Board of Governors
Management Summary Report
October 9, 2012

Area 1: HUMAN RESOURCES

RECRUITMENT

A recruiting video entitled "Great Place to Work" was created to demonstrate to internal and external applicants why employees love working at Algonquin College.

A number of changes in leadership at Algoquin occurred this summer including:

- New President, Dr. Kent MacDonald
- New Vice President, Academic, Claude Brulé
- New Vice President, Student Services, Laura Stanbra
- New Director Student Support Services, Shelley Styles
- New Dean of Perth – Shelley Carter-Rose

Summer is the busiest recruitment period of the year. 33 Academics attended the New Hire Orientation on August 7th, 2012. In addition, 40 Support Staff and 17 Adminstrative positions were posted.

SUCCESSION PLANNING

- The first phase of Succession Planning features ten Administrative Staff participating in the mentorship professional development plan.
- Four of six previously identified short term critical positions have been filled with internal candidates who participated in the initial pilot.
- Phase two of the Succession Planning Program will be rolled out to remaining administrative staff, faculty and support staff in 2013. Individuals will be able to self-declare, self-evaluate and attain appropriate training and mentorship.
- Halogen will be utilized as the method of capturing all future succession planning data and documentation.
- The President's Council continues to monitor the succession factors of the critical and key positions at the College.

PERFORMANCE MANAGEMENT

After a successful pilot, Algonquin is proceeding in 2012/2013 with Halogen for Administrative employees which enables:

- Alignment of Administrative workforce by linking employee goals to the business plan and organizational objectives.
- Leveraging a tool for aligning and tracking goals, managing employee performance, provide meaningful feedback and coaching, and supporting employee development.

ACCESSIBILITY

The Accessibility Advisor co-authored the *AODA Tool Kit for Ontario Colleges.* This resource, which was released to the sector by Colleges Ontario, provides assistance to colleges in meeting their AODA compliance requiements. A multi-year plan outlining how the college plans to meet its obligations under the AODA *Integrated Accessibility Standards Regulation (IASR)* is due on January 1, 2013.

CENTRE FOR ORGANIZATIONAL LEARNING

- A retreat was developed and delivered for faculty around a theme of "*Recharging Our Connections".*
- A retreat was developed and delivered for support and administrative staff around a theme of "*Workplace and Personal Wellness".*

- In house professional development workshops were developed and delivered to faculty and support staff.
- The Teaching@Algonquin Orientation program was delivered to all newly hired full-time faculty.
- The Focus on Learning program was delivered to all newly hired full-time faculty (in collaboration with 4 sister Colleges in Eastern Region).
- 20 Part-time Faculty Orientation sessions were delivered to 350+ new PT faculty.
- Mentorship program and seminar sessions were developed and initiated for all newly hired full-time faculty.
- ALEI III – Organizational Leadership program was launched with a cohort of 10 College employees
- The Manager of the Centre for Organizational Learning had great fun collaborating and learning with the Board of Governors at its September retreat.

COMPENSATION, PENSION AND BENEFITS

The College hired 53 new staff since June 1, 2012. The breakdown consists of 4 Administrative, 14 Support Staff and 35 Faculty.

The Support Staff OPSEU increase effective September 1st was implemented on pay of September 14th, along with the Support Staff Special Allowance.

LABOUR RELATIONS

As of September 21, 2012 there are 30 active Support Staff grievances and 5 active Academic grievances which are ongoing through the Step process.

Area 2: ADMINISTRATION

PHYSICAL RESOURCES

Major Capital Projects

The Algonquin College Student Commons building is on budget and opened to the College community on Tuesday, September 4, 2012. The Student Commons official opening ceremony is scheduled for Thursday, October 18, 2012.

The Pembroke project continues to experience delays, however it is anticipated that the new Pembroke campus will open to the College community in late October.

Technical Services and Energy Conservation Team

Physical Resources has successfully engaged with the Ontario Power Authority (OPA) to place an Embedded Energy Manager on site beginning Monday, October 15, 2012, for a period up to three years in order to reduce energy consumption by 300 kilowatts per year. The embedded Energy Manager is a College contract employee whose salary is 80% paid by the OPA.

In August 2012, Algonquin issued a Letter of Intent (LOI) to embark on a twenty year Energy Services Contract (ESCO 2) with Siemens as a partner and Service Provider for the project. The project began in November 2011 with formal Request for Qualificatons (RFQ) and Request for Proposal (RFP) stages allowing the College to select the best proposal amongst those submitted by the best Energy Services Companies.

Physical Resources concluded its 1200 ton Chiller Replacement Project that began last year and Hydro Ottawa has approved and will soon issue $117K in incentives to help pay for the $633K project that is expected to generate savings of $165K per year.

Safety and Security Services Team

Safety and Security Services unveiled an Emergency Procedures mobile application for Algonquin College staff and students that features the College's emergency procedures for each of its Ottawa, Perth and Pembroke campuses. The purpose of the app is to provide the general emergency

procedures in a digital format for College staff and students, in addition to the existing formats such as hard copy distributions in posters, flipbooks, mouse pads and a web site.

FINANCE AND ADMINISTRATIVE SERVICES

Finance has begun to update the College's financial pro forma in preparation for the 2013/14 annual budget development exercise. Preparations are underway to begin the 2nd Quarter Financial Review exercise and report to the Board of Governors in November 2012. The project to eliminate acceptance of credit cards for full-time postsecondary program tuition is on track to be completed for the Winter 2013 term. Purchasing is expanding its use of the purchasing card program to achieve greater operational efficiencies and optimize the cash rebate paid from the program. Business Process Review is working with Student Services to implement a new service delivery model in the Student Commons' Student Success Centre.

INFORMATION, INSTITUTIONAL RESEARCH & TECHNOLOGY SERVICES

For the month of September, 2012-13, Information, Institutional Research and Technology Services highlights the following accomplishments:

- The fall term start-up has seen another dramatic uplift in mobile learning and wireless device activity. We are connecting an average of 3+ devices concurrently per account in most cases. Over 60% of all internet traffic is now sourced from the wireless system and Apple iOS devices (iPhone, iPad) make up over 34% of connected devices, followed in second place by Windows 7 laptops at 26%. The investments made in the wireless system the past year have resulted in 100% availability of the service through the start of fall term.
- Internet bandwidth (access) has been expanded to support 800mb/s of throughput from Woodroffe with 50mb/s direct to the internet from Pembroke (which historically routed through Woodroffe). The system has been tested to its full capacity of 2 gb/s, and verified fully functional and scalable at that traffic level, confirming future growth. Perth campus will also have direct internet access rather than Woodroffe routed by end of fall term provided a suitable local carrier agreement can be negotiated. The internet access SLA of 99.95% availability has been met through fall term start up, though the cap of 550mb/s available bandwidth at startup was problematic resulting in the expansion.
- 40 new MLP (mobile learning program) classrooms were redeveloped for use in Fall term, and 11 existing MLP classrooms were technology upgraded to a common standard. All classrooms were available at start of classes, with few service tickets. Through fall term we will implement remote monitoring and service technologies to enhance the reliability of the learning delivery systems.
- Blackboard has met the 99.9% SLA through fall start up, scaling up to meet student use peaking at 12, 64-bit servers meeting client demand vs. 8 32-bit servers in spring term. Blackboard continues to take a 3am – 4am maintenance window till November 1, 2012 at which point it will be fully available 24 x 7 with 99.9% reliability. While there have been minor technical issues, there was only a single outage of the Blackboard platform lasting less than 20 minutes in pre 7am hours. The system is continuing to be tuned and improved in advance of the November 1 upgrade to 7 x 24 access.
- Blackboard Mobile was implemented for the start of fall term, allowing full function client apps for iOS, Android and Blackberry devices. We are approaching parity in client access between mobile platforms and traditional browser based clients, with more sessions logged through mobile clients vs. browser indicating the enhanced access mobile allows users of Blackboard. Faculty and students have enthusiastically supported the availability of the platform on mobile through various social media channels.
- A license agreement for Blackboard Connect has been negotiated at attractive rates to allow the College to implement for first use January 1, 2013, new communication channels for messaging to students on class, course, College and emergency matters. Blackboard Connect allows account holders (all fulltime students use Blackboard) to manage the methods and channels for communication and provides College administration, academic and support message distribution.

- Stabilization projects are underway for the Peoplesoft platform. Through remainder of fall term the Peoplesoft platform will be upgraded to new hardware (reliability, business continuity, performance) and database software along with the Peoplesoft application host (Peopletools) software. This upgrade will be followed in the spring and summer of 2013 with a planned upgrade to the application software to ensure the College is able to continue receiving support and maintenance from Oracle for its finance applications.
- All technology work required to support the opening of the Student Commons building in Woodroffe and the campus needs in Pembroke have been met. Pembroke currently has multiple legacy campus sites active as well as the new campus active on the network and supported for teaching, security and safety requirements.
- Client Services (technical support) has relocated to C102 from the historic location on the 3rd floor. Service hours have been extended to 7:30am – 8:00pm with additional service staff available on a 24 hour basis with the establishment of an overnight work crew due to the scheduling needs of classrooms and the complex availability for maintenance as a result of use. The enhanced access from being on a core college path has seen the number of students, staff and faculty requesting support rise dramatically with generally scalable response. Additional work is required to complete the facilities and configuration for use of C102 as a support location but the general response on social media channels and email has been uniformly positive and appreciative.
- iPads were obtained and configured for the Board of Governors retreat to shift the board process to a paperless program. While several work flow, document management, site currency (a migration to the Sharepoint 2010 platform will be scheduled shortly) and a priority upgrade to security services to allow VPN free access to the servers are required outcomes, the general feedback has been positive and this indicated the future value of similar programs.
- Capital and operating projects are on schedule for delivery to plan and budget. 40 projects (5 capital one-time) have been completed as of September 30th.

COLLEGE ANCILLARY SERVICES

There have been a number of positive changes to the various services on Woodroffe campus:

- The First Cup was given a face lift to freshen the front lobby of 'C' building and support the College's new branding initiative.
- Connections, The Campus Store, and The New Technology Store moved into their new locations in the Student Commons in time for the return of students for the fall semester.
- The new food kiosk, Phogo's, and The Print Shop opened in their new locations in the Student Commons in late September.

College Ancillary Services held a scavenger hunt in September and saw over 100 participants take part. The grand prize winner was awarded a March Break trip to a destination of their choice.

The One Card Office launched a pre-carding project to help alleviate line-ups at the fall semester start-up. Over 500 students took advantage of this program and plans are underway to strengthen the promotion of the service to increase participation in the future.

Area 3: STUDENT SERVICES

Registrar's Office
Registration Statistics

Full-time Registration in Post-Secondary/Post-Diploma Programs

For the 2012 Fall Term, as at September 17, 2012 (10-day count), the net registered students numbered 16,280 or 104.4% of the projected enrolment as compared with 15,346 for 2011's 10-day count.

ALGONQUIN COLLEGE

Algonquin College Post-Secondary and Graduate Certificate Registration Statistics
2012F Summary Report

As of Sep 17/2012 08:13 PM

Faculty/School	2011F Audited	2012F Approved/Projected A01	Approved/Projected Rtning	Approved/Projected Total	Total Registered Cumulative	College Withdrawal A01	College Withdrawal Rtning	College Withdrawal Total	Rtning Not Paid	Net Registered A01	Net Registered Rtning	Net Registered Total	Audit Eligible	International A01	International Rtning	International Total	Contract	Net Registered (Total) as % of Projected	Audit as % of Audited	Part-Time 11F	Part-Time 12F	Co-Op 11F	Co-Op 12F
SCHOOL OF BUSINESS	2,870	1,508	1,735	3,243	3,392	88	28	116	296	1,502	1,774	3,276	2,962	111	155	266	0	101.0%	103.2%	214	176	31	29
SCHOOL OF HOSPITALITY & TOURISM	903	724	399	1,123	1,185	41	9	50	68	751	384	1,135	1,002	57	69	126	0	101.1%	111.0%	67	61	0	0
FACULTY OF ARTS & MEDIA DESIGN	3,285	2,300	1,131	3,431	3,741	95	13	108	120	2,504	1,129	3,633	3,536	49	36	85	0	105.9%	107.6%	156	158	0	0
FACULTY OF TECHNOLOGY & TRADES	2,769	1,707	1,555	3,262	3,579	115	41	156	141	1,824	1,599	3,423	3,096	110	142	252	0	104.9%	111.8%	255	295	55	62
FACULTY OF HLTH, PUBLIC SAFETY/COMM STUDIES	3,101	1,775	1,532	3,307	3,560	94	24	118	118	1,941	1,501	3,442	3,337	29	25	54	0	104.1%	107.6%	164	147	0	0
INTERNATIONAL & CORPORATE BUS DEV	33	33	0	33	35	3	0	3	0	32	0	32	29	3	0	3	0	97.0%	87.9%	2	0	0	0
CENTRE FOR CONTINUING & ONLINE LEARNING	166	132	87	219	396	0	0	0	13	279	117	396	380	1	0	1	0	180.8%	228.9%	9	27	0	0
ALGONQUIN COLLEGE HERITAGE INSTITUTE	220	203	58	261	264	6	0	6	11	199	59	258	240	0	0	0	0	98.9%	109.1%	3	4	0	0
ALGONQUIN COLLEGE IN THE OTTAWA VALLEY	623	494	215	709	704	19	0	19	18	481	204	685	673	2	3	5	0	96.6%	108.0%	23	25	0	0
COLLEGE TOTAL	**13,970**	**8,876**	**6,712**	**15,588**	**16,856**	**461**	**115**	**576**	**785**	**9,513**	**6,767**	**16,280**	**15,255**	**362**	**430**	**792**	**0**	**104.4%**	**109.2%**	**893**	**893**	**86**	**91**
FOR COMPARISON ONLY																							
College Total at Sep 19, 2011 08:13 PM 10 Day Date	**13,518**	**8,926**	**6,509**	**15,435**	**15,795**	**360**	**89**	**449**	**554**	**8,896**	**6,450**	**15,346**	**14,350**	**360**	**501**	**861**	**0**	**99.4%**	**106.2%**	**845**	**782**	**111**	**67**

NOTES:
(1) Calculated days are calendar days including weekends

Continuing Education Registrations

For the 2012 Fall Term as at September 14, 2012, registrations stood at 11,642 as compared to 10,584 at the same time last year. The term registrations to September 14, 2012 represent 106.1% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics

2012 Fall Term: As at September 17, 2012, OCAS statistics for the 2012 Fall Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 2.0% from last year, Secondary School applicants are up 2.0%, with an overall increase in applicants of 2.0%. Province wide, the variances are – 2.5%, - 1.3% and – 1.9% respectively.

As at September 17, 2012, for Program Choices (applicants are allowed a maximum of 5 program choices, with up to 3 at any one College), our Non-Secondary School applicants are up 0.4% from last year, Secondary School applicants are up 1.0%, and overall we show an increase of 0.7%. Province wide, the respective variances are – 3.8%, - 2.4% and – 3.2% respectively.

As of September 17, 2012, for Confirmations, our Non-Secondary School confirmations are up 11.8% from last year, Secondary School confirmations are up 8.4%, and overall, we show an increase of 10.5%. Province wide, the respective variances are 3.6%, 1.6% and 2.8% respectively.

The Registrar's Office led a number of initiatives to improve registration statistics including increased offers of admissions, improved conversions through targeted communications campaigns and the implementation of outreach to applicants scoring highly on the Health Occupations Aptitude Exam (HOAE).

Provincial Chair, Ontario Colleges Registrars' Forum: For 2012, the Algonquin College Registrar was nominated and elected by the provincial Committee of Registrars, Admissions and Liaison Officers to serve as the Chair of the Ontario College's Registrars' Forum.

Ontario Facilities Standards & Inventory (COFSI): Colleges Ontario is leading the development of a new space inventory, allocation and utilization standards in consultation with the province's colleges and institutes. The Registrar's Office and Physical Resources are working jointly to provide MTCU with the required information to support this initiative.

MTCU Postsecondary Financial Information System (PFIS) - College Statistical Enrolment Reporting (CSER) System: The Registrar's Office is collaborating with IIRTS on this MTCU initiative.

Ultimately, the statistical enrolment report produced will form the basis of the enrolment audit.

Payment Card Industry (PCI) Compliance: The Payment Card Industry has set standards and expectations for companies that process transactions using client credit cards to become PCI Compliant. The Algonquin College Registrar's Office, in collaboration with IIRTS, is reviewing our current processes and storage protocols to ensure compliance.

2012 Fall Convocation - Ottawa Schools: The 2012 Fall Convocation Ceremonies for Ottawa Schools will be held at the National Arts Centre (NAC) on November 7, 2012 in Southam Hall. Ceremonies will be held at 2:00 p.m. and 6:30 p.m. Detailed information has been posted to the Convocation website at http://www3.algonquincollege.com/ro/graduate/ On-line registration will begin on October 19, 2012 and will continue until November 6, 2012 at 4:00 p.m.

2012 Spring Convocation Ceremonies – Attendance: The 2012 Spring Convocation ceremonies for the Ottawa Schools were held on June 18 - 20, 2012 with 2,332 graduates (2,298 in 2011) in attendance over the six ceremonies. The Algonquin College Heritage Institute held its Convocation Ceremony on June 14, 2012 with 115 graduates (111 in 2011) in attendance. Algonquin College in the Ottawa Valley held its Convocation Ceremony on June 9, 2012 with 206 graduates (208 in 2011) in attendance.

FOUNDATION

New Endowment Funds: Four new endowments have been created: Robert C. Gillett Leadership Scholarship (General), Little Family Bursary (Children's Aid Society), Grace Whitmore Scholarship (Pembroke Forestry Program) and the John and Carol Dunfield Bursary (Forestry Pembroke).

Endowment Funds Received: June 15, 2012-September 17, 2012: $52,904
Endowment Funds Received: June 15, 2011-September 17, 2011: $41,996
(31% increase over 2011-2012)

Confirmed non-endowed annual awards:
The following awards were established: Velleman Foundation Bursary (General), the in Community Award (Media and Design-Interior Design), West Chester Friends Award (General), Midland Transport Scholarship (General).

Annual Funds Received: June 15, 2012-September 17, 2012:$168,918
Annual Funds Received: June 15, 2011-September 17, 2011: $89,660
(47% increase over 2011-2012)

Bursary, Scholarship and Award Disbursments
Disbursements: June 15, 2012-September 17, 2012: 148 ($175,227)
Disbursements: June 15, 2011-September 17, 2011: 161 ($135,143)
(23% increase over 2011-2012)

Alumni Relations
Algonquin College Foundation (ACF) approved a motion at June 5, 2012 AGM to estabish the Algonquin College Alumni Advisory Committee (ACAAC) as a subcommittee of the ACF.

The following alumni have accepted to be 2012 Algonquin College Premier Award Nominees: Rick Young, Executive Vice-President, Business Development at Maple Leaf Foods Inc., Peter Tilley, Executive Director-Ottawa Food Bank, Michelle Valberg, President- Valberg Imaging, David Hale, Founder and CEO, Soshal Group, Jeffrey Green, Advisory IT Specialist of Datacenter Management at IBM and Paula Doering, Vice-President-Ottawa Hospital, Regional Cancer Services, Champlain (Ottawa) and Vice President of Clinical Program for Surgery, Cancer & Diagnostic Imaging.

Campaign Updates
The Constructing OUR Future Campaign (ACCE) total for funds raised was over $7.5M, exceeding

the $7M goal. Most gifts were pledged over 5 years with some donors making one time gifts which means that last year's donations to date would be higher than this year. Confirming and receiving each annual pledge renewal requires effective donor relations and ongoing stewardship.

Cash/Pledge payments – April 1, 2012 to September 14th, 2012: $ 319,774.84

Building Our College Our Community Our Future Campaign-Perth
Pledge Renewals: June 15, 2012-September 17, 2012: $18,400

Major Gifts and Partnerships / Gift in Kind (GIK) Program
Until this year, our GIK program was "reactive" and mainly included GIK donations that were unsolicited by the Foundation with the vast majority of gifts under $5,000 in value. If one studies past years and omitted outliers of higher value, the average gift range for our reactive GIK program is between $75,000 and $160,000 in any given year.

This year marks the true beginning of the Foundation's partnership program, where major gifts and gifts-in-kind are being actively sought.

Confirmed to date:
- "Reactive" GIK Program: $9,570
- Hydro One: $187,500 Cash
- Ciena: GIK delivered and installed; value to be determined (Minimum $100K)

GIK Confirmed but not yet delivered (approximate values shown total $54K)
- Magor: $25,000
- Irwin Tools: $16,000
- Emerson/Rigid: $13,000

TOTAL Confirmed to date: "Reactive" GIK Program plus Major Gifts/GIK Partnership Program: $297,070 plus $54,000 (approximate value) = **$ 351,070**

Aboriginal Student Services/Mamidosewin Centre
From August 17th -20th, Aboriginal Student Services / Mamidosewin Centre completed its move to the 1st floor of the Student Commons building. The service did experience some delays in transitioning to the new location due to construction deficiencies, but was open to students and hosted Orientation tours starting August 27.

Since September 4, an average 63 students per day have come to the Mamidosewin Centre to use the gathering space, kitchenette, and mobile learning centre. This represents a 91% increase in average daily student vists over the daily average.

102 students have also completed a self-identification card indicating their Aboriginal ancestory and First Generation status. This level of participation is quickly approaching the number of 125 students who completed a self-identification card during all of 2011/12.

Starting September 4th, the Mamidosewin Centre launched its schedule of events for the 2012/13 academic year. The events are designed to provide students with support, information, and experiences in a culturally relevant manner.

Business Operations
The Business Operations Team coordinated the move for all Student Support Services departments now located in this building and operational as of August 20, 2012. The following Student Support Services area are now located in the Student Commons:

Business Operations

Centre for Students with Disabilities
Centre for Students with Disabilities Assistive Technology Lab
Centre for Students with Disabilities Test Room
Counselling Services
Director's Office
Employment Support Centre
Mamidosewin Aboriginal Student Centre
Peer Tutoring
Student Success Specialist
Student Affairs and Orientation
Welcome Desk

Centre for Students with Disabilities (CSD)

CSD staff took part in several Orientation sessions from August 27th to September 7th, including Campus Village and orientation for Dual Credit students.

The CSD ran SLICE (Strategic Learning in the College Environment), a college transition program for new students who have a learning disability or ADHD. CSD also ran DARE, a transition program for students on the Autism Spectrum. These well attended programs assist students with disabilities to jump-start their transition to successful participation in college.

The number of students who are blind or visually impaired and using CSD services has significantly increased this year by 22% from this time last year. This is significant because many of the new students are completely blind as opposed to having partial vision. As a result the demand on transcription services and alternative formats has steadily increased. At this time, to keep up with demand and ensure students have material in a timely manner, the CSD has had to increase the hours worked in the Assistive Technology lab to meet student needs. We are still not keeping up with demand, and have requested more hours to enable us to complete transcription work in a timely way.

In the apprenticeship area, all apprentices have been contacted and made aware of the CSD services. 300 apprentices have received guidance during this current intake. The Apprenticeship Learning Strategist has started to make presentations into the classrooms as the Apprenticeship Support Specialist has been able to make bookings.

Apprenticeship Support has been providing assistive tools and guidance to professors to allow them to become more aware of our client's needs and to better support these students. A student support work space is set up and is operational in A112b.

In addition, training videos have been created to better support instruction on the use of Livescribe pens (on loan from CSD) and these videos are captioned to follow accessibility requirements.

Counselling Services

During the period from June 18 to August 14, Counselling Services completed 760 sessions, a 48% increase over the same period in 2011. Of those 760 sessions, 41 were designated as "Urgent" sessions in response to the student's request to meet with a counsellor immediately (5% of the total sessions). (Note: The rate of Urgent sessions was not tracked in 2011).

During the period from August 20 to September 14, Counselling Services provided walk-in information services for prospective students requesting program selection guidance. Many of these individuals were referred from the Registrar's Office as a means of facilitating their application to the college during the "Late Applicant" period. Counselling Services met 224 prospective students for 30 minute information sessions during that period. This marks a 22% increase from the previous year when this method of service delivery was launched. This increase is particularly notable and encouraging given the fact that Counselling Services had moved farther from the Registrar's Office and to a new location immediately prior to this year's Late Registration period.

Counselling Services coordinated the assemby of college and community resources used by the Mind

Your Mind organization to populate Algonquin's **new iCopeU Mental Health Awareness website**. Algonquin's iCopeU website is a joint initiative between Algonquin's Student Association and Student Support Services to increase the support resources for students experiencing issues related to mental health and wellness. The site is scheduled to launch as part of a Mental Health event October 2, 2012 and can be viewed at www.icopeu.com/algonquin.

Director of Student Support Services

The Director of Student Support Services recruited Shelley Styles as the next Director. Shelley began her role on September 24th. Shelley brings significant experience in post-secondary education management to the position. The new incumbent has been Chair of the faculty of General Arts and Science since 2009. That same year Shelley also served as the Project Lead for the Canadian Oversees Mentor Experience, prior to that Shelley was a Coordinator and Professor in the Social Service Worker Program at Algonquin. The incoming Director will bring experience from numerous Algonquin committees such as; the Deans & Managers Committee, Chairs Council, Aboriginal Education Council, College Academic Council, Centre for Students with Disability Advisory Committee and the Selection Committee for the Garfield Weston Award. Shelley holds a Masters of Education (Counselling Stream) from the University of Ottawa, a Bachelors of Education (Ontario's teacher's certificate), a Bachelors of Arts (major in Psychology, minors in English and French) as well as a Social Service Worker Diploma from Algonquin College.

Employment Support Centre, Student Affairs and Orientation; Student Success Service

The Employment Support Centre

Student Employment Services will be promoting its new department name this academic year: The Employment Support Centre.

MyCareerZone statistics from mid-May 2012 to the end of August 2012: MyCareerZone is a new Web-based career services solution that has been adopted by Algonquin College as of January 18, 2012. Year over year statistical information will not be available until next year due to the change in systems and some business practices.

- Number of users logging in: Just under 35,000 log in times occurred by 6,861 unique users, of which 523 clients have uploaded documents.
- New employer accounts: 709
- Number of Job postings: 1163
- Number of Full-time postings: 558 vs. 320 (43% increase) in the same time frame noted above in 2011
- Number of job posting views: 56,520
- Number of applications submitted via MyCareerZone: 107
- Drop-in visits for resumes and cover letters saw 115 vs. last summer's 148.

The Employment Officers made 11 class presentations on Job Search Strategies and employment documentation which was consistent with last summer's 11 class visits.

The Employment Support Centre participated in a large applied learning collaborative project with the final graduating class of the Print Media program. The students were required to complete live jobs for the "full client experience". The Employment Support Centre had recently had a change of department name therefore the department worked with the students to complete the rebranding of the services. Projects included a logo creation for our digital job system MyCareerZone, design and printing of: promotional posters for a variety of events and services, bookmarks, all informational handouts, notepads, "from the desk of" pads and the Graduate Employment report cover design. The project began in mid-June and was completed by the end of August 2012.

The first job fair of the academic year was hosted on campus on Thursday, September 13, 2012. Campus Connections features employers who are interested in hiring students for part-time employment opportunities and volunteer positions.

DevelopMENTOR Program – Aboriginal Employment Program – Update June 2012 – mid-September 2012:

Dwight Powless and Karyn Steer met with TD Bank to deliver an overview of the program.

Two students from Algonquin College's school of media created the DevelopMENTOR recruitment poster for distribution on campus from August 27, 2012 – September 30, 2012.

Student Outreach: Recruitment on campus commenced August 27th. Three orientation sessions were held during orientation week and three information sessions within the Mamidosewin Centre in the subsequent weeks.

The Employment Coach from the DevelopMENTOR program delivered the Personality Dimensions inventory within the Hydro One Dream Quest camp focused on emotional intelligence skills within the workplace; team work and communication skills. The delivery of these workshops assisted in the development of the educational aspects of the DevelopMENTOR program manual. A group of 12 students from the Hydro One camp attended six sessions within the week. The students' feedback forms were extremely positive.

Co-Curricular Update – July 30, 2012 to mid-September, 2012: The Co-Curricular Record is a new program being introduced to the Algonquin College student community, and is part of the 2012-13 Business Plan. Since the beginning of August 2012, policies and procedures, outlines of eligibility criteria, learning outcomes, and general information have been researched and drafted. Research was conducted by the Co-Curricular Coordinator to collect pertinent information to draft these documents through phone meetings with other Canadian institutions (Concordia University, Dalhousie University, University of Calgary, Carleton University and Wilfred Laurier University) in various program stages of their own co-curricular record.

At the beginning of September, the Co-Curricular Coordinator began working with Orbis Communications and Algonquin College's IIRTS department to begin planning the online portal and related content.

During Campus Connections, Algonquin's part-time and volunteer job fair, the Co-Curricular Coordinator spoke to over 45 students about this opportunity, launching in January 2013.

<u>Student Affairs and Orientation</u>
Aug 27-Aug 31: Orientation
8am-2pm (each day)
Wednesday, August 29 the SAO hosted a evening session.

Fall Orientation 2012 was the largest Orientation to date. The SAO welcomed 4,306 (54% of approximately 8,000 new students) students to Fall Orientation. (Last year, the SAO welcomed 3,607). The programming elements included: Keynote speaker and host Jessi Cruikshank, presentations by President Kent MacDonald, The Students' Association and Student Affairs and Orientation, a service tour, complimentary lunch and a meet and greet with the students specific program professors. Each Orientation day, the SAO also hosted a **parents' session**. The parents' sessions were very well attended. This session included representation from the following areas: Students Success Specialists, Counselling, Ancillary and Deans and Chairs (specific to the programs each day). The numbers for attendance at the Parent Orientations multiplied 3.5 times last year's attendance. This year the average number of parents in sessions grew from 25 to 87.

Health Services
August 17-September 16, 2012: Total clients served – 4263. 533 were seen by a physician (13%) over 22 working days which equates to an average of 194 clients seen per day. This is a 22%

increase in volume from the same period last year. Enrolment has increased, and there was a Support Staff labour dispute at this same time last year which may account for the increase this year.

A new manager has been hired, Sandra McCormick, who began her two year contract on September 17, 2012. Sandra joins Algonquin from her role as Regional Director for Saint Elizabeth Health Care where she provided local strategic leadership in two service delivery centres in Ottawa and Eastern counties. Sandra has significant experience leading and delivering clinical care, primary care and community health care to clients of all ages and over 20 years of experience in delivering social and health care to diverse populations of clientele. Sandra holds a Master of Health Studies (Leadership Stream) from Athabasca University, a BAA in Food, Nutrition, Consumer & Family Studies, a certificate in Business Administration and a certificate in Psychology of Human Relations, all from Ryerson Polytechnical Institute.

Plans continue to renovate the current health services clinic to include space that was vacated by the Department for Students with Disabilities upon their move to the new Student Commons building. Construction is slated to begin in November with the plan to keep Health Services running as normal during the construction period which is slated to be completed in February.

Peer Tutoring

The demand for Peer Tutoring continues to grow. From June 18 – September 18, 2012, Peer Tutoring booked 1,461 tutoring sessions; a 19% increase over the same period in 2011.

On August 17, Peer Tutoring completed its move to the Mobile Learning Centre located on the 2nd floor of the Student Commons building. However, construction deficiencies delayed the transfer of the service from C224 to the Student Commons until September 29. Although construction deficiencies continue to prevent the Peer Tutoring Kiosk from being fully operational, the Kiosk is functional and meeting student service demands. As evidence, 94 tutoring sessions were booked in the first 2 weeks of this academic year as compared to the 80 sessions booked over the same time period last year.

The start of the 2012/13 academic year also marks the launch of a new service/administration model for Peer Tutoring. The service now uses student employees to staff the service kiosk for 20 hours/week – an increase from 10 hours last year. This not only frees the Peer Tutoring clerk to complete additional administrative tasks, such as processing tutor time sheets, but allows the kiosk to remain open an additional 2 hours to 6:00 on Monday through Thursday.

Also starting in the 2012/13 academic year, Peer Tutoring is a cash-less service. Students wishing to purchase tutoring credits are asked to use the Smart Card function on their student card.

Residence Life

Residence Staff Training: July 30-August 25: Residence Life and Residence Services facilitate an extensive training for Customer Service Staff, Resident Advisor team, and Community Standards Advisors every fall to prepare staff and refresh current members in preperation for the Fall student season.

Residence Move-in Day: Saturday, September 1, 2012: Residence Life and Residence Services partnered to welcome over 450 students who moved in on official Residence Move-in day. Residence Move-in differed from past providing a carnival-like atmosophere and volunteers who helped move in the new students. Early feedback provided by parents and students have been quite positive. In addition to student volunteers many College employees took part in the move-in process.

Residence Orientation Weekend: September 1-3, 2012: Well over 550 residence students participated in Residence Orientation during the labour day weekend. These numbers are similar to last year. Orientation included a variety of community building, and educational opportunities for students to learn about how to be responsible citizens of the Residence and College Community.

Test Centre

In June, 2012, The Test Centre partnered with a) Learning and Teaching Services (Joe Ranieri, Manager), b) The Registrar's Office, c) the Business Administration and Services department (Peter Fortura, Chair), and d) the Police and Public Safety Institute (Norm Bruce, Chair) to complete a post admission assessment pilot project involving 2 of the college's largest programs; Business Administration and Police Foundations. The project entailed administering a "Communications Placement Assessment" (CPA) to all applicants of these programs with the purpose of identifying the weakest 25% and assigning them to a low-ratio section of the program's level 1 Communication course. The goal is to test whether placement in a low-ration section of Communications positively effects the success and retention of students entering these programs with relatively weak language skills. The Test Centre scheduled, coordinated, and administered the CPA to 669 of 798 (84%) students entering these programs by September 10.

The Test Centre administered pre-admission assessments to 250 applicants referred by the Registrar's Office during the "Late Applicant" period from August 20 to September 15. This is an increase from the 203 applicants assessed during the same period in 2011. The Pre-Admission Assessment process in the Test Centre during the Late Applicant period is designed to provide easy access to assessment sessions and quick return of assessment results to facilitate the admission of applicants at the start of semester.

On September 4, The Test Centre announced the hiring of David Deveau as manager of the Test Centre. David joins the Test Centre with 15 years of experience in the fields of language instruction and test administration. David holds M.App.Ling & M.Ed. degrees and is a certified IELTS examiner. The hiring of a "Manager" of the Test Centre marks a departure from the tradition of having a faculty/coordinator lead the Test Centre. The move to having a member of the college administration leading the Test Centre will allow the service to function as an autonomous department as it grows.

The Test Centre has received approval from the college space committee and funding from the President's Council to annex an adjacent space to add a second test room. This expansion will add 19 test stations to the Test Centre's current capacity of 30 examinees, for a total of 49 test stations. This additional seating will help the Test Centre accommodate the expected service growth from projects such as the college's planned post admission assessment project which is estimated to require the Test Centre's annual administration total to climb from 3,500 in 2009 to 18,000 by 2014.

In August, the Test Centre assumed responsibility for the administration of the CanTest for Algonquin's Language Institute. CanTest is used by Algonquin College to assess the English language proficiency of international applicants who are in Canada and cannot provide proof of program admission eligibility.

Welcome Centre

The new Welcome Centre in Student Support Services, located on the third floor of the Student Commons, has been designed to serve as a vital first point of access to a number of support services for potential applicants, current students and graduates from one centralized location, in the hopes of establishing a familiar and ongoing resource during an individual's affiliation with Algonquin College.

The new service launched on August 20th, and is an important part of the College's 2012-13 business plan goals and objectives to deliver exceptional service to our diverse student and client populations.

The Welcome Centre features six stations including two AODA accessible stations, to assist students and clients in their pursuit of service from the Centre for Students with Disabilities, Counselling Services, the Student Success Service and the Employment Support Centre (formerly known as Student Employment Services). Service is provided at the Welcome Centre from 8:30 a.m. – 6:00 p.m. Monday to Thursday and 8:30 a.m. – 4:45 p.m. on Friday.

As of Monday, September 17, the Welcome Centre has provided service to more than 1,200 clients since the official start date of the 2012 Fall Term, Tuesday, September 4.

Area 5: ACADEMIC

Status of New Programs approved by the Board of Governors in 2011-2012: New program development and alternative delivery options continue to be critical drivers of enrolment while meeting changing labour needs of employers. The following programs were successfully launched this Fall 2012 with first semester registrations as indicated:

Owner	Program Name	Projected Enrolment As per Cash Flow	Actual Enrolment at Day 1 Fall 2012	Variance
Pembroke	1212X Environmental Technician, OCD	26	31	5
Design	1406X Horticultural Industries, OCD	60	60	0
Business	1306X International Business Management, OCGC	20	25	5
Business	1310X Marketing Management, OCGC	15	0	-15
Business	1311X Human Resources Management, OCGC	15	32	17
Business	0210F Office Administration, Medical, OCD (Year 2)	15	21	6
Techny/ Media	1515X Mobile Application Design and Development, OCD	35	35	0
Techny	1514X Business Intelligence System Infrastructure, OCGC	24	16	-8
	Total	210	220	10
Business	1308X Financial Services, OCGC	Planned W13 launch		
Business	1309X Nonprofit Sector Management, OCGC	Planned S13 launch		
Program status: Pending Ministry Funding Approval				
Technology	1512X Bachelor of Building Science (planned launch date F12)			
CCOL	1616X Early Childhood Education Administration, OCGC (planned launch date F12 on part-time basis)			
Technology	1517X Environmental Management and Assessment, OCGC (planned launch date F13)			
Media	1407X Mobile and Social Media Management, OCGC (planned launch date F13)			

School of Health and Community Studies

The Ontario Ministry of Citizenship and Immigration has signed an agreement with the Department of Specialty Programs in Nursing to renew the funding for the "Keeping it Current for Internationally Educated Nurses" project. This renewed funding will allow the faculty to make additional program offerings available electronically and further enhance the program with more flexible delivery options.

This summer five interprofessional research projects were funded by the Academic Health Council, Champlain Region for a total of $30K. Each project is designed to meet the six key health inter-professional competencies.

The Dental Hygiene program graduates achieved an 87% success rate for those writing the National Dental Hygiene Certification Board (NDHCB) this past summer.

Results for the writing of the National Dental Assisting Examination were received by the Allied Health Department. 75% of our graduates, who wrote the exam, were successful.

The Respiratory Therapy graduates, who wrote the provincial exams, had a success rate of 100%.

The Bachelor Science in Nursing – Woodroffe graduates achieved an 88% success rate on their licensure exams.

School of Hospitality and Tourism
On August 30, 2012, a Memorandum of Understanding was signed with Purple Urchin to assist the School in producing Dirty Duck Soap. With their help, and our student labour through work placement, we will be able to maintain a consistent product and obtain guidance for marketing.

The Esthetic and Hairstyling Labs are now accepting customers. As well, Campus Travel is open for client services, as is Savoir Faire in its new home in the walkway between the Bookstore and the new Students' Commons.

The Canadian Society of Nutritional Management (CSNM) has granted the Food and Nutrition Management, Ontario College Graduate Certification program accreditation for a three-year period.

General Arts and Science
Myriam Thanasse, Professor, General Arts and Science, is participating in the College to College Pre-Health Alignment project. A provincial committee has been established aimed at aligning Pre-health curriculum and its transferability among the respective colleges. This project falls under the Ministry of Training, College and Universities' Credit Transfer initiative.

Algonquin Centre for Construction Excellence
Ministerial consent to offer the Bachelor of Building Science was received for a period of 7 years, effective September 14, 2012. Once Ministry of Training, Colleges and Universities funding approval is received, we will have the authority to commence program promotion.

School of Advanced Technology
The Biotechnology program for Internationally Trained Professionals (IBioTP) successfully launched this August with twenty-four students from nineteen different countries of origin. Memorandums of Understanding have been signed with LASI Worldskills, the Algonquin Language Institute, the Faculty of Health, Public Safety and Community Studies and the Algonquin College Access Program to provide support and services to the IBioTP program operated under a $1M contract from the Ontario Ministry of Citizenship and Immigration.

The Mechanical and Transportation Department has entered into an agreement with the Canada Aviation and Space Museum for the use of space and equipment by students in the Aviation Techniques – Aircraft Maintenance program.

Career and Academic Access Centre
The annual Prepared for Success report shows that 611 students from Academic Upgrading (AU) entered postsecondary programs in 2011-12. This is a small increase over the 607 students from the previous year. In Fall 2011, 470 former AU students represented approximately 5% of Level 01 enrolments. In Winter 2012, 141 former AU students represented approximately 7% of Level 01 enrolments. Of the 611 students, 472 (77%) entered Level 02 of their postsecondary program while a further 45 (7%) changed program after Level 01 but remained at the College.

Academic Upgrading is a tuition short program (BTSD/ACE). The Ministry of Training, Colleges and Universities has advised of the intention to eliminate this category of programming and re-assign existing tuition short programs to either full-time or part-time funded categories of funding, effective 1 April 2013. The College Sector Committee for Adult Upgrading is leading a system wide response to investigate whether BTSD/ACE could meet the full-time funded program requirements. The

deadline for each college to submit a proposal seeking full-time funding is November 30, 2012. If no proposal is submitted, the default is part-time funded. The College is exploring available options.

The Ontario Special Bursary Plan has been replaced with the Institution-Funded Special Bursary Program (ISBP). Students in Academic Upgrading and Academic Assistance for Adults with Developmental Disabilities (AAADD) rely on this bursary to pay their tuition. Funding for this bursary has been approved by President's Council up to the end of December 2012. The College is exploring available options.

Algonquin Heritage Institute
Community Employment Services – Perth Campus continues to provide above target customer services and to serve a community with great successes and accomplishments. An annual audit by the Ministry of Training, Colleges and Universities has been completed and our processes and practices have been noted as in very good condition with very minor recommendations reported.

Algonquin College in the Ottawa Valley
Leadership was put to the test on August 24, 2012 when it was determined that the School could not move into the new building as planned. A Plan "C" was quickly developed and implemented. Timetables were revamped and the old building was cleaned and polished and ready for students by September 4, 2012. Due to expanded enrolments and new programs, additional space at the Pembroke Mall and Fellowes High School was leased. A big thank you to all School staff and faculty who worked many hours to get the campus ready for students, and to the College IT department for their support and efforts.

A new Skills Link federal government contract was secured in the Town of Renfrew. Total value of this ten-month youth employment preparation program contract is more than $200K.

The 2012 Bachelor of Science in Nursing - Pembroke Campus graduates obtained a 96% success rate on the College of Nurses of Ontario provincial licensure exam in June.

Language Institute
An intensive summer teacher training program for 20 English teachers from the Korean National University of Education (KNUE) was delivered from July 16 to August 8, 2012. The course provided an overview of approaches to teaching English as a Foreign/Second/International Language and the theories of second language acquisition, focusing on the teaching of four language skills, such as listening, speaking, reading, and writing, as well as special topics in teaching grammar and authentic language assessment. Participants' language immersion experience was enhanced by attending conversation classes, completing a mission assignment, and the cultural program.

Centre for Continuing and Online Learning
Course enrolment in online activity continues to grow, with a 65% increase over the previous year. Five new full-time online programs were launched Fall 2012:

- Child and Youth Worker, Ontario College Advanced Diploma (Year 1 only)
- Community and Justice Services, Ontario College Diploma (Year 1 only)
- Fitness and Health Promotion, Ontario College Diploma
- Office Administration – General, Ontario College Certificate
- General Arts and Science - Pre Business, Ontario College Certificate

Applied Research and Innovation
Algonquin College was awarded a 5 year, $2.3M grant from the Natural Sciences and Engineering Research Council through its College and Community Innovation Programs Innovation Enhancement stream. The funds will support the Health and Wellness Research Centre and its initial focus on the design, development and deployment of Medical Assistive and Analytical Devices.

Several Algonquin College Applied Research clients (Impakt Protective and Elevator Cab Renewals) will be featured in the Ontario Centres of Excellence Annual Report.

Learning and Teaching Services
Part-time faculty technology workshops were offered throughout the summer period and continue to October 1, 2012. In total 15 different topics were covered. Participation rates have been outstanding, with well over 200 individuals participating in one to fifteen different sessions.

The Innovation Centre opened Tuesday, June 5, 2012 with many staff and faculty stopping by to see the new facility, try some new tools and activate their Staff ID card in order to use the Centre on their own time. Since the opening, the Centre has been open from 7 am to 11 pm for faculty and staff to drop by, with drop-in support (guided hours) four days per week, two hours per day. Beginning September 1, 2012, guided hours are available on Tuesday evenings to accommodate part-time faculty and staff.

Workforce and Personal Development
During July 2012, Dreamquest Camp, a First Generation Student project (FGS) was offered in conjunction with a pilot project sponsored by Hydro One electrical trade's camp at the ACCE facility. Forty Aboriginal students from rural First Nation communities, Métis and Inuit communities from Ottawa attended the weeklong camp with thirteen students from the First Nations communities in attendance for the Hydro One pilot project. The Dreamquest summer camp mentored seven summer students as Team Leaders. The program was highlighted on CBC Radio, APTN and CTV as well as in the Ottawa Citizen.

International Education Centre
Seven Memorandums of Interest were prepared and signed for vocational schools and colleges in China to promote Algonquin College's English as a Second Language and teacher training programs.

A Memorandum of Understanding (MOU) was signed between Algonquin College and our partner in Kuwait-Orient Educational Services to establish Algonquin Canadian College of Kuwait (ACCK). The first year of operation will be next September, 2013. Programs covered by this MOU include:

- Preparatory Foundation program (ESL International, Levels 1 through 6)
- Business – Accounting, Ontario College Diploma
- Business – Marketing, Ontario College Diploma
- Computer Programmer, Ontario College Diploma
- Computer systems Technician, Ontario College Diploma

Student Activity
Parker Wilson and Brock Welch, second year Construction Carpentry – Advanced Housing students, are the Perth Campus winners of the 2012 Mike Holmes Foundation Scholarship.

Applied Museum Studies (AMS) Conservation students will be treating Karsh Collection photographs for the Ottawa Archives. As well, third year AMS Exhibition students will be developing exhibit concepts for the Nepean Museum, the newly restored Fairbairn House Interpretive Center in Wakefield, the James Naismith Museum in Almonte, the Ottawa Archives, the Diefenbunker National Historic Site, and Pinhey's Point National Historic Site.

First year Library and Information Technician Students are participating, for the first time ever, in the Wikipedia Canada Education Program, the only college in Canada to be doing so, alongside Universities across Canada. Students will be asked to create accounts with Wikipedia, research articles and write in the Wiki space. They will interact with campus and online ambassadors and with Wikipedians around the world.

Congratulations to Carla Custance, graduate of the Scriptwriting program, whose script won first place in the sitcom category of the Spec Scriptacular Competition.

Students from the Spring 2012 Event Management program wrapped up their Wish Events on Monday, July 30th when they presented the Children's Wish Foundation with a cheque totaling $22,443.57. A total of five groups planned and executed events in the community that included an Enchanted Tea Party children's event, Aloha Glow which was a Hawaiian inspired event, a comedy night, What Happens In Vegas...., and Wish Upon A New York Star galas.

On July 4, 2012 Meaghan Stevenson and William Porter, Culinary Management students cooked with Chef Ahmad Lutfi at the Fourth of July reception at the U.S. Ambassador's residence in Ottawa for 3500 guests. The team truly represented the College and the School of Hospitality and Tourism well.

Nathan Buschmann, Culinary Management graduate, represented Algonquin College in the 2012 "Right Some Good" Culinary Festival on Cape Breton Island. He was one of seven apprentice chefs selected to take part after submitting a winning recipe, using an ingredient indigenous to Nova Scotia: seaweed. The festival took place in Arichat, Nova Scotia at the Le Noir Landing. Chefs attended from all over Canada and the United States.

Congratulations to Cody Malloch, Carpenter Apprenticeship program, for winning a Silver Medal at the 18th Skills Canada National Competition held May 15 & 16, 2012 in Edmonton, Alberta. This is the second year in a row an Algonquin College student has won the silver medal in Carpentry at this competition. Cody advanced to the Skills Canada National Competition after putting in a gold-medal winning performance at this year's Ontario Technological Skills Competition held in Waterloo, Ontario in early May. Cody is currently in training every Monday at the Algonquin Woodroffe Campus for the World Skills Competition in Germany in July 2013.

Faculty/Staff Activities

The 2012-2013 incarnation of *Algonquin Reads* was launched at the President's Breakfast. The book this year is Terry Fallis' *The Best Laid Plans*. Terry Fallis will visit on Tuesday October 2, 2012 from 1-3 pm for a reading.

Jacquie Kummel, Professor, Nursing Studies is a recipient of the Queen's Diamond Jubilee medal for her contributions to health care in our community.

Rodney Walsh, Developmental Service Worker coordinator, has been awarded official trainer status by the Ministry of Community and Social Services Developmental Services Quality Assurance measures training with the Government of Ontario. This training is provided through the Social Inclusion Act (Regulation 299-10) and is an activity for students to learn about abuse towards people with disabilities and about Government regulations.

The following staff successfully defended their Master's thesis over the course of the past few months:

- Pat Lychak, Academic Manager, Distance Education, Centre for Continuing and Online Learning
- Jim Kyte, Chair, Marketing and Management Studies, School of Business
- Kathlyn Bradshaw, Professor, Business Administration and Service Courses, School of Business
- Susan Fisher, Professor, Accounting, School of Business

The following staff successfully completed their PhD studies:

- Barb Leblanc, Professor, Nursing, Algonquin College in the Ottawa Valley

Nadine McInnis, Professor, Professional Writing launched her book of short stories, "Blood Secrets," on September 19, 2012 at Collected Works Bookstore. Nadine is the author of eight trade books,

including books of short fiction, poetry and literary criticism. Her last book, "Two Hemispheres," was shortlisted for The ReLit Award, the Lampman Scott Award and the Pat Lowther Award. Nadine is a past winner of the Ottawa Book Award and CBC Literary Competition.

Altaf Sovani, Chair, School of Hospitality and Tourism received the Queen's Diamond Jubilee medal on September 8, 2012. He was nominated by the Honorable Senator Mobina S. B. Jaffer, Q.C. under the category of "Educator."

Sylva Densmore was nominated for an MPI Prix Prestige Award - Mentor of the Year Award which was presented at the 2012 MPI Gala on May 9, 2012. Sylvia is truly deserving of this award which recognizes MPI members' important contributions to the industry and to the community at large.

Community Activity

The School of Media and Design has had initial discussions with an Ottawa film industry consortium who are preparing an RFP to build a sound stage in Ottawa. We have indicated our interest in using the dedicated classroom and other facilities to enrich the training of our students. In addition, we are exploring new program offerings in the areas of film, television and digital media to support the needs of a larger local industry. We have recently met with the Invest Ottawa's Commissioner of Film, TV and Digital Media to discuss priorities for program development.

Students and faculty from the Animation program participated in the Ottawa International Animation Festival held September 19-23, 2012.

From August 7-10, 2012, in conjunction with Skills Canada-Ontario, a number of program areas from Algonquin Centre for Construction Excellence participated in a day camp geared towards promoting Skilled Trades to grades 6 and 7 students. The camp was held as part of the sponsorship package provided by our overall sponsorship of Skills Canada.

On August 26, 2012, Professor Patrick Kostiw and Culinary Management students Jamie Fine, Tyler Devine and Meaghan Stevenson participated in The Ottawa Humane Society Garden Party Fundraiser. This annual event is held in memory of Kurt Wadele for his contribution to the food culture of Ottawa and his support of the Ottawa Humane Society.

On May 31, 2012, the Chateau Laurier held their 100th Anniversary Gala and presented Pierre-Luc Pelletier, a student in the Bachelor of Hospitality and Tourism Management program with a scholarship $1900. This is awarded to a student who has demonstrated leadership abilities in his academic environment, as well as a commitment to service excellence and academic performance.

On June 2-3, 2012, the Algonquin Centre for Construction Excellence building was one of the buildings featured in the Doors Open Ottawa event hosted by the City of Ottawa. The event was staffed and organized by Glenn MacDonald, Faculty Marketing Officer, as well as School faculty and members of the Physical Resources Department. Approximately 1000 visitors toured the building and were able to visit a number of labs, the mechanical penthouse, the tiered exterior seating area, and the green roof viewing gallery. The City of Ottawa organizing committee was very impressed with our presentation and a number of very positive comments were received.

Donations

ToonBoon has approached the College about donating $25K worth of equipment and software for students. The School of Media and Design is working with the Foundation on the donation.

Irwin Tools is donating $16K worth of tools to the Construction Trades and Building Systems Department, as well as donating tools to the initiative to train Cody Malloch, the Skills Canada candidate for the World Skills Carpentry competition being held in Germany in July 2013.

Honda Canada donated 20 brand new small engines, worth $20K to the Mechanical and Transportation Technology Department for use by students in the Motive Power Technician

program.

Area 7: ADVANCEMENT

STUDENT RECRUITMENT

Presentations and Events – Three Month Period Ending:
August 31, 2012 - 175
August 31, 2011 - 22

Leads Collected – Three Month Period Ending:
August 31, 2012 - 1017
August 31, 2011 – 212

Significant Accomplishments:
A Faculty Level Marketing Office (FLMO) was hired, reporting to Sales and Recruitment and working in professional services specifically for the School of Business. The FLMO will manage the marketing needs of the School of Business while ensuring alignment with our Sales, Student Recruitment, Marketing and Public Relations functions to drive superior results.

Work was completed on an iPad Lead Collection App to automate lead collection. The application is fully integrated with Salesforce.com, our CRM platform, and all leads captured are automatically uploaded into Salesforce.com triggering an automated lead nurturing program delivered by Marketo, our email marketing platform.

The Distribution Centre was closed, with all literature except Viewbooks now online and delivered in a digital format, matching the needs of our market and reducing costs. Viewbooks are mailed as needed and requested.

Saleforce.com access was provided, including training, page designs and layouts, and Faculty Dashboards for the five Faculty Level Marketing Officers that support the schools of Advanced Technology, Business, Hospitality & Tourism and Health and Community Studies as well as the Pembroke and Perth campuses. Each FLMO and remote campus was also provided an iPad with the lead capture application installed.

A presentation was given to prospective students to reflect our new branding (logo and colours), brand (Connected), as well as our new programs in a more compelling and compressed fashion.

General Campus Tours delivered by our Student Ambassadors were redesigned, developing a Guide and PowerPoint presentation / script that runs on an iPad to improve quality and consistency.

An Area of Interest approach was developed and deployed to lead gathering so that instead of asking prospective students (41% of whom are 17 and 18 years old) to pick a specific program we ask them to pick one or two Areas of Interest. This allows us to share information about the entire area of interest speeding up lead collection and allowing us to more strategically educate prospective students about our programs and the resulting careers, thereby allowing them to select the right program both increasing enrolment and retention.

EVENTS

Convocation Ceremonies
The Department worked in partnership with the Registrar's Office in the preparation of the Ottawa Spring Convocation ceremonies held June 18, 19 and 20 at Scotiabank Place. In addition to coordinating all aspects related to the set design and technical production of the events, the Department was also responsible for the selection and coordination of the emcees, graduate announcers, and the following six guest speakers:

June 18 @ 9:30 am - School of Business:

- Honorary Degree: His Excellency The Right Honourable David Johnston, Governor General of

Canada

June 18 @ 2:30 pm - School of Advanced Technology and Algonquin Centre for Construction Excellence (ACCE)

- Guest Speaker: Danny Crossman, CEO, Impakt Protective Inc.

June 19 @ 9:30am – Faculty of Arts, Media and Design:

- Honorary Degree: Carol Anne Meehan, CTV News Anchor and Producer

June 19 @ 2:30pm – Centre for Continuous and Online Learning, and School of Hospitality and Tourism:

- Honorary Degree: Stuntman Stu Schwartz, Majic Mornings Host, Majic 100, and Algonquin Alumnus, Broadcasting - Radio, Class of 1997

June 20 @ 9:30 am – School of Health and Community Studies:

- Alumni of the Year - John Fenik, Mayor of the Town of Perth, Algonquin Alumnus - Child Care Worker, Class of 1981

June 20 @2:30pm – Police and Public Safety Institute:

- Planned but unable to attend due to mother's death: Chief Michael Nolan, County of Renfrew Emergency Services; President, Emergency Medical Services Chiefs of Canada; and Algonquin Alumnus, Paramedics, Class of 1991.
  Substitute Speaker: Danny Crossman, CEO, Impakt Protective Inc.

President's Breakfast

The annual President's Breakfast to mark the beginning of another academic year was held on Thursday, August 23rd in the Marketplace Food Court. Professor Catherine Kenney from the School of Media and Design was the emcee for the event. A record-breaking 1,100 full- and part-time staff attended the event to hear President MacDonald's inaugural address which represents a 28% increase in attendance. Post-event survey results identified 46% of respondents gave the overall event the highest rating, and 37% or respondents scored it second highest.

New Staff Breakfast

On September 13th, 12 new employees were invited to join President MacDonald for a breakfast in the Staff Dining Lounge to discuss their experiences as our newest staff members and to share any suggestions they may have to enhance the programs and services we provide to the College community.

President's Coffee Break Series

President MacDonald chatted informally with staff at his first coffee break on Tuesday, August 21st at the Pembroke Campus, and then again on Thursday, September 20th at the Perth Campus. The first President's Coffee Break at the Woodroffe Campus is scheduled for Wednesday, October 31st at 10:00 a.m. (location to be determined).

Tribute Event for Robert C. Gillett

On Thursday, August 30th, approximately 400 staff and guests gathered to pay tribute to former Algonquin President, Robert Gillett. Doug Wotherspoon acted as Master of Ceremonies for the event, which included a looped slide show of photos from the last 17 years; a compilation of songs by Mr. Gillett's favorite artists; a tribute video highlighting Bob's impact on the College, as well as testimonials from former Vice President Student Services Deborah Rowan-Legg, and Brenda Rothwell, Foundation Executive Director; and a musical video called *'Bob's Way'* featuring prominent Ottawa personalities singing original lyrics written by Dean Russ Mills to the tune of Frank Sinatra's classic *My Way*. Guest speakers paying tribute to Bob at the event included Minister John Baird who read a letter from Prime Minister Stephen Harper and also presented Mr. Gillett with a Queen's Diamond Jubilee Medal; Minister Bob Chiarelli who read a letter from Premier Dalton McGuinty; Deputy Mayor Steve Desroches (Ottawa) and Mayors Ed Jacyno (Pembroke) and John Fenik (Perth) who jointly proclaimed August 30th as Robert C. Gillett day; Past Board Chair Michael Dunlop who thanked Bob on behalf of all previous Board members and presented Mrs. Anne Gillett with a bouquet of flowers; SA President David Corson who spoke on behalf of all students and student leaders, past and present; Linda Franklin, President and CEO, Colleges Ontario, who recognized Bob's leadership

across the province; Ed and Stephany Cristina, Bob's daughter and son-in-law who offered a personal message on behalf of the family; and finally President MacDonald concluded the agenda by asking all to join him in a toast to recognize Bob's outstanding contribution in education and our community. A commemorative scrapbook was also created and presented to Bob as a souvenir of his 17 years at the College.

President's Star Awards

The Department worked collaboratively with the President's Office to present awards to the following Algonquin staff members: Joanne Del Duca (Advancement), Sharon Moreau (Pembroke), Beverley Haslegrave (Physical Resources), Jane Thwaits (Residence), Wendy McMonagle (President's Office), Joanne Venne (Human Resources), Trevor Lukey (ITS), and Jennifer Kennedy (Faculty of Health, Public Safety and Community Studies).

2012 CASE Circle Excellence Award

The Department was honored with a Bronze *Circle of Excellence Award* from the Council for the Advancement and Support of Education (CASE). The international award was in the Individual Special Events category in recognition of the 2011 Algonquin College Annual Year-end Meeting and BBQ which featured a flash mob with more than 140 staff members.

Government Relations

MTCU Innovation Roundtable Sessions and Meeting with Minister Murray

Algonquin was the venue for a full-day roundtable session hosted by the Ministry of Training, Colleges and Universities on Tuesday, on August 14th in the Marketplace Food Court. The session was one of the stops on a province-wide series of roundtable discussions on the topics presented in the *Strengthening Ontario's Centres of Creativity, Innovation and Knowledge* discussion paper. The morning session focused on: Quality teaching and learning outcomes, and technology-enabled learning; and the afternoon session covered: Experiential learning and expanded credential options and supplements. President MacDonald offered introductory remarks on behalf of the College, and attended both sessions along with Past Board Chair Michael Dunlop. Before the session, Minister Murray hosted an informal meeting with members of the President's Council and SA President David Corson in the Rosser Boardroom. The topic for discussion included the early thinking on Algonquin's Strategic Mandate Agreement and MTCU Sector Consultation submission.

Announcement by Ministry of Human Resources and Skills Development

The Department assisted the Ministry in hosting a media event for the launch of the Youth Employment Strategy (YES) call for proposals on Wednesday, September 5th at 11:15 a.m. in room N202 of the Media Building. The Honourable Leona Aglukkaq, Minister of Health, Minister of the Canadian Northern Economic Development Agency, and Minister for the Arctic Council, made the announcement on behalf of the Honourable Diane Finley, Minister of Human Resources and Skills Development. The event took place right in the classroom of the first-year public relations students on their second day of classes, providing them with a 'real-world' experience of how a media event is executed. After the event, Minister Aglukkaq graciously stayed behind to field informal questions from the students. Duane McNair acted as emcee for the announcement and President MacDonald introduced the Minister and offered thanks to the professors and students of the PR program.

MEDIA RELATIONS

Major media stories include:

- June 1 – The Ottawa Citizen featured a story about Doors Open Ottawa that mentions the Algonquin Centre for Construction Excellence.
- June 1 – OnPath announced Algonquin College as the Marketo 'Revvie' award winner for Most Dramatic Business Impact B2C category.
- June 14 and 18 – U.S. Politics Today, Canada News Centre, Marketwire, MarketWatch, Yahoo Finance, and the Wellington Street Post all featured the Governor General's press release announcing his honorary degree presentation at Algonquin College convocation. The Ottawa Citizen wrote two stories about Algonquin's convocation ceremonies – one about the Governor

General's honorary degree (with video), and a profile of student Shona Woodward. CTV News Channel also covered the Governor General's honorary degree presentation. The Governor General also featured a story about the honorary degree on his website.

- June 28 – The Stittsville/Richmond EMC featured a story about three students from Stittsville receiving their diplomas – they were part of the Algonquin Achievement Centre, a partnership between Algonquin College, the Ottawa Catholic School Board and the students' home high school.
- July 20 – OpenFile featured a story about the electronics and robotics Career Sampler, one of Algonquin's week-long summer camps for youth.
- July 26 – APTN aired a two minute video on the evening news and the Ottawa Citizen featured a story about Dreamquest.
- August 1 – The Pembroke Daily Observer reported on forestry technician students volunteering to help build a clubhouse for local children.
- August 5 – The Ottawa Citizen featured a story about Team Ontario, comprised of Carleton University, Algonquin College and Queen's University, and the 2013 solar decathlon competition.
- August 16 – MetroNews, French Tribute and the Ottawa Sun reported Algonquin graphic design student Madeleine Gagne's logo was picked for the City of Ottawa's Sex it Smart program.
- August 23 – Ottawa Magazine wrote about the Algonquin Centre for Construction Excellence and listed President MacDonald as one of the top five people they want to have a drink with.
- August 30 – The Nepean/Barrhaven EMC covered President MacDonald's first President's Breakfast and the College's Applied Research Day. The Ottawa Business Journal attended for a future story on President MacDonald.
- August 30 – CTV Ottawa News at Noon, CTV Ottawa News at 6, CTV Ottawa Morning Live, and 580 CFRA reported on Algonquin's tribute to Robert Gillett.
- September 1 – CTV Ottawa and CBC Ottawa visited the Residence building for move-in weekend. The move-in was also referenced in coverage by 1310 News, 580 CFRA, and the Ottawa Citizen.
- September 11- The Pembroke Daily Observer featured a story on Algonquin alumnus Canadian country singer Jason Blaine. He toured the new Pembroke campus and credits the business program for helping advance his career.
- September 17 – The Toronto Star interviewed interior decorating graduate Chantelle Hamilton about her choice to attend college over university.
- September 17 – 580 CFRA interviewed chair of marketing & management studies Jim Kyte about the NHL lockout.