

DRAFT

**BOARD OF GOVERNORS**

MINUTES OF MEETING NUMBER FOUR HUNDRED OF THE BOARD OF GOVERNORS OF ALGONQUIN COLLEGE, WHICH WAS HELD ON TUESDAY, OCTOBER 12, 2004 AT 5:00 P.M. IN THE ROSSER BOARD ROOM, "C" BUILDING, WOODROFFE CAMPUS

Present: Mr. Herb Kreling, Chair  
Mrs. Amelita Armit  
Mr. Vini Bhindi  
Mr. Frederick Blackstein  
Mr. Richard Cameron (via teleconference)  
Mr. Steve Georgopoulos  
Mr. Robert Gillett  
Ms. Jacquelin Holzman  
Ms. Cathy Kirkpatrick  
Ms. Lana March  
Mr. Wayne McIntyre  
Mr. Mubasher Saifi  
Mrs. Shirley Westeinde  
Mr. David Wallace (via teleconference)  
Mr. Wayne Wilson

Regrets: Ms. Kathleen Graham

Vice Presidents seated at the table:

Mrs. Raymonde Hanson, Academic  
Mr. Robert Letourneau, Finance and Administration  
Mr. Christopher Warburton, Student Life & Human Resources

Resource Personnel and Observers:

Mrs. Louise Barnabe  
Mr. Brian Burns  
Ms. Marie Cormier  
Mrs. Dawn Dubé  
Mr. Adam Gal  
Mr. Mike Haymes  
Mr. Kent MacDonald

Anna James  
Recording Secretary

The Chair called the meeting to order at 5:03 p.m., welcomed all in attendance and acknowledged that Governors Cameron and Wallace were attending the meeting via teleconference.

**04-48 CONFLICT OF INTEREST DECLARATION**

None declared.

**04-49 MINUTES OF THE PREVIOUS MEETING**

**RESOLUTION**

MOVED AND SECONDED – Armit and Holzman

that the minutes of the meeting held on September 13, 2004 be adopted as circulated.

CARRIED UNANIMOUSLY

**04-50 BUSINESS ARISING FROM THE MINUTES**

**ENDOWMENT FUND POLICY**

Mr. Christopher Warburton, Vice President, Student Life & Human Resources, spoke to the report in Members dossiers regarding Endowment Fund Investment Strategies as a result of questions raised at the Board meeting of September 13<sup>th</sup>. The report included the College's Investment Strategy which was approved by the Board of Governors at its meeting of February 8, 1999.

Questions/comments included:

- Governor Holzman thanked Mr. Warburton for the report and provided to the President, for information, the Investment Strategy of the Community Foundation of Ottawa.
- Governor Holzman reiterated the importance of ensuring that the Board is aware of its ultimate responsible for endowment funds and asked that the Audit Committee review the status of endowment funds on an annual basis and provide a report to the Board.
- Governor Wallace observed that the Community Foundation of Ottawa Investment Strategies are very different from those of Algonquin College and since there has been much change since 1999, perhaps it would be worthwhile to review the policy and consider delegating responsibility for the management of the funds to the Algonquin College Foundation.

**04-50 BUSINESS ARISING FROM THE MINUTES** (cont'd)ENDOWMENT FUND POLICY (cont'd)

- President Gillett observed that the College will review the investment strategy with College Staff and the Audit Committee and provide a report to the Board, including the possible responsibility of the Foundation, once the subject has been reviewed.

The report was received as presented.

CONTINUING EDUCATION REGISTRATION UPDATE

Raymonde Hanson, Vice President, Academic, spoke to a report on the table which outlined the factors for a recent decline in Continuing Education activity. It is anticipated that there will be a 9% reduction in CE registrations for the fall term; however, at the end of the spring term registrations were above projection. This is expected to result in a \$60-\$80,000 reduction in the CE budget.

The following factors were noted which may have contributed to some of the change:

- There has been a concerted effort by Schools to reduce the number of fee waivers (transfer from day to CE courses) authorized by Schools because CE registration numbers were being artificially inflated by approximately 600 registrations per semester. This does result in a slightly less flexible timetable for students, but it has resulted in a reduction of duplicate course offerings.
- As also experienced in day programs, a substantial drop in IT related programs/courses has occurred.
- With the centralization of Continuing Education into the School of Part Time Studies, there were some growing pains; however, large gains are expected
- Some activity considered part time last year is now considered full time due to the centralization of CE.
- The drop in CE is not specific to Algonquin College; it has been experienced across North America and has been attributed to aging baby boomers who traditionally have enrolled in CE courses— those who have fueled these trends in the past but are now at an age where they are somewhat less likely to look for training for career enhancement. One exception is La Cite Collegiale who has seen an increase of 25% in growth due to language training; however, the growth figure is relatively small but appears large due to the size of the College.
- School Boards experienced the same decrease last year and have flat lined this year. As a result, Boards implemented a customer service strategy to encourage stronger relationships with their CE clients.

**04-50 BUSINESS ARISING FROM THE MINUTES** (cont'd)CONTINUING EDUCATION REGISTRATION UPDATE (cont'd)

Short term strategies to increase enrolment include:

- Marketing and Promotion: ad campaign, internal recruitment events, external recruitment events, niche marketing for specific courses
- Product Research: focus groups, program declaration tool used to direct market to existing clients,
- New Course Launches including Performing Arts, free seminars for media type programming, Judaic Studies, language courses (Yiddish, Hebrew), other courses geared to baby boomers. Other areas of course development include a Documentary Film Production certificate.
- Review of all courses planned for early 2005 to identify and remove course duplications.

Long term strategies to increase enrolment include:

- Research and expansion of offering more of the full times programs via part time delivery modes to provide flexibility.
- Possible reduction of part time studies semester from 16 weeks to 14 weeks to meet client needs.
- Redesign of marketing strategies.

Questions/comments included:

- Do the events of September 11 factor into this? Yes, they did at the time. But it is not having an impact at this time.
- Why does the report discuss expanding full time offerings to part time offerings on page 2, but speak to reducing course duplications in another area? One difficulty encountered is that students often begin a program and finish the first year full time but find themselves having financial difficulty in the second year. Therefore, there is a need to develop strategies to accommodate these student groups. This is an area that could be explored in the focus groups.
- Does the College have a market segmentation of baby boomers? This could be related to market strategies if a finer analysis were completed. There is an Adult Education Study being done by the Ministry which should provide further information regarding this population and what should be done.
- What time do CE courses start? The bulk of courses begin at 6 or 7 p.m. (scheduling for day courses ends at 6 p.m.).
- Governor Holzman reported that the Kiwanis Club will be encouraging adults to enroll in CPR courses because of reports that adults in Ottawa have low chances of surviving cardiac arrest due to a lack of those with CPR training.

The report was received as presented.

**04-51 REPORT OF THE CHAIR**

Mr. Kreling welcomed new Governors Lana March and Frederick Blackstein to the Board.

The resignation of Governor Chadwick due to time constraints in his new role which affected his ability to attend meetings, was received by the Board office in early October.

The ACAATO Board Chairs Planning Meeting was held August 24<sup>th</sup>. ACAATO objectives and priorities for 2004-05 include:

- Increased provincial per student operating funding in order to restore and enhance quality education to meet the government's desire for Ontario to have the "best educated, most highly skilled workforce in North America".
- Development of Ontario's post secondary sector to create a more collaborative and integrated system.
- Greater federal government recognition and support of colleges.
- Influence provincial policy and resource allocation through comprehensive and evidence-based research and participation in the Rae Post secondary Education Review and other policy reviews.
- Single voice funding advocacy.
- Enhanced college profile.
- Increased access to colleges.
- Post secondary transferability.

Minutes of the meeting are available in the Board Office upon request.

At the September Board meeting, a request was made to Governors interested in the position of Vice Chair for 2004-05 to notify the Chair, President or Board Office. Governor Wallace was the only Board Member to submit his name.

**RESOLUTION**

**MOVED AND SECONDED – Holzman and Georgopoulos**

that Governor Wallace be appointed Vice Chair of the Board, effective immediately.

**CARRIED UNANIMOUSLY**

The Chair offered his thanks and congratulations to Governor Wallace for accepting the position.

Invitations were on the table to the Fall Convocation which is being held on October 25<sup>th</sup> at the National Art Centre. Governors interested in attending convocation and/or bringing greetings from the Board were asked to notify the Board Office.

**04-51 REPORT OF THE CHAIR (cont'd)**

The College United Way Kick Off Breakfast will be held Friday, October 15<sup>th</sup>. Governors interested in attending were encouraged to purchase a \$5 ticket from Anna James in the Board Office.

Mr. Robert Letourneau, V.P., Finance and Administration has been named a Fellow of the Society of Management Accountants by the CMA Canada National Board of Directors.

Robert Gillett, President, will be one of the individuals honored at the University of Ottawa Education Gala on Friday October 29<sup>th</sup> for Distinguished Service in the field of education at the local, national and international levels, as well as for exceptional contributions to the research and development of education in Canada.

President Gillett has also been selected as the recipient of the 2004 Lieutenant Governor's Medal of Distinction in Public Administration which will be awarded at a ceremony on November 29<sup>th</sup> to which all of the Board Members will be invited. The presentation will be made by the Honorable James D. Bartleman, Lieutenant Governor of Ontario.

**04-52 REPORT OF THE PRESIDENT**

The focus of the College system at this time is the Rae Review and looking at what can be done to influence decisions taken as a result of the review. Round Table Dialogues and Town Hall Sessions have been scheduled in Ottawa. Governors were encouraged to attend a Town Hall Session scheduled for Monday, October 25<sup>th</sup> from 7:30 – 9:30 p.m. at the University of Ottawa.

Minister Chambers is expected to attend the Convocation Ceremonies on October 25<sup>th</sup>.

The Grand Opening of the Transportation Technology Centre was held on Thursday, October 7<sup>th</sup> and was well attended.

Accreditation (Candidacy Visit) for the BScN program was held in September and went well. The reviewers were very impressed with the first stages of the simulated learning labs.

A final review of Student Information System options is being conducted. The Board will be apprised of the College's decision once it is taken.

The pro forma budget for 05-06 is estimated at \$5 million. It is anticipated that the Rae Review will bring relief on outstanding issues.

**04-52 REPORT OF THE PRESIDENT** (cont'd)

Questions/comments included:

- How will the College collaborate its response to the Rae Review paper? ACAATO will prepare a submission on behalf of all Colleges. Once we have had a chance to review that submission, Algonquin will determine if there is a need to submit its own response.
- Governor Wilson inquired about a report that was to be received regarding ACERRA. The information will come forward with the Task Force Reports in November.
- Chair Kreling commended the College on the success of the Transportation Technology Centre Opening and added that it was nice to see support from the Algonquin College Foundation.

**04-53 DECISION ITEMS AND REPORTS****UPDATE ON VETERINARY TECHNICIAN PROGRAM BUSINESS PLAN**

Ms. Marie Cormier, Dean, School of Health and Community Studies, provided an update on the status of the facility required for accreditation of the Veterinary Technician Program. Governors were reminded of the presentation made to the Board in October 2003 in which a partnership was introduced between Algonquin College, the Ottawa Humane Society and the City of Ottawa. Despite buy in by all partners, the project was discontinued after it became evident that all partners were not in the position to provide funding for the facility.

At a President's Executive Committee meeting in September 2004, a revised plan was approved to build a stand alone facility to meet accreditation requirements. The facility construction and fit up is estimated to cost up to but not exceed \$1.2 million. The School will contribute \$370,000, the Foundation will fundraise \$200,000 and \$625,000 from internal College funds (i.e. program development and annual renovation funds) will be put against the project.

The following rationale was provided for the growth:

- 330 program applications were received in 2003; 501 applications were received in 2004.
- New programs in Animal Care have the potential of attracting approximately 300 students.
- A facility is required by Fall 2006 for certification of the Veterinary Technician Program and a possible future Veterinary Technologist program.

Questions/comments included:

- Presumably an advisory committee has been struck and is supportive of this growth? Yes, the veterinary community has clearly demonstrated evidence of need for this growth.

**04-53 DECISION ITEMS AND REPORTS** (cont'd)**UPDATE ON VETERINARY TECHNICIAN PROGRAM BUSINESS PLAN**  
(cont'd)

- Governor Holzman observed that there are a number of medically related areas that require veterinary medical research who could be involved such as the Royal Ottawa Hospital and the Ottawa Hospital – Civic and General Campuses. There is currently a veterinarian from the National Research Council on the advisory committee as well as a researcher from the University of Ottawa.
- When this is operational, is the College able to accommodate the City's Spay Neuter Clinic? With full approval from the veterinary community, this is a possibility because there will be a full operatory. Currently, animals from the stray animal shelter will be brought in for health assessment, basic grooming, etc.
- Does the cost estimate include land costs? Yes. In fact, the facility will be located in an already existing building, in an area to be determined.
- How has curriculum development been costed for the program? Is it costed using full time faculty? Yes, either the Veterinarian or Veterinary Technologist will be released for development or, there is the possibility of purchasing curriculum packages from other Colleges.
- How many full time staff will be hired as a result of this growth? The exact figure is not known at this time; however, there will be full time opportunities.
- Governor Bhindi congratulated the School for its success thus far.
- How solid is the \$200,000 commitment from the Algonquin College Foundation? The Board of Directors of the Foundation has made the commitment to this project.
- Governor Holzman recommended speaking to the Community Foundation of Ottawa as some of their donors wish for their contributions to be put towards animals.
- Where does the \$300,000 contribution from the sale of curriculum packages come from? This relates to the ongoing sales of the Internationally Trained Nurses Curriculum. Also, workshops conducted by the program's staff will also contribute.

The President remarked that this is part of the approved smart growth strategy which will be done within the existing budget. It is a program with a good funding weight and lots of student demand. A final report will be brought to the Board in December.

**SIMULATED LEARNING IN HEALTH CARE PROGRAMS**

M. Cormier presented a summary of a new initiative in health sciences where two nursing labs have been renovated into simulated learning labs consisting of manikins allowing for students to learn complicated health care skills in a safe environment in order to alleviate the stress on clinical placement shortages.



**04-53 DECISION ITEMS AND REPORTS** (cont'd)**SIMULATED LEARNING IN HEALTH CARE PROGRAMS** (cont'd)

Phase two of the initiative is to renovate/adapt new space for six simulated units to accommodate for specialized training in the following areas: Operating Room, Emergency Room, Critical Care and Neonatal Units. This will phase out over 2005, 2006 and 2007.

Phase three is set for 2007. If the appropriate funding is received, the plan is to build a fully operational simulated centre of approximately 20,000 sq. ft. The purpose of this would be to increase external training both provincially and nationally and to develop new training products for global sales.

A full report will be brought to the Board in November including a tour of the newly renovated simulated learning labs.

M. Cormier commended the reading of an article in the October 6<sup>th</sup> edition of the *Algonquin Times* regarding simulated learning in Canada and how it is revolutionizing education in health care.

**04-54 MANAGEMENT SUMMARY REPORT**

Questions/comments included:

- Governor Bhindi inquired about the possibility of reinstating a past practice of detaining the employment statistics in the College with regards to the number of full and part time employees, retirees, vacancies, etc. It was agreed that this information will be brought to the Board in quarterly reports at the same time as the budget statements.
- Governor March observed the number of employees on disability and wondered if it is normal for a College. Algonquin is among the top five of Colleges in the system. It is partially related to longevity in the system and return-to-work protocols are being reviewed.
- Governor Georgopoulos remarked on the volume of activity occurring in International Education and commended the College for its efforts.

The complete Management Summary Report is attached as Appendix "A" to these minutes.

**04-55 INFORMATION ITEMS**

The following items have been received and are available from the Board Office upon request:

**04-55 INFORMATION ITEMS** (cont'd)

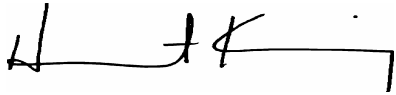
September 10, 2004

Program Modification: An error was made in the Tuition Fee Factor listed for the Professional Writing Program in May, 2004. The correct Tuition Fee Factor is 1.0, not 2.0.

**04-56 OTHER BUSINESS**

S. Georgopoulos reported that the College performed an excellent job of hosting a "Stars of the City" event on Wednesday, October 6<sup>th</sup>.

There being no further business, the Board adjourned for the evening at 6:27 p.m.



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Herb Kreling  
Chair



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Anna James  
Recording Secretary

**MANAGEMENT SUMMARY TO THE  
BOARD OF GOVERNORS  
October 2004**

**VICE PRESIDENT, ACADEMIC**

**Fall 2004 Start Up**

Overall, the Fall term 2004 start up was one of the best in recent years in spite of the increase in enrolment for both Level 1 and returning students. Classes are well underway with a minimal number of challenges and disruptions.

Program orientation sessions have taken place across the college and were well received with a high level of participation on the part of students. Program Council student representative recruitment has been completed and the first program council meetings of the academic year are being scheduled. Coordinators and Academic Advisors have been meeting with their students and retention initiatives are underway.

Advisory Committee meetings are being scheduled and the first meeting of the various School Academic Councils will be held this month.

Learning and Teaching Services report there were few technical related issues and no disruption in Blackboard 6.1 service during peak periods. In fact, during the first week of classes, page views on Blackboard were reported as well over 900,000 a day. Services offered by the Learning Resource Centres, Online Learning Centres and Student Support Lab continue to be in high demand.

The Academic and Support Managers, faculty and support staff are to be commended for a successful start of this new year.

**School/Institute/Sector Updates**

**School of Advanced Technology**

Levels 1, 2 and 4 of the Mechanical Technician-Toolmaking program in India began August 2, 2004. Seven of the students who started this program in India have transferred to Algonquin College for the 2004-2005 academic year to complete the second year of the program

**School of Business**

Plans are underway to test automated registration in the Business Administration program, the largest program in the School of Business. It is hoped that the change will be as positive for students as the online section change automation was this Fall 2004.

**School of Health & Community Studies Simulation Centre**

The School has received confirmation from the College of Ontario Universities that they have been selected as one of three pilots to develop the curriculum for the bridging program for the Practical Nurse to Bachelor of Science in Nursing. The approximate value of the contract is \$125,000.

As part of a contract received by La Cite Collegiale from the Ministry for translation of the Foreign Trained Nursing (FTN) program, the School has negotiated the sale of their FTN curriculum and consultation time for a value of \$175,000.

**Faculty of Arts, Media and Design**

As of August 2004, the Academic and Career Entrance (ACE) Certificate is being issued. This new certificate replaces the Basic Training for Skill Development, Level IV certificate. The ACE Certificate is recognized across Ontario as a Grade 12 equivalent and the courses are accepted as college prerequisites.

The Preparation for Health Science program continues to be offered at Granite Ridge. A second long term care facility, Fairview Manor in Almonte, has approached the Career and Academic Access Centre to deliver a similar program at their location. As well, the Centre is renegotiating a contract with Barriere Lake reserve to support the delivery of curriculum leading to the ACE certificate at their location.

**School of Transportation and Building Trades**

The proposed Autobody Repairer Pre-Apprenticeship program is a slightly modified version of an autobody pre-apprenticeship program currently running at Algonquin. This program began last Spring and has been very successful with excellent student retention and positive feedback from both staff and students. With the new, expanded training facilities, the intent is to expand this successful model to the Truck/Coach Technician area.

**Algonquin College in the Ottawa Valley**

The four-year Bachelor of Science in Nursing Degree program has been successfully launched at the Pembroke Campus following an aggressive recruitment campaign spearheaded by the College and its educational and health care partners. Seventeen students are registered in the program which is the first university level full-time program to be delivered at the campus in its more than 36-year history. All of the student will receive an generous bursary from local health care partners who set up an endowment fund to support the recruitment efforts. Each student received a \$1,000 cheque and will receive an additional \$1,000 when they register in January.

**Algonquin College Heritage Institute**

The Town of Perth was presented the Prince of Wales Award for heritage at the recent Heritage Canada Conference held in St. John, New Brunswick. Dave Osborne represented the campus at the event and reports the campus received extremely complimentary praise for our support of the town.

The Ministry conducted a review of the Job Connect Office operation on September 14, 2004. Two representatives spent the day reviewing office processes, interviewing staff, examining files and observing activities. They were most impressed with the operation.

**School of Part-time Studies**

New partners/sponsors have joined the School to promote many of the Performing Arts and Music courses. Leading retailers and professional associations are proudly displaying the Algonquin College name in their advertising and on their web sites in support of these courses.

**Student Activity**

Twenty-two students in the Correctional Worker program are planning to spend twenty-four hours under the Terry Fox bridge (next to Confederation Square) on October 14<sup>th</sup> to gain a better understand of the living conditions experienced by homeless people. This event is organized as a fundraising activity for Operation Go Home.

**Donations**

Canada's largest exposition and conference for the design, construction, and management of interior environments is being held in Toronto at the Trade Centre on September 30 and October 1st. Students of the Bachelor of Applied Arts – Interior Design program are attending with the help of donations worth approximately \$10,000 from the following companies: InterSpec Furniture and Teknion each donated \$3,5000, Forbo Flooring and CGC Inc. donated product and technical for the creation of the booth, and TelAv Audio visual Solutions waived their rental fee for a digital projector.

<b>VICE PRESIDENT, FINANCE AND ADMINISTRATION</b>
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**College Ancillary Services**

As at August 31, 2004, overall gross revenues continued to run behind targets. This is a result of (a) lower spring enrolments (as against targets and last year's actuals), which impacted textbook sales, parking and Food Services revenues, and (b) the later start of the Fall Semester in the current year. It is anticipated that by the close of the September accounting period, revenues will be commensurate with current budget target figures.

**CAS Marketing**

The 5<sup>th</sup> Annual Tech Fair, which took place on September 15, was a great success. The initial feedback both from exhibitors and attendees has been positive.

**Residence**

Residence move-in and start-up ran smoothly. Feedback from students has been overwhelmingly positive. The new alcohol free floor is fully occupied, functioning well and appreciated by the students living in that part of the complex.

**Finance and Administration Services****Financial Services**

The PeopleSoft Asset Management project started in early September, with Deloitte providing consulting services. The Risk Management study with KPMG is still in progress.

**Information Technology Services****General**

The first four weeks of the academic year proved to be the smoothest start-up period for ITS in the past five years. Extensive upgrades to teaching and learning systems, which were carried out over the summer, included a tripling of the *Blackboard* system, adding section changes to our on-line student information system, refreshing over 400 PC's in labs and re-imaging the software suite in all labs.

**Physical Resources****Master Planning**

Planning is in hand to develop space solutions for (a) the Veterinary Technician Program for 2006 and (b) the Food Services and Banquet storage issues for 2005.

**Facilities Operations and Maintenance Services**

Preparation for the start of classes proceeded according to plan. Fall cleaning, set-ups and maintenance operations are in progress.

**Registrar's Office****Admissions Statistics, 2004 Fall**

At the close of the admissions cycle, our application levels remained above the provincial average. The OCAS statistics, as of September 18, for the 2004 Fall Term indicate that, for *College Choices* (i.e. number of applicants), our Non-Secondary School applicants are up 7.7% from last year, Secondary School applicants are -9.8%, with an overall decrease in applicants of -0.9%. Province-wide, the variances are 3.6%, -17.8% and -8.2% respectively.

As of September 18, for *Program Choices* (applicants are allowed a maximum of 5 choices, with up to 3 at any one college), our Non-Secondary School applicants are up 6.4% from last year, Secondary School applicants are -13.7%, and overall we show a decrease of -3.6%. Province-wide, the respective variances are 2.4%, -17.9% and -8.5% respectively.

*Registration in Post-Secondary Programs:* September 13 was the last day of the 10-day withdrawal with refund period. As of that date, Net Registered students stood at 12,458. In addition, there are ~140 students in program levels with late start dates, who have not yet registered -- these students are projected in the Fall Term, but are reported on the Winter Term enrolment audit. The breakdown of the 12,458 Net Registered is as follows:

Level 01	7,035 registered, against projection of 6,576
Upper Levels	5,423 registered, against projection of 5,273

*Continuing Education Registrations:* With regard to Continuing Education registrations for the 2004 Fall Term, the downward trend in registrations we have been experiencing in recent terms appears to be continuing. As of September 20, registrations stood at 13,575 as compared to 15,451 at the same time last year. This year's registrations to September 20 represent 79.7% of the projection.

**Start of Term, Fall 2004**

We have received positive feedback from the Students' Association, Deans, Chairs and Faculty on our service, and on the smooth execution of our admission, registration and scheduling responsibilities at the start of term.

One specific example of improved service is the introduction of the capability for students to make course section changes on-line. This is the most recent functionality added to the ACSIS application, and was developed in conjunction with ITS and following consultation with the academic departments. The result is enhanced service options for the students and a lower volume of in-person activity in the office.

**Fall Convocation (Ottawa)**

The Fall Convocation Ceremony will be held at the National Arts Centre at 8:00 p.m. on Monday, October 25, 2004. The ceremony's guest speaker will be the College's "Alumnus of the Year", Orazio La Manna, Executive Chef of Palladium Catering at the Corel Centre.

<b>VICE PRESIDENT, STUDENT LIFE AND HUMAN RESOURCES</b>
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**Student Services****Director's Office, Student Affairs and Orientation**

Marilyn Stratton-Zimmer, Director, attended the Coordinating Committee on Student Services (CCSS) Executive Committee executive meeting on September 9<sup>th</sup> in Toronto. She is the Chair Elect.

All new class representatives were invited to The Class Representative/Program Council Orientation Session on September 29<sup>th</sup>. Students received a warm welcome from the President and training on Program Councils and their responsibilities as class representatives. Students also received information on all services offered by the Students' Association as well as Student Services. College Deans then led the students in mock Program Council sessions to help prepare them for their roles on their individual Program Councils.

Student Services has begun the development of an on-line auction to benefit needy Algonquin students through the Don East Bursary Fund. The auction, named aBay, will be launched on November 8<sup>th</sup> and will allow faculty and staff to bid on donated items.

Additional sessions of the Party Smart training have been delivered to resident students who were unable to attend the Resident Survival 101 on August 29, 2004. Sessions will continue until all students in residence have completed this mandatory session.

**Centre for Students with Disabilities**

Angela Neufeld has been assigned to the position of Learning Strategist. Gerard Montigny has been hired as the Adaptive Technologist and will provide his services on a full-time basis. Gerard will work with students who do not qualify for these services under the Enhanced Services Funding from MTCU.

Diane Thornhill, Manager, and Alison West-Armstrong, Counsellor, met with faculty at the Perth campus to discuss effective service delivery for students with disabilities at the Perth Campus.

Diane Thornhill and Dr. Karima Lacene, Disabilities Counsellor, met with representatives from the Eastern Region Apprenticeship Branch to discuss the possibility of providing assessment services for apprentices.

Karen Coffey, Disabilities Counsellor, has established a BlackBoard classroom for the purpose of communicating with students registered with the CSD. The CSD website has been upgraded to make it more user-friendly under her supervision.

Dr. Karima Lacene, Diane Thornhill and Carletta Shannon, Academic Assistant, attended a workshop on screening for assessment at the Regional Assessment and Resource Centre in Kingston.

**Employment Services**

The 2002-2003 Graduate Employment Report will be ready for distribution the week of October 4<sup>th</sup>, 2004.

On September 2<sup>nd</sup>, Employment Services and the Student Affairs and Orientation Office successfully launched their newest event, "Campus Connections". This event showcased part-time jobs for students both on- and off-campus, volunteer opportunities, cross-college committees seeking student representatives, internship opportunities, etc. and will become an annual orientation event.

Jane Norman, Employment Officer, visited 74 classes (56 first-level classes and 18 last-level classes, 35 program areas) which translates into approximately 3, 426 students. Employment Services' goal is to visit 100% of all first level and last level student groups.

The Canadian Forces Job Fair took place in Salon A of the Marketplace Food Court on Wednesday, September 15, 2004. Many students discovered part-time and full-time employment options. The Canadian Forces units also presented scholarship and tuition reimbursement opportunities available. Other targeted recruitment activities will continue with program areas such as Nursing, Electronics, Computers, and Paramedics.

Joanne McDonald, Employer Relations Officer, is a member of the Planning Committee for the Eastern Region Support Staff Conference. Algonquin College has committed to 15 participant spaces for this Conference which will take place on October 21<sup>st</sup> to 22<sup>nd</sup>



at the Opinicon Resort. The Conference is called "Helping Me – Helping You" and the participants can expect to learn to (1) go beyond in customer service, (2) handle challenging, difficult situations, and (3) be more effective in communication and interpersonal relations. Interest has been very good. Joanne McDonald is working closely with Katherine Murray, Algonquin's new Manager of Professional Development, to accept and finalize applications received from interested candidates.

### **Counselling Services**

Counselling staff have been very busy, dealing with increasing demands for in-class Study Skills presentations for a number of departments. These presentations are being promoted as a positive proactive means at reducing attrition and facilitating student success.

As part of Campus Preview, Counselling Services offered 9 sessions to incoming students on "Getting a Head Start on College Success".

In August, Marc Duval acted as a facilitator in the Orientation and Training program for all Residence Advisors working for Campus Living Centres. In September, a special training session on "Suicide Risk Assessment" was offered to Residence Advisors at the Algonquin College Residence.

Through the Peer Tutoring program, Counselling Services provided 1626 sessions over the summer period.

The Multicultural Buddy Network (MBN) is off to a good start with over 200 applicants to the program. In the past week, over 80 students have participated in a variety of MBN activities.

### **Health Services**

Health promotion activities are coordinated by Lynne King, part-time nurse, and assisted by two students. Each week, one or two events take place in the corridors of the campus or in the residence. Last week Lynne visited the Perth campus to deliver the Party Smart program.

### **Financial Aid**

The 2004 Fall/Winter release of student loans has gone very well on the Woodroffe Campus. The new Financial Aid Service Window has been well received by both clients and staff.

On a trial basis, the National Student Loan Service Centre (the loan service provider) sent representatives to both the Pembroke and Perth campuses for three days in late August to assist in the collection of student loans. The initiative was well received at Pembroke but loan collection numbers at Perth were very low.

## **Human Resources Services (HRS)**

### **Overview**

HRS is planning an open house for the middle of October during which it will introduce the new web site and officially unveil the renovated space.

In keeping with the College's strategic plan, HRS has begun monthly visits to the other campuses. Two staff members visited the Perth campus September 22<sup>nd</sup> and a return visit is planned for October. A tentative date has been set for a visit to Pembroke in October. Staff and managers have expressed their appreciation for the visits and HRS anticipates that they will grow in popularity as they are publicized.

### **Professional Development**

Over the last month, HRS has made considerable progress in Professional Development initiatives.

In conjunction with the week long Academic Orientation, HRS developed a new Orientation Handbook which was distributed to all new faculty. Feedback was very positive and Orientation Handbooks for both Support staff and Administrative are in development.

The new Manager of PD has initiated a series of facilitated discussion sessions for managers across the College. These are meant to be opportunities for managers at all levels to share thoughts and expertise on common management issues facing the College. The first Breakfast meeting took place on Tuesday September 28<sup>th</sup> and this first session will be used to determine which topics are the most critical to explore. From that, HRS will build a schedule of times and topics that will be sent to all managers.

Human Resources Services is sponsoring 15 participants to attend the Support Staff Conference in November as part of our involvement in the Eastern Region of CCHRD. This conference will focus on effective communication and interpersonal relations, handling difficult situations and top notch customer service skills. In addition, planning for the Kaleidoscope Conference has begun and dates have been set for the week of May 17<sup>th</sup>.

Along with a redesigned HRS website, there will be a new Professional Development web site. This site will cover corporate as well as staff group specific information on policies, programs, useful links, etc. This site will go live on October 14<sup>th</sup>.

## **Compensation, Pension & Benefits**

### **Benefits Administration**

There are currently 22 employees on Short Term Disability for the month of September 2004 (12 Academics, 1 Administrator, and 9 Support Staff). We also have 31 Support, 30 Academic and 3 Administrators approved for Long Term Disability. Two additional applications for LTD have been submitted, although one has since returned to work. Through the Modified Work Program, we have accommodated 5 Academic, 4 Support Staff. Some are on a combination of STD and one is on a combination of WSIB.

HRS is still reviewing pension buyback requests for employees hired prior to December 31, 2002. During the period between June and September 2004, 26 employee requests were submitted to CAAT Pension for benefit costings. During this same period HRS finalized 28 buybacks with monies sent to CAAT Pension. 50 employee files remain for preliminary review and action.

Sixty-one partial-load employees have been notified of benefit eligibility to date this semester. Of those, 25 have already signed up and HRS continues to schedule meetings with many others. Work is being done jointly with ITS to streamline the current process.

### **Pension & Retirements**

The HR/Pay Workgroup will be looking at developing a screen for the HRIS to include Sun Life and CAAT pension beneficiary update information.

Twenty-three estimates have been provided (including tax calculations and benefit costings). Eleven employees have requested estimates, including 7 Academic staff, 2 Support Staff, 2 Administrators.

There have been a total of 43 exits from the College since January 2004; 25 of these have been retirements.

### **Employee Services**

#### **Labour Relations**

Three Arbitrations took place in September. These included one Support Classification grievance, one Support Working Conditions grievance and one Academic grievance.

#### **Workload Reporting**

The unverified SWF 2004 fall semester and temporary payroll information was compiled and submitted to the Academic Local Union in the first week of September.

Voluntary overtime agreements for the 2004 fall semester have continued to arrive from the Schools and they have been made available to the Union in compliance with the Academic Collective Agreement.

### **Recruitment & Classification**

Representatives from the Staffing area attended a "train the trainer" session at Workstream on September 2<sup>nd</sup>, in preparation of the launch of the HRS on-line Staffing process. This session was helpful in preparing for the pilot project of the on-line requisition approval process in the second week of October. The Marketing/Management Department in the School of Business have agreed to host the pilot.

**STRATEGIC DEVELOPMENT GROUP****BUSINESS DEVELOPMENT DIVISION****Algonquin College Foundation****Algonquin College Bursary (Fundraiser)**

The Foundation's first Bursary Gala will be held at the Canadian Museum of Civilization on October 23.. The gala has been generously supported by the business community in that all sponsorship opportunities have been sold out and major gift donations have been made available for the silent auction. 200+ guests are expected at the Gala. All proceeds will be matched through OSOTF and will go towards student bursaries.

**New Bursaries (\$10,000+ minimum)**

- Leikin Family Bursary
- Bell Senators Bursary
- Nokia Bursary

**Alumni Summary****Alumni – Premier's Awards (Nominations)**

Six alumni have been nominated for Premier's Awards. Nominees are Algonquin College graduates who have achieved outstanding career success and contribute to community and society. The following alumni have been nominated:

Business - Jeff McDonell Business Marketing 1996

Creative Arts & Design - Michelle Valberg Photography 1987

Health Sciences - Alison Thomas - Registered Nursing 1982

Technology - Michael Armstrong - Mechanical Engineering Technology - 1988

Community Services - Sandy Schlieman - Early Childhood Education Intensive 1991 Recent

Graduate - Thomas Sidney - Social Service Worker 2002

**Alumni of the Year Award**

Orazio La Manna is this year's recipient of the Alumni of the Year Award 2004. Orazio has achieved outstanding career success and generously contributes to the betterment of the community and society. Orazio is a Cook's apprentice grad 1982. Orazio will receive his award at the Fall Convocation on October 25th and will deliver the key address at Convocation.

**Business Development****Canadian Executive Leadership Series**

The first Algonquin College Executive Leadership series (Innovation in Leadership) has been developed and will take place during the week of November 8, 2004. This program has taken 18 months to develop and represents the input of many senior local business and government leaders.

The program will be provided in partnership between Algonquin College's School of Business and Queens School of Business. Harvard Business School case studies will be used and local senior business leaders are invited guest speakers during lunch and dinner receptions.

## **INTERNATIONAL EDUCATION CENTRE**

### **Enrollment**

As of September 21, there were 470 international students enrolled in post-secondary programs: 445 full-time and 25 part-time. In addition to the 56 full-time students who enrolled during the summer, the Centre should meet its post-secondary enrolment projections for the academic year 2004/2005.

We are still experiencing a shortfall in International ESL activities with 131 registrants - 129 full-time and 2 part-time - in comparison to the projected 155. Discussions continue with the ESL group to determine reasons and measures to counteract the decline.

### **Recruitment**

During the Fall of 2004, Susan Olszynko will be going to Korea, China, India, Hong Kong, Nigeria, Thailand, Indonesia and Vietnam to give public seminars, conduct school visits, recruit agents, participate in showcases put up by the Canadian embassies, meet officials at Ministries of Education, and attend CEC fairs.

In the May to August report, it was noted that other members of the College will be involved in recruitment activities including Sue Hodgins (Mexico, the Caribbean, and the CEC Agent Fair in Montreal) and Anne Kalil (Japan). As well, Maria Schnurr from Community and Health Studies and Abla Sherif will be attending educational fairs in Goa, India and Cairo, Egypt in September and October.

### **Marketing**

Detailed in the May to August report, revisions to our marketing materials and web-site have been completed.

### **International Linkages**

The Centre is pursuing overseas involvement in projects, institutional linkages/partnerships and contract training to enhance Algonquin's international presence.

### **India**

1. A Twinning Agreement/Institutional Linkage with Agnel Technical Education Complex in Goa, India will be signed during Abla Sherif's visit to India this fall. Cooperation will be in the areas of hospitality and tourism as well as some technology programming. Rick Reid, Dean of Hospitality and Tourism will be traveling to Goa this fall to meet with the principal parties at Agnel.
2. A CCPP Category 2 proposal to work with the Agnel Technical Education Complex in areas of health awareness, promotion and education has been submitted to the

ACCC for CIDA funding. A decision is expected in October.

3. The ACCC has invited Algonquin to be one of five Canadian colleges to participate in a showcase displaying the capacity of these colleges in Goa, India. The showcase will take place on October 8, 9, and 10.
4. Our partnership with the Manav Rachna Education Society resulted in the start-up of three more programs to be delivered at the Indo-Canadian Institute of Advanced Technology (ICSAT) - Advertising, Graphic Design, and Journalism. We hope to receive 7 transfer students from MRES this Fall who wish to complete the second year of the MET - Tool and Dye program at Algonquin after completing their first year at ICSAT. Three of the students arrived earlier this month but the remaining four have encountered VISA problems, delaying their arrival at Algonquin.
5. Two officials from the MRES will be visiting the College in early October to discuss present operating practices and investigate new program offerings.
6. The Algonquin/CV Raman College of Engineering Hospitality program is presently being offered. Staff exchanges have taken place.
7. Further institutional linkages in India are being explored with
  - Animaster, Bangalore, India re: student exchange program and institutional linkages for the Animation program.
  - Zee Institute of Creative Arts (ZICA), Mumbai re: Animation programs.
  - Atharva Institute of Information Technology – AIIT, Mumbai

### **China**

1. A CIDA-funded CCPP READ project is now in its 2<sup>nd</sup> year of operation. A Study Tour to Algonquin College is set for early October, 2004.
2. A CIDA-funded Bilateral project - \$5,000,000 CIDA allocation – to be delivered in conjunction with the Canadian Bureau of International Education is awaiting Chinese government ministry approval before CIDA can develop the MOA to finance the project.
3. Jiangxi University of Science and Technology – a proposal has been forwarded to offer an intensive ESL immersion program in the Summer of 2005 at Algonquin College for 20-30 faculty from JUST. A partnership in program areas of computer programming and accounting is also being pursued.
4. An institutional linkage between the English program of a Chinese high school and College program entry at Algonquin will be discussed with a delegation from the Dalian South Ocean School on Thursday, September 30.

5. The Beijing Education Commission has agreed to host a visit from our Marketing Coordinator on November 8 to present an overview of Algonquin College and our programs. This is a follow-up to a Letter of Intent received on June 2, 2004 from the BEC for Educational Cooperation with Algonquin College.
6. A delegation from No. 1 Fu Yang Middle School will be visiting Algonquin this Fall to discuss institutional linkages
7. With Pudong Development Bank backing, the president of Dongzhan company has requested a visit to Shanghai by two senior Algonquin officials to discuss a future joint project. The cost of the trip would be absorbed by Dongzhan
8. A visit by the Shanghai Century Publishing Holding Group might be delayed to October.

**Japan**

The IEC hosted a delegation of 8 officials from Japanese Universities on Wednesday, September 15 by providing a presentation and guiding a tour through College facilities. Communication continues with the tour organizer – The Asahi Travel Group.

**Korea**

An official from the Chung An University in Korea toured the College in July and wishes to pursue a partnership. Algonquin's International Marketing Coordinator has been invited to inform and recruit students on their campus as an initial sign of support until details of further collaboration can be developed.

**Thailand**

A proposal to offer joint ICT Training Programs in conjunction with the Telephone Organization of Thailand Academy is being considered. The continued interest by the Thai organization was recently confirmed by Jack Treuhaft during his trip to the APEC region.

**Philippines**

A proposal to transfer curriculum, provide professional development and support the delivery of two health programs – Personal Support Worker and Practical Nursing is being developed.

**Egypt**

1. World Bank – Higher Education Enhancement Project. We have completed a series of visits among Algonquin and Egyptian senior education officials. Algonquin will pursue contracts via the Hickling CTVG consortia to deliver activities associated with the Higher Education Enhancement Program of the Egyptian Ministry of Higher Education, funded by a \$13,000,000 World Bank award.
2. Negotiations are underway with Imagenius Academy to offer an Animation program. Imagenius has offices and delivery sites in both Toronto and Egypt.

3. The IEC Director will be meeting with Dr. Hassam Abou Saeda in Cairo in early-October to discuss institutional linkages with the Al Fostat Academy that has interests throughout the Middle East and Gulf regions.

**Jordan**

Two Algonquin counsellors will be participating in the “Sustaining and Extending Technical Vocational Education and Training” (SETVET) project in Jordan. The first component will take place in November with a visit by two Jordanian members of the Vocational Training Corporation. This will be followed by a consultancy in the New Year. Simultaneously, a second component will consist of creating a model plan for the Ministry. This will be followed by another study tour in the Spring.

**Montenegro**

A proposal to develop and implement a Hospitality Training facility on the Adriatic Coast is presently being finalized. Strong encouragement has been provided by the Ambassador to Canada for Serbia-Montenegro.

**Zanzibar**

Linda Cooke is in Zanzibar for a period of 14 months working on a teacher training program for the Ministry of Education, Culture and Sports. The Executing Agency for this African Development Bank project is Hickling Corporation.

**Belize**

We are expecting a 2-month attachment in the Fall or Spring from a Curriculum Development Coordinator from Belize to participate in a teacher training program. This is part of the TVET Enhancement Project funded by the Caribbean Bank.

**PUBLIC RELATIONS AND COMMUNICATIONS****Corporate Events**

The first “Coffee Break with the President” was successfully held on September 24<sup>th</sup> in the main lobby of the Advanced Technology Centre with more than 100 staff in attendance. The coffee breaks will be held on a monthly basis throughout the year at various locations and campuses.

The Official Opening of the Algonquin College Transportation Technology Centre is scheduled for Thursday, October 7<sup>th</sup> and will be attended by representatives from the Federal, Provincial and Municipal governments, business owners in the automotive industry, College staff and students as well as architects, designers and builders involved in all aspects of construction for the new state-of-the-art training facility.

The “Breakfast with the President’ series will be successfully launched for the second year on October 5<sup>th</sup> with the College’s student leaders.



**Communications**

The new look of Algonquin's Intranet-based communications tool, myAlgonquin, was successfully launched on September 20<sup>th</sup>. The newest feature "Good Morning Algonquin!" is a daily e-mailed newsletter to all staff.

The Public Relations and Communications Department, in cooperation with Algonquin Production is developing a new Algonquin College mini-CD ROM which will include the Algonquin College story, video, information documents and links to College and related web sites.

The College's 2004-2005 Business Plan has been finalized and is now available online at the College's web site.

**Government Relations**

At his request, David McGuinty's (Member of Parliament, Ottawa South), will be meeting with the President's Executive Committee on Monday, November 8<sup>th</sup> which will be followed by a tour of the Woodroffe Campus.

We have received confirmation from Minister Chambers' office, Ministry of Training, Colleges and Universities that she will be in attendance at the Fall Convocation on October 25<sup>th</sup> at the National Arts Centre.

**Community Relations**

Algonquin College's 2004 United Way Campaign:

Plans are underway to launch Algonquin College's 2004 United Way Campaign which will take place from October 15<sup>th</sup> to November 5<sup>th</sup>. Algonquin's Kick-off United Way Breakfast will be held on Friday, October 15<sup>th</sup> from 7:30 to 9:00 a.m. Our goal this year is \$90,000 with a 65% participation rate. Approximately 40 United Way special events have been planned across the College with "United Way Student Days" taking place on November 2<sup>nd</sup> and 3<sup>rd</sup> in Salon A of the Market Place Food Court.

Students' Association Director, Jeff Demers, (Business Administration - Information Systems) volunteered his time and talent to develop Algonquin College's United Way web site which was successfully launched on September 24. Jeff was also instrumental in the design and development of our newest online United Way initiative, the Online Pet Pageant, which was also successfully launched on September 24<sup>th</sup>.

**Media Relations**

The following are the major Algonquin College news stories appearing in the media between August 30, 2004 and September 27, 2004.

- Orientation
- First week of classes
- Skilled trades
- Software improves phone billing process
- Security management program
- Athletic teams profiled
- Algonquin retrains un- and under-employed high tech workers

- Industrial Light and Magic (ILM) visits Animation program
- Advantages of combined degree/diploma programs

The College received 38 media hits during this period and 254 media hits since April 1, 2004.

## **MARKETING**

On Oct. 7<sup>th</sup>, the department hosted *Forum*, an annual event for high school guidance counsellors. This year, approximately 125 counsellors participated in the half day session which included presentations by Raymonde Hanson ('What's New at Algonquin'), Jack Treuhaft (Degrees at Algonquin – How they can Enhance a Student's Career Goals), John Paul Tapp (Trades and Apprenticeship), and a panel presentation on financial assistance, admissions, services for students with disabilities, and careers in technology. After a Question and Answer session, the counsellors were split into two groups for mini demonstrations by the Photonics programs and the Bachelor of Science in Nursing program. Lunch followed at the Restaurant International.

The department also organized the College's annual *Open House* on Oct. 14<sup>th</sup>. All the Schools and College Services participated and approximately 1,750 people attended the event throughout the evening. Displays were set up at the Restaurant International, the Hospitality Centre foyer, Salon A of the cafeteria, down the main hallway from four corners to the gym, and the entire gymnasium. A two-week radio and print campaign promoted the event to the general public, and posters were mailed/distributed to all the high schools.

The department worked with the new School of Part-time Studies to develop and implement a one-week radio and print campaign to promote distance education and part-time studies course offerings still available for November and December.

### *Algonquin Productions*

In an effort to facilitate communications throughout the College, a prototype web site for Corporate Marketing is in development. The site is being designed to allow for content management via (password protected) web browser client input.

In support of College Week, a thirty second television ad has been produced and is scheduled to start airing on the NewRO this week.

A Power Point presentation was produced for the Everest Gala using Images and graphics from the recently produced College Viewbook.

The one hundred and fifty 2004 – 2005 Full-time monographs are online and can be viewed at, <http://www.algonquincollege.com/highband/swf/middle/fulltimeindex.htm>

The AST (Automotive Service Technician) Online Pilot Project is now available to apprentices working for Canadian Tire. This Apprenticeship Innovation Fund project includes Algonquin as the lead College in facilitation and production of the web based training modules. Additional participation included Canadore, Centennial, Durham, Fanshawe, and Sault Colleges. More program information can be found at [http://astonline.algonquincollege.com/technical\\_institute/](http://astonline.algonquincollege.com/technical_institute/) (user name and password is "test")

Work continues on the development and implementation of a tracking process for marketing initiatives. Integration of ad/event tracking, a process which correlates web hits with unique web ad/event (web) addresses is underway. The process is being enhanced by the automation of reports generated by our web hit engine – WebTrends. The goal of this process is to provide web hit information related to specific ad/events for ROI determination, ultimately leading to identification of future marketing strategies and resulting initiatives based upon past proven success.

The contract to deliver a new web site to PSAC (Public Service Alliance of Canada) - National Component is nearing completion. The contract also included a browser update component termed "the Administration site", allowing the 'webmaster" to update information in an easy to use, timely manner.

The contract to deliver a series of 10 CD Roms to SNC Lavalin/Universalialia will be in full production by early October. The subject matter is Best Practices in Safety and Environmental Management. The CD's will be used in India as "Industry Approved and Certified".

### *Recruitment*

The recruiting teams have been extremely busy with the fall recruitment drive, with over 52 school presentations both locally and out of town. Exploration of new territories in Northern Ontario yielded promising results from participants who have not seen a College recruiter for many years. Guidance Counsellor comments indicated that they have students desperate for information but have not had representation from Colleges or Universities. In addition to school presentations, the recruiters have participated in 7 career fairs at local high schools, 2 university career days, and conducted 7 group/individual tours.

### Other events included

- Planning continues for five Multi-School Career Expos for the first two weeks in November. Participation is expected to be between 1200 – 1800 participants, with plans to award a \$1000.00 bursary at each of the five events. These events have proven to be a huge success in that the college is exposed to a large group in one location with the focus being our programs.
- Responding to many additional tour requests.

A new Sales Manager has been hired to assist with recruiting operations. Responsibilities will include reviewing current recruiting activities with the objective of identifying and incorporating best practices that will contribute to driving enrolment targets.