

Minutes - Meeting 392

DRAFT

BOARD OF GOVERNORS

MINUTES OF MEETING NUMBER THREE HUNDRED NINETY-TWO OF THE BOARD OF GOVERNORS OF ALGONQUIN COLLEGE, WHICH WAS HELD ON TUESDAY, OCTOBER 14, 2003 AT 5:00 P.M. IN THE ROSSER BOARD ROOM, "C" BUILDING, WOODROFFE CAMPUS

Present: Mr. Mike Keller, Chair

Mr. Bryce Bell
Mr. Vini Bhindi
Mr. Ric Cameron
Mr. James Chadwick
Mr. Steve Georgopoulos
Mr. Robert Gillett
Ms Jacquelin Holzman
Ms Cathy Kirkpatrick
Mr. Herb Kreling (via teleconference)
Mr. Wayne McIntyre
Ms Wendy Nicklin
Mr. Mubasher Saifi
Mr. David Wallace
Mrs. Shirley Westeinde
Mr. Wayne Wilson

Regrets: Mrs. Nurjehan Mawani

Vice Presidents seated at the table:

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

Resource Personnel and Observers:

Ms Marie Cormier
Ms Claudette Kohut
Mr. Kent MacDonald
Mr. John Paul Tapp

Mr. Ric Thoms

Brenda McCutcheon
Recording Secretary

The Chair called the meeting to order at 5:00 p.m. and welcomed all in attendance.

03-53 CONFLICT OF INTEREST DECLARATION

None declared.

03-54 MINUTES OF THE PREVIOUS MEETING

Governor Wilson asked for an update on the environmental assessment undertaken at the Lees Avenue Campus. Mr. Hamilton replied that the most recent environmental assessment was conducted for financial reasons. The parties interested in buying the property were having trouble in borrowing money and one of the requirements was a recent environmental assessment. The assessment came back quite clean. A number of test wells were drilled which the College has had filled. The only cautionary note came in the form of recommendation that workers digging or mowing the lawn should wear gloves. The Rideau Campus is built on the site of an old city dump.

Governor Wallace, noting that the Board is now receiving reports on the College's endowment funds, wondered if there were a formal investment policy. Mr. Hamilton replied in the affirmative, adding that the investment policy has been approved by the Board. With regard to a follow-up question on the percentage of equities in the endowment fund, Mr. Hamilton indicated that this information had been part of the report presented to the Board in September. Also included were the results of the various funds against standard benchmarks.

Governor Wallace wondered if monies from the Quality Fund could be used for renovations to the Pembroke Campus. The President responded that the Quality Fund can not be used for capital expenditures. The College is still in talks with both the provincial and local governments regarding the Pembroke Campus.

Referring to the First Quarter Review, Governor Wilson asked how ACERRA had performed at the end of the first quarter. Mr. Hamilton advised that ACERRA's contribution is budgeted at zero for the year. Whatever profit is realized at the end of the year will be applied against the following year. This is to eliminate any fluctuations from the market. ACERRA was actually at break even at the end of the first quarter and is anticipated to show a profit of \$.25 million at year end. However, this amount is not included in the current year's actuals.

Members were advised that an error in the nomenclature of two new programs had been corrected in Appendix A of the September minutes.

RESOLUTION

MOVED AND SECONDED - Kirkpatrick and Cameron

that the minutes of the meeting held on September 8, 2003 be adopted as amended.

CARRIED UNANIMOUSLY

03-54 BUSINESS ARISING FROM THE MINUTES

Members had in their dossiers an overview of an Executive Committee teleconference where options were discussed for addressing the difficulty of achieving quorum at Board meetings. The Chair invited members' comments.

- The Executive Committee meetings are held in camera. How can the Executive Committee be used as a mechanism to deal with business as a result of lack of quorum if the resultant discussions are in camera? Using the Executive Committee to deal with essential business does not address the issue of lack of quorum; why do Governors not attend meetings? The Executive Committee has wrestled with its role on a number of occasions. In no way does the Executive Committee want to usurp the role of the full Board; however, in the event of lack of quorum, the College can not move forward with its regular business. On several occasions, the Board has been asked for input regarding dates and times of meetings, on the number of meetings etc. without coming up with a satisfactory answer. In the meantime, there has to be a mechanism in place to permit the College to conduct its business.
- By delegating to the Executive Committee items which would normally come to the Board and be discussed in an open session, how could we justify holding those discussions in Camera? Sometimes busy people find it difficult to attend the meeting in person; teleconference could be the solution. Most Governors who have not been able to attend a meeting have been out of the country, sometimes in locations where telephone communication is sketchy at best. It is not for lack of interest that Governors do not attend; emergencies arise and Governors find their plans change at the last minute. In the meantime, the College must have a process in place to take action in the event we do not have quorum. In instances where the Board can not meet, the Executive could meet in an open session. The terms of reference for the Executive Committee empower it to act on behalf of the Board during the summer and on other occasions when the full Board can not meet.
- Having the ability to participate by teleconference will help.
- The issue is more than meeting in camera; the College must have a way to conduct business. Having the Executive Committee act on behalf of the Board is a recognition of practicality.
- The College needs a way to do business when the Board can not meet. Whenever the Executive Committee does meet, a report on that meeting is brought to the next Board meeting.

It was agreed to revisit the requirement for the Executive Committee to meet in camera when acting on behalf of the Board. For the moment, Governors were willing to try participating by teleconference when it is not possible to attend a Board meeting in person to see if this action will help to resolve the issue of quorum.

As some Governors had to leave early because of other commitments, it was agreed to move agenda item #6, Decision Items and Reports, forward.

03-56 DECISION ITEMS AND REPORTS

BUSINESS PLAN

The President advised that under the new College Charter, colleges are required to develop business plans and make them accessible to the general public either by posting them on the college's web site or by hard copy. Members had in their dossiers the written version of the College's Business Plan. Mr. Ric Thoms, Director, Marketing, was asked to provide an overview of the web version.

Mr. Thoms drew Governors attention to the College's home page (www.algonquincollege.com) and the button "About Us". When this button is clicked a pop-up menu appears including one called Strategic Plan, which is also a Charter requirement. Clicking on Strategic Plan, brings up a menu which includes Business Plan. Mr. Thoms took members through both the Strategic Plan and Business Plan on the web, illustrating how both documents are inter-linked.

The President continued that colleges are required to report publically, in accordance with the Minister's Binding Policy Directive, by June 30th on the anticipated outcomes contained in each plan on an annual basis. Internally, this will be done in August of each year at the President's Breakfast. Colleges must indicate where they achieved as well as where they did not; where outcomes were not achieved, reasons why must be provided. Appendix C of the Business Plan outlines the key operational outcomes across all the College which correspond to the goals and objectives of the Strategic Plan.

Members were unanimous in their support for the document as presented.

RESOLUTION

MOVED AND SECONDED - Westeinde and Kirkpatrick

that the Board of Governors approve the Business Plan as presented and forward it to the Ministry of Training, Colleges and Universities.

CARRIED UNANIMOUSLY

COLLEGE ACCESSIBILITY POLICY TO COMPLY WITH THE ONTARIANS WITH DISABILITIES ACT

The President advised that the Ontarians with Disabilities Act, which was passed in 2001, requires boards to publically declare by September 2003 what they planned to do to improve opportunities for disabled persons. These plans were to be posted on college web sites by September 30, 2003.

Mr. Warburton continued that the College's Accessibility Policy is posted marked draft pending Board Approval as there was a significant fine involved in not posting on time. The aim of the

Act is to enable disabled persons to participate more fully in the life of the province. Algonquin established an Accessibility Working Group with cross-College representation. The Working Group documented what had been achieved in the past as well as identified what will be accomplished in the years ahead. There is no stipulation as to what must be done, only that something must be done to exceed the baseline measures. There is also no funding provided to achieve the objectives of the Act. The Accessibility Working Group will monitor the Plan and work with College personnel to achieve the outcomes set out therein. It is worth noting that Algonquin is already compliant in many ways with the Act. On October 7th, the Disabled Persons Community Resources wrote to advise that the College has been selected to receive the Richard St. Pierre Accessibility Award for its efforts in making its building location accessible to persons with disabilities.

The President added that one of the major issues is making washrooms accessible to all. While the College is retro-fitting washrooms as quickly as possible, there is a significant capital cost associated with the renovations so they can not be done all at once. The door into the Cafeteria in D Building will be the next project to be retro-fitted to be accessible. Mr. Gillett recommended the Plan to Governors.

Mr. Warburton advised that Governor McIntyre had just indicated his willingness to join the Accessibility Working Group. The President added that while accessibility is an issue, it is not as large as the unfunded maintenance which amounts to something like \$1 billion for the system. It was noted that the College's new buildings are well above the standards for accessibility. Algonquin will also move classroom locations to accommodate disabled students.

RESOLUTION

MOVED AND SECONDED - Chadwick and Cameron

that the Board of Governors approve the College Accessibility Policy to comply with the Ontarians with Disabilities Act as presented.

CARRIED UNANIMOUSLY

BOARD POLICIES FOR AMENDMENT

The President reminded members that in the spring the Board's by-laws had been updated to comply with new College Charter. The Rules of Order for meetings and some Board policies now require amendment to comply with these By-laws.

In response to a question as to why membership on the Audit Committee had been changed, the President explained that membership on the Audit Committee had been changed from three external members and one internal member plus the Chair of the Board and the President as a non voting member to four external members plus the Chair and President as above on the recommendation of the College's auditors, post Enron as well as by the College's lawyers.

It was asked if Board Policy F6, Retirement at age 65 also applied to Governors. The President responded that the issue has never been raised before but he was of the opinion that it would not apply. The government has not said that it applies. At the moment, age of retirement is an internal

college matter; half of the colleges have moved away from fixed retirement dates. The new provincial government may make changes to this policy and the College will wait until it is known what the government will do before taking unilateral action. The issue of retirement age will be brought back to the Board in the new year for general discussion.

With reference to Board Policy F8, Employment and Education for Equity Groups, the question was asked how does the College measure employment for equity groups if it is not allowed to collect numbers. Mr. Warburton replied that the College stopped collecting data in the early 90's as voluntary participation in early surveys was not great. The College does recognize that metrics are difficult to provide.

RESOLUTION

MOVED AND SECONDED - Nicklin and Georgopoulos

that the Board of Governors approve the amendments to the Rules of Order and Board Policies as presented.

CARRIED UNANIMOUSLY

UPDATE ON RECENT PROGRAM SUSPENSIONS

Given the recent articles on the cancellation of the Sheet Metal program in the press, the President asked Mrs. Hanson, Vice President Academic, to provide a comparison of post secondary and apprenticeship programs. Members had in their dossiers a summary of how apprenticeship programs work.

Mrs. Hanson explained that apprenticeship programs are different from post secondary programs which are brought to the Board for approval. Apprenticeship programs are offered under the jurisdiction of the employer - only 10% of the training is delivered at the College; the rest is provided on-site. Apprenticeship programs are a tripartite agreement between the College, the employer and the Ministry. The College provides the in-house training, the employer supports or sponsors the student to take this training and the Ministry identifies the training agents to provide the training. Each year in November-December, the Apprenticeship Branch of the Ministry sits down with the colleges and negotiates the training rate for the upcoming year. This guarantees the College a minimum number of seats and lets the College know how much money it will receive for the training. The College also indicates the maximum number of apprentices it can accept which is usually predicated on the size of the lab. Over the last few years the number of seats has eroded from 20 -25 to 10 - 12 per year. Algonquin does not market apprenticeship programs; that is done by the Apprenticeship Branch. Apprentices do not register with the College but with the Apprenticeship Branch. Students can determine where they will take their training; they may come to Algonquin for the first session, but go to a different location for sessions two and three. The curriculum is set by the Ministry and the College delivers to their standards.

With respect to the two programs recently cancelled: Precision Metal Fabrication and Sheet Metal Worker, the College has encountered a reduction in interest by students for a number of years. In the past year, expenses have exceeded revenues by \$40,000. Since both programs use

the same facilities, only offering one program makes it extremely difficult for that program to meet its required contribution. Both programs have been failing for the past 4-5 years despite the best efforts of Mr. Tapp and staff to find ways to increase enrolment. The College did reach an agreement with local industry to sponsor 20 students but unfortunately, industry could not deliver on this promise. In the fall of 2001, the College commissioned a report looking at Eastern Ontario and the demand for all apprenticeship programs. The report came back that demand for both Precision Metal Fabrication and Sheet Metal Worker was either flat or declining and the recommendation was to get out of both programs. In light of the fact that these programs were losing \$40,000 and the Board's direction that programs are not to be subsidized, it was decided to cancel these programs.

Comments/questions included:

- Is what happened indicative of apprenticeship programs in general? In these programs no. The College has seen the amount of dollars to purchase apprenticeship programs cut in half since the 90's. The fact that there is not a federal/provincial agreement on apprenticeship training has not helped. The College does offer several apprenticeship programs that are very healthy: electrician, carpenter.
- Whether the College gets into or out of training depends on industry signing up apprentices.
- There is a co-op Machinist program that is being piloted as one of the models to take over for apprenticeship.
- There is a lot of pressure for employers to meet the bottom line; they prefer workers with basic skills rather than someone just starting out who they will have to train.
- Since the trades have disappeared from high schools, many students are not exposed to them and do not realize that a satisfying and rewarding career can be found in these areas.

The President continued that every indication is that there will be a massive shortage of skilled workers in the trades within a few years, yet no level of government has been to tackle the issue. In addition, this past year the Ministry initiated a charge of \$400 every time an apprentice comes back to school which has made it more difficult to attract apprenticeship training. The College recommended to the Ministry that an Eastern Ontario Trades Centre be established for all apprentice and trades programming but as yet no response has been received. It is evident that industry needs to speak to government before anything will be done.

- There is a new program at La Cité whereby the College is partnered with local French high schools to send students into trades training. Yes, La Cité was given \$10 million to expose these students to trades training but the government will not do the same thing for English students.
- There are no clear messages to give to students in grade 11, 12 - here are the steps to take if you want to be an apprentice. There are so many alternatives to training. The College does offer a post secondary program in Carpentry Techniques. It also depends on the trade in question. Plumbers and electricians have to be certified. Carpenters do not require certification thereby permitting the College an opportunity to launch this kind of program. The Building Construction Technician program offers students an opportunity to be trained before they hit the job site.

- One of the biggest obstacles to getting young people into the trades is society's perspective of what a trades person is. As scarcity increases and wages climb, respect will increase as well.
- OCRI has undertaken a study to identify the barriers to apprenticeship training and will release its findings early in 2004.

Governor Wilson noted that difficulties with apprenticeship training is not isolated to Ottawa; it is an issue across the country. He added that the College does not market apprenticeship programs to employers, high school students and the general public. Thus, these programs die by default. The mandate of post secondary institutions is not directly related to apprenticeship training. The fact that there is no federal/provincial agreement may be a contributing factor. The new Ontario government may move to address this lack. There is a lack of leadership at all levels as apprenticeship training is regarded as a hot potato. Governor Wilson offered an amendment to the recommendation that the Board receive this report: that the Board receive the report and direct staff to report back in November on measures that can be taken for Algonquin College to commit to be the Eastern Ontario Centre of Excellence for Apprenticeship Training.

The President advised that the new liberal government will make some announcements regarding apprenticeship training but it is unlikely to do so before November. It would be premature for the College to take a position without knowing what the government is prepared to do. In addition, the Board approved a motion in 2002 that program subsidization is not to exceed \$2 million by the 2004/05 fiscal year. Creating a Centre of Excellence would cost a considerable sum of money. While the Administration can not come back with a report by November, it could come back with a report in a timely fashion following the release of information from the new Liberal government.

RESOLUTION

MOVED AND SECONDED - Wilson and Holzman

that the Board of Governors receive this report and direct staff to report back in a timely fashion on measures that can be taken for Algonquin College to commit to be the Eastern Ontario Centre of Excellence for Apprenticeship Training.

CARRIED UNANIMOUSLY

Governor Westeinde offered to work with the College to ascertain if there were ways that the private sector can help with this initiative.

03-57 REPORT OF THE CHAIR

The Fall General Assembly meeting for Board Chairs and Presidents will be held in Toronto tomorrow. The President will attend. Topics to be discussed include: CAAT Pension Plan Update, Collective Bargaining Update, ACAATO Priorities 2003/04, College Week Update November 3rd to 7th Update, College Compensation and Appointments Council (CCAC) and Human Resources Management Steering Committee (HRMSC) Update on Bargaining,

Governors Orientation Program Update and Provincial Funding Ask and Strategies.

System-wide Governor Orientation workshops hosted by ACAATO will be held in October-November. Governors Bell, Saifi and Wilson will attend the Governor Orientation Workshop to be held in Toronto on November 15th.

The Wybourn Award is a College Award presented to a student leader to recognize outstanding contribution to the promotion and upholding of student rights at Algonquin College. This year's winner is Governor Mubasher Saifi. The Award will be presented at the Gala Awards Evening on October 25th. Governors Bhindi, Cameron, Georgopoulos, McIntyre and Wilson will also be in attendance.

Monday, November 10th is the date of the next Board meeting; it is also the date of the municipal elections. Governors in attendance agreed that they could attend a Board meeting this evening.

The October issue of Governors' Update included an invitation to attend the 2004 ACAATO Conference to be held in Kingston on February 22nd and 23rd. As is the practice, the Board will send five delegates. In the event that more than five Governors wish to attend, preference will be given to those Governors who have not attended a previous ACAATO Conference. Governors were requested to advise the Board Office as soon as possible if they wished to attend.

The picture of Board members, which hangs outside the Rosser Board Room, has been updated to reflect the current membership.

The following items were on the table:

- Letter ACAATO leaders to Premier Elect Dalton McGuinty
- Governors Update October 2003

03-58 REPORT OF THE PRESIDENT

The President reported on the following:

- All items for two levels of government are on hold. It is very hard to get a decision on any request.
- Meetings will be held with the Premier and M.P.P. Jim Watson in the next two weeks to lay out Algonquin's issues.
- The President expressed his sadness at reporting the death of one of the College's students in a recent traffic accident. The student in question was days away from graduating.
- The third Residence will be completed by the end of the month and an official opening ceremony will be held thereafter.
- The College is doing a number of things differently to improve communication such as coffee breaks with the President and one on one meetings with the President and Administrative staff.

- The College's United Way Campaign gets underway at the end of the week with a Kick-off Breakfast. The goal this year is \$80,000 which it is hoped will be exceeded.
- College Week will be held across the province the first week of November. Algonquin and La Cité will ask the Mayor to recognize the contribution colleges make to the community.
- System advocacy and funding advocacy are ongoing as colleges continue to speak with one voice.
- Algonquin has established a Business Development Unit incorporating Alumni, Fundraising and new business development. It is important that the College begin to develop its own revenue streams.

Governor Bhindi commended the President for the coffee break meetings with staff as it gives them the opportunity to speak one on one with him.

03-59 MANAGEMENT SUMMARY REPORT

Members expressed their support for having alumni speak at Convocation.

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

03-60 INFORMATION ITEMS

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

September 11, 2003 Minutes of CAAT Pension Plan Sponsors' Committee meetings of February 4, 2003; April 1, 2003; May 27, 2003; June 24, 2003

Minutes of CAAT Pension Plan Trustees' meetings of February 5, 2003; June 26, 2003

Directives

September 5, 2003 Ministry Decisions on College Program Proposals for June 2003. The following from Algonquin:

Pre-Service Firefighter Education and Training, Approved, 3 semesters

September 18, 2003 Ministry Decisions on College Program Proposals for August 2003. The following for Algonquin:

Approval to change the title of Electronics Engineering Technician - Telecommunications, 2 years, 4 semesters to Electronics Engineering Technician

September 17, 2003 Letter from the Ministry granting consent to Algonquin College and Niagara College to offer a Bachelor of Applied Technology (Photonics) for five years beginning August 25, 2003

September 24, 2003 Letter from the Ministry granting consent to Algonquin College to offer a Bachelor of Applied Arts (Interior Design) for five years beginning August 7, 2003

October 2, 2003 Approval to change the title of Electronics Engineering Technology - Telecommunications, 3 years, 6 semesters to Electronics Engineering Technology.

03-61 OTHER BUSINESS

There being no other business the Board moved In Camera at 6:20 to discuss a number of business and personnel issues and adjourned for the evening at 7:25 p.m.

APPENDIX " A"

MANAGEMENT SUMMARY REPORT TO THE BOARD OF GOVERNORS October 2003

VICE PRESIDENT ACADEMIC

ELEARNING

The Fall term startup was successful. The new Online Learning Centre (OLC) has received numerous positive comments from both faculty and staff and has provided a closer working relationship between OLC and ITS staff in support of student and staff learning how to get online for the first time.

As well, the Student Support Lab is now operational with four desktop computers and a range of reading, writing and core math tutorial software. The availability of this lab is being promoted to students and staff and appointments for assistance have increased.

Blackboard (software and hardware) has performed well due in part to a significant hardware update, direct Blackboard consulting prior to the term to help us optimize the systems and ITS support.

As of September 5, 2003, there were 7,299 students registered in courses offering through the OntarioLearn consortium. 30.62% of the enrolment are in courses being hosted by Algonquin College. An additional 300 registrations have been received in non-OntarioLearn online courses.

SCHOOL/INSTITUTE/SECTOR UPDATES

School of Health & Community Studies

The Community Studies Department is currently completing a contract with the Tungasuvvingat Inuit agency. We are providing on-site training from our Trauma and Addiction Series. The contract has gone very well.

School of Media and Design

The School has recently completed a multimedia project in partnership with the University of Ottawa Heart Institute. A 70-minute, web-based, teaching module to train nurses at the Heath Institute was produced. The module is called "Cardiac Assessment" and incorporates animation with video segments, scripts and voice overs. The partnership was a valuable experience for

both faculty and graduates.

Police and Public Safety Institute

Jessie Rezanoff and Philip McNair, students, Firefighter Pre-Service Education and Training program, were interviewed for the CBC Radio Network show "All in a Day" to give the students' perspective on a career in firefighting. The show was broadcast to highlight career of firefighters as a result of the fire disasters in the Kamloops and Kelowna areas this summer.

RETENTION INITIATIVES

All Schools are in the process of implementing a variety of retention initiatives tailored to their specific areas. As well, in an attempt to encourage students who are having trouble to self-identify, a survey has been distributed via e-mail. The results will be forwarded to Schools and Departments for follow up by academic advisors and student support specialists.

COMMUNITY ACTIVITY

The College was well represented at the Rural Expo 2003 near Carleton Place, September 17-21, 2003. The five day event, also known as the International Plowing Match, attracted approximately 80,000 attendees from across Ontario and Quebec. The School of Transportation and Building Trades, Algonquin College Heritage Institute and Algonquin College in the Ottawa Valley were represented. Many inquiries were received regarding skilled trades training. As well, timber framing and masonry classes provided exposure to our students and the quality of their work. Other programs situated at the outlying campuses were also promoted.

On September 19, 2003 at the Pembroke Campus, the Police Foundations' Political Science class organized and hosted an all-candidates debate for candidates running in the provincial election for the Renfrew-Nipissing-Pembroke riding. At the Woodroffe Campus, students of Journalism, Broadcasting TV, Public Relations and Radio programs assisted in the staging of an all-candidates forum featuring candidates from the Ottawa West - Nepean riding on September 24, 2003. These events offered a great opportunity for the students and staff to participate and raise questions on the issues and to interact with the local candidates and the community during the election period.

DONATIONS

The students of the Child Youth Worker (CYW) program recently presented cheques to representatives from Operations Go Home and Nelson House in the amounts of \$700 and \$900, respectively. This is part of the fund-raising tradition in the CYW program. Over the past 15 years, students have collected over \$55,000 for local agencies.

The School of Media and Design Continuing Education department has received over \$8,000 worth of music and audio equipment from local sponsors who have expressed their support for the new Music and Audio courses.

VICE-PRESIDENT, FINANCE AND ADMINISTRATION

COLLEGE ANCILLARY SERVICES

College Retail Stores Operation

Sales in the Retail Stores Operation continue to be strong. Revenues are 17% higher year to

date than those of last year and as at August 31 are 5% over targets.

The Technology Fair held on September 17 was extremely successful and was well attended by students and faculty. Media coverage included several pieces by CHRO and one interview by CBC.

Residence Operation

Due to construction problems and other challenges, residence occupancy is approximately 100 students short of capacity, creating a potential revenue shortfall for the Fall semester. Campus Living Centres has provided a hotelling plan designed to compensate for this shortfall. An advertising and marketing campaign is being prepared to sell the vacant spaces to targeted markets. Hotelling will be implemented as soon as construction at the front of the building is complete.

FINANCE AND ADMINISTRATIVE SERVICES

Office of the Director

Major projects for September included bank financing for the SuperBuild project; preparation of the model for the Enrolment Target Agreement; preparation of the Quality Assurance Fund template and guidelines for the PeopleSoft project.

INFORMATION TECHNOLOGY SERVICES

ITS Operations

All PC based labs, and laptops, were operational at the start of term. Evergreening of PC's and upgrades for Windows XP and Microsoft Office for staff is progressing.

Network Infrastructure

Despite on-site guidance and direction provided by Blackboard Corp this summer, we have had to install several modifications to the system, recommended by the company, to improve performance at peak usage periods.

The project to replace the Nortel telephone system with Cisco equipment has begun.

The new e-mail anti-spam and anti-virus system has proven to be most effective.

PHYSICAL RESOURCES

Facilities Planning and Development

The summer renovation projects were completed on budget and prior to the commencement of the new academic year.

Residence, Phase III

The project, which includes 350 beds in 175 suites, with an overall budget of \$18 million, had a completion date of August, 2003.

The Residence is occupied and the Convenience Store is operational. The target date for full completion is now the end of October.

Maintenance and Operations

The mosquito control program was implemented in September; all catch basins and storm drains were treated in order to kill mosquito larvae. The work was carried out by qualified and accredited staff following established provincial guidelines and procedures.

REGISTRAR'S OFFICE

Admissions Statistics, 2003 Fall

The OCAS statistics, as of September 19, for the 2003 Fall Term indicate that, for College Choices (i.e. number of applicants), our Non-Secondary School applicants are -0.8% from last year; Secondary School applicants are up 9.9%, with an overall increase in applicants of 4.1%. Province-wide, the variances are 4.0%, 9.4% and 6.9% respectively.

Registration Statistics

Registration in Post-Secondary Programs: As of September 19, there were 11,872 net registered students in post-secondary programs. This represents 99.3% of the 11,957 full-time registrants projected for audit date (November 1).

Continuing Education Registrations: With regard to the ongoing Continuing Education registrations for the 2003 Fall Term, as of September 19, registrations stood at 15,451 or 83.0% of projection. Registration via our online service continues to grow - to date this term, 23% of Continuing Education registrations have been via the web.

Convocation (Ottawa Schools)

The Fall Convocation Ceremonies for Ottawa Schools are scheduled for Monday, October 27, 2003 (8:00 p.m.) at the National Arts Centre. Stuart Schwartz, morning show personality "Stuntman Stu" from 106.9 FM The Bear will deliver the Convocation address to graduates, and will be receiving the second Alumnus of the Year Award.

VICE-PRESIDENT STUDENT LIFE AND HUMAN RESOURCES

FINANCIAL AID

Financial Aid had a very successful September release of student loan documents in spite of the service and delivery issues experienced by the Ministry as a result of both the August power outage and major virus infections in their computer systems.

Financial Aid added an Information Computer in the hallway outside of their office for the first four weeks of classes. Many positive comments were received from students about this service.

The total number of OSAP applications received by the Financial Aid Office is up dramatically from the same period in 2002 (August 2003 - 3286; August 2002 - 2331: an increase of 955).

DIRECTOR'S OFFICE, STUDENT AFFAIRS AND ORIENTATION

The Student Services Residence Workshop Series resumed in September and has been offering workshops on subjects that affect the students living in residence. Topics include responsible drinking, coping with homesickness and stress, microwave cooking and personal safety.

The Resident Advisors (the thirteen students who run the student life program in the residence) received the first of several training sessions on September 13th at the Residence Advisors

Workshop and Training Session. They had already received their basic training with Campus Living Centres in August. Students received training from Marc Duval of Counselling Services on Suicide Risk Assessment and Crisis Intervention.

The Welcome Reception and Information Session for all new full-time and new part-time faculty was held on September 15th. This session provided information on all services offered by Student Services as well as Financial Aid and the Students' Association. It ended with a tour of the service areas.

All new class representatives were invited to the Class Representative/Program Council Orientation Session on September 29th. 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.

Health Services

August statistics showed a very significant increase from 865 visits last year to 1325 this year, up nearly 50%.

Health Services now has three full-time nurses and two physicians working every day. The newest physician is Dr. Elizabeth Barrett.

An increasing number of students are needing Immunization Forms processed. The hospitals are now requiring blood tests to prove immunity to chicken pox for all nursing and paramedic student placements. This requires testing of all the third year students in addition to the first year students. Thanks to the dedicated nursing staff, Health Services is keeping up with the increased volume of work.

The influenza vaccine campaign will start late in October. The cost of the vaccine is covered by the government.

Health Promotion activities are growing rapidly. We have hired two students to assist a nurse to prepare and deliver a wide variety of interactive displays. The students add their viewpoint to give the promotions insight and immediacy.

A Professional Development activity on September 25th was sponsored by a pharmaceutical company for both nurses and physicians. Three specialists presented talks on contraceptives and eating disorders. This dinner meeting was held in the International Restaurant.

Employment Services

Employment Services hosted its first "Part-Time Job Fair for Students" on September 10th, 2003. Eighteen local employers spoke to students about part-time job opportunities and accepted applications/resumes, and 10 other employers who could not be on-campus the day of the Fair sent application packages for students to complete and submit. The Fair highlighted part-time jobs available for students both on-campus and off-campus. Both employers and students were excited to be a part of this very successful first time event.

Employers recruiting on-campus in October will include: The Canadian Forces and Mosaic Marketing.

Employment Services will continue to offer services one evening per week, Tuesday evenings from 5:00 p.m. to 7:00 p.m.

The Graduate Employment Report for 2001-2002 was published and distributed near the end of August 2003 showing that 89% of our graduates are employed.

Recently, Employment Services staff visited the Vanier Community Services Centre to investigate a new program concept called the "Practice Firm Program". The program gives job seekers a hands-on opportunity to acquire real job experience related to their field of study. Occupational areas include: Human Resources, Office Administration, Information Technology, Communications/Marketing, Finance/Accounting, Graphic Design, and Translation/Editing.

Counselling Services

Counsellors visited all first semester classes in order to introduce themselves and the services provided by Counselling Services. The always popular, twice-weekly non-student evening walk-in service resumed at this time.

Peer Tutoring continues to be a very popular service with approximately 125 tutors, 300 tutees and 800 sessions conducted to date.

Comparison of activity in the Test Centre saw a drop of approximately 1500 candidates tested for Fall '03 over Fall '02. This is attributed to the decision of the Police Foundations and of the Computer Technology programs to discontinue Program Eligibility testing.

Centre for Students with Disabilities

Dr. Karima Lacene and Alison West-Armstrong have joined the department as Disability Counsellors. Dr. Lacene replaces Penny Kawasaki, who has retired.

HUMAN RESOURCES

Our Pension and Benefits area continues to be in high demand providing pension estimates to employees who are preparing for retirement later this year or in the winter/spring of 2004. With the return of faculty members for the fall semester, we have seen an increase in activity for modified work and accommodation requirements. These require collaboration on a number of fronts to be successful.

Since our last report, many efforts have been made at improving communication with our faculty union through the provision of more timely and accurate information. Regular communication with the local President, both verbally and through e-mail, has helped improve the situation.

Pension Statements have been distributed to all participating members of CAAT and four of our personnel who deal with Pension and Benefits attended the one day CAAT administrators Conference as well as the Sun Life conference in Toronto. These are great opportunities for our staff to get the very latest in information and improve their knowledge base for the benefit of the College's employees.

STRATEGIC DEVELOPMENT GROUP

INTERNATIONAL EDUCATION CENTRE

The Centre is working on assessing the Robinson International Student Program (ISP) database system with a view to acquiring it to help with marketing and planning activities. The system also has several features which will facilitate some of the functions and services required specifically for international students such as requests for health insurance and visa extensions. If successfully implemented, the workload of several of our support services personnel can be substantially reduced so that more energy can be devoted towards marketing and student services.

Strategic initiatives for the fall term include the following:

- Some restructuring of the administrative functions of the Centre. This will include appointing one existing college staff member as Coordinator of International Market Development.
- Strengthening of the focus on student service and support in the initial weeks following the students' entry into the College.
- A gradual integration of the students into their respective programs and the services provided by the schools.
- Strengthening the relationship with the schools to further involve them into international student recruitment and technical assistance programs overseas.
- A review of the website and a study of the demography of web hits as well as working on creating multiple linkages between the international site and web search engines.
- A review of print advertising to make it more eye-catching, less wordy and tailor it to the needs of specific international markets.
- Work on marketing activities in the United States.
- Redesign of some of our International marketing material to highlight our degree granting programs and articulation agreements with the universities. University credentials carry a great deal of attraction to students in many countries overseas.

The Centre hosted several International delegations of educators and government officials during their visits to Canada. These visits are usually geared to investigating the college system and its programming with a view to establishing educational linkages. During the month of September, delegations from Chile, Denmark, and the Cayman Islands were given general presentations on the College, specific reviews of some programs as well as tours of the facilities. The delegation from the Cayman Islands was lead by the Minister of Education of the Islands as well as the President of the Islands' Community College. Mr. Gillett met the delegation and had an informative and lengthy discussion with the Minister.

Mike Adamyk, who was in India in September visited the Manav Rachna Education Society (MRES) in Faridabad to follow up the progress of the two-year Mechanical Technician Toolmaking program implemented by Algonquin College. The program had a successful start and led to a request by Manav Rachna for a similar program in Hotel Management and Tourism. During Mike's visit, the MOU for this second program was signed. The Society wishes to follow these successful endeavours by agreements to start three more Algonquin programs in India. These are programs in Advertising, Interior Design, and Enterprise Networking Specialist.

Wayne Lewrey represented the Centre at a CIDA-sponsored session in Toronto to review CIDA's new priorities and the countries chosen to receive CIDA funding support.

MARKETING

- Work continues on the department's new web site which will be launched in early September. The site will provide information on current and past advertising campaigns, research material, graphic standards and other pertinent information for departments and schools across the College.
- A joint strategy session was organized and held with recruiters from the College and Carleton University for the recruiting and marketing of the BIT Program.
- The senior recruiters attended the two-day Annual General Meeting of the LPSC at Georgian College in Kempenfelt, Barrie, as well as, the Queen's University Professional School's Fair
- The recruiters began their six week blitz of guidance councillors across Ontario. Schools will be visited from Cornwall to North Bay. In addition the group were able to host 17 group and individual tours on-site at the College.
- Prior to leaving for their recruiting visits, the department organized sessions with each Dean and/or school representative to ensure that the information being presented to guidance councillors was up-to-date and complete.
- A new advertising campaign to promote Full-time programs for fall 2004 was developed for launch in October.
- A small research survey was developed for the Algonquin College Heritage Institute
- The department participated in the Return on Investment Project for ACCATO/COP providing relevant data and material as requested by the research coordinator.
- Preliminary design work has begun on the Winter 2004 edition of The Source.
- The department is working with PPSI to develop signage, to appear on the respective truck fleets, of Security and Alarms Advisory Committee Members.
- The department is working with ACERRA to update their advertising signage at Frank Clair Stadium.
- To provide better data for use by the schools when projecting enrolment, the department initiated a research project on the size of 2002 and 2003 Ottawa and Valley High Schools' graduating classes. Coupled with other research, it is expected that this data will help the College to more accurately define the size of its market and its market share. The project also looks at the number of applicants to both local universities and the La Cité for both years.
- The department is currently reviewing and developing strategies to revitalize, rename and energize Continuing Education Information Evenings. This work is being done in collaboration with the CE Office and the CE Management Committee.
- As Chair of the Committee on College Advancement (CCA), the Director led a small task force who developed the second phase of a system-wide advertising campaign, which was presented to COP on September 23 for consideration and funding.
- The department has finalized its media plans for the fall including a test buy on television. The NewRO will be used to promote College Week at the College in November.
- Two major proposals for multi-media web development were completed and submitted for approval. The first, AST On-Line has been awarded to Algonquin Productions and

will generate \$100K in gross revenue over the life of the project. The second, to develop and maintain the Canadian Everest Expedition web site, has been completed and submitted to the Bell Fund for approval. This project has potential revenues of \$150K for Algonquin Productions.

- Planning and organizational work was completed for both Open House and Forum to be held October 23.
- The department has also organized a two-hour reception and presentation, on technology programs, to area secondary school administrators at the request of the Ministry.
- The department is working with SAT and the Applied Research Department to develop an effective strategy to seek industry support and partnership for the College's new biotech program.

PUBLIC RELATIONS, COMMUNICATIONS, ALUMNI AND DEVELOPMENT

Public Relations

- In response to goals outlined in the College's Strategic Plan and to enhance communication throughout the College community the following initiatives have been implemented:
- the first of monthly coffee breaks with the President took place on September 16th at the Woodroffe Campus. The coffee breaks will be held at various times and locations throughout the year providing a forum for ongoing informal discussions.
- An electronic suggestion box has been added to the right menu bar on myAlgonquin under College Communication. Suggestions are vital to helping Algonquin College achieve its vision of becoming the leading Canadian college.

Government Relations

- The School of Media and Design and the Public Relations Department collaborated to hold an all candidates forum for the Ottawa West - Nepean riding which was successfully held on September 24th with an attendance of ~ 250. The forum, moderated by Russ Mills, Dean of the School of Media and Design, was a joint effort of the Algonquin Times, Algonquin College's student newspaper, student radio station CKDJ and students of the College's Journalism program. The focus of the debate was post-secondary education and other issues of interest to Algonquin students.

Community Relations

- Welcomed the participants to the CEO Breakfast held at Algonquin College on September 15, 2003.
- Met with the Manager of Home Depot to obtain information with respect to their customer service philosophy.
- Algonquin's 2003 United Way Campaign (October 17 to November 7th) starts with a Kick-Off Breakfast on Friday, October 17th. 55 Canvassers and 19 Team Leaders comprise the 2003 Algonquin College United Way Team.
- Twenty staff members have been recruited as volunteer readers for OttawaReads.

Training for this initiative takes place on October 6th and the reading program begins November 3, the beginning of College Week.

- Algonquin staff continue to donate items to support Centre 454 and the Emily Murphy project.

Alumni

- Two new chapters were established: the Outdoor Adventure Chapter and the Students' Association Directors Chapter.
- Eight mentorship matches were made in the month of September.
- Two new members have joined the Alumni board, Francis Côté as Student Representative and Mike Jones, from Nokia, as a Director. Marisa Aiello has resigned from the Board.
- The Alumni Association's new strategic plan is in its final draft form and will be available as a final document by early November.
- The Alumni Association is supporting the 30th anniversary reunion of the Child and Youth Worker program which is being held at the College on November 22.
- The Alumni Association has selected Stuntman Stu as the Alumnus of the Year. Stu, Class of 1997, Radio Broadcasting, will receive his award at the fall convocation in Ottawa. Stu will be guest speaker at the Convocation.
- Alumni have been selected for nomination to this year's Premier's Awards categories which will be recognized in February 2004.

Annual Giving

- One \$500 scholarship, one \$500 bursary and two \$1,000 bursaries were awarded to entry-level students this month through Plant Some Roots.
- Three memorial funds have been set up under the Plant Some Roots umbrella for administration: Steve Forster Memorial, Beth Perrin Memorial and the Stuart Cranston Memorial Award.
- The fourth annual giving campaign is being planned for October. A pilot project undertaken by Information Technology, Public Relations and Finance staff will allow donors to give on-line.

Communications

- Internal: mid-month and end of month Cont@ct were developed and published.

Events

- Planning is underway for the 5th Annual Awards Gala which will be held on Saturday, October 25th at the Woodroffe Campus. Approximately 70 awards will be handed-out and approximately 400 people will attend the event.
- The unveiling ceremony to recognize graduates of the Law and Security Administration and Police Foundations programs employed as police officers will take place on Wednesday, November 5th.

- The retirees and long service employees reception, November 12th.
- The retirees chapter social, November 7th.

Media Relations

The following are the major Algonquin College news stories appearing in the media from August 25 to September 29, 2003.

- Orientation Week activities
- Healthy eating on campus
- Security at Algonquin College
- Cheating
- Double Cohort and Student Residences
- B.I.T. Program Launch
- Marijuana use on campus
- Technology Fair
- All-Candidates Forum
- Sheet Metal Program

The College received 26 media hits during this period and 123 media hits since April 1, 2003.

Should you find any errors or omissions, please let us know .

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