

Academic**Recruitment Initiatives**

Staff and faculty within the Academic Area have worked closely with the Advancement Division on a variety of recruitment initiatives. We believe that the more we can bring the community into our labs and classrooms and provide examples of the learning outcomes that occur at Algonquin, the more effective we will be in enhancing the overall reputation of the college. Recent initiatives include:

- Specialist High Skills Major students from Carleton Place visited the Building Construction Technician program labs.
- 30 female high school students from Ottawa-Carleton District School Board recently visited the College to learn more about Skilled Trades.
- Tool and Die students from Hillcrest High School toured the campus, met students and faculty and visited Algonquin's Tool and Die lab.
- School of Advanced Technology faculty and staff attended the Ottawa Region Science Fair.
- Students from Almonte and Carleton Place High Schools met faculty and students and visited the Autocad lab.
- The College hosted a Skills Canada event at which secondary school female students visited Algonquin, were introduced to and encouraged to consider apprenticeship training.
- High school students from St. Pius and Ottawa Technical High Schools toured the Mechanical Technician-Toolmaking lab.
- Heritage Institute staff had a booth at the Big Backyard and Cottage Show.
- The Heritage Institute showcased the work of faculty, staff and students at their annual Open House.
- General Arts and Science programs hosted a 'Celebration of the ARTS' Open House to showcase the work of students in the Design Studies, Pre-Animation, Pre-Music Production, Introduction to Fine Art, and Media and Communication Studies streams. All Fall 2009 applicants were contacted and invited.
- Discovery Evening was held at the Woodroffe Campus.
- School of Business representatives attended the Youth Entrepreneurship Conference held at Ottawa City Hall.
- Culinary Arts staff established a demonstration and sampling table at the Skills Trades Fair at Notre Dame High School.
- Tours of the School of Hospitality for students from Carine Wilson, All Saints High School, Earl of March, and Arnprior District High Schools.

School of Business

The Small Business Association has created an annual award of \$1,000 for the "Best Business Plan Award" for a Level 04 student in the Small and Medium Enterprise Management program.

Tourism Toronto has created a one-time scholarship in the amount of \$1,500 to be awarded to a student entering the third semester of the Sport Business Management program.

School of Health and Community Studies

Two third year Bachelor of Science in Nursing (BScN) students, Deana Johnston and Karolyn Yardley, and one Practical Nursing student, Sylvie Vielllette, will be joining the Expedition Africa – Legacy expedition this summer. Sherry Poirier, Professor, Nursing Studies and one of the BScN students will participate with Dr. Shaunna Burke in her research with breast cancer survivors as they climb Mt. Kilimanjaro. The other two students will join the team in Karatu, Tanzania to participate in the dormitory build and health project. This aligns to the Strategic Plan to create more international learning opportunities for students and it is a unique opportunity to gain first-hand practical experience in an applied research, health initiative.

Police and Public Safety Institute

All of the 38 of the 2008 graduates of the Paramedic program who wrote their Provincial qualifying exams were successful. This is the seventh year in a row that our graduating students have achieved a 100% success rate.

Career and Academic Access Centre

The Settlement to Employment Program (STEP) is currently entering the final year of a four year project valued at \$3,350,000. At the request of the funder, Citizenship and Immigration Canada, STEP will be adding an enhanced language component to the project. The program continues to collaborate with other areas of the college that provide services for Internationally Trained Professionals (IEP).

Second Career students continue to enroll in a variety of College Programs. As an example, approximately 22 Second Career students are enrolled in the academic upgrading program and 2-3 are enrolling in each bi-weekly intake. The Academic Referral Centre sees between ten and fifteen new Second Career clients each week. It is expected that this client base will continue to grow.

Algonquin College in the Ottawa Valley

A contract for \$20K was finalized with Service Canada in support of the Options Skills Trades Fair held on May 1st in Pembroke. The additional funding supported the expansion of the event to include a job fair for displaced workers and students looking for summer employment.

Applied Research

Applied Research Day was very successful and attracted over 100 people from industry and the community. Two speakers, Andrew Fisher from Wesley Clover, and Peter Hofstra from Greenrock Investments, delivered excellent presentations about the state of innovation in Canada. The showcase included 30 projects undertaken in the past year by Algonquin students, faculty, staff and external partners. Winners of the first Student Research Competition included ASHRAE (design of a new building using green principles), HousAll (temporary shelters), and Particle Introduction Device (device for introducing abrasives into air streams to test their impacts on jet engines).

Faculty Activity

Phil Jones, Professor, Marketing and Management Studies was the keynote speaker at the recent Small Business Association (SBA) Innovation night.

Tess Porter, Professor, Police Foundations, has been nominated for the 2009 “YWCA Woman of Distinction” Award.

Over the past several months, dozens of faculty have met with and provided advice to the Vice President, Academic with respect to exemplary practice in the classroom. The faculty identified five main themes and agreed upon a number of potential initiatives; the first of these being the planning of a Faculty Retreat to occur in June. This retreat will bring together 50 professors from across the College and is being planned by faculty, for faculty. Historically, faculty are hired for their subject matter expertise and teaching has been a relatively isolated profession in the College, and this Faculty Retreat is an opportunity for professors to share teaching ideas and strategies for the purpose of enhancing professional practice and represents the early development of a professional learning community; a best practice in postsecondary education.

Student Activity

Scott Blair, graduate of the apprenticeship Carpentry program, who will be participating in the World Skills competition later this year, demonstrated his skills by building a gazebo at this year’s Ottawa Home Show. The structure was auctioned off at the end of the show with proceeds donated to Habitat for Humanity.

Nineteen students from the Aviation Management program departed on April 20th for a ten-day cross-country flight from Ottawa to California. The Students’ Association contributed \$1,200 to assist with costs to participate in this non-mandatory field trip.

Adam Jones, a second year Graphic Design student, won a prestigious international design award from Print Magazine.

Second year Graphic Design students spent five days in New York City visiting creative design, publishing and interactive media companies, such as Frog Design, Big Spaceship, and Penguin Books.

Community Activity

Second-year Interior Decorating students attended the opening of two show homes that they redecorated as part of a project with Phoenix Homes. The Ottawa Citizen interviewed the students and published a story and photos on April 18th.

The artwork of Professional Illustration student, Susan Shore, has been chosen by Jane Corbett, Art Director, Ottawa Magazine, to illustrate a wine and cheese section in an upcoming edition.

The Dental Hygiene students organized a Fun Run/Walk event which resulted in a \$2,316 donation to CHEO.

First year Public Relations students wrapped up their annual spring fundraising campaign, *Touch a Little Life*, on April 20th. The purpose of the campaign was to raise \$35K for CHEO to purchase a state-of-the-art infant care centre called the Giraffe[®] Warmer, which provides uninterrupted thermal support to an infant while giving the caregiver complete access and visibility. They presented a cheque for \$32,876 to CHEO Foundation President, Fred Bartlett.

The Event Management graduating class presented The Children’s Wish Foundation of Canada – National Capital Region with a cheque for \$51K as part of their “Creating Magic” campaign. Members of Children’s Wish, along with three wish children, were at Algonquin College for the presentation ceremony.

The School of Business had a number of guest speakers visiting their classes over the past month. They include Jim Cummings, Owner/CEO of Cummings Mitchell Design; Natasha D’Souza, Owner of VirtualEyeSee; Stacey Yea, Account Executive with Rogers Communication; Dan Stratton, Director of Marketing and Business Development for Zip.ca; Kelly Kubrick, President of www.onlineauthority.com; and Duncan Klett, VP Analytics Research at Kinaxis.

Donations

Canadian Tire donated two used engine analyzers to the Automotive programs which are used primarily for emission analysis.

The Respiratory Therapy program was pleased to receive a donation of numerous small equipment items valued at \$3,812 from *Respiratory Solutions*, one of our product suppliers.

Administration

College Ancillary Services (CAS)

All CAS business units met or exceeded budgeted contribution targets. The strong performance is attributed to an exceptional banquet season, a high demand for parking on campus and the reengineering of the Publishing Centre.

Ancillary Services held a Customer Service Seminar for frontline staff in Retail Services, Parking Services, Conference Services, the Print Shop and the Residence focusing on interactions with our clients and incorporating our Client Service Standards. The Food and Beverage Operation held a Food Safety Course for all fulltime and part-time staff.

Finance & Administrative Services

On April 13th, the 2009/10 Annual Budget was presented and approved by the Board of Governors. The College Budget has a Net Contribution before Internally Restricted Fund Expenditures of \$2,615,000. Fiscal year-end processing for 2008/09 is underway and the College auditors will begin their work on April 27th.

Information Technology Services (ITS)

ITS has continued planning for computing and network infrastructure renewal and expansion projects as well as for the IT projects that will support business transformation for the coming fiscal year. There are increasing demands on the College’s technical infrastructure including student lab and desktop computing, laptops, bandwidth (wired and wireless) and storage. ITS is working closely with the College Technologies Committee to ensure demands are met in the most cost-effective way possible.

ITS has introduced an updated project management methodology to allow the team to effectively address the increasing number of technical projects required to support the College's evolving requirements.

ITS has continued efforts in the launch of a new email system for faculty and staff based on Microsoft Exchange. The new email system is currently being piloted and is expected to be in limited use by mid May with full deployment being planned.

Physical Resources

EDC – CTBS Project

On Thursday, April 9th, in response to one of the College submissions for the Knowledge Infrastructure funding, the Federal Government officially announced \$35M in funding for the Environmental Demonstration Centre for the Construction Trades and Building Sciences facility.

Facilities Operations and Maintenance Services Team:

Earth Hour was observed on Saturday, March 28th. In addition to the other events observed during Earth Hour at the College, the Physical Resources department shut down various pieces of electrical equipment on the Woodroffe Campus during Earth Hour to complement the energy reduction. Physical Resources staff was on site to initiate as many conservation actions as possible during that time and to make sure all systems returned to normal at the end of the hour. Conservation was achieved through programming selected systems such as fans and air handling systems.

Earth Day was observed on Wednesday, April 22nd with the official signing of the Association of Canadian Community College's (ACCC) Pan-Canadian Protocol for Sustainability by President Robert Gillett and James Knight, President of the ACCC.

Earth Day also featured a trade show with various booths related to sustainability topics presented between 11:00 a.m. and 2:00 p.m. in the J / N Link Lobby. The booths included information on Nursing Students and their Summer Africa Project, lawn care, recycling, Sustainable Algonquin, Green Programs offered at the College and Campus Clean Up Day. In addition, to acknowledge the College's 41st year of operation, 41 trees in total will be planted at the Woodroffe campus. Earth Day activities were also conducted at the Perth Campus.

Advancement

Public Relations and Communications

Corporate Events

Staff BBQ

Invitations have been sent out for this year's Staff BBQ which will be held on Thursday, May 14th from 11:30 a.m. to 2:00 p.m. in the Marketplace Food Court. All full- and part-time faculty and staff are invited to this annual event which will feature a presentation on the highlights of the past year, as well as the announcement of this year's Staff Awards recipients. The Staff Awards Selection Committee was co-chaired by Doug Wotherspoon and Gerry Barker. The Staff Awards process was streamlined this year resulting in all of the nominations being submitted electronically.

Breakfast with the President Series

Breakfast for New Staff

The President hosted a breakfast this month for new employees on Tuesday, May 5th in the Staff Dining Lounge and welcomed new staff members.

Earth Day

The Department assisted the Sustainable Algonquin Committee to host a trade show style event on Earth Day, April 22nd. The fair showcased initiatives to improve and promote sustainability at the College, and featured President Gillett and ACCC President James Knight signing Algonquin's commitment to the ACCC Pan-Canadian Canadian Protocol for Sustainability.

Government Relations

Provincial Funding Announcement

The Department assisted the Federal Government to host an event on the Woodroffe Campus on Thursday, April 9th, where the Honourable John Baird announced \$35 million in federal funding for the Environmental Demonstration Centre for Construction Trades and Building Sciences.

Community Awards

Capital Educators' Awards

Nominations for this year's Capital Educators' Awards include:

- *Sylvia Wieser-Picciano*
Coordinator, Crisis Management/Human Psychology
School of Part-Time Studies
- *Mike Gillissie*
Professor, Occupational Safety and Health Program
School of Part-time Studies
- *Martha Rengifo*
Professor, English as a Second Language
Language Institute
- *Kristen Hayes*
Professor/Coordinator, Developmental Services Worker Program
School of Health and Community Studies
- *Chris Castillo*
Professor, Marketing and Management Studies
School of Business

The winner(s) will be announced at the 8th Annual *EduGala* dinner scheduled for Thursday, May 21st in the Marketplace Food Court.

Media Relations

There were approximately 91 media hits between March 26, 2009 and April 22, 2009. Media hits in 2008 over the same time-frame totalled 95.

Major stories include:

March 26 – *'A' Morning* featured a 4-minute interview with the Coordinator of the Florist program and a student in the Horticulture program regarding the spring flower show, new garden trends, and each program.

April 1 – The *Ottawa Business Journal* featured an interview with the Vice-President, Academic regarding Algonquin's social enterprise tradeshow.

April 3 – *CFRA* featured an interview with the Director of Applied Research and Innovation regarding the Colleges Ontario Network for Industry Innovation.

April 9 - 10 – *CTV Ottawa News @ 6*, *Le Droit*, the *Ottawa Citizen*, and *CityPulse 24*, featured stories regarding the \$35 million federal investment to the College's Environmental Demonstration Centre for Construction Trades and Building Sciences.

April 15 – 16 – *CTV News @ Noon* and *News @ 6*, the *Ottawa Citizen* and the *Ottawa Sun* featured stories regarding Dr. Jane Goodall speaking to students at Algonquin College.

April 18 – The *Ottawa Citizen* featured an interview with the Administrator of Athletic Operations regarding the efforts the staff and players are making to bring sports to the youth of Uganda.

April 18 – The *Chronicle Herald* features a story regarding students in the Outdoor Adventure Program as they cycle across Nova Scotia.

College Marketing and Enrolment

The College Marketing and Enrolment department has found various ways to contribute to the Algonquin College community by playing a supportive role in the different initiatives taking place throughout the College. The events such as the 2009 Genies, Jane Goodall and Earth Day have all been supported and attended by the department.

Along with maintaining a strong presence at these events, College Marketing and Enrolment has completed the first draft of the strategic planning for the Marketing Recruitment Plan 2009 – 2010.

Recruitment Activities

The recruitment team has been active on campus with campus tours over the period of March 24, 2009 – April 23, 2009. Several of the off-campus activities included: follow-up visits to high schools, presentations in Northern Quebec and career class presentations.

Events (March 24, 2009 – April 23, 2009)	Number of Events
General Campus Tours	58
Group Tour	10
High School Presentations	3
High School Follow-ups	6
Other (Parent Nights, Career Class Presentations, etc...)	11
Total Events	60

Upcoming Recruitment Events

May 6 – 8 – Connections

May 21 – College Dialogue 2009

Children's Aid Society (CAS)

Planning is underway for upcoming events with the CAS providing them the opportunity to learn more about College programs and services.

College Dialogue 2009

Algonquin will be hosting College Dialogue 2009 on May 21st, where representatives from each Ontario college participates and gives a panel presentation to approximately 200 guidance counsellors from the Eastern Ontario region. Algonquin is hosting the event in collaboration with Niagara, Seneca and Canadore Colleges.

Skills Canada

The recruitment team will be attending Skills Canada which is an annual skills competition in Kitchener, Ontario from May 3 – 4, 2009. Thousands of high school and college students compete in a wide range of hands-on skill competitions from hairstyling to graphic design to automotive service. Algonquin College will have a large booth in the Career Exploration Showcase area where other colleges and trades and technology organizations are represented. The organizers expect 30,000 attendees from across the province including thousands of elementary and high school students.

Data Activities

College Marketing and Enrolment has several data activities underway which focus on tracking application levels, research, and analysis that support the various marketing planning and upcoming events. The department has taken measures to ensure that data tracking and management within the Distribution Centre are on-track and up-to-date.

Advertising

Creative Services has started preparing for upcoming publications: Viewbook 2010 – 2011, Calendar 2009 – 2010 and monographs. Creative Services currently has some 30 projects in process that include advertising on the web, local newspapers and radio stations for upcoming events, various program and recruitment initiatives.

Business Development

School of Part-time Studies (SPTS)

New Opportunities

The following programs have received final approval from CRC:

1. **Digital Music Production** - This certificate program brings together all of the elements of recording, producing, and managing music and artists. Students experience hands-on training with recording equipment, computers, and a variety of composition and editing software programs. The business and legal aspects of making and distributing music are also covered.
2. **Leading Learning in the Workplace** - Participants learn to apply adult learning principles to develop practical strategies and tools that support learning and development in a number of different work contexts. Participants also explore ways to support their own ongoing development as human resource professionals.

Preliminary level approval has been received by CRC for a graduate certificate in **Criminal Behaviour: Crime and Intelligence Analysis**. In this program, students will gain a clear understanding of the principles, procedures, technologies, and legalities of an investigator's work.

SPTS is currently exploring the possibility of offering first aid and CPR (levels C and C+) in an online format working with a vendor, Code 4. Humber, St. Lawrence and Fleming are currently using Code 4 services.

Approximately 50 new courses are scheduled for delivery through SPTS effective Fall 2009.

A meeting has been held with the Canadian Forces Family Services unit to discuss possible training opportunities through SPTS. They are particularly interested in the possibility of delivery Early Childhood Education online.

The School of Part-Time Studies has partnered with YOW Canada regarding the on-line delivery of a course on Confined Spaces, Transportation of Dangerous Goods, and Fall Protection. These courses will be delivered in Fall 2009.

Second Career Strategy

The Language Institute has now become involved in the Second Career Strategy because a major portion of our Canadian ESL students may qualify for this opportunity. Meetings are being held to develop processes that will ensure these potential candidates are identified at the testing sessions.

Program/Course Modifications

Eight SPTS programs were reviewed during 2008/09 as part of the Program Quality Review (PQR) process. Final reports are being submitted and recommendations are to be reviewed and, where possible, implemented during 2009-10.

SPTS Enrolment

SPTS enrolment is currently 8% higher than this time last year. The major increase continues to be in Distance Education with enrolment 27% higher than 2008-09 levels.

SPTS Marketing and Communications

A very successful Career Fair was held on April 15th. Approximately 200 applicants showed an interest in teaching at the College, some of whom will be hired for Spring 2009 classes.

Spring updates were completed to the onCourse website, Language Institute and SPTS websites. A Spring ad campaign was developed for Downtown and Orleans offerings, Career Samplers for Youth, ESL/FSL testing, Summer Academy of the Arts, Do It Yourself series, Distance Education and Pet Groomer Information Evening.

Management Summary to the Board of Governors – May 2009

An online distribution strategy was developed for Career Samplers for Youth and the Summer Academy of the Arts. Promotional flyers on various spring activities have been posted throughout the College.

To assist in the development of a comprehensive Trades Business Plan, research was conducted and data compiled regarding demographics and trends in environmental training.

The review of detailed analytics from the winter Distance Education social networking online ad campaign has been completed.

Student Services

In support of client service quality assurance and student success, the SPTS management team is in the process of preparing a SPTS Coordination Plan that will 1) create operational efficiencies, and 2) provide student service support at a level set by the College's client service standards. A final proposal will be submitted for April 30th detailing the academic advising/coordination model for SPTS.

Algonquin College Foundation

Environmental Demonstration Centre for Construction Trades and Building Sciences

A name has been chosen for the Environmental Demonstration Centre for Construction Sciences and Building Trades fundraising campaign: **Constructing Our Future Campaign**

The Campaign Cabinet Pursuit Team Leaders include: **ICI** - Dwight Brown, VP, Eastern Ontario, PCL Constructors Canada Inc., **Home Builders** - Steve Barkhouse, Amsted Construction Ltd., **Professional Trades** – John McAninch – Modern Niagara Group Inc. and Michael Sharp - Black & McDonald Limited, **Industry Suppliers** - Robert Merkley – Merkley Supply Limited and Richard Raymond (formerly Raymond Steel), **Heavy Construction** – Ron Tomlinson - RW Tomlinson Limited, **Engineering/Consulting** – John Owens – Revay & Associates Limited and Dale Craig, J.L. Richards & Associates Limited, **Architectural and Design**, Alex Rankin, Griffiths Rankin Cook Architect Inc., **Environmental** – Jeff Westeinde, Quantum Murray LP and Development – TBD, **Financial Services** – Jim Quigley

The Campaign pledges confirmed to date total \$1,450,000.

Perth Expansion Campaign

Exploratory meetings are taking place to develop the Campaign Cabinet to fundraise for the Perth Expansion.

Pembroke Campaign

There has been an excellent response to the staff campaign. To date \$15,000 had been raised from former faculty/staff. A donation of \$50K was received from a Pembroke leader.

Syd Ford Bursary

A new endowment in memory of Syd Ford for the Developmental Service Worker (DSW) program was established

Barrhaven Lions Club Bursary

A donor reception was held in recognition of the Barrhaven Lions Club endowment. The new endowment was promoted in the local newspaper, "Nepean This Week".

Nepean's Ben Franklin Bursary

A Donor reception was held at the College on April 16th to recognize Nepean's Ben Franklin Bursary fund. Donations have been received from: community groups, Nepean citizens and business leaders, and friends and family of Ben Franklin. Steve Yzerman provided a quotation to be used in the news release. Over \$124,000 in donations has been received to date.

Richard Patten Aboriginal Bursary

The Ottawa Citizen placed a recognition ad to acknowledge Richard Patten's new endowment.

Management Summary to the Board of Governors – May 2009

New Annual Awards

A second annual award for the Radiation Safety program in Pembroke is being finalized by an advisory committee member.

Toronto Tourism has created a new award for the Sport Management program.

Student – Donor Awards Night

Donors will be invited to attend the following award ceremonies to meet recipients of donor bursaries, scholarships and awards:

- Broadcasting Radio-April 28 Staff Lounge 6:00-8:00
- Community Studies and PPSI- May 27 Observatory 5:30-7:00
- Allied Health- May 28 Observatory 5:30-7:00
- Print Media-TBC
- PR/Advertising/ Journalism-TBC

Lucky Payday Staff Lottery

Ticket sales are underway for Lucky Payday Staff Lottery. Many staff members have volunteered to promote the staff lottery.

Ottawa Dragon Boat Race Festival

The Foundation has committed to providing 25 volunteers for the June 22-24, 2009 Ottawa Dragon Boat Festival event. The Foundation is a recipient of funds raised at this year's event.

Out and About

Outreach activities this month included:

- Ottawa New Car Dealers Association Meeting
- Canadian Marketing Association Lunch
- Kanata Chamber of Commerce Meeting
- Ottawa Estate Planning Council Meeting
- Applied Research Day
- Sens Foundation - Bell Canada Cup Cheque Presentation
- Alumni Board Meeting
- Perth Barn Raising
- Perth Open House
- OCRI Award Dinner
- Eight donor visits
- Attended three funerals to pay respects to donors and family members
- Hydro One Meeting
- EMC – Barrhaven Lions
- Presentations to two Advisory Committees
- Presentation to Association of Fund Raising Professionals

International Education Centre (IEC)

International Recruitment

Recruitment efforts are underway in India as well as Columbia and Mexico. Staff from the IEC are attending educational fairs in those countries. They are also visiting high schools and giving public seminars on Algonquin College.

Training for International Clients

Two sets of training took place during April:

- 1) Management training workshops for a number of Iraqi educational administrators as part of a contract with UNESCO. The training is scheduled to start the last week of April;
- 2) Workshops in television production delivered to visiting professors from Thailand. The training is scheduled for 8 weeks in April and May.

Student Partners Study Visa Project

The Canadian High Commission in India has confirmed that it will be proceeding immediately with a pilot project to improve the success rate of Indian applicants to Canadian Colleges who are applying for study visas. Algonquin is one of the Colleges selected to participate in the pilot project.

Institutional Research and Planning (IRP)

Key Performance Indicators

By mid-April, a variety of comparative results for the system, total College, by School, by Department and by individual program were created and distributed. Reporting of the KPI Graduate and Employer Satisfaction Surveys has been delayed until later in the month to accommodate survey changes.

The Program Indicators web page is located at:

<http://www.algonquincollege.com/student-services/employment/programind.htm> pertaining to OSL Default Rates, Graduate Employment and Graduation Rate will be updated and re-posted by April 30th as per MTCU requirements.

Ontario College Student Engagement Survey (OCSE)

Survey data for Algonquin student respondents to either or both of the September, 2008 Characteristic Survey (n=1,882) or November, 2008 Engagement Survey (n=1,139) were reported and distributed by mid-April.

The OCSE survey process has been suspended by the Ministry. Instead, an additional 30 questions related to special population identification and engagement will be added to future KPI Student Satisfaction Surveys (KPI-Plus). A steering committee will examine whether a re-designed student engagement survey, modeled after CSSSE or NSSE processes elsewhere, should be initiated in future years.

Although fewer engagement questions will be asked in the KPI-Plus survey, the compulsory nature of this paper-based classroom survey, in contrast to the voluntary on-line nature of the OCSE survey, will generate a much larger return and a more representative sample that can be reported distinctly at the program-level while informing the achievement of targets set in MYA agreements.

OCAS Reports

OCAS reports were extracted to list year to year growth in international student enrolments at all colleges in the system for the past five years and support the development of an environmental technician program at the Pembroke Campus.

Corporate and Business Development (CBD)

District School Boards

A dedicated Teacher Forum was held on April 8th for PASS College and school board representatives and the support teachers for dual credits.

An Options session promoting career choices in the skilled trades was held at Pembroke on May 1st for 800 students, parents, educators and industry partners.

Algonquin College presented two initiatives at the School-College Work Initiative (SCWI) Symposium on May 5th at Humber, College in Toronto.

An Algonquin Connections event for 800 Grades 10-11 students was held on May 5-6. The focus was on Specialist High Skills Major linkages.

An Environmental Construction Forum will take place at the Minto Enviro Home Site in Manotick on May 20th for Specialist High Skills Major (SHSM) students from the 4 local school boards. The event is sponsored by Vitesse Re-Skilling and Algonquin College;

Management Summary to the Board of Governors – May 2009

A Math-Science-English-Technology Forum for 85 Mathematics and English secondary teachers and college professors will be held on May 28th.

SCWI Phase 13

The co-management team for SCWI met on April 14th at the Ministry of Education to make decisions on Phase 13 (09-10). The following funding has been approved for Phase 13 (PASS Regional Planning Team \$2,056,234.62 including \$978,254.62 for Algonquin College. This is a 28% increase from Phase 12, 2008/09.

ACAP

Algonquin will be featured in the Summer 2009 issue of "SAY magazine". The magazine's target audience is aboriginal youth.

The deployment of First Generation Student Projects for 2009-2010 has begun, in consultation with the Aboriginal Education Council and Community Collaboration Group.

Second Career Strategy

Early Childhood Education (ECE) and Personal Support Worker (PSW) programs are on target to run in added summer intakes.

Meetings have been scheduled in May with community partners to improve liaison channels with community.

A second session of cultural training, held in early April, was attended by 34 Algonquin staff.

The CIITE Agreement has been extended until July 2009 to include 1.5 advisors and continue work on the Record of Education and Experience.

Corporate Learning Services:

Workshops, coaching, facilitation, and training sessions were booked and/or delivered to the following clients:

- CPR and First Aid
- Customer Service
- Defensive Tactics and Use of Force
- Fundamentals of Leadership (certificate program)
- Diversity
- Project Management
- Electronics
- Win-win Negotiations
- Keynote speaker for conference

A pilot of Automated PLAR systems was developed and implemented in collaboration with Learning Services, PLAR office, School of Advanced Technology, Registrar, Canadian Forces and Statistics Canada.

In collaboration with the School of Business and Canadian Forces, a Canadian Forces occupation recognition/assessment was developed.

The Project Management certificate program for the Cree Regional Authority (James Bay Coastal communities) in Val Dor was completed.

A contract for delivery of the Records Archive Management program was secured for the Cree Human Resources.

Human Resources

Compensation, Pension and Benefits

Reports pertaining to the sick leave, vacation, and lieu time liability as of March 31, 2009 were forwarded to the Director of Staff Relations and Finance for accrual and reporting purposes.

A report pertaining to Academic staff who do not have 43 vacation days accrued in their own personal vacation bank by August 31, 2009 was provided to Management. This will aid managers to make alternative arrangements with their employees (prior to the summer break) to clear the negative balance owed to the College. A Support Staff report was also produced reflecting a negative vacation balance as of March 31, 2009.

Administrative Staff Performance Evaluation/Appraisal spreadsheets were created and sent to senior management for their perusal.

CAAT's new 2-month deadline period regarding submission of all applicable retirement applications is running smoothly with our Spring/Summer retirements requests.

Our area will provide a Retirement Planning session at Kaleidoscope 2009. As well, our area visited the Pembroke campus and provided CAAT Plan information sessions to our employees.

As of May 2009 the new SunLife Plan Sponsors Services System (PSS) billing is ready for Partial Load benefits only.

Staff Relations

The staff relations area continues to support the College in Step meetings regarding grievances with the Academic and Support Staff unions.

The Director of Staff Relations has participated in several Workload Monitoring Group meetings regarding the S09 workload and attended the Support Staff Union College Committee meetings. As well, he represented a case at arbitration on behalf of the College, and the department continues to prepare for arbitration hearings scheduled in the May/June period.

A training session is being prepared in conjunction with outside Counsel to provide training to the Academic Chairs on Employment Law.

Employee Services

Recruitment & Staffing

1 Academic, 2 Admin and 9 Support competitions closed during April. The Recruitment Officer participated in 3 selection committees during this period.

The Recruitment Officer conducted a presentation to the Carlington Community Centre's Job Finding Club. The presentation was an overview of Algonquin College's hiring procedures, how to tap into the hidden jobs at the College and to promote the College as an organization that respects and encourages diversity in its workforce.

Working closely with the Faculty of Business and Hospitality and the School of Part-time Studies, the Recruitment officer was the HR representative at two hiring fairs in the month of April.

Classification

The Support Staff classification committee has reviewed five positions over the last month and continues to ensure internal equity for new positions

A "Lessons Learned" document was received from The Council which gave valuable feedback on arbitration results in each factor. The Committee is reviewing the document to ensure that the members' interpretation of the evaluation guide is consistent with the other Ontario colleges.

Office of the Vice President, Human Resources

The Management team presented the 4-year HR Transformation Plan to PEC, the plan was approved in principle. Upon integrating PEC's input the revised plan will be brought forward in the coming weeks.

During HR's lengthy 3 phase renovation process, all renovations are now completed and the results are a very professional HR storefront in the College with supporting offices and meeting space.

Human Resources hosted the Long Service and Retiree Celebration on March 31st at the Woodroffe Campus. This celebration recognized all employees celebrating 10, 15, 20, 25, 30 and 35 years of service. A reception was held honouring their time worked at Algonquin College and to celebrate retirees.

Student Services

Registrar's Office

Registration Statistics, 2009 Winter Term

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

For the 2009 Winter Term, as at April 17, 2009, net registered students numbered 12,136 or 96.5% of the projected enrolment. The breakdown is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	100	2,471	136	2,409
Faculty of Business and Hospitality	525	3,436	487	3,333
Faculty of Health, Public Safety and Community Studies	237	2,874	237	2,668
Faculty of Technology and Trades	199	2,201	242	2,085
Algonquin College in the Ottawa Valley	0	505	0	484
School of Part-Time Studies	0	27	28	27
College Totals	1,061	11,514	1,130	11,006

Continuing Education Registrations

For the 2009 Winter Term, as at April 17, 2009 registrations stood at 11,536 as compared to 12,115 at the same time last year. The term registrations to April 17, 2009 represent 95.1% of the projected enrolment. For the 2009 Spring Term, as at April 19, 2009 registrations stood at 4,901 as compared to 4,546 at the same time last year. The term registrations to April 19, 2009 represent 43.2% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics

As at April 20, 2009, OCAS statistics for the **2009 Fall Term** indicate that, for **College Choices** (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 6.7% from last year, Secondary School applicants are up 0.9%, with an overall increase in applicants of 3.6%. Province wide, the variances are 7.9%, 1.2% and 4.1% respectively.

As at April 20, 2009, 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 5.6% from last year, Secondary School applicants are up 2.9%, and overall we show an increase of 4.1%. Province wide, the respective variances are 7.8%, 1.8% and 4.5% respectively.

As at April 20, 2009, for **Confirmations**, our Non-Secondary School confirmations are up 13.4% from last year, Secondary School confirmations are down -1.0%, and overall, we show an increase of 6.3%. Province wide, the respective variances are 11.8%, 5.0% and 8.3% respectively.

Audit

The Enrolment and Graduate Reporting procedures for 2008-2009 were received from the Ministry on March 19, 2009. The procedure included a major change in the full-time reporting process to allow for the identification of Second Career Strategy students. Programming has been completed to accommodate this change to reporting. Further revisions to the reporting procedures were received on April 3. These included changes to Form B and to the Summary Table of College Activity.

2009 Spring Term – Student Timetables

Student Timetables for the 2009 Spring Term were released via the Algonquin College Student Information System (ACSIS) on April 3, 2009.

Client Service Metrics

Contact Centre Client Service and Service Counter metrics are as follows:

Contact Centre/Service Counter Statistical Summary					% Variance	
<u>Contact Centre (Telephone)</u>	March 09	YTD 08/09	March 08	YTD 07/08	March 09	YTD 08/09
Total Calls (TC)	12,347	147,480	11,368	142,276	+7.93%	+3.53
Total Calls Answered	11,035	113,200	8,597	104,096	+17.98%	+8.05%
% Answered	89.37%	76.75%	75.62%	73.16%		
Average Speed to Answer	0:01:15	0:02:51	0:03:11	0:03:25		
Average Call Length	0:02:44	0:03:09	0:03:22	0:03:47		
<u>Service Counter (In-Person)</u>	March 09	YTD 08/09	March 08	YTD 07/08	March 09	YTD 08/09
Tickets Issued (TI)	5,572	69,496	4,769	69,349	+14.42%	+0.22%
Customers Served	5,557	69,298	4,657	68,338	+16.20%	+1.39%
% Served	99.73%	99.71%	97.65%	98.54%		
Average Waiting Time (Global)	0:01:28	0:05:18	0:00:46	0:04:28		
Average Transaction Time (Global)	0:06:20	0:08:06	0:06:24	0:07:44		

* Switchboard statistics unavailable due to AVOTUS software technical issue.

Convocation

The 2009 Spring Convocation Ceremonies (Ottawa Schools) will be held at Scotiabank Place on Thursday, June 18th and Friday, June 19th.

The Pembroke Convocation will be held on Saturday, May 30th at the Pembroke Memorial Centre on Lake Street, in Pembroke.

The Perth Convocation will be held on Thursday, June 4th at St. John Catholic High School in Perth.

The full schedule of ceremonies is available on the Registrar's Office website, at <http://www.algonquincollege.com/RegistrarsOffice/convocation>

Financial Aid Office

The Financial Aid Office Front Office Supervisor is currently working with the Ministry of Training, Colleges and Universities to update the Algonquin College OSAP Cost Code information for 2009/2010. This information must be updated annually and Ministry acceptance is required in order to enable the College to process OSAP applications.

Student Support Services

Director's Office

On March 25th, the Director, Student Support Services attended the Higher Education Quality Council of Ontario Workshop on Research and Methods, in Toronto. Workshop topics included: the role of student services in supporting access; retention and quality; first year transition; skills enhancement initiatives; targeted populations; forums and surveys; and institutional and student data.

Test Centre

Dr. Sandra Naaman, a neuro-psychologist, has reviewed current testing practices and has completed a report entitled, *Algonquin College Test Centre Formulative Evaluation and Recommendations*. The Manager of Counselling Services plans to establish a series of training sessions to ensure the consistent application of these recommended best practices, for admissions and assessment testing, across the entire College.

Student Employment Services

Student Employment Services and Cheryl Dowell, a faculty member from Business Marketing, organized a Retail Career Information Panel on April 15 and 16, for two final semester Small and Medium Enterprise classes. The panel featured *The Bay*; *Farm Boy*; *Home Depot*; and *Starbucks*.

Student Employment Services visited the Perth Campus to provide students with information regarding available services and job search strategy tips for an uncertain economy. Students were also encouraged to have their résumés reviewed during the on-campus Résumé Clinic.

From mid-March to mid-April, Student Employment Services hosted eight Résumé Clinics and six Job Search Strategy Clinics for students.

Student Affairs and Orientation

On April 7th, the College hosted the 12th Annual Celebration of Cultures event which featured 20 exhibitors from around the world. Algonquin College was visited by two Embassy Ambassadors: His Excellency Ambassador Khaled Mahfoodh Abdulla Bahah from Yemen, and His Excellency Andre William Anguile from Gabon.

On April 1st, Joanne McDonald, Manager, Career Services and Student Activities, assisted with the first Social Enterprise Tradeshaw on campus. The event was the first of this size in the Ottawa area. 39 exhibitors participated and welcomed more than 300 visitors, including students, graduates, and the general public. The next event will be scheduled in the 2009 Fall Term.

Centre for Students with Disabilities (CSD)

The Centre for Students with Disabilities team is currently planning and preparing for *Make the CUT* (College University Transition) to be held on May 6th. This year's keynote speaker is Scott McBride, Professor, Financial Studies, School of Business. Staff are also organizing *Project DARE*, a transition planning program for students with Asperger's Syndrome which will take place May 20th.

Health Services

Visits to Health Services increased by 29% from 2,506 in 2007/2008 to 3220 in 2008/2009. Of these, 818 were to see a doctor (25% of the total). There were 11 accident reports generated for on-campus incidents.

Health Promotion

The health promotions nurses met with third-year Nursing students for final revisions to the Healthy Student Guide, and also met with staff and students of the College in preparation for the "Walk the Line" event to be held on April 13th.

Residence

The March 28th Earth Hour Event in the Residence, was a great success. Approximately 30 students attended the dodge ball pre-party and approximately 150 students attended the Lights-Out BBQ. Giveaways included energy efficient light bulbs and environmental bags.