

## ACADEMIC

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### Applied Research

Algonquin College has been one of ten members of the Colleges Ontario Network for Industry Innovation (CONII) over the past three years. Support to the network was recently renewed by the Ontario provincial government. CONII-2 has been granted \$10M for the next three years and was successfully launched with the addition of ten new colleges.

### Nursing Studies

The Department is helping to lead the way to a better nursing world. Some of the activities they have been participating in include:

- Discussions with the Academic Health Council regarding inter-professional education and practice strategies for the Champlain Local Health Integration Network (LHIN).
- The first Simulation Industry Roundtable at the London Health Sciences Centre as part of board membership on the Canadian Network for Simulation in Healthcare.
- The Forum for Chief Nurse Executive held October 16<sup>th</sup>. Nursing human resources currently and into the future were identified and planning implemented assist in build the nursing workforce for the future.

### School of Advanced Technology and School of Transportation and Building Trades

The schools joined forces to thank award donors and recognize recipients at a Wine and Cheese held on October 14<sup>th</sup>. In attendance were representatives of Nissan Canada, Toyota Canada, and PCL Constructors Canada, to name a few.

### College and Academic Access Centre

The Centre has been accepted as one of the College Sector Committee for Academic Upgrading's sites to pilot the Ontario Adult Literacy Curriculum for the Ministry of Training, Colleges and Universities. The pilot will begin in February 2010.

### Algonquin College Heritage Institute

The "Delta House" project, an energy-efficient home designed for cold climates, is underway in the second year of the Construction Carpentry – Advanced Housing program.

The Perth Job Connect Office has advised that the Summer Jobs Service met its target in assisting over 200 Lanark County youths find employment this past year.

### Algonquin College in the Ottawa Valley

Algonquin College in the Ottawa Valley became the first college campus in Ontario to award free tuition to a student under the Project Hero initiative. The recipient, Jocelyn Ranger, is a first-year student in the Business program. Jocelyn's father was killed in Afghanistan in 2006 while serving with the Canadian Military.

### Faculty Activity

Donna Serrafini, Child and Youth Worker professor, has received The Ottawa Youth Justice Services Network Providers (OYJSNP) Award of Excellence in recognition of her dedication, commitment and long-term services as an acknowledged leader in the field of youth justice and youth crime prevention. The award was presented at the 10<sup>th</sup> Anniversary Celebration of the OYJSPN.

### Community Activity

On September 20th, Culinary Arts students and Chef Cynthia Toffanello participated in *La Vendemmia*, Ottawa's Annual Celebration of Italian Wine and Food. Several students participated in the grape stomp while others assisted with the Food and Wine show.

The Specialist High Skills Major (SHSM) Forum was held on September 29<sup>th</sup>. Approximately 100 teachers, administrators and school board members were in attendance. The purpose of the day was to brainstorm, gather best-practice ideas, and learn more about the SHSM programs at the local High Schools.

Students from the Hair Stylist and Esthetician programs participated in the Costume Gala held at the Museum of Aviation by providing guests with hair styling and make-up.

A group of thirty-five high school students from across Canada visited the School of Advanced Technology on October 7<sup>th</sup>. The group was organized through Encounters with Canada for their Science and Technology week. They were given a tour of the Advanced Technology ('T') building and a presentation on the Photonics Engineering Technology program.

The Ottawa International Animation Festival (OIAF), October 14-18, 2009, is the largest of its kind in North America, attracting film buffs, art lovers, filmmakers, and cartoon fans from around the world. The Animation program faculty and students were extensively involved. The Coordinator and some students were interviewed by Rogers for three segments on their daytime show. Students work was on display and coordinators and faculty presented information sessions.

The Applied Museum Studies students conducted a site assessment for Laurier House National Historic Site on October 13<sup>th</sup>.

The Police Foundations Volunteer Fair was held on October 7<sup>th</sup> and featured representatives from fifteen volunteer and social service agencies. The purpose of the fair was to promote the benefits of students volunteering in their community.

Algonquin College in the Ottawa Valley received a five-bloom certificate in the annual City of Pembroke Community in Bloom awards presentation on September 17<sup>th</sup>.

### **Student Activity**

Students from both the Library Information Technician program and the Scriptwriting program are working together on an interdisciplinary learning experience. The scriptwriting students are providing information about research needs and the library students are assisting and teaching them how to find the required information.

13 Police Foundations (Woodroffe) students participated as actors in the Emergency Management exercise conducted at the College Residence on October 8<sup>th</sup>.

Year 3 Bachelor of Science in Nursing students (Pembroke) participated in a mock disaster exercise at the Pembroke Regional Hospital on October 8<sup>th</sup>.

## ADMINISTRATION

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### **Finance & Administrative Service**

The Q2 Financial Report is currently being prepared and will be presented to the Board on November 9<sup>th</sup>. The Department has been supporting the start up of the Strategic Programs and Services Planning Project. An internal task force is being formed to make plans for implementation of the Harmonized Sales Tax.

Preliminary work has begun on long-range fiscal planning for the College.

### **Information Technology Services (ITS)**

Information Technology has continued work on several major projects in support of teaching, learning, and business automation at the College. A new email system, based on Microsoft Exchange, was introduced to the College faculty and staff at the Perth campus. This new system allows for better connectivity to College communication systems including email, calendars, directories and voicemail. Blackberries are now supported as well.

In addition, Perth faculty and staff will be able to connect from home and remote locations more easily, in a secure manner, to College information resources. This will better support our employees including Part time faculty working at home.

The ITS team developed and launched a system to provide better, more consistent information to Student Success Specialists as they work toward improving Student Retention.

These projects, along with several business automation projects are in support of the College's vision of establishing a virtual College.

### **College Ancillary Services**

Ancillary Services experienced a successful back-to-school start up and have met year-to-date revenue targets.

The Parking Office has been diligently working at reducing the waitlists for parking permits over the past month. The wait list for green parking permits now numbers 387, while the wait lists for red permits and priority clients have been cleared. Staff are now able to use their Algonquin identification cards to gain access to gated lots. The Locker area will be engaging in a value stream initiative.

The Food and Beverage Operation has added additional seating, along with LCD TV screens and music for the Thunder Alley location and is planning an open house to showcase the new look for October 27<sup>th</sup>. A new fair trade, organic coffee has been introduced at all locations this year. The Food and Beverage Operations sponsored the kick-off breakfast and the spaghetti lunch for the United Way campaign.

Ancillary Services has launched a project to define a retail strategy for the College.

### **Physical Resources**

#### Safety and Security Services Team: Emergency Management

A major emergency management exercise (EMPEX 09-01) was conducted on Thursday, October 8<sup>th</sup> in cooperation with the Ottawa Police Service. The exercise involved well over 100 active participants from Ottawa Police tactical, hostage negotiation, tactical paramedics, investigative and communications services as well as College personnel from across various operating areas and senior administration. All students and staff in the Residence, F and G Buildings also participated in the exercise. This exercise culminated several months of planning with the Ottawa Police and College officials, training sessions with College emergency management personnel and table top exercises with emergency management personnel and senior administration.

#### Annual Professional Development: Ontario Colleges Facilities Management Association

Algonquin College figured prominently in the Professional Development Day Sessions at the annual Ontario Colleges Facilities Management Association / Colleges Ontario, Administrative Services Coordinating Committee Conference hosted by Fanshawe College in London Ontario from October 18-21, 2009. Kent MacDonald, VP Academic gave an inspiring keynote address on Trends in Post Secondary Education, Phil Rouble, Facilities Planning Specialist gave a timely presentation on Web 2.0 tools to

our College Facilities Management environment. Mike Rushton gave a presentation on the Major Construction Project approval process at Algonquin College using our ACCE project as a case study.

College staff was also recognized by OCFMA with merit awards. Phil Rouble's "Unsung Hero's Award" from ERAPPA for his work with the PD Committees was recognized; Udo Friesen's work on implementing the College ESCO Contract was recognized with the "Innovator's Award" and Mike Rushton's contributions to OCFMA were recognized with the "President" Award.

#### Algonquin Centre for Construction Excellence (ACCE)

The Algonquin Centre for Construction Excellence has made good progress since the last report and is on budget and on schedule. The Design Build Stipulated Price Contract was signed with Ellis Don Corporation, the Design Builder in late September and site preparation work started on October 15<sup>th</sup>. The College held a ground breaking ceremony on Friday, October 16<sup>th</sup> assisted by local, provincial and federal politicians and local dignitaries. The event received good positive media coverage. A series of presentations have been held with staff, students, construction trades and interested parties to showcase the project and get feedback for the designers and the College. The Integrated Design Process is well under way and has been well received by both staff and students. The results of this process will be reflected in the final building plans.

The City of Ottawa Transit Infrastructure adjacent to the ACCE and the Woodroffe Pedestrian Bridge are being designed and funded by the City and constructed by the College through Ellis-Don as well.

## ADVANCEMENT

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### Public Relations and Communications

#### Internal Communications

##### ***myAlgonquin Redevelopment***

With the goal to help employees do their jobs and making people feel more connected to the college on a personal and professional level, the advancement team began to upgrade the internal communications tool – myAlgonquin.

The new version of myAlgonquin ([www.myalgonquin.ca/](http://www.myalgonquin.ca/)) has been launched in beta form for user testing. The college community has been invited to test the new tool and provide feedback through an online survey available at: <http://tinyurl.com/yhku54b>

Further content, design, and testing is still required with an aim to launch the new tool in November 2009.

##### ***H1N1 response***

Public Relations and Communications continues to inform the College community of updates concerning the H1N1 virus. To date, there are three confirmed cases in the College community.

#### Corporate Events

##### ***Forum***

Working in collaboration with College Marketing and Enrolment, the Department hosted the College's annual Forum event on October 15<sup>th</sup>, and welcomed approximately 100 guidance counsellors on site for a morning conference followed by lunch at the Restaurant International. The day's agenda included a presentation by Kent MacDonald, Vice President Academic, a student/faculty panel, an academic overview presentation by Marguerite Donohue, Executive Dean, Academic Planning and Development, and a services panel (CSD, Admissions, Counselling and Financial Aid). The event also included a trade-show style presentation of student services, admissions and student success specialists.

##### ***Fall Convocation***

The Advancement Team worked in partnership with the Registrar's Office in the preparation and execution of this year's Fall Convocation ceremonies held October 27<sup>th</sup> at the National Arts Centre (NAC). Mrs. Barbara Farber received an Algonquin Honorary Degree.

##### ***United Way***

Due to inclement weather, the 2<sup>nd</sup> annual Algonquin College / Queensway-Carleton Bed Race in support of the United Way was cancelled for 2009. The Department had worked with the staff from the Queensway-Carleton Hospital (QCH) to organize the event which was to be held Friday, October 9<sup>th</sup>. Teams from Algonquin included media, paramedic, security and nursing students, as well as an administration team. An All-star team (comprised of one member from each of the student/admin teams) were to race against the QCH's all-star team for the coveted 'Golden Bed Pan' award. The event will be rescheduled for next year.

##### ***Breakfast with the President Series***

###### ***New Staff Breakfast***

On October 22<sup>nd</sup>, 10 new employees joined President Gillett for a breakfast in the Staff Dining Lounge to discuss their experiences as our newest staff members and to share any suggestions they may have to enhance the programs and services we provide to the College community.

###### ***President's Coffee Break Series***

Faculty and staff chatted informally with President Gillett during the annual *President's Halloween Coffee Break*, held October 29<sup>th</sup> at 10:00 a.m. in the foyer outside of the Restaurant International. The event was hosted by the Faculty of Business and Hospitality.

### **Official Signing**

Working with the College's Institutional Research and Planning Area, the Department helped organize the official signing ceremony for a memorandum of understanding between the College and the Aboriginal Financial Officers Association of Canada (AFOA). The Honourable Jim Watson assisted as Vice President Kent MacDonald signed for the College and Romeo Crow, Chief, Chair of the Board of Governors of the association, signed for the AFOA.

### **Groundbreaking Ceremony**

The Department organized the Official Groundbreaking Ceremony for the new Algonquin Centre for Construction Excellence (ACCE). The ceremony took place on the site of the new building at 10:00 a.m. on Friday, October 16<sup>th</sup>. Officials on hand to participate in the ceremony included The Honourable John Baird, The Honourable Jim Watson, Mayor Larry O'Brien, and Councillor Rick Chiarelli. Students' Association Vice President Emily Boehm and President Gillett represented the College, while Ron Tomlinson, President of R.W. Tomlinson Ltd. and Roger Greenberg, CEO, Minto Group, spoke on behalf of the Foundation and presented the College with a cheque for one million dollars.

### **Media Relations**

Major stories include:

October 5 – 22 – The *Algonquin Times*, *CBC TV*, *Hot 89.9*, *106.9 the Bear*, and the *Ottawa Sun* featured stories and commentary regarding the parking waitlist.

October 7 – *Metro Ottawa* featured an interview with the Acting Academic Chair of the School of Transportation and Building Trades, regarding how the trades can be considered a "recession proof" occupation.

October 16 – The *Ottawa Citizen* featured an article about educational institutions preparing for a potential H1N1 outbreak.

October 16 – 19 – *CTV* and the *Ottawa Sun* featured stories regarding the Community and Justice Services program 24 Hours of Homelessness initiative to raise money and awareness for youth at risk

October 16 - 20 – The *Ottawa Sun*, *Ottawa Citizen*, *CTV*, *CBC TV*, *CBC Radio*, *CFRA*, *Nepean this Week*, the *News EMC*, the *Construction Comment*, and the *Canadian Die Caster* featured stories regarding the groundbreaking of the Algonquin Centre for Construction Excellence.

October 19 – *Nepean this Week* featured a story regarding the memorandum of understanding signed by Algonquin College and the Aboriginal Financial Officers Association of Canada.

October 20 – *CTV* featured a story regarding the Pre-Music Production program's guest speaker series that invites music legends from around the world to "Skype" into the class to talk about the industry.

### **Alumni Relations**

During this past month our association has been working at implementing the Alumni Tactical Plan.

Alumni accessing our services and information (website, in person, social media) have all increased. We feel this is in part to the beginning of an Alumni momentum gained from directing daily resources to this area.

### **Career Week Progress**

The Alumni Office, in partnership with Career Services will host the College's first Career Week.

With the goal of guaranteeing that Algonquin continues to deliver on its primary mandate of "ensuring student success" this event plans to demonstrate that no institution is more invested in seeing its students become successful, both while in college and post graduation throughout their careers, than Algonquin.

Just as orientation prepares students for college life, and their studies prepare them for specific job fields, the goal of Career Week is that students and returning alumni feel, know and benefit from specific events and offerings designed to enhance their current and future careers.

We have moved into the planning phase of this event now and are working on the details of the week's events, signature speakers, key highlights and the like.

### ***Data Collection***

In the past month, focus has been placed on improving the quality (as opposed to quantity) of the data held in the Association's Raiser's Edge database. We have made several operation upgrades that allow us to extract information more quickly as well as developed standards for 'tagging' that allow us to ensure relevant and useful information is easily extractable. In addition to work within the Raiser's Edge database, we have seen increased activity of our online presence with the August launch of Facebook with a current membership of 53 and LinkedIn with a membership of 110. Those Alumni connecting with us through these social media platforms have their information upgraded in Raiser's Edge.

In the past month we have undertaken the beginning of a website and AlumNet (E-Magazine) redevelopment.

### ***Best Practices***

Investigation into other post secondary institutions' alumni practices is ongoing. In the past month we have attended a key gathering session in Kingston of Ontario Colleges to discuss and share best practices in development as well as Alumni Relations. We are currently examining how and what to implement based on our learning. In addition, a 'Best Practices' guide is being developed and stage 1 of the guide is completed. This seeks to outline within and without the postsecondary industry, in organizations that operate an 'Alumni': What are they key determinants of success and growth.

### ***Enhancing our benefit offering to Alumni***

A short survey is in preparation to be launched through our revised AlumNet publication as well as online to ask the question of our Alumni: What benefits are they seeking? We have received anecdotal feedback on a one off basis from Alumni and also examined other institutions in Ontario.

## **COLLEGE MARKETING AND ENROLMENT**

### **Branding Re-vitalization Exercise**

The RFP for the Branding Re-vitalization exercise has been approved for Stage 1 of the exercise, which includes a full brand audit. The RFP was posted on MERX on October 19<sup>th</sup> with submissions due November 6<sup>th</sup>. A report on the results is anticipated in early February. The report will provide insights and understanding to the Strategic Programs and Services Planning project.

### **Recruitment**

Forum 2009 was held on October 15<sup>th</sup> from 8:30 a.m. to 2:00 p.m.. The event was attended by nearly 100 guidance councilors from regional schools, 25 of whom were new to this event. Guests attended a presentation on the Algonquin Experience by the Vice President Academic followed by an 'experience' panel presentation by students and faculty, a presentation on new programs and a panel on College Services. The Forum received very positive feedback by all who attended.

### ***Upcoming Recruitment Events 2009 – 2010***

Dates to be confirmed:

- Open House/CIP – Nov5/09
- Open House (Pembroke) – Nov6/09
- Discovery Evening (Pembroke) – Oct28/09 & Jan19/10
- Skills Trade for Grade 9 – Nov26/09 (Tentative)
- Discovery Evening (Perth) – Feb11/10
- March Break Activities – Mar15 – Mar19/10
- Discovery Evening (WO) – Mar/10
- Spring Open House (Perth) – Apr10/10
- March Break (Pembroke) – Mar13/10
- Open House and Housing Day (Pembroke) – June19/10

### **Publications, Advertising and Promotion**

Marketing and Recruitment efforts continue to focus on the implementation of key lead management practices, such as improved lead data collection, lead report development, lead activity scheduling, and overall lead relationship management.

## BUSINESS DEVELOPMENT

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### School of Part-time Studies (SPTS)

#### New Opportunities

The graduate certificate in Forensic Accounting and Fraud Investigation is gaining popularity at the international level. Six (6) African students (3 from Kenya and 3 from Guyana) were recently admitted into the program and are being sponsored at the program level by the Canadian Comprehensive Auditing Foundation (CCAF).

The Language Institute has re-entered the bidding process for Government of Canada French and English language second language training.

#### Contract Activity

A contract has been secured with the Mamisarvik Healing Centre for the delivery of up to 4 courses from the Trauma/Addiction Recovery Studies program. Delivery of courses will begin in January 2010.

#### Program/Course Modifications

New courses developed during the Fall semester in the Language Institute include an FSL Beginner III course as well as an ESL International Speaking course. The new FSL Beginner III course will be offered to students in the Library and Information Technician and the Applied Museum Studies programs.

#### ESL Language Training

Enrolment as of October 18<sup>th</sup> for the Language Institute is as follows:

	Actual to Oct 18/08	Increase 2009F vs. 2008F	% Increase
ESL Canadian	289	8	2.8%
ESL International	213	62	29.1%
Total	502	70	13.9%

#### SPTS Marketing and Communications

New marketing material designed specifically for the FSL federal government A/B/C levels has been developed. It will be distributed to students at the Woodroffe Campus and 85 Albert in October and will be mailed to selected government departments in October.

#### Advertising

A mid-semester *Distance Education ad campaign* across Canada and a *Continuing Education ad campaign* promoting fall courses starting each month were developed and implemented. SPTS collaborated with Corporate Marketing to develop and schedule radio ads promoting fall courses in October, November and December.

#### Marketing and Promotion

Promotional posters were completed for *Leading Learning and the Workplace*, and *Language Training at a Glance*. A promotional postcard was also completed for One-on-one Language Training.

#### Communications

The Distance Education Facebook page and messages on social media sites (*Kijiji, Charity Village, Found Locally*) were updated to promote fall programs and new courses. Web content and promotion for fall was completed on the onCourse website as well as the Part-time Studies, Distance Education and Language Institute websites. Teleservice campaigns were planned and completed to promote the new accelerated delivery of *Project Management* and the *Forensic Accounting* programs.



### Market Research

Preliminary research has begun on apprenticeship programs across colleges and expanding marketing in niche markets (ex. Junior A and B Hockey players). A targeted list of contacts was developed for the Forensic Accounting Teleservice campaign.

### Retention Strategy for Fall

Initiatives targeting full-time *students* included the development of a specific web page focusing on: Credit Recovery courses, an announcement on the College home page, Student and Faculty Portals, Blackboard, and a message on LCD screens in B building and C building (Reg., C137, and Financial Aid).

Also incorporated within the initiatives targeting part-time students were a message on myAlgonquin, an ad on the College home page, announcements on the Staff/Faculty portal and the distribution of a Student eNewsletter.

## **Algonquin College Foundation**

### Constructing Our Future Campaign

A meeting of the Capital Campaign Cabinet was held on October 2<sup>nd</sup>. As previously mentioned, a ground breaking ceremony was held on October 16<sup>th</sup> for the Algonquin Centre for Construction Excellence. Ron Tomlinson, President, R.W. Tomlinson and Roger Greenberg, President and CEO, The Minto Group, spoke on behalf of the cabinet at the event. To date pledges total \$2,180,000.

### Perth Expansion Campaign

The name for the Perth Expansion Campaign has been confirmed as the Building Our College Our Community Our Future Campaign. On September 28<sup>th</sup> a meeting of the cabinet was held and twenty prospects were identified. Members recruited from Rideau Lake and Ottey Lake groups include John Willson, retired lawyer Barker Willson from Rideau Lake and Norm Wright from Ottey Lake. Requests are currently underway to make presentations to Town of Perth and County of Lanark. During the week of October 19<sup>th</sup>, a presentation was made to the Rotary Club of Perth.

### Pembroke Capital Campaign

Campaign pledges to date for the Pembroke Capital Campaign total \$1,300,000.

### Endowment Campaign

A donation of \$7,500 has been received from the Beatrice Watson Acheson Foundation along with another donation of \$10,000 from the Ottawa Dragon Boat Festival. An endowment strategy is being developed with Foundation Board members to identify prospects for endowment donations.

### Annual Donations

An "In Memoriam" Fund has been established for the Brad O'Neil Bursary. New awards include: a Scotia Bank annual award, Dental Assistant Bursary and Ben Steward School of Business Award.

### Stewardship

Over 350 Thanksgiving Cards were sent out to the donor community. Three stewardship/donor events were held.

### Out and About

Outreach activities this month included:

CAGP Board Meeting

AFP Board Meeting

United Way Breakfast/Lunch

Kanata Chamber AGM

Nepean Chamber Event

Canadian Navy Meet and Greet

Dragon Boat Festival Media Event

Kanata Sunrise Rotary Club Oktoberfest

Champions for Children Golf Tournament

Five donor meetings

## 25<sup>th</sup> PR Anniversary – Algonquin College Program

### **International Education Centre (IEC)**

#### Recruitment

International recruitment efforts are gearing up with the three International Recruitment Officers attending recruitment activities overseas during the month of October. IEC's Recruitment Manager is spending four weeks in India, beginning in October; attending educational fairs, visiting schools and giving seminars. The seven cities in India visited include: Mumbai, Chennai, Delhi and Chandigarh. During the last two weeks of October, one Assistant Recruitment Manager is in Thailand, Japan and Korea. The second Assistant Recruitment Manager spent three weeks in October in Brazil, Mexico and Venezuela.

#### Workshops

The IEC is running a series of workshops for international students during the fall semester. The workshops are designed to help international students become accustomed to Canadian teaching styles and methods for improving study habits. The workshops offered in October addressed the following subjects: Differences in Educational Systems, Referencing and Documentation, Stress and Time Management, Exam Preparation and Presenting In Front of Peers.

#### Delegation Visits

A delegation of educational administrators from Tamil Nadu State in India visited the College on October 23<sup>rd</sup>. The visit was organized by the Association of Canadian Community Colleges (ACCC). The delegation attended presentations on Algonquin's programming as well as the applied learning approach to education.

### **Institutional Research and Planning (IRP)**

#### Key Performance Indicators

A formal agreement was signed by the President of the Students' Association and Algonquin's President to support the KPI Student Satisfaction Survey in 2009-10. Course data was collected and submitted to MTCU to support the survey.

#### First Year Student Survey

The survey of 8,500 entry-level, full-time post-secondary students enrolled in 127 programs commenced on October 19<sup>th</sup>.

#### Work-Integrated Learning Project – Higher Education Quality Council of Ontario (HEQCO)

Algonquin submitted a formal expression of interest indicating that the College is willing to:

- Become a partner in this project and provide a representative to participate on the Steering Committee during the coming year;
- Provide access to institutional staff, students, employer contact lists, etc. as required in subsequent stages of the research.

#### Economic Benefits Study – Perth Campus

A comparative analysis of four Canadian College economic benefit studies – Canada, Ontario, Algonquin and Pembroke Campus - has been summarized for fundraising efforts at the Perth Campus.

#### Data Management, Integration and Reporting

Meetings were held with selected vendors to gather information related to the technology tools which may be used to support the data integration project. The Data Integration Working Group met to review preliminary results from the survey of data needs across the College.

#### Eastern Ontario Labour Market Study

A download was received of detailed data from Statistics Canada. A sample program cluster analysis was prepared and distributed to the other institutions involved in the Labour Market Study as well as to internal stakeholders.

#### Pandemic Planning

A presentation was made to the Students' Association Class Representative Forum on preparation for H1N1.

## **Corporate and Business Development**

### District School Board Partnership

Twelve Algonquin College students in the Child and Youth Worker Program have been placed in 12 high schools in the Ottawa Carleton District School Board, Ottawa Catholic School Board and Upper Canada District School Board as pathway mentors for grades 9 - 12. These students are incorporating a mentorship component into their work placement where they are presently assisting approximately 96 at risk high school students in their self discovery and post secondary options. The mentored high school students will spend a customized day at the College with their CYW mentor by December.

The Pathway Mentors 8 Program began on October 5<sup>th</sup> and program delivery started with the Ottawa Carleton District School Board as well as 6 elementary schools: Gleshan Public School, Goulbourn Middle School, Heritage Public School, Blossom Park Middle School, Roberta Bondar Public School, and Featherstone Drive Public School. Each school has assigned a teacher and/or student success specialist to work with our facilitator and eight grade 8 students. The program is targeted to grade 8 students who are "at-risk" and/or who may not be clear on their pathway in their secondary studies. In the first session, students explored transferable skills and how they apply to career planning.

The Ottawa Carleton District School Board has also initiated supports for delivery of the Pathway Mentors 8 program to their participating schools from 2008-09 and these parallel sessions have begun at all eight schools. This sustainability initiative is a good indicator of the success of this program and the value that it provides to students' pathway planning.

A dual credit information booth was set up at the WRK4UR forum held at the Aberdeen Pavilion on October 27<sup>th</sup> and October 28<sup>th</sup>. Over 10,000 grade 8 students attended the event.

Student traffic is heavy at the Math Drop-in Centre with an increased number of students from the School of Advanced Technology.

### Algonquin College Access Program (ACAP)

Colleges Integrating Immigrants to Employment (CIITE) planning sessions were held in Toronto and via teleconference. A partnership agreement was received for an increase of a .5 advisor.

### Algonquin College Corporate Training

A large proposal was submitted to Hydro One for Truck Driver Training worth up to \$1,400,000. Algonquin College partnered with our Local Truck Training Provider (Greater Ottawa Truck Training), the president of TTSAO (Truck Training Schools Association of Ontario) and Mohawk College.

A meeting was held with key customer contacts at the Ottawa Hospital, the Arnprior and District Hospital and Canadian Blood Services, with strong opportunities to partner and help them with "Scope of Practice" requirement, extending the function and responsibilities of nurses and assistants, to help with the resource and budgetary constraints that they face.

A proposal was submitted to the federal government's request for proposal for Task and Solutions Professional Services. This provides another potential supply arrangement procurement vehicle across government departments for custom development opportunities for up to \$2,000,000.

### HMCS Algonquin

On October 5<sup>th</sup> and 6<sup>th</sup>, Commander Angus Topshee, and several crew members from various occupational groups accompanied by members of the Canadian Forces (and Navy) Recruiting Centre attended Algonquin College. The purpose of this visit was for the Commander and his team to meet with students, staff and the President's Executive team, to formalize opportunities to collaborate on initiatives that support the goals of both organizations and the communities served, locally, nationally and internationally.

### Algonquin Corporate Training Centre (ACCT) Opening Event Follow-up:

Follow-up has been on-going with key clients/customers who attended the opening event. The event video and white papers (sector-specific case studies) have been posted on the ACCT website.

#### CISSP Customer Info Session

Algonquin College Corporate Training hosted a Certified Information Systems Security Professional Customer Information Centre on October 15<sup>th</sup>. 24 customers attended the morning event and provided positive feedback.

#### National Capital Heavy Construction Association (NCHCA) Trade Show

Algonquin College Corporate Training had a booth at the October 14 event. Algonquin's Manager of Corporate Learning Services provided a presentation to inform industry of Algonquin's development and delivery of training for the heavy construction industry. Accredited training and professional development offerings are being developed in partnership with NCHCA and industry for road builders, aggregate producers, and the sewer and water main construction industries. Training is to start in January 2010 and is to be competency-based with a focus on the following areas:

- Safety
- Compliance with Legislation, Regulations & Procedures
- Planning, Scheduling and Productivity
- Quality Assurance and Quality Control
- Leadership and Supervision
- Administration

#### Construction Industry Promotion

The Manager of CLS is featured in an article in the October issue of the Ottawa Construction News (OCA) which speaks to the corporate training services provided by the Algonquin College Corporate Training Centre

#### Greater Ottawa Home Builders Association

The GOHBA member training and development survey was launched during the week of October 26<sup>th</sup>.

#### Training Delivered

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

- Canadian Blood Services - Customer Service Excellence
- OC Transpo – Special Constable Training Program
- Carleton University - Special Constable Training Program
- Cree Regional Authority – Archives and Records Management
- Ottawa Festivals d'Ottawa - Time Management
- Les Residence Allegro – Communications and Service
- Association of Canadian Museums – Excel
- Aboriginal Healing Foundation – Job Transition Skills
- Ottawa Police Service – Communications and Feedback
- Ottawa Police Service – Introductory Law and Police Powers
- Canadian Transportation Agency – Writing for the Web
- Engineers Canada – Better Minute Taking
- Ottawa Community Housing – Better Minute Taking
- Public Seminar - Better Minute Taking

## HUMAN RESOURCES

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### **Compensation, Pension and Benefits**

Team members attended “Key Issues in Accommodation” on October 1<sup>st</sup> via webinar.

Team members attended both the AODA Committee meetings and the CSSWG meetings, along with the SP&SPP Working Group.

65% of Human Resources staff has completed the ASC Customer Service Training (Administrative component).

A Trauma Counsellor, Gilles Demarais, from Shepell.fgi (EAP) came in for half a day to speak to Helen Pearce’s group in the department of Design Studies.

In conjunction with The Centre for Organizational Learning & Teaching Services, Wellness Week was held from October 26th – 30<sup>th</sup>.

### **Recruitment**

The Recruiting Officer initiated an audit of all full time academic personnel’s credentials by school, so that a review of minimum credentials for recruiting in different programs can be evaluated against current levels. The audit is to be completed in November.

Directive D7 is being updated and revised, with a draft going to PEC for approval by mid-November.

Business Process Review of the Recruitment and Staffing process has been initiated with the start of the mapping of process flow.

A white paper on talent management and workforce planning has been started which will replace the white paper on recruiting at Algonquin College. Outline of the white paper to be completed by the end of the month.

Retirement demographics of administrative staff at Algonquin College was completed and submitted to the VP, Human Resources. This identified the potential unreduced retirement date for all administrative staff at the College.

### **Staffing**

The hiring process for January academic intake is fully underway, with 5 full-time and 9 part-time academic positions currently posted. Based on agreed-upon timelines with the academic departments, Human Resources is on target with the critical path to ensure all new hires are in place for mid-December.

28 competitions closed in the month of October. Of note are 3 Chair positions and 1 Academic Manager Position, as well as a continued trend towards the use of “Initiatives/Opportunities Positions” since their introduction into the Support Staff Collective Agreement. The Staffing/Classification Officer participated in one such selection committee, for the I/O SCWI (School to College to Work Initiative) Administrative Officer position.

We are pleased that Staffing Administration has been chosen as the first area to be reviewed as part of the HR Business Process Review, led by the HR Managers and the Manager, Business Process Review. This process is now underway and is expected to be completed in November.

### **Classification**

The Non-Bargaining Unit Job Evaluation Committee has implemented a training plan for new members that will be completed by the end of October. The Committee has also implemented new internal mechanisms (via SharePoint) to allow for increased efficiencies and security of information used for routine evaluations. Directive D6 is currently in the process of receiving minor revisions to reflect current best practices.

The Support Staff Job Evaluation Committee continues to meet bi-weekly to review new and significantly revised positions, and to discuss issues relevant to the College Community.

#### HRIS administration

The launch of the HR/Transformation project is well underway as we are working closely with ITS and the Project lead consultant. At stage one; we are gathering the process flow requirements of our current state. This is anticipated to take 5 weeks.

#### Part-time administration

On October 5<sup>th</sup> – 7<sup>th</sup>, the part-time certification vote for part-time support staff and student employees took place at Algonquin. Representatives from HR served as vote scrutinizers along with a Labour Board representative and an OPSEU official.

The reconciliation of the voter's lists and the gathering of the background information was compiled and submitted to Council within the required timelines.

A framework for the compensation and classification for all other-than-full-time is underway. A completed outline has been drafted and will be tabled next month for consideration.

#### Vice President's Office

Human Resources staff attended the United Way Breakfast and everyone participated in the Air Band Competition.

Both Managers and the Director acted as scrutinizers for the October Bill 90 certification votes.

Vacation Liability spreadsheets were provided to PEC on vacation liability for all groups up to and including August 31, 2009.

## STUDENT SERVICES

### United Way Air Band Competition

A team of 18 participants from across the Students Services Area participated in, and won, the Air Band competition held at the College's Annual United Way Kick-off Breakfast on Friday, September 25. The "Student Services Helpers" performing to the Beatles "Help!" – were also the successful team with fundraising efforts, raising more than \$450 for the United Way.

### Accessible Services for Colleges (ASC) – Launch of Online Training

Under the Accessibility for Ontarians with Disabilities Act (AODA), the Customer Service Standard comes into effect for public organizations on January 1, 2010. Karen Coffey of our Centre for Students with Disabilities led the development of an online training resource designed to help Ontario Colleges comply with this legislation. The training offers separate modules for faculty, support staff and administrative staff. All employees, full-time and part-time, are to complete the training and the College is required to track employee completion of it. This training program has been launched College-wide and is available through a direct link on the Centre for Organizational Learning website.

### Registrar's Office

#### Registration Statistics, 2009 Fall

#### **Full-time Registration in Post-Secondary/Post-Diploma Programs:**

For the 2009 Fall Term, as at October 16, 2009, net registered students numbered 14,261 or 101.6% of the projected enrolment. The projection is the anticipated enrolment as at November 1, the audit count date for the Fall Term. We are on target to exceed the enrolment projection for the term.

The breakdown of the 14,261 registrants, as of October 16, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
Faculty of Arts, Media and Design	2,177	978	2,212	1,002
Faculty of Business and Hospitality	2,246	1,927	2,216	1,993
Faculty of Health, Public Safety and Community Studies	1,688	1,442	1,713	1,379
Faculty of Technology and Trades	1,658	1,233	1,704	1,282
Algonquin College in the Ottawa Valley	406	237	461	221
School of Part-Time Studies	39	6	55	23
<b>College Totals</b>	<b>8,214</b>	<b>5,823</b>	<b>8,361</b>	<b>5,900</b>

**Continuing Education Registrations:** For the 2009 Fall Term, as at October 18, 2009 registrations were 12,411 as compared to 12,288 at the same time last year. The term registrations to that date represent 90.4% of the projected enrolment. Registration continues throughout the term.

### Admissions Statistics, 2009 Winter

As at October 19, 2009, OCAS statistics for the 2010 Winter Term indicate that, for *College Choices* (i.e. number of individual applications to Algonquin College), our Non-Secondary School applicants are up 36.6% from last year, Secondary School applicants are up 8.6%, with an overall increase in applicants of 25.9%. Province wide, the variances are 48.5%, 16.4% and 36.4% respectively.

As of October 19, 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 38.3% from last year, Secondary School applicants are up 8.3%, and overall we show an increase of 26.8%. Province-wide, the respective variances are 48.2%, 16.9% and 36.5% respectively.

As of October 19, 2009, for *Confirmations*, our Non-Secondary School confirmations are up 81.8% from last year, Secondary School confirmations are up 1.7% and overall, we show an increase of 47.1%. Province-wide, the respective variances are 58.2%, 10.9% and 39.4% respectively.

### Client Service Metrics

Contact Centre and Service Counter Client Service metrics for the Registrar's Office are as follows:

Contact Centre/Service Counter Statistical Summary*					% Variance	
Contact Centre (Telephone)	September 09	YTD 09/10	September 08	YTD 08/09	September 09	YTD 09/10
Total Calls	15,255	84,485	13,016	85,289	+14.68%	-0.95%
Total Calls Answered	10,809	67,561	9,914	59,548	+8.29%	+11.87
% Answered	70.85%	79.96%	76.16%	69.81%		
Average Speed to Answer	0:04:31	0:02:47	0:03:40	0:04:13		
Average Call Length	0:03:19	0:02:58	0:04:49	0:04:11		
Service Counter (In-Person)	September 09	YTD 09/10	September 08	YTD 08/09	September 09	YTD 09/10
Tickets Issued	14,200	44,576	8,398	34,479	+40.86%	+22.66%
Customers Served	13,206	42,152	8,186	33,658	+38.02%	+20.16%
% Served	93.00%	94.56%	97.47%	97.61%		
Average Waiting Time (Global)	0:20:02	0:06:04	0:07:48	0:04:28		
Average Transaction Time (Global)	0:07:02	0:06:58	0:08:24	0:08:34		
Switchboard	September 09	YTD 09/10	September 08	YTD 08/09	September 09	YTD 09/10
Calls Received	16,866	86,698	17,710	63,940	-4.77%	+26.25%

\*Notes:

- The Contact Centre experienced an increased call volume of 14.68% in September 2009.
- September 2009 Service Counter (in-person) statistics included Financial Aid services. The comparative increase of 40.86% from 2008 is largely due to this service integration.



### **Fall Convocation (Ottawa)**

The Fall Convocation Ceremony for Ottawa Schools was held on Tuesday, October 27<sup>th</sup> at 8:00 p.m. in Southam Hall at the National Arts Centre. The Guest Speaker and Honorary Degree recipient was Barbara Farber, President, Leiken Group Inc.

### **2009 Fall Entrance Bursary Program**

Algonquin College offers Entrance Bursaries to full-time first-year entry-level students enrolled in degree or diploma programs. Entrance Bursaries are awarded based upon demonstrated financial need.

In excess of 1,600 applications were received by the September 18, 2009 deadline for the 2009 Fall Entrance Bursary Program. This program has proven extremely popular with our first-year students and this represents the largest Fall Entrance Bursary intake, to date.

### **2009 Fall Student Assistance Bursary**

The Algonquin College Student Assistance Bursary is a non-government funded bursary distributed each term. Students must be registered and attending classes in order to be eligible for this bursary. Students qualifying for a 2009 Fall Entrance Bursary are not eligible to apply for the 2009 Fall Student Assistance Bursary.

Again, demand for this Bursary has been high; in excess of 2,500 applications were received by the October 15, 2009 deadline.

### **Student Support Services**

#### **Director's Office**

On Tuesday, October 6<sup>th</sup> from 4:00 to 8:00 p.m., Algonquin's Business Innovation Centre in partnership with the Small Business Association (SBA) of Canada, and Algonquin's Student Support Services, held the first of a series of showcases, in Room T102. As part of the initiative for holding this showcase, SBA Canada offered a \$500 Bursary to the Green Business Management Program.

The theme of this event was "Green Home and Lifestyle", and was a holistic approach to empowering everyday people to choose GREEN in various aspects of their life: in the home, for energy consumption, for food and water, for green offset options, and even green fashion! The goal was to bring together sustainability conscious people and organizations to support the Ottawa community in living a Green Life.

This was a great learning opportunity and networking event to meet like-minded people from social entrepreneurs, students, academics, non-profit government organizations, and the business community. The event was very successful and there were over 50 community organizations that took part, three keynote speakers, and a fashion show. Over 20 Algonquin College student volunteers assisted throughout the show, and over 400 visitors were in attendance.

#### **Employment Services**

The team of Employment Officers has visited over 72 first-year classes (more than 2,800 students) to inform students of the job-search services available. The first two Résumé Clinics were held on October 6<sup>th</sup> and October 8<sup>th</sup>. These clinics provide students with the latest techniques for a winning résumé and are offered in a group setting of six participants. The next two clinics (scheduled on October 20<sup>th</sup> and October 22<sup>nd</sup>) will highlight the particular features of the new Optimal Résumé application available to Algonquin College students and graduates through the Employment Services website.

Employment Officers provided general service and job search information to over 400 students after participating in the Student Services Fair on October 6, and the Police and Public Safety Volunteer Fair on October 7<sup>th</sup>.

Faculty from various program areas have requested customized employment workshops for their students on topics such as: Résumés and Cover Letters; Strategic Volunteering; and Networking and Interviewing.

#### **Student Affairs and Orientation**

The Student Affairs and Orientation Officer assisted with the semi-annual Class Representative Training session hosted on Monday, October 5. There were 155 Class Representatives who participated in the Fall Term's training.

Information Fairs were recently held at the Woodroffe and Perth Campuses (October 6 and October 15, respectively). These events are held once a year during the Fall Term. Representatives from Student Employment Services, Counselling Services, Health Services, Safety and Security Services, Financial Aid, the Centre for Students with Disabilities, Student Affairs and Orientation and the Students' Association were present.

On Sunday, September 20, a special Orientation session was held for those students who are registered in full-time programs, delivered on the weekend.

### **Centre for Students with Disabilities (CSD)**

The total number of students who self-identified and requested service from April 1, 2009 to September 30, 2009 was 1,545 compared to 1,368 during the same time period in 2008. This is a 13% increase in the number of students served, or an additional 177 students seen in 2009.

The "Peer Up for Success" peer mentoring program is entering its third offering this Fall. There are currently 15 students involved (9 mentors and 6 mentees). The goal of this program is to engage students with disabilities, in particular those with high needs, and provide a sense of community, encourage adjustments in learning and study habits, and help students access existing supports and navigate through campus resources.

Tim Comerford, an Intake and Assessment Advisor in the CSD, has launched a pilot project with an HR professional with TD Canada Trust who will be invited to the College to meet with students one-on-one. The employer will speak to students about their concerns related to how to approach prospective employers regarding their disability issues. TD Canada Trust is an employer that actively demonstrates its willingness to accommodate and they are able to discuss concerns or questions students have from the employer perspective.

### **Counselling Services**

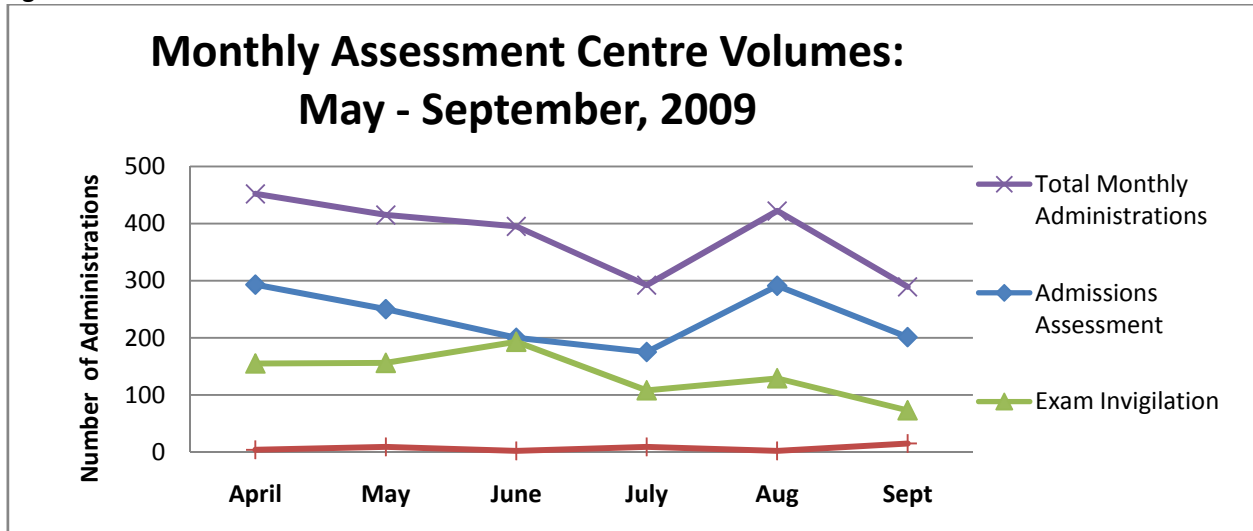
On Saturday, September 26<sup>th</sup>, 34 students attended the Study Skills and Time Management workshop. We received excellent responses from students on how informative the session was.

Numerous requests were received from professors to have study skills and time management workshops, stress management, life-purpose starter kit, and team building workshops for their classes. Through these workshops, we have made contact with over 652 students this month alone.

Approximately 400 students living in Residence were surveyed using both an online and paper version of a 15 question survey. Results will be used to market services to those students who indicated on their survey that they wish to be contacted by a representative from either Student Life or Counselling Services.

Figure 1 (next page) is a summary of the monthly Test Centre activity volumes from April through September, 2009, across the three main assessment/exam activity categories, as well as the total monthly volumes. The total assessment and exam volume for September was 289 administrations. Although September marks a period of slow decline in Test Centre activity as we enter the Fall, Second Quarter (July – September, 2009) Test Centre volumes are actually 9% higher than the same 2008/2009 period. In fact, the 2009/2010 year-to-date total volumes are 23% greater than the 2008/2009 total volumes over the same period. These increases are largely due to significant increases in admission assessment volumes which is primarily the result of the broader applicability of the Accuplacer and Health Occupation Assessment Exam assessment tools to assist in making admission decisions. As a result of this broader applicability, the Test Centre administered 348 more admissions assessment in the first half of 2009/2010 as compared to the first half of 2008/2009.

Figure 1:



After initial meetings with the administrative staff and faculty of Algonquin College in the Ottawa Valley in June 2009, plans are in place to set up Algonquin College in the Ottawa Valley (ACOV) as an Accuplacer assessment site as of the Winter 2010 admission point. This will bring their admission assessment practices in line with the other Algonquin campuses, and allow the Woodroffe campus Test Centre to support and monitor the assessment practices of ACOV.

#### **Mamidosewin Centre**

In September, the Mamidosewin Centre hosted an opening ceremony with Elder Peter Decontie of Kitigan Zibi First Nation. Also, on September 22<sup>nd</sup>, approximately 20 students celebrated the first day of Fall with Elder Yvonne Thomas. Yvonne talked about harvest, corn husk dolls, and other teachings pertinent to the student population.

The Mamidosewin Centre is flourishing and there is an increased flow of student traffic every day. The computers/printer are utilized to capacity, and at times some students even need to go to other computer labs to complete their work.

The potluck at the Mamidosewin Centre was very well attended, bringing in new faces, providing friendship, and building community within the Aboriginal student population. Another one will be held after Thanksgiving, and planning is underway to host potlucks once a month thereafter.

#### **Health Services**

In the past month, the total number of visits to Health Services was 4,735, compared to 2,996 one year before, a 58% increase in volume. Of these, 676 patients saw a doctor (i.e. 14% of the total visits). There were 10 accident reports generated for on-campus incidents.

The Health Promotions team began the year with the planning and hiring of new staff for the "Leave the Pack Behind" (non-smoking) project. The team opened their new office in room B186, updated bulletin boards throughout the College, as well as information on the Health Promotions website.

#### **Residence**

Residence Outreach held several events during the month of September including a Student Support Services Fair in the lobby of Residence. Various departments within Student Services attended and set up tables for the students to view the many services available to them.

As well, the annual IKEA event was held on September 16<sup>th</sup>. Once again, Algonquin took home the highest awards from the competitive activities held with both Carleton University and the University of Ottawa.

Residence Outreach, in partnership with Student Affairs and Orientation, organized two busloads of Algonquin students (both Residence and non-Residence students), to attend the Ottawa 67's home opener. Just shy of 100 students attended to watch the Niagara Ice Dogs defeat the home town team.

The Algonquin Residence Council, with leadership from Residence Outreach, hosted the first monthly Student Forum in Residence on September 27<sup>th</sup>. Approximately 25 students came to the Forum and provided approximately one page of feedback and questions for Residence Staff to reply to.