

ACADEMIC

School of Media and Design

In cooperation with Microsoft, the Game Development program conducted the first workshop of its kind in North America, demonstrating the recently released phone technology, Windows Mobile 7. There were 48 participants made up of industry professionals and our third year Game Development students. This was the first time Algonquin and Microsoft have worked together on such a venture. In light of its success, how well the event ran and our excellent facilities, Microsoft expressed an interest in working with the College to provide additional workshops.

School of Health and Community Studies

Marlene Tosh, Acting Chair, Speciality and Re-entry Health programs participated in the Canadian Immigration Integration Project (CIIP) Conference titled "Accelerating Immigrant Immigration Integration through Overseas Orientation and Outreach". The conference was sponsored by the Association of Canadian Community Colleges (ACCC), Citizenship and Immigration Canada (CIC) and Human Resources and Skills Development Canada (HRSDC). The two day event brought together stakeholders and partners from across Canada including federal and provincial government officials, sector councils, regulatory bodies, employers, credential assessment bodies, immigrant-serving organizations and ACCC member institutions. Also in attendance were CIIP Field Managers and orientation officers from overseas, members of the Ottawa team and a number of CIIP graduates with whom Algonquin had worked on the Mentorship Project. Having been an active focal partner in the CIIP project in the delivery of e-mentoring opportunities to pre-approved immigrants before they left their home country of India or the Philippines, Algonquin has contributed to the success of the CIIP pilot and, more importantly, has made a difference to the newcomers assisting them in their transition to a new life in Canada.

Career and Academic Access Centre

Ministry of Training, Colleges and Universities (MTCU) representatives visited Academic Upgrading's Woodroffe, Smiths Falls and ACELinks sites in June and July to conduct extensive program monitoring visits. The evaluation of the Literacy and Basic Skills contract feedback was received in September. MTCU noted that the program is performing well, the documentation and financial records are well organized and that progress has been made since the 2008 visit.

School of Part-time Studies

Algonquin College was one of the three local colleges that hosted this year's Association of Canadian Community Colleges (ACCC) Heads of Continuing Education Conference held October 6-7, 2010, at the Chateau Cartier hotel in Aylmer. The conference was a resounding success with 150 representatives attending from across Canada.

Learning and Teaching Services

The first Administration and Support Staff Retreat was held September 19-21, 2010 with 17 participants (and a planning team of 6). The keynote speaker was Jim Harris who spoke on the subject of Managing Change. Workshop sessions resulted in much good teambuilding and problem-solving.

Student Activity

On October 2, 2010, several Culinary Arts students delivered the food service at a fundraiser for the Kiwanis Club which was held at the Shankman Center in Orleans. Students performed well under the guidance of Chef Mike Sobcov.

The Community and Justice Services program's annual "24 Hours of Homelessness" initiative took place on Thanksgiving weekend. Second year students participated in the initiative to raise awareness and funds for Operation Go Home. The initiative focuses on students experiencing what it is like to be homeless.

Paramedic students raised \$1,500 for the Ottawa Heart Institute in the first annual 100 kilometer cycling fundraiser.

The Library and Information Technician students, led by Professor Helena Merriam, are participating and supporting the Algonquin Reads initiative, building class spirit and engaging students outside their studies. This year the book being promoted is "Holding Still for as Long as Possible" by Zoe Whittall.

The annual ACOV games were held at Riverside Park in Pembroke on September 16, 2010. Approximately 253 students were re-introduced to support staff through team-based activities. The games provided many opportunities for fellowship, food and fun with first-year students. Many self-referrals resulted from this day as students started the process of putting faces to services.

Police Foundations students from the Woodroffe Campus, under the leadership of Judy Manherz, Professor, entered 22 teams in the "Big Pull" tug-of-war at Mooney's Bay on September 25, 2010.

Community Activity

As of October 18, 2010, the Culinary Arts department has initiated a composting program in all kitchens and labs.

Faculty members in the Developmental Services Worker program are currently involved in the following community initiatives:

- City of Ottawa Older Adult Plan
- Council on Aging Age Friendly Ottawa Project
- Community Care Access Centre (CCAC) and St. Elizabeth Developmental Services Worker Health Care Pilot Project
- Ontario Partnership on Aging and Developmental Disabilities (OPADD) and Leadership Ottawa Conference

Faculty Activity

Neil Hunter, Professor, Animation program, is featured in "Expert Corner" on the Toon Boom Animation website. Neil talks about the School of Media and Design's philosophy, the integration of the Toon Boom technology in the classroom, the program's relationship with industry and their outreach programs, as well as the first-class facilities.

Donations

The Faculty of Technology and Trades received ten electronics and four hydraulics kits from the Youth Science and Technology Opportunity program. These kits will allow the Faculty to provide visiting high school students a hands-on demonstration that is safe, portable and educational.

Retail store mannequins were donated to the Fashion Design certificate program by Tommy Hilfiger of College Square.

ADMINISTRATION

Finance & Administrative Service

The Finance and Administrative Services Department completed the preparation of the 2nd Quarter Financial Report to be presented to the Board of Governors on November 8, 2010. Finance staff from Algonquin participated in meetings with other Ontario colleges to establish a working group of colleges that utilize PeopleSoft systems; this group will share best practices and work together to plan for upgrades to the system. The Director of Finance continues to work with the College's legal counsel and the Ontario Financing Authority to prepare the loan documents for the Student Commons and Pembroke Campus projects. The Algonquin Finance and Physical Resources Departments recently received an award from the MTCU for being 100% compliant with all reporting submissions to the MTCU. Assumptions and estimates are being developed to support the development of the 2011/12 annual budget.

College Ancillary Services (CAS)

All CAS business units continue to track to budget targets with one notable exception. The Residence continues to fall short in revenues due to lower than forecasted summer business and some existing vacancies.

Considerations regarding the building of a Residence at the Pembroke campus have been concluded with a determination that it will not be possible to move forward with the project at this time.

Parking Services has cleared all waitlists for parking permits at this point in time.

Support for the United Way campaign is strong in all CAS business units. Every unit is participating in 50 cent Wednesdays, Food and Beverage Operations sponsored the United Way breakfast and the spaghetti lunch, and Retail Services held their annual candy fair.

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 curtain wall glass is approx. 50% installed on the tower east wall and approx. 90% complete on the east side of the low rise section. Mechanical and electrical systems are proceeding well as are drywall and roofing work. Overall the project is approx. 60% complete.
- Completion of commissioning is now anticipated by July 26, 2011, but will not affect the overall opening schedule.
- 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 KIP requirements are achieved; namely the expenditure of \$70M of the total \$77M budget and achieving substantial performance of the contract.

- City of Ottawa South-West Transitway work including the transit tunnel and the pedestrian bridge are proceeding well. The City has added scope of work to the project including an additional lane on North-bound Woodroffe Ave. which will assist with smoother traffic flow and will reduce future disruption to Woodroffe Ave. if the work is completed now in conjunction with the current construction of the Pedestrian Bridge.

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.

Commons and Academic Wing:

- o The footings and foundation walls are now complete.
- o Under-slab mechanical and electrical piping work is 95% complete.
- o Installation of the under-slab vapour barrier system is 45% complete.
- o The structural framing is scheduled to start on October 25th.

The Carpentry / Masonry Shops structure:

- o The footings are now complete and approximately 50% of the foundation walls have been poured.

Pembroke Campus Relocation

The project is on budget and scheduled for completion and occupancy by start of the academic year in September, 2012. The Campus Development Team is working to complete the Design Build RFP documentation by the end of October, 2010. The RFP will be issued in a briefing session to the four proponents in the first week of November. The land transfer from the City of Pembroke to Algonquin College is scheduled to be completed by December 15, 2010. The delay is due to the removal process of crown patents on the land as a matter of ensuring the title is free of encumbrances.

The preferred access route through the City of Pembroke 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.

Student Commons

The project is on budget and scheduled for completion and occupancy by start of the academic year in September, 2012. The Design-Build RFP was issued to the four selected proponents on Monday, September 27, 2010. 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 the end of January, 2011, and that construction will start in April, 2011. The first of two in-camera information sessions with the proponents were held on October 18 and 19, 2010.

The Northeast Parking Lot (displacement parking) tender closed on August 31, 2010. The tender was awarded to Geo. W. Drummond Paving. We are awaiting approval from the City of Ottawa for the site plan; we have commenced site preparation work (excavation, drainage work and placement of granular) in anticipation of this approval. We will not pave or complete any of the work that is being discussed with the City until approvals are received.

ADVANCEMENT

Corporate Events

Fall Convocation

Advancement worked in partnership with the Registrar's Office in the preparation and execution of this year's Fall Convocation ceremony held on October 26th at the National Arts Centre (NAC). Guest speaker for the ceremony was alumna Joanne Walker, Vice President Operations and Ottawa Site Manager, EMS Aviation.

President's Coffee Break Series

The Fall launch of the President's Coffee Break Series took place at the Perth, Pembroke and Woodroffe campuses on October 8, 15 and 29, respectively. The informal gatherings gave faculty and staff an opportunity to chat informally with President Gillett. The annual *President's Halloween Coffee Break*, was held on October 29th in the foyer outside of the dental and massage therapy clinics in J Building and was hosted by the School of Health and Community Studies and included displays by the Dental, Massage Therapy and Respiratory Therapy programs.

Breakfast with the President Series

New Staff Breakfast: On October 14th, 13 new employees were invited to join President Gillett for a breakfast in the Staff Dining Lounge to discuss their experiences as our newest staff members and to share any suggestions they may have to enhance the programs and services we provide to the College community. The next breakfast is scheduled for November 19, 2010.

President's Star Award

The President's Star Award which was launched in January, 2010, is presented to an employee who: demonstrates a commitment to excellence in their role within the College community; regularly and consistently demonstrates outstanding service; and truly embodies our shared commitment to student success and the College's values of caring, learning, integrity and respect. Recipients are surprised with informal award presentations which are made throughout the year.

The Executive Director's Office, working collaboratively with the President's Office, has so far this academic year arranged for five awards to be presented to the following Algonquin staff members - Cristy Richards (Academic Partnerships), Trevor Lukey (Learning and Teaching Services), Michael Adams (ITS), Wilma McCormack (Academic Development) and Rich Lauzon (Professor – School of Media and Design).

Government Relations

Visit by Nancy Naylor, Assistant Deputy Minister of Training, Colleges and Universities

President Gillett, Students' Association President Jacob Sancartier, and members of the President's Executive Committee welcomed ADM Naylor to the Woodroffe Campus on Tuesday, October 5th. The new ADM was on a province-wide meet and greet tour and was accompanied by Noah Morris, Director of the Student Financial Assistance Branch.

Community Relations

United Way

The Department worked with the staff from the Queensway-Carleton Hospital (QCH) to organize the 2nd Annual Algonquin College / Queensway-Carleton Bed Race in support of the United Way. The event was held on Monday, October 18th in the parking lot of the Police and Public Safety Institute building. Teams from Algonquin included media, paramedic, security and dental students, as well as an administration team. An All-star team (comprised of one member from each of the student/admin teams) competed in the final race of the day against the QCH's all-star team for the coveted 'Golden Bed Pan' award. Algonquin won the five individual races, but the QCH All Star team came from behind to win the Golden Bed Pan.

The Department was also involved with the annual Wine and Dine event held in support of Algonquin's United Way campaign. The event was held on October 7th in the Restaurant International with just over 100 participants raising more than \$3000.00 for the campaign.

Media Relations

Major stories include:

- September 22 & 23 – The *Ottawa Citizen* and *Nepean EMC* featured stories regarding the College's push to establish a Family Health Team on the Woodroffe Campus.
- September 24 – The *Ottawa Sun* featured a video story about Premier Dalton McGuinty visiting Algonquin College to see how CERF funding was spent this year and a tour of the School of Media and Design.
- September 25 & October 14 – The *Ottawa Citizen* and *Nepean EMC* featured stories regarding the new *GoJournalism.ca* website (first of its kind in Canada) launched by the Coordinator of the Journalism program.
- October 6 – The *Ottawa Citizen* featured an interview with the Coordinator of the Sommelier program regarding best wine pairings for Thanksgiving.
- October 7 – *Nepean EMC* featured an interview with the Coordinator of the Music Industry Arts program regarding the new music studio classroom and the program that was launched in Fall 2010.
- October 7 & 8 – The *Globe and Mail*, *Toronto Sun*, *Toronto Star*, *Ottawa Citizen*, *Ottawa Sun*, *CFRA*, *CTV*, and *CBC*, featured ongoing stories regarding Minister Bob Chiarelli's former consulting job at the College.
- October 9 – The *Ottawa Citizen* featured an interview with the Manager of Career Services and Student Activities regarding the current employment climate for students and recent grads.
- October 9 & 12 – The *Ottawa Citizen* and the *Ottawa Business Journal* featured stories regarding the recent appointment of Jim Orban to Director of International and Corporate Business Development.
- October 14 – *Fox Business News* and *iFreshNews* featured an interview with a professor in the Pre-Music Production program regarding the issue of free music downloading.

Internal and External Communication

myAlgonquin Redevelopment

The new myAlgonquin project is in the implementation phase with regular meetings being held to address the technical requirements to launch using an internal server. Design work continues to be done to integrate the new system with a morning email “Good Morning Algonquin”. The anticipated launch date is the end of November, 2010.

Algonquin Centre for Construction Excellence (ACCE)

The promotion of the new ACCE continued throughout October. A one-on-one media briefing and tour took place with a national sustainable architecture magazine (www.SABmagazine.com).

Marketing Services

Approach to Phase Two: Brand Revitalization was presented to PEC and the planning is underway. The timeline for execution is October 2010 – January 2011.

Faculty Advertising Support

Marketing Services is currently planning winter intake marketing support for the following programs: Culinary Skills – Chef Training Certificate; Business Administration – Core – Ontario College Advanced Diploma; Interactive Multimedia (Ontario College Graduate Certificate).

Marketing Services is also working on a pilot initiative to target and qualify first choice applicants into the Global Studies program for September, 2011. The program will consist of a promotion that qualifies the applicant as well as enabling recruitment to nurture the qualified applicants through to first choice registrations.

Recruitment Publications

The Viewbook has been printed, delivered and is currently in distribution.

Recruitment Event Support

A new presence for the Toronto College Fair was created by re-skinning the existing tradeshow booth hardware with the new campaign graphics. The recruitment video was leveraged at the show through plasma screens as part of the booth set up. In addition, Creative and Web services have been working on the creation and support for the following three key recruitment events: Forum, Graduate Studies Information Fair and Open House. Support includes email invites, web site landing pages, internal tour signage and graphics, banner stands, as well as online and traditional advertising.

Marketing Services is also piloting a contest at Open House through the use of SCVNGR, a mobile promotional tool.

Web Site Development and Content Management System (CMS)

The College Directives site and Career Development site have been launched using the new CMS. The International site and the Corporate Training Site are ready to be launched on October 26th and October 27th respectively. Training of the Web Services team and the administrators for the College Directives site, Corporate Training and International sites has begun.

Recruitment

The Recruiting Team has launched its Fall, 2010 activity including high school presentations, career fairs, and university visits, both locally and in designated areas of Ontario.

Forum

Recruitment hosted its annual Forum event on October 7th, and welcomed approximately 90 guidance counsellors on site for a morning conference followed by lunch at the Restaurant International.

The day's agenda included: four short innovative teaching presentations by Mike Ballard, School of Advanced Technology, Kathlyn Bradshaw, School of Business, and skyping in were Shawn Behnke from Pembroke and Andrew Edmondson from Perth; a social media presentation by Doug Wotherspoon, Executive Director Advancement; a review of new programs and college retention efforts by Marguerite Donohue, Dean, Academic Development; and a student panel featuring three students, from the School of Business, from School of Media and Design, and from the School of Health and Community Studies.

The event also included a trade-show style presentation of student services, admissions, academic Faculties, and student success specialists. New to the event this year was a student co-emcee which was very well received by the counsellors.

New Tradeshow Booth

The new Tradeshow Booth for Algonquin College recruiting was launched at the Toronto College Fair, October 19th. The new design is consistent with the new Viewbook design and supports the "Go Succeed" campaign.

Upcoming Recruitment Events

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

BUSINESS DEVELOPMENT

ALGONQUIN FOUNDATION

Constructing Our Future Capital Campaign

To date, confirmed campaign cash/pledges total \$4,841,800. Campaign cabinet members will continue with major gift prospect calls with a goal to close all leadership gifts by the year end. Foundation staff are helping volunteers with prospect strategies, confirming pledges and payment schedules and confirming naming recognition opportunities.

Perth Building Our College, Our Community, Our Future Campaign

A Campaign Cabinet Meeting was held on October 5th with strategies developed to approach the business community to ask for involvement in the Campaign.

Pembroke Campus Campaign

A Campaign Cabinet meeting was held to identify naming opportunities.

Endowment Campaign

Endowment fund donors have confirmed 49% of the endowment goal of \$500,000. New endowments are confirmed from Tamarack Homes and the Friends of the Ottawa Library Association. Memorial donations to the Rory Bradley Memorial fund have exceeded five thousand dollars.

The Nepean Kiwanis Club hosted a tribute roast to honour Councillor Gord Hunter that resulted in the establishment of a new endowment in Gord Hunter's name to benefit students studying in Recreation and Leisure Studies.

Annual Awards

New annual awards were received from the Kenyan High Commission, the Knights of Columbus, and the Association of Canadian Colleges and Universities. Ed Ireland established a new annual bursary for Veterinary Technician students.

Out and About

Outreach activities this month included:

- Perth Kiwanis Meeting Perth
- Knights of Columbus Meeting
- Champions for Children Golf Tournament
- Lanark Leeds Homebuilders Dinner
- Dave Smith Treatment Centre Tribute Dinner
- Nepean Chamber Business Awards
- Military Families Fund Sens Event
- Writer's Festival Communication Skills
- Royal Ottawa Leadership Breakfast

Awards Nights

The School of Advanced Technology/Transportation and Building Trades Award Night was held on-October 20th.

INTERNATIONAL EDUCATION CENTRE (IEC)

Recruitment

A recruitment trip to India took place from September 20th until October 25th. The areas visited included Delhi, Chandigarh, Mumbai, Ahmedabad, Surat, Baroda, Hyderabad, Kochi and Chennai.

From October 18th to October 27th, the Director of International and Corporate Business Development accompanied the Vice President, Business Development and the Chair of Marketing and Management Studies on a partnership development mission to China. The mission was very successful with new collaborations confirmed with two Colleges and one university in China. The Algonquin College delegation also visited Jiangsu Maritime Institute to attend the opening ceremony and finalize implementation logistics for the joint Business Administration, Materials and Operations Management program.

From October 20th to November 2nd recruitment trips included visits to the following countries: Vietnam, Thailand and Venezuela as well as attendance at the ICEF North American Workshop in Germany.

Tours and Delegations

On Friday, October 8th, IEC and the Vice President, Business Development hosted a school presentation and tour of the campus to Ahmed Abdulkarim, CEO of CADRE Economics Cities and Deputy Governor of SAGIA(Saudi Arabia General Investment Authority). Discussions took place on opening an Algonquin Campus in Saudi Arabia. Other members in the delegation were Hassan Hadadi, Training President of CADRE and Jebril Zurbtan, Program Director of Jazan Economic City Technical College.

On Friday, October 8th, Dr. Richard Turkson, the High Commissioner of Republic of Ghana, visited the College.

LANGUAGE INSTITUTE

New Opportunities

New Enhanced Academic Program Courses for Saudi-sponsored students began on October 25th following the signing of a Letter of Intent with the Saudi Bureau. It is estimated that that 40 to 60 Saudi students will take the program each intake.

OSLT (Occupation Specific Language Training) for Business is being offered for the first time beginning in October.

Language Institute Enrolment

Language Institute enrolment for Fall, 2010, included 1106 CE registrants, 161 students in the Canadian ESL full-time stream for the 1st intake and 237 international ESL students.

INSTITUTIONAL RESEARCH AND PLANNING (IRP)

International Education

IRP is conducting an on-line survey of international students to assess demographics, program details, decision-making, arrival support, learning experience, support services, attitudes and recommendations. Participation in the survey will permit comparisons with other Canadian PSE institutions involved in the survey.

Key Performance Indicators

Preparations are underway for completing the Advanced KPI Student Satisfaction Survey scheduled from November 1 to 12, 2010.

APPLIED RESEARCH AND INNOVATION

Projects Update

The Perth campus has initiated its first project in collaboration with the Applied Research Office. The iFit project is focused on constructing a state-of-the-art building that minimizes environmental impacts. The plan includes the installation of sensors that would transmit data to the campus for analysis.

An increasing number of projects in Health Care are being conducted. Examples include:

1. Communication in Difficult Situations for Interprofessional Teams (Eleanor Riesen and Michelle Morley): The goal of this project is to improve the interactions between various disciplines in the health care, social care and legal areas of practice so that the user (or client) experience is significantly enhanced relative to the current experience. The researchers have developed a number of training scenarios (live, video, virtual) that are being used to determine the efficacy of this training for nurses once they enter the work force.
2. Massage Therapy Pressure Palpitation Assessments: Algonquin professor Ian Dolmage is seeking to develop a methodology that would improve the delivery of massage treatments to patients. Ian is working with students and Registered Massage Therapists to develop pressure calibration methods and determine their impacts on the quality and consistency of massages.
3. Automated Reminders for Algonquin College Students (Mel Sanschagrin, Computer Studies professor): Algonquin is working with a local start-up (Cliniconex) to further develop its platform for health care clinics (including medical, dental, massage, etc.) that provides automatic alerts to patients regarding upcoming appointments.
4. Remote Objective Monitoring of Bio-Signals (Wahab Almuhtadi is a collaborator with uOttawa (lead) and Biosign (receptor): This project is to conceive and design a remote system that will assess the hemodynamic state of the patient.

Student/Faculty Involvement

An application was submitted to the Ontario Centres of Excellence for its Connections program, which provides financial support for in-class projects. Thirty-four projects were submitted, representing 12 different programs, 19 professors and 116 students.

WORKFORCE AND PERSONAL DEVELOPMENT

Colleges Integrating Immigrants to Employment Project (CIITE)

To date in 2010, Algonquin has provided advising to 1,416 internationally educated immigrants. The top country of origin is China and the second is the Philippines. 62% of immigrants indicate that they are currently unemployed, 42% indicate that they have an undergraduate university degree, and 16% have completed a masters degree.

Second Career (Experienced Worker).

Since April, 2010, the Second Career team has met with 779 new clients seeking Second Career funding. The interest in Second Career funding continues to be high.

Personal Development Institute

Work is underway to develop the business plan for the roll out of the new Professional Development Institute.

New Opportunities

Three funding proposals have been submitted to Citizenship and Immigration Canada. Proposals have also been submitted to Tim Hortons Canada, Dalian Enterprises, TD Canada Trust and Social and Enterprise Development Innovations fund.

Marketing and Communications

The Algonquin College Access Program (ACAP) has released a website that responds specifically to diverse student populations. The website includes videos of testimonials from internationally educated people, Aboriginal people and others, a live chat line where Aboriginal students in high school can speak to Aboriginal College students at the College, and an area for prospective students to self identify. A Google group has been set up internally so staff and providers of service to the internationally educated/immigrant populations can share research, projects, information, ideas and thoughts.

ACAP has also just released a video production on bridging programs. The video is being used at conferences provincially and nationally and is posted on the website.

ALGONQUIN COLLEGE CORPORATE TRAINING (ACCT)

Ottawa Senators Partnership

ACCT will collaborate with the Ottawa Senators to deliver two evening training seminars with game packages to reach out to new corporate clients. The sessions are; Leading a Diverse Workplace – December 9th, and Courageous Leadership – January 25th.

Hydro One AZ Truck Driver Training

ACCT was able to renew the contract for the Hydro One AZ Truck Driver training program for another year, from November 1, 2010 until October 31, 2011. This represents potentially another \$600K for 2010/2011 and extends our strong relationship with Hydro One.

Marketing

ACCT participated in two trade shows, the National Capital Heavy Construction Association and a DND Security Conference, as well as two customer trade events with Services Canada and Citizenship and Immigration.

New Business

CREE CONSTRUCTION COMPANY & DEVELOPMENT COMPANY (CCDC): ACCT is working with Cree Construction Company and Development Company (CCDC) to organize delivery of the Building Construction Technician program for up to 15 of its employees in the community of Chisasibi, to commence in December 2010.

National Capital Commission

ACCT won a contract to design and deliver a series of Openness and Transparency Communication courses to all NCC employees.

Training Delivered by Sector Organizations

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

- Defence Research and Development Canada
- Ottawa International Airport Authority
- University of Ottawa Medical Associates
- The Society of Obstetricians and Gynecologists of Canada
- Canadian Agency for Drugs and Technologies in Health
- Canadian Medical Protective Association
- Ottawa Hospital
- TD Bank
- Bell Canada
- MediaMiser Ltd
- Corel Corporation
- Oxford Properties
- Canadian Food Inspection Agency
- Fundamentals of Leadership

HUMAN RESOURCES

Compensation, Pension and Benefits (CP&B)

Human Resources signed a contract with Shepell.fgi to provide 'on request' disability management services. Documentation for three employees was gathered and forwarded. Results have been positive for one employee with a return date one month earlier than expected.

The benefits audit for full-time staff is 70% completed.

CP&B and the Centre for Organizational Learning are coordinating Wellness Week.

Communication was sent to full-time Academic and Administrative Staff regarding a new Critical Illness Insurance option.

Professional Development

Three staff members will be attending various workshops delivered by The Psychology Foundation of Canada.

One staff member attended "Building Healthier Workplaces – Addressing the impact of Mental Health in the Workplace".

Three staff members attended the CAAT Pension teleconference on Open Buybacks.

Partial Load

We have approximately 240 partial load employees with benefits.

Short-term-disability (STD)

Currently there are 24 employees on STD.

Salary, Pay and Liability

All pay changes for all full time staff were implemented and increment letters were distributed for signature purposes.

Employee Services

During the month of October there was a strong focus on gathering data for workforce analytics. Working with the current HRIS system and how the College captures information made this a manual labour-intensive exercise.

There were staffing changes in the Employee Services team in the month of October including the replacement of the Receptionist and the 24-hour/week HR Assistant.

Recruitment & Staffing/Classification

During the month of October, there were 6 part time Academic competitions posted. In addition, there was 1 full time and 3 part time Administrative competitions held with 2 new full time hires completed

from previous competitions. In terms of Support Staff hiring, there were 4 part-time, 3 full-time and 2 New Initiatives/Opportunities competitions held.

Ads were placed for part time employees in Ancillary Services and a full time Chair, Media Studies.

The Support Staff Job Evaluation Committee continues to meet bi-weekly to review new and significantly revised positions, and to discuss issues relevant to the College Community. Four position description forms were evaluated and reviewed with Managers since September 21st.

The pilot project for the Leadership Development Initiative was launched to all Managers at the College on October 18th.

The annual maintenance pay equity plan was completed and any monies owed for classifications that are female dominated have been calculated and will be paid on the pay of November 26th.

HRIS administration & Technology

The new leadership website design has been implemented and launched. The program website is now live for use by the college community.

Talent management software was purchased on September 24th and the implementation team has focused on the building of forms, development of site, and extraction of current College data held on another application system and has imported it into the new site. Instead of the anticipated 6 to 8 week implementation timeframe, the team worked tirelessly to rollout the site within 3 weeks to achieve the October 18th deadline. Training is continuing on the system as the focus for phase 2 rollout will be on the performance management module of the software.

The HR/Pay workgroup continues to meet on a bi-weekly basis to assess work requests and set priorities on items. A total of 45 projects have been submitted to the workgroup. Most of these projects are requests for information, requests to update information, and requests to develop system capabilities.

Other-than full-time Payroll

Work proceeded on the value stream pilot project for part-time hiring process. This project outcome is expected to outline process and procedures to provide a consistent guideline for each academic department.

Staff Relations

The Director, Staff Relations has continued to meet with the Chairs and Deans of each of the Schools to review the grievances on file.

Meetings of the Support Staff Employment Stability Committee and Union College Committee were held.

Fifteen grievance step meetings for academic matters were held. Two step meetings were held on support staff grievances.

Hearings for three academic arbitrations took place.

The Director is completing the College's Leadership Training Program.

STUDENT SERVICES

Registrar's Office

Registration Statistics

Full-time Registration in Post-Secondary/Post-Diploma Programs: For the 2010 Fall Term, as at October 15, 2010, net registered students numbered 14,702 or 98.7% of the projected enrolment.

The breakdown of the 14,702 net registered, as at October 15, 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	2,274	1,055
Faculty of Business and Hospitality	2,333	2,061	2,246	2,036
Faculty of Health, Public Safety and Community Studies	1,817	1,451	1,768	1,414
Faculty of Technology and Trades	1,746	1,370	1,684	1,497
Algonquin College in the Ottawa Valley	468	223	476	202
International and Corporate Business Development	28	0	26	0
School of Part-Time Studies	16	15	11	13
College Totals	8,733	6,156	8,485	6,217

Continuing Education Registrations: For the 2010 Fall Term as at October 17, 2010, registrations stood at 11,972 as compared to 11,976 at the same time last year. The term registrations to October 17, 2010, represent 89.8% of the projected enrolment. Registration continues throughout the term.

For the 2011 Winter Term as at October 17, 2010, registrations stood at 726 as compared to 702 at the same time last year. The term registrations to October 17, 2010, represent 5.7% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics, 2011 Winter Term

As at October 18, 2010, OCAS statistics for the 2011 Winter Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 17.5% from last year, Secondary School applicants are up 13.8%, with an overall increase in applicants of 16.3% respectively. Province wide, the variances are -0.4%, 8.0% and 2.3% respectively.

As at October 18, 2010, for Program Choices (applicants are allowed a maximum of 5 program choices, with up to 3 at any one College), our Non-Secondary School applicants are up 18.3% from last year,

Secondary School applicants are up 12.0%, and overall we show an increase of 16.2%. Province wide, the respective variances are 0.2%, 7.9% and 2.7% respectively.

As at October 18, 2010, for Confirmations, our Non-Secondary School confirmations are up 6.2 % from last year, Secondary School confirmations are -1.1%, and overall, we show an increase of 4.1%. Province wide, the respective variances are 1.1%, 12.7% and 4.8% respectively.

Fall Convocation (Ottawa Schools)

The Fall Convocation Ceremony for Ottawa Schools was held on Tuesday, October 26, 2010 at 7:00 p.m. in Southam Hall at the National Arts Centre. The Guest Speaker was Joanne Walker, Vice President Operations and Ottawa Site Manager, EMS Aviation, and Algonquin College Alumna. More than 500 graduating students attended the ceremony.

The 2010 Fall Convocation Invitation and General Information have been posted to the Convocation website at www.algonquincollege.com/RegistrarsOffice/convocation/. The event will be live-streamed at algonquincollege.com/live.

2010 Fall Entrance Bursary Program

Algonquin College offers Entrance Bursaries to full-time first-year level 01 students enrolled in degree or diploma programs. Entrance Bursaries are administered by the Registrar's Office and awarded based upon demonstrated financial need. This program has proven extremely popular with our first year students and as of October 13, 2010, 743 students have been awarded the Fall Entrance Bursary.

2010 Fall Student Assistance Bursary

The Algonquin College Student Assistance Bursary is a non-government funded bursary distributed each term. Students must be registered and attending class in order to be eligible for this bursary. Students qualifying for a 2010 Fall Entrance Bursary are not eligible to apply for the 2010 Fall Student Assistance Bursary.

Application for the 2010 Fall Student Assistance Bursary is completed online through the Algonquin College Student Information System (ACSIS) portal from October 13 - 15, 2010.

2010 United Way Campaign

The Registrar's Office United Way leaders and staff have organized a number of events including a pizza lunch, bake sale and silent auction in support of the 2010 United Way campaign; helping to create long-term, measurable and meaningful change in the lives of our students and in our community.

Client Service Metrics

Contact Centre Statistics Summary				
Contact Centre (Telephone)	Sep-10	YTD	Sep-09	YTD
Calls Received	24,567	122,443	15,255	84,485
Calls Answered	12,274	88,720	10,809	67,561
% Answered	69.00%	78.10%	70.85%	79.96%
Average Call Length	0:02:29	0:02:17	0:03:19	0:02:58
Average After Call Work	0:00:58	0:00:44	N/A	N/A
Average Handle Time	0:03:27	0:03:01	N/A	N/A

Service Counter Statistics Summary				
Service Counter (In-Person)	Sep-10	YTD	Sep-09	YTD
Tickets Issued	15,428	37,302	14,200	44,576
Customers Served	14,742	35,907	13,206	42,152
% Served	95.55%	96.26%	93.00%	94.56%
No Ticket Issued (Welcome Station)	5,840	14,282	5,603	16,160
Average Waiting Time (Global)	0:09:20	0:05:07	0:20:02	0:07:37
Average Transaction Time (Global)	0:07:26	0:07:19	0:07:02	0:07:14

Student Support Services**Director's Office**

The Student Support Services Department representatives for the 2010 United Way Campaign have planned many events to raise money and contribute, in a variety of ways, toward this initiative. A United Way kick-off breakfast for all Student Support Services staff was held on October 5, 2010, in the Observatory, and featured a guest speaker from the United Way.

Student Affairs and Orientation

Student Affairs and Orientation hosted 'Weekend Orientation' on September 19, 2010, for those students registered in full-time programs which are delivered on weekends. The session offered information about services, extended hours, and included an open question and answer period with Chair, Vertha Coligan, and Dean, Claude Brulé.

Student Employment Services

Student Employment Services served fifty-seven clients during their Wednesday afternoon drop-in sessions which were conducted on September 22 & 29 and October 6 & 13, 2010. An increase of 6.8% was noted in the number of jobs received and posted over the previous fiscal year.

A résumé clinic for International students was held on September 17, 2010 to assist students in writing competitive résumés for today's Canadian labour market. Six students participated from program areas including Fitness and Health Promotion, Green Business Management, Travel and Tourism, Business Administration, and Computer Programmer.

A representative from Kagita Mikam, an Aboriginal Employment and Training Centre in Ottawa, is on campus each Wednesday from 9:00 a.m. - 1:00 p.m. Aboriginal students are welcome to drop-in, or make an appointment, to discuss job-search related issues. At this time, a representative from TD Canada Trust is also available, on campus, to provide Aboriginal students with information related to employment opportunities.

Student Information Desk

The Student Information Desk operates six days per week, Monday - Saturday. Hours of operation are, Monday - Friday, 7:30 a.m. - 7:30 p.m. and Saturday, 10:00 a.m. – 2:00 p.m.

Eight new students have been hired to work at the Student Information Desk, from August, 2010 to March 31, 2011. All of the new Student Information Desk Agents have completed the Accessibility for Ontarians with Disabilities Act (AODA) online training and are working in collaboration with Student Success Specialists.

Centre for Students with Disabilities

The Centre for Students with Disabilities (CSD) welcomed hundreds of new and returning students to Algonquin College for Fall 2010. CSD discussed services available to students and ensured accommodation support was in place for each student. To date, the CSD has seen a 4% increase in clients over the previous fiscal year.

Health Services

Statistics indicate that the volume of visits for September 2010 was 4,571, compared to 4,735 in the previous year. Of these, 641 (14%) were to see a doctor. There were 10 accident reports generated for on-campus incidents.

Counselling Services

Counselling Services, in collaboration with the Centre for Students with Disabilities, held two awareness events for students from October 5 - 7, 2010 as part of 'Mental Illness Awareness Week'. Mental Illness Awareness Week (MIAW) is an annual national public education campaign coordinated by the Canadian Alliance on Mental Illness and Mental Health. The goal of MIAW is to raise awareness of mental illness and the importance of mental health promotion.

During these events, students were invited to complete a stress index test. This provided counsellors with an opportunity to connect with students and to open the dialogue on stress related issues ranging from depression to anxiety. Students were referred to the necessary support services, as required and one hundred and sixty five students participated in these events.

Mamidosewin Centre

Grandmother Isabelle Meawasige was the invited Elder for a potluck social on September 28, 2010. Students were also invited to attend a wide variety of activities including a craft circle, movie night, drum circles, and smudge ceremonies throughout the month.

Residence

Residence Advisors participated in, and won, the Air Band competition held at the College's Annual United Way Kick-off Breakfast on October 1, 2010. Twenty Sections (referring to the 20 sections/areas in Residence overseen by the 20 Residence Advisors) performed the song 'True Colours'.