02	0:02:53
Average After Call Work	0:00:42	0:00:35	N/A	N/A
Average Handle Time	0:02:57	0:02:52	N/A	N/A
Average Wait Time	0:03:20	0:02:25	0:04:01	0:02:26

<b>Service Counter Statistics Summary</b>				
<b>Service Counter (In-Person)</b>	<b>Aug 2010</b>	<b>YTD</b>	<b>Aug 2009</b>	<b>YTD</b>
Tickets Issued	9,864	37,302	8,906	30,376
Customers Served	9,574	35,907	8,557	28,946
% Served	97.06%	96.26%	96.00%	95.29%
No Ticket Issued (Welcome Station)	3,717	14,282	3,169	10,576
Average Waiting Time (Global)	0:06:10	0:04:40	0:12:46	0:06:18
Average Transaction Time (Global)	0:07:57	0:08:02	0:08:20	0:08:20

**Student Support Services****Director's Office**

Wayne McIntyre, Director, Student Support Services was honoured with the 2010 Ontario College Administrative Staff Association (OCASA) Distinguished Administrator Award. The award was presented to Wayne at the Annual OCASA conference held in June.

Health Services and the Director, Student Support Services worked in collaboration with the School of Health and Community Studies, to develop and complete a Family Health Team proposal for submission to the Ministry of Training Colleges and Universities (MTCU). The College has recently received notification that this proposal was not one of those accepted, at this time.

**Student Affairs and Orientation**

The Algonquin College Student Handbook outlines College services and policies and is produced by Student Affairs and Orientation. This handbook is made available to first-year students in a hard copy format and to the entire student population in electronic format. The electronic version of the Handbook is available on CD or may be downloaded via the Student Support Services website.

Student Affairs and Orientation hosted a successful Fall Orientation 2010 from August 30 - September 3, 2010. Orientation attendance was the largest, to date, with 4,599 attendees. The keynote speaker was James Cunningham and his ever-popular 'Funny Money' presentation. A College-wide service tour, Blackboard training session, lunch, parents' breakout session, and individual program orientation sessions were also on the agenda.

In collaboration with students from Carleton University and the University of Ottawa, Algonquin College Student Affairs and Orientation assisted in hosting 'IKEA Madness' on September 15, 2010. This late-night shopping event serves to build school spirit and a sense of community as Algonquin College challenges the universities in various competitive events. This popular event attracted over 400 students from Algonquin College.

#### **Student Employment Services**

Employer outreach continued with Campus Connections – a part-time and volunteer job fair. The fair was held on September 16, 2010 and featured 36 employers, non-profit agencies, and on-campus departments who intend on hiring students.

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

On August 24, 2010 the Centre for Students with Disabilities (CSD) hosted its fourth annual orientation event for Algonquin College students - SLICE. The Strategic Learning In the College Environment (SLICE) Conference is a summer transition program; and, there were 38 participants in attendance.

In September 2010, Algonquin College was informed by TELUS that CSD had received 10K to initiate a development project for the creation of a podcast with up-to-date accessible information for students affected by disabilities and wishing to attend Algonquin College.

#### **Health Services**

Statistics indicate that the volume of visits for August 2010 was 2,557, compared to 1,918 in the previous year reflecting a 33% increase. Of these, 338 were to see a doctor (13% of the total).

Dr. Elaine Hall and Dr. Robert Stecher have joined the clinic staff in Health Services.

#### **Test Centre**

The Math, Science, English and Technology (MSET) Curriculum Project is a partnership between secondary and post-secondary faculty to better align curriculum delivery and smooth the pathways for students arriving to College from High School. On May 19, 2010, the Test Centre hosted a demonstration of Algonquin College's Admission Assessment practices for a group of thirty High School English teachers.

#### **Mamidosewin Centre**

The Mamidosewin Centre hosted an Open House from August 31 - September 3, 2010. Representatives from TD Canada Trust and Kagita Mikam have also initiated weekly visits to the Mamidosewin Centre.

#### **Residence**

The Residence move-in occurred on September 4 - 5, 2010. A festive event, Algonquin College staff and Residence Council members welcomed students with music, cotton candy, and ice cones.

On September 6, 2010, 650 Algonquin College students attended Residence Orientation. Students participated in a number of activities and attended a free BBQ in the cafeteria sponsored by Ancillary Services.