

50+5

Campus Services Plan

2017-2022





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We enhance campus life

Algonquin College's mission is to transform hopes and dreams into lifelong success.

In tandem with Algonquin College's 50+5 Strategic Plan, it's time for us to refresh our focus and to ensure we are strongly aligned with the College's goals and aspirations.

Our Campus Services teams are proud members of the Algonquin College community and we are focused on helping students be successful.

Campus Services recognizes that our role is to make campus life easier and more enjoyable for students. We know that if we continually strive to improve our service delivery, students can focus on learning.

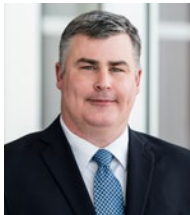
We know we deliver more than Food, Parking, Retail, Printing, and Residence Services.

We ensure students have access to course materials on day one, we deliver an opportunity to gather with friends for a meal, or grab a coffee on the go; we deliver the ability to print a project when there

just wasn't enough time before leaving home; we deliver a branded College sweatshirt; we deliver a card that enables public transportation anytime-anywhere; we deliver a home away from home; and we deliver a frame to hang an Algonquin College diploma with pride.

For our 2017-2022 Plan we will continue to measure success using a balanced scorecard approach — enhanced by guiding principles that align with the College's 50+5 Plan. With this Plan, Campus Services will define and solidify our importance to campus life for students.

Sincerely,

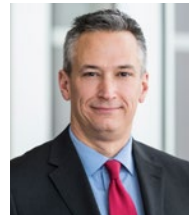


Brent Brownlee
Director, Campus Services

We will:

- Make life easier for students and respond to their needs
- Deliver fast and friendly services that provide value
- Invest in technology and our environments
- Introduce new products and services that respond to the needs of Indigenous and International students

Our vision is to enhance campus life, making it simpler and more enjoyable so students can focus on achieving success.



Duane McNair
Vice President, Finance and Administration

Our actions demonstrate that we care about our community, our environment and the long-term sustainability of the College.



OUR IMPACT

Each year we:

- ✓ Issue more than 30,000 identification and transit cards
- ✓ Employ more than 200 full- and part-time employees and students
- ✓ Complete more than 1.6 million Food Services transactions
- ✓ Contribute approximately \$8 million to the College
- ✓ Rent more than 4,000 lockers
- ✓ House 1,036 students in Residence
- ✓ Deliver more than 100,000 books, eTexts, manuals, and charts
- ✓ Enable more than 17 million pages to be printed



ABOUT THIS PLAN

Feedback drives our insights

In 2013-2014 we embarked upon a year long Strategic Plan consultation phase. We engaged learners, employees, College leaders, and consultants to help develop our 2014-2019 Strategic Plan.

For 2017-2022, the College completed a 50+5 Strategic Plan and the feedback from employees, learners, and the broader alumni community has been overwhelming. This success has inspired our Plan.

In 2014, we established a formal customer feedback program to better understand our customers. Since then, we have received more than 40,000 surveys, and 10,000 suggestions about how to enhance the campus experience for students.

Through 2017, we brought together stakeholders that participated in sessions designed to give the College community a say in how best to move Campus Services into the future. They told us what worked and what didn't.

They asked us to take a deep dive into the College's Strategic Plan, and to identify governing principles that could respond to each of the College's strategic goals.

Throughout our planning process, students have been the focus of helping identify bold statements to guide our collective future.

OUR STAKEHOLDERS HAVE SPOKEN AND WE'VE LISTENED

- White-board sessions with students across campus
- More than 40,000 surveys completed by students, employees and guests
- 10,000 suggestions on how we can enhance the campus experience
- Six focus groups involving our employees
- Campus Services Plan Steering Group
- Campus Services Plan Working Group
- Naming Exercise



OUR ALGONQUIN COLLEGE

Mission

To transform hopes and
dreams into lifelong success





OUR ALGONQUIN COLLEGE

Values

We will be guided by our Algonquin College values

- Caring
- Learning
- Integrity
- Respect

OUR CAMPUS SERVICES

Vision

Our vision is to enhance campus life, making it simpler and more enjoyable so students can focus on achieving success.



Balanced Scorecard

Our balanced scorecard will anchor our decision-making and we will use appropriate indicators to help ensure all new initiatives deliver value.





“Demographics are changing. Technology is changing. Expectations are changing. We must change, too.”

Cheryl Jensen

President and CEO, Algonquin College



Our Environment

Over the past five years, we have brought new services to campus and increased the online services we offer.

With the intention of simplifying access to services, we have consolidated many services into a one-stop access centre.

As we look ahead, we want to leverage technology to better serve our digitally savvy students. Our guiding principles will help lead this change.



Our guiding principles

We will initiate change using our heads and our hearts.

Our guiding principles will be at the forefront of everything we do — they will guide our daily activities and ensure we remain on a path to impact and enable student success.



**WE ALWAYS PUT THE
STUDENT FIRST**



**WE HAVE STRONG
RELATIONSHIPS WITH
OUR STAKEHOLDERS**



**WE ENGAGE
OUR PEOPLE**







**WE ADD VALUE TO THE
STUDENT EXPERIENCE**



**WE ARE SOCIALLY,
ENVIRONMENTALLY AND
FINANCIALLY SUSTAINABLE**



OUR GUIDING PRINCIPLES	CORE BELIEF	IMPACT
 <p>We always put the student first</p>	Learner Driven	Making life easier and more enjoyable for students drives continuous improvement to make services fast and convenient.
 <p>We have strong relationships with our stakeholders</p>	Connected	We want to be more than a transaction — we will be a trusted partner for employees and alumni.
 <p>We engage our people</p>	People	We acknowledge that our people are the key to our success. Each of our employees will understand the critical role they play in transforming hopes and dreams into lifelong success.
 <p>We add value to the student experience</p>	Innovation and Quality	Data will drive our decision-making and priorities. Our resources will be allocated to ensure our efforts have the greatest impact on student experience.
 <p>We are socially, environmentally and financially sustainable</p>	Sustainable	Our actions will demonstrate that we care about our community, our environment, and the long-term sustainability of the College.



Business English

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Physical Examination & Health Assessment
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Physical Examination & Health Assessment
HEALTHCARE
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Our strategic direction



Learner Driven



Connected



People



Innovation and Quality



Sustainable



Learner Driven

Student needs will guide the choices we make. We will enhance the experience students have on campus when they interact with our services.

OBJECTIVES

- We will enhance the user experience at all campus services, both online and in person

METRICS

- Willingness to recommend
- Service promises by business unit



ALGONQUIN
COLLEGE



Connected

Students, employees, and alumni
will see value in all our services.

OBJECTIVES

- We will continuously improve the value we deliver to our College community
- We will promote the Algonquin College brand

METRICS

- Willingness to recommend (internal)
- Number of experiential learning opportunities





People

Achieving success is not just seen from a balance sheet; it's achieved by supporting the development of people — people make success happen.

OBJECTIVES

- We will celebrate our people and our successes
- We will build trust
- We will support leadership development

METRICS

- Employee engagement





Innovation and Quality

Student feedback will guide improvements and enhancements to our products and services.

OBJECTIVES

- We will invest in technology and facility improvements
- We will leverage customer data and feedback to guide our continuous improvement

METRICS

- Willingness to recommend
- Investment dollars allocated
- Key Performance Indicators





Sustainable

The net contribution our services generate enhances the College's ability to support strategic initiatives.

To support Canada's journey towards Truth and Reconciliation with Indigenous peoples, we will work to better understand and respond to the needs of Indigenous students and provide our employees with more exposure to and education about Indigenous culture.

We will enhance our environmentally sustainable practices, and take a leadership role on campus in reducing our carbon footprint.

OBJECTIVES

- We will ensure our operations continue to support the financial sustainability of the College
- We will seek out and support Indigenous and International student initiatives and awareness
- We will pursue environmentally sensitive practices

METRICS

- Net contribution
- Employee participation in Indigenous awareness activities
- Number of successful waste reduction initiatives introduced



We have a great future ahead

Algonquin College's future is exciting and Campus Services is helping to make it more exciting.

In the next few years, Algonquin College will grow and introduce amazing opportunities for students — and we're ready.



ALONGUM
SCHOOL

ALONGUM
SCHOOL

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Your voice



Our core beliefs, balanced scorecard and guiding principles will help us define our future. The only thing missing is your voice. We want your partnership in shaping the Campus Services of tomorrow.

Share your insight, inspiration and innovation at algonquincollege.com/yourvoice

We'll incorporate your ideas in our annual business planning to continuously improve our impact on learners.



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