

**MANAGEMENT SUMMARY TO THE  
BOARD OF GOVERNORS  
OCTOBER 2008**

**ACADEMIC**

**New Programs/Initiatives**

The following new programs were successfully launched this fall 2008 with first semester registrations as indicated:

Program Name	Projected Enrolment	Actual Enrolment
1438E General Arts & Science – Environmental Studies	21	41
1438F General Arts & Science – Introduction to Fine Art	28	29
1211X Radiation Safety	26	30
0438K General Arts & Science – Aviation Management	24	29
1302X Paralegal	0	25
1103X Esthetician	20	38
1104X Hair Stylist	20	35
1210X Golf & Ski Operations Management	20	10
1190X Wireless/Mobility Telecommunication Engineering Technician	40	23
1402X Documentary Production	20	17
1304X Green Business Management	0	21

The following program was successfully launched in a new delivery mode. First semester registrations are as indicated.

Program Name	Projected Enrolment	Actual Enrolment
0436Z Developmental Services Worker – Intensive	20	13

The following program intakes were deferred to fall 2009:

Program Name
1108X Hospitality Management – Inn and Spa
1501X Green Architecture
1102X Spa Management
1303X Marketing and Business Intelligence Research

**Court and Tribunal Agent Program**

The two-year Court and Tribunal Agent Ontario College Diploma program was approved by the Board of Governors at the March, 2008, meeting. It subsequently received validation by the Credentials Validation Service and funding from the Ministry. In June, the College was advised that the program had met the standards and competencies for paralegal education program accreditation, had been granted accreditation by the Law Society of Upper Canada and had been granted consent to be titled Paralegal.

**Academic Advising**

A new Academic Advising pilot is underway in three academic areas: Practical Nursing, Business – Accounting, and Electrical Engineering Technology. Marni Squire, Professor, School of Advanced Technology, has been seconded to coordinate this initiative for 2008-2009. Academic advising training for faculty involved in this pilot was provided by Dr. Jayne Drake, Vice Dean, Academic Affairs, Temple University, Philadelphia. Dr. Drake also provided a general lecture to all college staff, “Academic Advising: Cornerstone of Student Engagement,” which was well-attended and well-received by faculty.

**Applied Degree Programs**

The Bachelor of Applied Arts (Interior Design) has been accredited by the Council for Interior Design Accreditation for a period of six years. This attests to the quality of our program and a great deal of hard work by faculty and staff to successfully meet the accreditation standards.

**School of Health and Community Studies**

The National Dental Hygiene Certification Board (NDHCB) has informed the College of the results of our students’ performance at the January and May 2008 NDHCB exams. 57 students wrote the exam and 55 passed for a success rate of 97%.

The National Dental Assisting Examining Board (NDAEB) has notified the College of the results of our students’ performance at the June 2008 NDAEB exam. 27 students wrote the exam and 26 passed for a success rate of 96%.

The Algonquin Connecting Expertise of the Internationally Trained (ACE IT) project and the Connections Ottawa Mentorship Program (COMP) are two projects funded through the Government of Ontario’s Ministry of Citizenship and Immigration. They have been running for the past two years and are coming to a conclusion at the end of September. As a result of these projects, the Health area has developed five new programs and three new courses, purchased additional simulation equipment, and created opportunities for further contracts with the community and with the Provincial and Federal Governments. The College has also enhanced its reputation in the newcomer community.

**Career and Academic Access Centre**

The Settlement to Employment Program (STEP) offers internationally trained individuals the support, training, and experience needed to find meaningful employment within the Canadian workforce. The program is working with the Algonquin College Access Project (ACAP) team to create a community-based approach to identifying gaps between employers and Internationally Trained Individuals (ITIs). A number of strategies are being looked at and pursued.

It is important to note that although programs such as STEP, ACE IT and COMP are often executed within Schools, the Corporate and Business Development team procurement expertise is critical in securing funding to operate the projects.

**School of Hospitality and Tourism**

The Ottawa-Gatineau Hospitality Association (OGHA) hosted a fundraising golf tournament on September 8, 2008, at the Stonebridge Golf & Country Club. They raised \$8,500 for the Algonquin College Endowment Fund which will be matched by the Ontario Government. In the past, the OGHA has donated a \$1000 scholarship each year but they wanted to give more to Algonquin as OGHA members rely on the College to provide qualified employees in order to remain competitive.

**Police and Public Safety Institute**

The Pre-Service Firefighter Education and Training program has received its five year re-endorsement from the Endorsement Review Board of the Ontario Fire Marshall.

**Algonquin Heritage Institute**

The 2008/2009 large-scale project for the Construction Carpentry - Advanced Housing program is a PerthWorks Double Smart project; a collaborative effort among the College, the Town of Perth, the purchasers of the homes and Geoff Hodgins, a local architect who Perth faculty have worked with on previous projects. This project involves the construction of two side-by-side houses on-site at PerthWorks – Perth's sustainable neighborhood. In addition to purchasing the houses, the purchasers are also providing funding for the students to build a construction portable to be used for meetings, to store tools and equipment, and to be used as a warm shelter in winter. The portable has been the first item of construction prior to commencing the homes and will be moved to the campus on completion of the project.

**Algonquin College in the Ottawa Valley**

The School received the Community Living Upper Canada Valley Executive Award that is presented in recognition of outstanding achievement in advancing the goal and vision of Community Living Upper Ottawa Valley. The School was recognized for its long-term partnership in providing adult education opportunities for people with intellectual disabilities.

**Faculty Activity**

Ann Mikula, Professor, English, School of Health and Community Studies, developed a manual entitled "Standards for Professional Communication" which is required by all students taking courses in the School. The manual was produced to assist students with the expectations associated with written and oral assignments.

**Community Activity**

Algonquin College in the Ottawa Valley students and staff participated in Relay for Life in June, 2008, at CFB Petawawa. The team raised \$16,000 for this year's event by holding various fundraising events through the year including an Italian pasta night, a garage sale, hockey pool, car washes, bake sales, marathon and a gourmet dinner. The faculty and staff's efforts are recognized and appreciated.

The Animation program faculty and students spent the week of September 15-21, 2008, participating and supporting the Ottawa International Animation Festival. The program had a marketing booth set up at the event and students used the opportunity to make industry contacts. Well-known, international animator, David Polonsky, visited Algonquin College on September 19<sup>th</sup> to discuss the making of his film "Waltz with Bashir."

**Donations**

Nortel has committed to donating upgraded optical switching gear to the Electronics/Electro-Mechanical Department. The new optical multi-service equipment operates at 40-100 Gigabits/sec and augments the current Nortel equipment which operates at 3.6 Gigabits/sec. The new equipment will run at speeds 400 times faster than high speed networks.

**ADMINISTRATION****College Ancillary Services (CAS)**

CAS business units achieved and/or exceeded budgeted sales for the month of August with one notable exception.

The First Class Bookstore experienced an extremely short but intense rush with 95% of the textbooks in stock at the beginning of the semester. The 9<sup>th</sup> annual Tech Fair was held on September 12<sup>th</sup> and received positive feedback from students and vendors alike.

Parking Services, working in conjunction with Physical Resources, installed two additional speed bumps and thirteen speed limit signs throughout the property in an effort to promote safety.

The Food and Beverage Operation has begun to monitor the demand for food services in the evening and have changed their hours at the Portable Feast to reflect client needs.

**Finance & Administrative Services**

The Finance Department coordinated and reported on the 2008/09 1<sup>st</sup> Quarter Financial Review. On August 1, 2008, the University of Ottawa settled the College's \$6.85 million note receivable related to the sale of the Rideau campus in January, 2007.

In response to a question from a Board member, the College's insurance broker, Marsh Canada, was contacted to clarify the coverage in force under the College's Directors and Officers Liability policy. Any new director and/or officer of the College or the Board of Governors during the term of the policy are automatically covered. The College does provide a list of directors and officers to the insurer on an annual basis. Coverage does extend to all directors and officers past, present and future. This coverage is intended to prevent personal losses from being realized in the event a legal claim is made against a director or officer arising from the execution of their duties on behalf of the College.

**Information Technology Services (ITS)**

ITS has continued to support the increased use of the College's computing and network infrastructure. 25 new e-classrooms were added which are equipped with teaching stations including: a PC, projector, amplifier, speakers, DVD and VHS players. The College now has more than 230 e-classrooms.

ITS launched the first phase of an upgrade to the College's wireless network which now supports the most advanced wireless technology, 802.11n. Over 500 students are now using the new infrastructure daily. In addition, several IT Infrastructure projects to replace servers, telephony, network, and storage components were completed during the summer months to ensure optimal configuration for the fall term.

Over the first 3 weeks of the Fall term, IT services have been operating well with no major issues reported. Over 3,000 work orders for students, faculty and staff were completed. Line-ups at the ITS Service Desk were shorter than in previous years due to optimization of service delivery techniques.

The project to convert the College's aging Student Information System, GeneSIS, is nearing completion. A majority of the updated system was launched to the general College population. Training and migration of users to the new system will be taking place in the coming weeks and months.

All 2,500 student lab computers were updated over the summer months with new software including Microsoft Office 2007. Adopting Office 2007 as the College Standard will ensure that students will receive training in the most current office productivity suite available.

The project to update the College's mail system to Microsoft Exchange has begun, with a pilot expected during the fall term.

### **Physical Resources**

Energy Management: This past summer, the lighting in the Learning Resource Centre on the Woodroffe Campus was upgraded to higher quality; higher intensity and lower energy cost as part of the ESCO project complemented by a \$50,000 grant that has been received from Hydro Ottawa.

Campus Electrical Shut-Down: The major campus shut down of electrical systems successfully took place as scheduled on the August Civic Holiday weekend. The Residence was provided with emergency power generators to allow full functionality. All other buildings were powered down and building emergency generators provided minimal life safety system power.

Repairs were made to electrical feed systems, safety upgrades completed and equipment was tested and cleaned. One problem with a relay on the main switchgear was noted. Replacement of the unit is required and it has been ordered. A series of three small shutdowns of less than 15 minutes each will be scheduled between September and December to affect repairs.

Long-Term Capital Plan: The Ministry requested proposals from Colleges and Universities of up to five capital projects which would constitute the first iteration of a Long-Term Capital Plan for the Ministry. The College submitted the project proposals by the September 5<sup>th</sup> deadline. The submissions included the Pembroke Relocation, Virtual Campus, Bridging to 2012 in Ottawa, a Centre for Health Care and Family Support and a Student Centre.

## ADVANCEMENT

### PUBLIC RELATIONS AND COMMUNICATIONS

#### Corporate Events

##### **Breakfast with the President Series**

*Retirees Breakfast:* The President hosted a breakfast on June 17<sup>th</sup> in the Staff Dining Lounge and welcomed 9 retirees.

*New Staff Breakfast:* On May 29<sup>th</sup> and September 16<sup>th</sup>, new employees joined President Gillett for a breakfast in the Staff Dining Lounge to discuss their experiences as our newest staff members and to provide any suggestions they may have to enhance the programs and services we provide to the College community.

##### **Official Launch of Green Business Management Graduate Certificate Program:**

Working with the School of Business, the Department coordinated the official launch of the Green Business Management Graduate Certificate Program on Monday, June 2<sup>nd</sup>, during Canadian Environment Week. The event took place in the Advanced Technology Centre and included The Honourable John Baird, Canada's Environment Minister and Ottawa West-Nepean Member of Parliament, as the guest speaker.

**Convocation Ceremonies:** The Department worked with the Perth Campus to provide the corporate set design for the Perth Campus Convocation which took place on June 5<sup>th</sup> at St. John's Catholic High School.

The Department also worked in partnership with the Registrar's Office in the preparation of the Ottawa Spring Convocation ceremonies held June 12<sup>th</sup> and 13<sup>th</sup> at ScotiaBank Place. In addition to coordinating all aspects related to the set design and technical production of the events, the Department also coordinated the selection of the emcees, graduate announcers, and the following four guest speakers:

- Jackie Holzman, Former Mayor of Ottawa, and first recipient of an Honorary Diploma from Algonquin College
- Chris Gordon, President, CTV Globemedia Radio Division, and alumnus of the Broadcasting – Radio program
- Dr. Robert Cushman, CEO of Champlain Local Health Integration Network
- His Worship Justice R. Brian Mackey, Ontario Court of Justice – East Region Justice of the Peace, Ottawa Representative for the Ontario Judicial Education Network

Plans are well underway for the Fall Convocation ceremony which is taking place at 8:00 p.m. on Tuesday, October 14<sup>th</sup>, at the National Arts Centre (NAC). This ceremony will see the College bestow its first Honorary Degree to Geoff Strotmann, CET, Manager of Supply Chain Management at General Dynamics Canada, who will also be the guest speaker for the Convocation ceremony. Geoff is receiving the Honorary Degree in recognition of his support of the Bachelor of Applied Business – e-Supply Chain

Management program (BAB). Geoff was the first Chair of the BAB Advisory Committee. He held that position for four years and continues to sit on the committee to this day. In providing a high level of leadership to the strategic and tactical direction of the new program, Geoff contributed countless hours to ensure that the program focus developed from a sound academic foundation.

**Centre for Construction Trades and Building Sciences Funding Announcement:**

The Department coordinated the logistics for an Ontario Provincial Government media conference held at the Woodroffe Campus on June 23<sup>rd</sup>. The cabinetmaking/furniture technician labs were the backdrop for the conference where Ontario Premier Dalton McGuinty announced the provincial government's \$35 million investment in the College's expansion proposal to build the new Centre for Construction Trades and Building Sciences (CCTBS) and create 600 new student spaces in construction trades programs by 2011.

**President's Breakfast:** The annual President's Breakfast to mark the beginning of another academic year was held on Tuesday, August 19<sup>th</sup> in the Marketplace Food Court. More than 900 full- and part-time faculty and staff attended the event to hear President Gillett's annual address to set the direction for the College in the upcoming year.

**President's Coffee Break Series:** The President hosted a Welcome Coffee Break for students and staff at the Perth Campus on September 9<sup>th</sup>.

## Alumni

**Board of Directors:** James Campbell and Mike Jones officially stepped down as President and Vice President of the Alumni Association. Newly elected President Rena Bowen and Vice President Barbara Carroll hosted the year's first Board meeting on September 9<sup>th</sup> and welcomed three new Directors:

- Stuart Schwartz; Program of Study: Broadcasting – Radio, Class of '97; Occupation: 'Stuntman Stu', Host of TGOR, Sports Radio Team 1200
- George Bouris; Program of Study: Police Foundations, Class of '02; Occupation: Constable Ottawa Police Service
- Benjamin Martin: Program of Study: Hotel and Restaurant Management, Class of '05, and Advertising, Class of '08; Occupation: Manager on Duty; Minto Hospitality Group

**AlumNet:** The Alumni Office published the Summer 2008 edition of *AlumNet*, Algonquin's electronic alumni newsletter, on Monday, June 30<sup>th</sup>. The issue included a congratulatory note to new graduates from outgoing Alumni President James Campbell, as well as a newly revived section of AlumNotes, featuring messages and updates from alumni.

**Media Relations:** There were approximately 291 media hits between May 21 and September 19, 2008 compared to 144 media hits in 2007 over the same time-frame.

Highlights included:

- June 2 and 3 – *CBC, CTV, A Channel, CFRA, the Ottawa Sun, and the Ottawa Citizen* featured stories regarding the launch of the Green Business Management Program. Comments from the Vice President of Student Services and Business Development were included in this story.
- June 12 – The *Ottawa Citizen* featured an interview with a past President of the Students' Association regarding her Algonquin experience and the opportunities it has created.
- June 12 and 13 – *CBC, CTV Ottawa, A Channel, the Ottawa Sun and the Ottawa Citizen* featured stories regarding Algonquin College's Woodroffe Spring Convocation Ceremonies including a mention of the first honorary diplomas.
- June 23 and 24 – *CBC, CTV Ottawa, A Channel, CFRA, CBC Radio, the Ottawa Sun, 24 Hours, Metro Ottawa and the Ottawa Citizen* featured interviews with the President regarding the \$35 million provincial investment in the Environmental Demonstration Centre for the Construction Trades and Building Sciences. This story was also featured on the front page of *Nepean This Week* and *Barrhaven This Week* on June 27.
- July 28 – *CBC and CTV Ottawa* featured a story regarding the Second Career Strategy Open House hosted at Algonquin College's downtown location.
- Aug 13 – *CTV Ottawa* featured an interview with the incoming Vice President Academic regarding the level of technology students need to be successful at Algonquin College.
- September 3 – *CTV Ottawa* featured a 4-minute interview with the President regarding the important role Colleges play in the post-secondary environment.
- September 4 – The *Pembroke Daily Observer* featured an interview with the Manager of Community and Student Affairs regarding the recent presentation of a \$500 bursary to a student on the BScN Program on the Pembroke Campus.
- September 17 – The *Ottawa Sun* featured an interview with the Manager of Community and Student Affairs on the Pembroke Campus regarding the new Radiation Safety Program.

**Web Services:** New website homepage launched with additional changes to the Programs pages, Prospective Students site and the Algonquin Student Portal to follow.



**COLLEGE MARKETING AND ENROLMENT**

**Recruitment Activities:** The Recruitment Team provided College departments with the current information requirements for the fall recruitment cycle. Recruiters also met with representatives from the University of Ottawa and Carleton University regarding current collaborative programs. Recruiters also visited a number of different shopping malls over the summer months.

There have been a total of 24 single tours and 15 group tours over the last month. Recruiters have also started to visit High Schools, Employment Centres and Service Canada which included visits throughout Eastern Ontario in Cornwall, Brockville, Renfrew, Arnprior, Prescott, Kemptville, Perth, Carleton Place, Smiths Falls and Gananoque.

Upcoming Recruitment Events:

- October 2 – Forum (Woodroffe)
- October 9 – Open House (Perth)
- October 14 – Open House (Pembroke)
- October 24 – Open House (Woodroffe)
- October 29 – Discovery Evening (Pembroke)

**Academic Partnerships:** There has been a meeting with Partnering to Articulate Student Success (PASS) to discuss the 2008 – 2009 proposals/events with Eastern Ontario Colleges (3) and School Boards (9). The Children's Aid Society (CAS) met with Algonquin to review how Algonquin can inform CAS staff and caregivers of programs and services offered by Algonquin College.

**Publications, Advertising and Promotion**

The promotional campaigns included:

**Radio Advertising**

The radio campaign to promote Business Administration, Print Media and Hospitality Management ran from late August 18 – August 22.

**Print Advertising**

A print ad ran in the *Ottawa Sun* promoting the following eight programs offered at the Woodroffe Campus: Business Administration; Cabinetmaking and Furniture Technician; Fitness and Health Promotion; Hospitality Management – Hotel and Restaurant; Print Media; Recreation Facility Management; Recreation and Leisure Services; and Wireless/Mobility Telecommunications Engineering Technician.

*Ottawa @ Home* and the *National Capital Scan* featured print advertising promoting Graduate Certificate programs.

*Ottawa @ Home* also featured a print ad promoting the School of Part-time Studies.

*National Capital Scan* featured an ad for Applied Research and Innovation at Algonquin College.

Email Campaign

There was an email campaign to perspective students with a focus on open programs.

Publications

The Fall campaign will be launched in early October comprising of an integrated promotion marketing campaign; including radio, print, online and outdoor media.

**BUSINESS DEVELOPMENT****School of Part-Time Studies (SPTS)**

The SPTS hosted a very successful summer series for youth aged 12-17, with the largest number of course offerings and registration ever. 560 participants enrolled in this year's summer series.

The following full-time diploma programs have been successfully implemented for online delivery in fall 2008: Business Administration, Business Accounting and Diploma of Military Arts and Science. As of September 12, 2008, twenty students have registered in these new online offerings. Approval has been received to deliver the Emergency Management Graduate Certificate program online. The Sterile Supply Processing College-approved certificate program has been converted from in-class to online delivery.

Two Teaching-English-as-a-Second-Language courses have been revised for implementation in this academic year. Two new "go green" courses have been developed in the School of Transportation and Building Trades. The first course, Electric Vehicle Conversion Fundamentals, will begin in January, 2009, while the second course, Electric Vehicle Conversion Workshop, will begin in May, 2009. Two new non-funded project management courses will be launched in January, 2009, to assist individuals looking for professional development credits for the Project Management Institute. The following new general interest courses will be offered in Winter 2009: White-Collar Boxing Workout, Introduction to Mixed Martial Arts, Photography Safari - Winterlude Nights, Photography - Portraiture Workshop, Cape Breton Style Fiddling, Beyond Wikipedia: Web Research for Writers.

The Language Institute has received funding to participate in the Occupation Specific Language Training initiative funded through Citizenship and Immigration (CIC). In partnership with Niagara, Conestoga, Durham, Fanshawe, La Cité collégiale, Seneca and Sheridan Colleges, the Language Institute will develop a generic health services curriculum with specific modules for personal support workers, health technologists and dental hygienists. The Language Institute will also deliver the course Workplace Communication Skills for Internationally Educated Nurses in partnership with the Ottawa Hospital at their Civic campus starting in October. Funding has also been received from CIC to develop teaching resource material for LINC programs levels 1 through 4, including online resources for levels 3 and 4.

For the 2008 Fall Term, as at September 12, 2008, there were 10,843 registrations in the School of Part Time Studies, as compared to 10,834 at the same time last year. The term registrations to September 12 represent 83.8% of the projected enrolment.

Registration continues throughout the term. Under the Language Institute, the current ESL International enrolment is at 199 students, the largest ever. This increase is due in part to the closure of Carleton University's ESL program and the transfer of ongoing Carleton ESL students to Algonquin. The current ESL domestic enrolment is also strong at 117 students.

Twenty-one students have been approved to date by the Ministry to participate in Algonquin programs under the Second Career Strategy.

### **Algonquin Foundation**

A campaign manager is now in place for the Centre for Construction Trades and Building Sciences Capital Campaign. The campaign organizational structure and timeline is currently under development.

Publicity by the Ottawa New Car Dealers Association has resulted in two new donations of \$25,000 from South Bank Dodge Chrysler and Capital Dodge Chrysler as well as \$50,000 in additional pledges to the Transportation Technology Campaign.

Online donations have taken off in 2008. To date, over 50 online donations have been received since January, 2008.

The following new awards, bursaries, endowments and scholarships have been established:

- Two new endowments by Mr. Ed Ireland, one in School of Advanced Technology and one in School of Health and Community Studies.
- Anonymous donor established the Tallyho bursary for the School of Business as well as an annual bursary to be disbursed for fall 2008.
- \$4000 raised for the James Zagon Memorial Scholarship for the School of Media and Design.
- Harvey and Louise Glatt have established a new annual award to students in Broadcast Radio.
- Contractors Rental Supply held a golf tournament to raise funds to contribute to its endowment.
- Pat Patterson held a golf tournament to contribute to the Bill Patterson Endowment Fund.
- An additional \$7, 500 was received for the J. Cameron Watson Bursary for the Animal Health Care Facility Campaign.
- The Frank and Anna Altimas endowment is being established for the School of Business for the upcoming year.
- The Military Families Fund-Sens Foundation Bursary has reached \$135, 000 as a result of OTSS and the Sens Military Appreciation night in January 2008. An event will be held on October 28, 2008, at Algonquin College to officially announce the fund. The second annual Military Families Appreciation night has been set for early November. It is expected that an additional \$45, 000 will be raised through this event. Discounts on Sens tickets are being offered to Algonquin College staff with a portion of ticket proceeds going back to MFF-Sens Foundation Bursary Fund.

- The Ottawa New Car Dealers Association established a new endowment for Motive Power Technician students.
- Fundraising is underway for the Nepean Ben Franklin Bursary Fund. It is expected that \$125,000 will be raised by the time of the official announcement in November.

Donor Awards Nights have been confirmed for:

- School of Advanced Technology -October 22<sup>nd</sup>
- Police and Public Safety Institute – November 6<sup>th</sup>
- School of Hospitality and Tourism - November 27<sup>th</sup>

### **International Education Centre (IEC)**

The international post-secondary enrolment for the summer and fall semesters represents an increase of 19 students over the same period last year. Fall recruitment is in full force with Algonquin representation at fairs in Turkey, UK, Korea, Japan, Croatia, Serbia, Montenegro and Zambia.

The International Education Centre continues to make excellent progress through its international linkages. The Early Childhood Education (ECE) program in Egypt is proceeding well. Gretchen Reynolds, Professor in the ECE program, will be spending three weeks in the fall in Cairo working with Egyptian educators to help redesign the curriculum. A delegation from Agri-Team Consulting and the Project Coordinator from Egypt visited Algonquin College in early September on a study tour of the College.

The new Nigerian Ambassador to Canada, His Excellency Professor Iyorwuese Hagher, visited Algonquin College in late August to discuss a potential partnership with the Benue State of Nigeria. The Ambassador is supporting the State Government sponsoring Nigerian students to come to Canada to study Geographical Information Systems and the Documentary Production programs in September, 2009.

The Rural Health Education program in India is in its fourth year in partnership with the Agnel Technical Education Complex in Goa. The General Manager, Mr. Jose Noronha, will visit Algonquin on a study tour in September. Algonquin also hosted Mr. Bikkranjit Ahluwalia from the Ahluwalia Construction Co. in New Delhi, India and Mr. Shri Gopal from the City of Ottawa to discuss a potential linkage in the area of trades training in India.

In late August, Algonquin hosted Dr. Asma Al Ketbi, the United Arab Emirates cultural attaché in Washington and Jennifer L. Boger, Academic Advisor, to discuss the UAE scholarship program. Dr. Al Ketbi and Ms. Boger were particularly interested in learning more about Canada's Community College system. The UAE is considering sending more scholarship students to Algonquin.

Algonquin has entered into an agreement with the Universidad Contemporánea in Qro, México for faculty and student exchanges in the program areas of Media and Design. The University has invited a representative from Algonquin to visit the campus in the fall

to attend the Universidad Contemporánea “International Day” and promote the exchange program.

International delegations from Japan, Russia, and Kazakhstan, Gambia and Australia recently visited Algonquin to tour our facilities and attend presentations.

Algonquin’s International Youth Internship Program is running successfully for the fourth year. This year, seven paid Internships are working for Algonquin in Africa. Four interns are located in Zanzibar, Tanzania working with our partner the Zanzibar Hotel and Tourism Institute. Three other interns are working in Capetown, South Africa, with our partner the Cape Peninsula University of Technology. The interns will return to Canada in December, 2008. Each intern is deployed for five months working in their areas of specialty. This international experience is covered by funds from CIDA.

Algonquin is also the recipient of 26 funded Ontario International Educators’ Opportunity Scholarships which will help 26 of our students do 8 or more weeks of their studies or placements overseas during the academic year 2008/2009.

### **Institutional Research and Planning (IRP)**

Preparations are presently underway for the advanced November, 2008, and February, 2009, Key Performance Indicator (KPI) Student Satisfaction Surveys. IRP is also coordinating the awareness and participation of all full time students to respond to Part One of the Ontario College Student Engagement survey being conducted from September 2 to October 15, 2008. As of September 12<sup>th</sup>, Algonquin has achieved a response rate of 3.9% towards a final target response rate of 7.8%.

The 2007-2008 Annual Report and the 2008-2009 Business Plan, as approved by Algonquin’s Board of Governors, were submitted to the Ministry.

### **Corporate and Business Development (CBD)**

A graduation ceremony was held August 15, 2008, for the Motive Power Technician class from the Department of National Defense (DND). CBD is continuing to work with the GIS team under the School of Advanced Technology to address the skills development needs of the Canadian Forces.

The School-College-Work Initiative (SCWI): Phase 12 projects have started. Algonquin has officially assumed the leadership role for the PASS Eastern Ontario team (SCWI).

A partnership agreement has been signed with IBM/Cognos to deliver a fast-track Business Intelligence Systems Analyst (BISA) program that provides graduates opportunities to work in business intelligence. The first intake of students is scheduled for January, 2009, through the School of Advanced Technology.

The Algonquin College Access Project (ACAP) was selected by Citizenship and Immigration Canada to deliver two conferences for Internationally Educated Professionals (IEPs). The conferences are tentatively scheduled for March, 2009, and January, 2010. The value of this contract is \$500K.

CBD is working with Health and Community studies to negotiate a contribution agreement with Citizenship and Immigration (CIC) for a tele-mentoring project. The project is called Canadian Overseas Mentorship Experience Program. The contract value is \$1M over 2 years.

Algonquin continues to work as a provincial member of the CIITE Executive Council to build capacity to better service new Canadians. With CIITE resources, 150 Algonquin staff will be trained on Cultural Proficiency and 125 Algonquin staff will be trained on Introduction to Canadian Language Benchmarks (CLB)

The final 2007-08 report for First Generation Students (FGS) was submitted by July 31 2008, to MTCU. A proposal for 2008-2010 FGS resources was submitted to MTCU on September 5<sup>th</sup>. It is anticipated that Algonquin College will receive \$300K+ over the next two fiscal years for FGS initiatives.

The ACAP team is moving forward on a funded project to assess the needs of Aboriginal students and develop student success strategies. Algonquin is working with the College of the North Atlantic on this initiative.

Workshops, coaching, facilitation, and training sessions are booked or have been delivered to the following clients:

- IOGEN
- Canadian Blood Services
- Ottawa Hospital
- Bank of Canada
- Finance Canada
- OC Transpo and Carleton University – Special Constable Training
- CREE Regional Authority: 2 classes of Project Management Certificate Training
- Government of Nunavut: Accounting Certificate program.

Corporate Learning Services (CLS) led the preparation of the “Equipment Renewal and Capacity Expansion for Construction Sector Trades Project” proposal submitted on September 19<sup>th</sup> to MTCU’s Apprenticeship Enhancement Fund – project value \$2.85M.

## **HUMAN RESOURCES**

### **Professional Development**

In May, all members of the Human Resources team attended various sessions at the College Professional Development Kaleidoscope Conference, and the Kempenfelt Conference from June 18-20<sup>th</sup>. A HR Professional Development Day was held on September 4<sup>th</sup> in regard to teambuilding with a workshop entitled “Fostering Client Relationships”.

**Pension and Benefits**

Activity in the Pension and Benefit area remained busy throughout the months of May to September.

Members attended the Sun Life Benefit Conference in Toronto on May 7<sup>th</sup> and 8<sup>th</sup>. Members have also attended Microsoft Office 2007 in-house training.

The Pension and Benefit team now have representation on the Budget Committee, the UAID Committee, and the Web Strategies Committee.

Members of the Pension and Benefit Team are currently working on drafting a policy with respect to donation of vacation days. Pension and Benefit team members participated in the Board of Governors' elections by hosting a table for voting.

In terms of Salary Administration, all deadlines for regular pay input and applicable changes have been met successfully. Changes were implemented in HRIS for the 1<sup>st</sup> Quarter of fiscal year 2008/2009 as follows: Coordinator Allowance (additions, deletions and extensions), Lead Hand, Cost Centre changes, and Reconciliation of differences between HRIS and BUS. OPSEU increases for the Academic Staff effective September 1, 2008, were implemented successfully. All of the Academic and Support Staff increment letters were sent to the appropriate managers.

In terms of the Human Resources Services' budget, the necessary Payment Vouchers and Journal Vouchers have been prepared to date. All accounts have been balanced to the General Ledger up to and including September 12, 2008.

In regard to Pension Estimates, from May 1<sup>st</sup> to September 1<sup>st</sup>, there were a total of 138 estimates. The breakdown is as follows:

May 2008 - 12 estimates for 7 different people  
June 2008 - 42 estimates for 18 different people  
July 2008- 34 estimates for 14 different people  
Aug 2008 - 37 estimates for 19 different people

For the month of September to-date, there are 7 estimates and 6 were done on the CAAT website for 4 people.

In regard to retirements and exits from May to the end of September 2008, there have been 23 Retirements and 12 Resignations, for a total of 35.

In regard to Pension Buybacks, 8 Pre-Enrolment requests were sent to CAAT and 7 Pre-Enrolment buybacks were finalized with the College portion paid being \$50,444.67.

There were 13 Summer Layoffs for 2008. All employees returned to work by August 31, 2008.

There were eight New Hire Orientations that took place between May and September. In total, there were 48 full time and 40 part time new hires. There were 2 group changes, one from Academic to Administrative and one from Support to Administrative.

The New Hire Orientation kits were changed in accordance with the new Strategic Plan, and the kit was updated accordingly.

In regard to WSIB, there were no claims in May, 3 in June with one claim for lost time, one claim in July with no lost time, and one in August also with no lost time.

Currently there are 29 Short Term Disability cases monitored on a monthly basis including 29 Academics, 27 Support and 2 Administrators on Long Term Disability. The College is accommodating 19 Academic, 11 Support and 3 Administrators. The accommodation ranges from parking, to classrooms and a mix of STD.

### **Employee Services**

In Employee Services, there was significant work completed on Contingency Planning in the event of a labour disruption with the Support Staff Union.

The planning for an Administrative position description audit has begun.

A project overview for the Succession Plan has been started.

### **Recruitment and Staffing**

This summer's hiring period was busy as there was the following number of competitions run from May 1<sup>st</sup> to September 19<sup>th</sup>:

- 14 Administrative competitions
- 36 Academic competitions
- 47 Support competitions

### **Labour Relations**

Academic Union: Since returning from the summer break there have been 20 new grievances filed, the bulk of which deal with SWF (standard workload formula) issues. To date, notification has been received that three of these grievances have been withdrawn. There are 11 active arbitrations scheduled between September and December 2008. Preparation with Legal Counsel and discussions with the interested parties continue.

Support Union: Over the summer months, there were 4 new grievances filed, for which Step meetings are continuing. There is one active arbitration scheduled for the end of September.

### **Temporary Payroll/SWF**

In the area of Temporary Payroll/SWF, the partial load rates were increased as prescribed in the Collective Agreement. Seniority Lists were also sent for support staff. SWF reporting has been kept up to date; audits were completed for spring 2008. Changes to the SWF have been implemented on faculty's Fall SWFs, and kept up to date for the fall 2008 audit in October.



**Records Management, HRIS and HR Pay Group**

Staff members from HR met with the Registrar's Office to see how they deal with the electronic storage of documents and how Human Resources could adapt this system to eliminate cost and storage space for employee files and documentation. The final recommendations are to be submitted to management.

HRIS (Human Resources Information System) training has been ongoing with college staff. A system is being developed to ensure all new hires are receiving training on their areas of responsibilities. Due to re-organizations and new hires, HRIS security requests are heavy and are being processed on a priority basis.

**Professional Development**

The Recruitment Officer attended a two day conference on Recruiting and Retention in Toronto. The main focus of the conference was how to establish your organization as an Employer of Choice and how to implement a complete life cycle Talent Management system.

The Recruitment Officer has delivered a workshop on preparing for an interview at Algonquin College during the Kaleidoscope Conference and he has also delivered workshops to Community Centres and The Experience in Motion job finding club to promote Algonquin College as a place to work.

**STUDENT SERVICES****REGISTRAR'S OFFICE****Registration Statistics**

**Full-time Registration in Post-Secondary/Post-Diploma Programs:** For the 2008 Fall Term, as at September 15, 2008 (10<sup>th</sup> day of term and last day to withdraw and receive partial refund), Net Registered students numbered 13,547. (Please note that there are 157 Returning students included in the Approved Projection who are not yet registered as these students are in programs with late Fall Term start-dates.) Based on anticipated rate of attrition from day 10 to audit count date (November 1), it is anticipated that the audit date enrolment will exceed the projection by ~100 students.

The breakdown of the 13,547 registered, as at September 15, is as follows:

Faculty/School	Approved Projection		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	1,937	1,019	2,165	919
Faculty of Business and Hospitality	2,093	1,818	2,182	1,836
Faculty of Health, Public Safety and Community Studies	1,668	1,441	1,633	1,405
Faculty of Technology and Trades	1,578	1,121	1,580	1,191
Algonquin College in the Ottawa Valley	436	177	409	189
School of Part-Time Studies	28	0	38	0
<b>College Totals</b>	<b>7,740</b>	<b>5,576</b>	<b>8,007</b>	<b>5,540</b>

**Continuing Education Registrations:** For the 2008 Fall Term, as at September 12, 2008, there were 10,843 registrations as compared to 10,834 at the same time last year. The term registrations to September 12 represent 83.8% of the projected enrolment. Registration continues throughout the term.

**Admissions Statistics**

As at September 15, 2008, 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 1.5% from last year, Secondary School applicants were up 3.6%, with an overall increase in applicants of 2.5%. Province-wide, the variances were 2.8%, 3.0% and 2.9% respectively.

As of September 15, 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 1.5% from last year, Secondary School applicants were up 2.3%, and overall we show an increase 1.9%. Province-wide, the respective variances were 2.0%, 2.4% and 2.2% respectively.

**2008 Fall Start-of-Term**

On September 2, 2008, the first day of classes, the Registrar’s Office staff served 916 clients in-person – the average transaction time was 8.5 minutes and the average wait time was 20.5 minutes. Overall, during the first week of the term, the Registrar’s Office served 2,912 clients in-person, with overall average transaction time of 8.6 minutes and average waiting time of 13.4 minutes.

**Client Service Metric - Contact Centre and Service Counter Client Service metrics for the Registrar’s Office are as follows:**

<u>Contact Centre (Telephone)</u>	August 08	YTD 08/09	August 07	YTD 07/08	% Variance	
					August 08	YTD 08/09
Total Calls (TC)	16,475	72,273	19,609	69,515	-15.98%	+3.81%
Total Calls Answered	11,603	49,555	12,218	50,026	-5.04%	-0.95%
% Answered	70.42%	68.56%	62.30%	71.96%		
Average Speed to Answer	0:05:12	0:04:31	0:05:29	0:03:42		
Average Call Length	0:04:38	0:04:04	0:03:39	0:03:41		
<u>Service Counter (In-Person)</u>	August 08	YTD 08/09	August 07	YTD 07/08	August 08	YTD 08/09
Tickets Issued	6,995	26,081	8,134	26,933	-14.01%	-3.17%
Customers Served	6,842	25,472	7,906	25,414	-13.46%	+0.23%
% Served	97.81%	97.66%	97.19%	94.36%		
Average Waiting Time (Global)	0:07:40	0:03:24	0:05:28	0:03:24		
Average Transaction Time (Global)	0:09:58	0:08:38	0:08:30	0:08:10		
<u>Switchboard</u>	August 08	YTD 08/09	August 07	YTD 07/08	August 08	YTD 08/09
Calls Received	17,710	63,940	15,898	60,893	+10.24%	+4.77

**Fall Convocation (Ottawa)**

The Fall Convocation Ceremony for Ottawa Schools is scheduled for Tuesday, October 14, 2008 at 8:00 p.m. in Southam Hall at the National Arts Centre. The Guest Speaker, and Honorary Diploma recipient, will be Geoff Strotmann CET, Manager, Supply Chain Management at General Dynamics Canada.

**Spring Convocation Ceremonies Attendance Statistics**

The Spring Convocation Ceremonies for Ottawa Schools were held on Thursday, June 12, and Friday, June 13, 2008. There were a total of 1,961 graduates in attendance at the four ceremonies.

Algonquin College Heritage Institute held its Convocation Ceremony on Thursday, June 5, 2008. There were 88 graduates in attendance at the ceremony.

Algonquin College in the Ottawa Valley held its Convocation Ceremony on Saturday, May 31, 2008. There were 155 graduates in attendance at the ceremony.

**Financial Aid Office**

Financial Aid sent e-mails to all students who were recently affected by the debit card fraud at the Woodroffe Campus, expressing concern on behalf of the College and offering to provide short-term loans to any student who is experiencing undue financial hardship as a result of this criminal activity.

The 2008 Fall Entrance Bursary intake has proven to be very successful with students who are registering in the first year of their full-time studies at Algonquin College. Financial Aid will disburse \$575,500 to accommodate all of the eligible students.

**Student Support Services****Student Employment Services**

Over 45 employers participated in the Campus Connections (Job Fair) event, which was co-hosted by Student Employment Services and Student Affairs and Orientation on September 11. Students were invited to apply for part-time jobs that were available on and off campus, join a club, and explore volunteer opportunities. Participating departments, employers, and agencies included: Peer Tutoring, Canada Revenue Agency and Canadian Blood Services.

The number of jobs processed by Student Employment Services from August 1 to September 12 was 367, a 53% increase when compared to the same period last year.

On Wednesday, September 10<sup>th</sup>, Student Employment Services hosted the First Annual Volunteer Day to celebrate Algonquin College's brand new Volunteer Centre. Agencies on campus in celebration of the new Volunteer Centre included: Leadership Ottawa, Causeway, The Distress Centre, and Big Brothers Big Sisters Ottawa. CBC featured a short news clip about the new Centre.

The new Graduate Employment Report was published and distributed both internal and external to the College this past August 2008. An electronic version of the report is available at:

[http://www.algonquincollege.com/studentservices/employment/graduation\\_reports.htm](http://www.algonquincollege.com/studentservices/employment/graduation_reports.htm)

### **Student Affairs and Orientation**

The Student Affairs and Orientation team hosted six “Orientation Days” sessions during the week of August 25<sup>th</sup>, which included four daytime sessions and two evening sessions. First-level students had the opportunity to participate in information sessions on campus, which helped them become familiar with Colleges services, tour the campus, purchase their books, get their student I.D., obtain program-level information, and much more. The Team welcomed approximately 3,000 students and guests during Orientation Days’ activities. New features of Orientation Days’ sessions included a video of Student Life on campus, a video highlighting the Student Support Services available, and holding the event in a larger venue (the gymnasium).

For the first time, the College held an Orientation Session for students in full-time weekend programs on Saturday, September 13<sup>th</sup>.

The Student Handbook received a new look and feel this year. Based on feedback that was compiled from student focus groups last year, the information was better organized in a larger format. The printed versions of the handbook are available to all first-level students as a part of their orientation to the college environment. In support of the College’s greening initiatives, the Orientation team decreased the number of printed copies of the Student Handbook by almost 50%. Alternative versions of the handbook are available online, on CD, and as an icon on lab desktops.

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

The utilization of CSD services has increased by 4.6% for the period from April 1, 2008, to August 31, 2008, when compared to the same timeframe in 2007.

*Accessibility for Ontarians with Disabilities Act Customer Service Standards, Ministry of Community and Social Services (MCSS):* Ontario colleges are required to meet mandatory compliance requirements for customer service by 2010. The CSD and Algonquin College have submitted a letter of intent and funding proposal to MCSS to meet these requirements. Algonquin College will partner with Colleges Ontario (CO) to develop a standardized provincial curriculum on accessible customer service to be delivered through an e-based accessible learning format.

Karen Coffey has led this initiative with the support of the CSD and Student Support Services. The goal of this project is to assist Ontario’s colleges in understanding their obligation to establish policies, practices and procedures governing the provision of accessible client services to persons with disabilities, including a policy about the use of assistive devices.

*Transcription Services:* In late August, 2008, the CSD implemented its transcription service information system. The information system allows students with a print media disability to request their books in alternative formats once they have purchased them first. This improvement in customer service increases students’ autonomy and

confidentiality. Cinds Chapman and Jinling Zhu of ITS, offered professional expertise and ongoing support throughout the completion of this project.

*Education and Awareness:* A number of events and presentations were facilitated by the CSD leading up to the start-of-term. These included: a Parent Information Evening on August 19; a presentation to 30 faculty members in the School of Transportation and Building Trades on August 21; a presentation at the conference of the Nova Scotia Canadian Mental Health Association on August 22; an orientation of CSD services to 20 Residence Advisors on August 26; and a study skills workshop to Perth Campus students on September 9.

*Transition Programs:* Forty-seven (47) students attended SLICE (Strategic Learning in the College Environment), the one-day orientation event for students with learning disabilities coming to Algonquin in September. It was a resounding success.

*Projects in Development:* A number of projects are being pursued by the CSD. These include: contacting Autism Ontario, the Ottawa chapter, to discuss a partnership in setting up a College chapter of "Aspirations", a support program for persons who are on the Autism Spectrum; recruiting volunteer student mentors and first-year student mentees for "Peer Up for Success". The goal of this program is to engage students with disabilities, in particular those with high needs and provide them with a sense of community, encourage adjustments in learning and study habits, help students to access existing supports, and navigate through campus resources; developing project "DARE", funded by the School/College/Work Initiative. This program will provide high school students with high needs (i.e. Asperger's Syndrome, physical and medical conditions), with an orientation to Algonquin and an introduction to assistive technologies and strategic learning approaches.

### **Counselling Services**

This past summer the staff took time to reflect on the team strategic plan. The team identified a need to review the way the services are delivered, and the best way in which this might be provided. This will be an ongoing process over the next year, and a retreat day will be planned before the holidays.

Counselling Services will continue to lead the following: MAG (Multi-Cultural Activity Group), Parent Resource, and TERT programs, and has introduced the new RESPECT campaign this fall.

### **Test Centre**

The Value Stream Analysis is in the final stages of budget approval. Recommended changes for the automation of the testing environment are expected to be completed by November 1, 2008.

### **Mamidosewin Centre**

Operational reviews (including student surveys and consultation with the AEC), have identified opportunities to provide improved services to the Aboriginal students. These opportunities include: reviewing space requirements, reviewing the administrative support job description, and the relocation of the Aboriginal Counsellor to the Counselling Centre.

**Health Services**

A Health Promotion Nurse has joined the staff of Health Services and will be coordinating the "Leave the Pack Behind" program this year and, planning Health Promotion outreach for each week of the semester.

In August, Health Services saw 2,132 patients, compared with 1,861 in August 2007, an increase of 20%. Space limitations are significant, with up to 20 students sometimes needing to stand or sit on the floor of the waiting room.

**Residence**

A Residence Outreach Open House was held in June to promote the new office, and bring awareness to the service. The Outreach office recruited for the eleven Residence Advisor positions available. All available spots were filled and a training session was held covering such topics as: Communication, Eating Disorders and Sexual Assault. In addition, a mail-out to all Residence students was sent in July including a newsletter from Residence Outreach, and an invitation to attend the Residence Orientation on Monday, September 1. There were 750 students in attendance at the Orientation.

The Algonquin Residence Council has been created and 20 students have been recruited as members.