

ACADEMIC

LEARNING AND TEACHING SERVICES

The annual Kaleidoscope Conference was held May 10-12, 2010, and was a great success bringing together faculty, support, and administrative staff from across the College. Keynote speakers included Adwoa K. Huahene, Managing Partner of n-gen People Performance Inc., Terry Anderson, Professor and Canada Research Chair in Distance Education at Athabasca University, and Todd Nicholson, Paralympian with the Canadian Men's Sledge Hockey Team.

39 workshops were delivered and the conference closed with a 'Mix and Mingle'. Congratulations go out to the Kaleidoscope Committee members, Learning and Teaching Services staff, and all others involved.

The Centre for Organization Learning (COL) offered additional professional development activities this spring, as well as organized attendance at a variety of Eastern Region conferences:

- Part-time Faculty Orientation
- Eastern Region Focus on Learning
- TALL (Teaching Adult Life Long Learners) Program
- Eastern Region Aligning and Bridging Curriculum
- Celebrating Great Teaching Retreat
- Faculty Cyber Connections
- Eastern Region Coordinators Conference
- Hybrid Course Development
- Blackboard 9 workshops
- Faculty Retreat – Live.Laugh.Learn – Part 2
- Service Excellence program

In addition, faculty and staff from across the Academic area have been busy this past month attending national conferences related to their respective program areas, as well as meetings for regulatory bodies and research conferences .

CAREER AND ACADEMIC ACCESS CENTRE

The Ministry of Training, Colleges and Universities has confirmed funding of an additional \$470K for the 2010-11 academic year through the College's Literacy & Basic Skills (LBS) contract. This funding comes with a commitment to serve 251 additional learners and is part of the 2009 budget announcement of \$90M over two years for LBS to meet the needs of Ontarians affected by the economic downturn.

SCHOOL OF HEALTH AND COMMUNITY STUDIES

The Child and Youth Worker Nicaragua 2010 Away Team presented an overview of the trip and the learning that occurred. A debriefing took place to review the positive impact and challenges of such an International Service Learning Project with the teachers and administration team. In addition, Professors Jane Trakalo and Donna Serafini presented a two hour workshop on the trip at the Kaleidoscope Conference. This type of activity aligns nicely with *The Algonquin Experience* strategy.

Algonquin College is featured in the Canadian Child Care Federation's "We Value Children" video that has been distributed nationally as part of their Social Marketing campaign.

SCHOOL OF HOSPITALITY AND TOURISM

The School's Hair Stylist and Esthetician programs partnered with Baz Beauty Systems to bring motivational speaker and President/Founder of Simply Organic products, Gene Martignetti to speak to students, staff, and members of the beauty industry. Gene is one of the industry's most sought after and respected mentors.

SCHOOL OF TRANSPORTATION AND BUILDING TRADES

On April 29, 2010, the School of Transportation and Building Trades, in conjunction with the Canadian Automobile Association as well as the Ottawa Catholic and the Ottawa District School Boards, hosted approximately 50 high school students from 6 local high schools at the Student Auto Skills Competition.

ALGONQUIN COLLEGE IN THE OTTAWA VALLEY

The School secured a \$280K contract with the Ministry of Training, Colleges and Universities to deliver the Targeted Initiative for Older Workers (TLOW) program in Pembroke, beginning June 1, 2010. The TLOW provides employment assistance services and employability improvement activities (such as skills upgrading and work experience) to unemployed workers aged 55 to 64.

FACULTY ACTIVITY

Each year, our faculty and staff are recognized for excellence in many ways, including through awards ceremonies. This year, several dozen faculty and staff were selected to be considered for various awards. Congratulations go out to those members of the Academic Area who were nominated and to those who won various College Staff and other awards including:

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| Laurent Isabelle Award: | Dave Osborne, Coordinator, Heritage Carpentry program, Algonquin Heritage Institute |
| Diane Bloor Part-time Faculty Award: | Patti Church, Professor, School of Business |
| Full-time Support Staff Award: | Steven Dowdell, Technician, Architectural Technology, School of Advanced Technology |
| Part-time Support Staff Award: | Trudy Price, Administrative Assistant, Academic Development |
| Team Award: | Brad St. Jean, Mike Stacey, and Chris Broughton, IT Team, Faculty of Arts, Media and Design |
| Lifetime Achievement Award: | Maryanne Mask, Manager, Administrative Services, Algonquin College in the Ottawa Valley |

Each year, the National Institute for Staff and Organizational Development (NISOD) at the University of Texas in Austin recognizes candidates through the NISOD Excellence Award for their organizational and leadership excellence. This year's recipients are:

- Chris Ryan Algonquin College in the Ottawa Valley
- Brian Duffy Police and Public Safety Institute
- Carl Gray School of Health and Community Studies
- Elizabeth Skitmore School of Business
- Kathleen Hamilton Algonquin Heritage Institute
- Kit Wolski Faculty of Arts, Media and Design
- Nelly Faycal School of Advanced Technology
- Roger Davey School of Transportation and Building Trades
- Tara Ettinger School of Hospitality and Tourism

Congratulations go to Dianna McAleer, Professor, Police and Public Safety Institute for being awarded Algonquin College's 2010 Capital Educator's Award. Congratulations also go to all of the College's other finalists: James Acre, Dr. Abdul Al-Azzawi, Tony Davidson, Enrico DeFrancesco, Heather Farmer, and Rodger Johnston.

Congratulations go to retiring Radio-Broadcasting Professor, Don Crockford, as he has won the Broadcast Educators Association of Canada (BEAC) Michael Monty Distinguished Service Award. The BEAC is a national organization dedicated to promoting excellence in Media Education. This award is given annually to a long-standing BEAC member who has displayed an ongoing passion about teaching, been a strong support of student achievement, and worked hard to connect students and their schools to meet industry needs.

The Interior Design faculty, led by faculty member Dorothy Stern, will be participating in a worldwide 'Think Tank' sponsored by the International Federation of Interior Architects/Designers. This is a global policy initiative that will result in a symposium, with the goal being to explore and define Interior Design in a global context.

James Acre, Coordinator, Bachelor of Information Technology – Interactive Media and Design, was one of 30 designers chosen from around the world "to explore experimental design and to work collaboratively to create projects that will be exhibited at the Graphic Design Festival" to be held in Breda, Netherlands in 2010.

Fred Sebastian, Coordinator, Professional Illustration, published a research paper with Dr. Anthony Whitehead, Carleton University, entitled "History or His-Story: Reflections on Interactive Museum Exhibit Design." The paper was published by 'Design Principles and Practices', an international journal.

COMMUNITY ACTIVITY

The Algonquin Heritage Institute submitted a proposal to Valley Heartland Community Future Development Corporation to fund a Youth Intern position. This was approved and the intern's role will be to continue work on Downtown Heritage Perth initiatives. The intern will work for six months, with the salary funded by Valley Heartland and community partners.

Algonquin College in the Ottawa Valley partnered with the four Renfrew Country District School Boards, employers, and government agencies to organize the Options 2010 Skilled Trades Fair on April 28, 2010, at the Pembroke Memorial Centre. More than 2,500 people attended.

On April 7, 2010, a group of approximately 25 female high school students from the Ottawa District School Board visited the College for a "Women in Skilled Trades" day. The students toured and participated in a variety of hands-on demonstrations in various labs.

STUDENT ACTIVITY

Jessica Borutski, 2003 Animation graduate, is working for Warner Brothers, redesigning Bugs Bunny, Daffy Duck, Yosemite Sam, and other characters for a new 20-episode, half-hour TV show called "The Looney Tunes Show" which will air on the Cartoon Network in fall, 2010.

Kit Cross, Outdoor Adventure Naturalist student, won first prize in the Algonquin Reads Student Writing Contest for her story entitled "Max".

Ryan Richards, Carpenter apprentice program, won Gold at the Ontario Provincial Skills Competition in Waterloo, Ontario. He then moved on to win the Silver at the National Skills Competition in Carpentry.

Office Administration student Martha Reeve competed at the Ontario Provincial Skills Competition, earning a silver medal.

Yu-hua Li, Professional Accounting student, finished second in the CGA Ontario One-Hour Accounting Contest at the basic-to-intermediate level. She won \$2K in cash and a \$5K scholarship.

ADMINISTRATION

FINANCE & ADMINISTRATIVE SERVICE

The Finance and Administrative Services Department is currently in the midst of fiscal year-end processing and has completed preparation of the 2009/10 Financial Statements. The audit of the financial statements is nearing completion and the 2009/10 financial statement information has been submitted to the Ministry of Training, Colleges and Universities for consolidation in the Province's financial statements.

The KPMG auditors are on site to audit a total of 17 financial statements and reports between May and July 2010, related to the Foundation, Enrolment, Apprenticeship, capital grants, and other various cost audits. Finance continues to lead a working group on the implementation of the Ontario Harmonized Sales Tax involving several areas of the College including, but not limited to, College Ancillary Services, School of Part-time Studies, and the Registrar's Office. Finance continues to participate in the coordination of the Strategic Programs and Services Planning project.

The Manager, Business Process Review is working with several departments across the College in reviewing 25 processes for improvements, efficiencies and value to the client.

A recent RFP for a College corporate credit card program has resulted in a three year contract awarded to Desjardins.

INFORMATION TECHNOLOGY SERVICES (ITS)

Information Technology Services has begun the planning for the completion of the many technology projects over the next fiscal year in support of teaching, learning, and business automation at the College.

As the College moves to a more virtual and mobile computing environment, ITS continues to be actively involved in researching the various products and services that support the initiative. ITS has initiated a project to provide a lecture capture platform for all eClassrooms to allow professors to post recordings of their lectures on Blackboard for review. It is expected that by the fall, 2010 semester, a majority of teaching classrooms will have lecture capture capabilities. ITS is also reviewing various options for the delivery of program or course-specific software in a virtual environment to reduce reliance on fixed computers and to improve mobility for students.

ITS has begun an extensive project to retrofit the College's Data Centre to upgrade power, generator power, uninterrupted power supplies, air flow, ventilation, and cooling to ensure that the data centre continues to provide an environment suitable for the College's computing and networking requirements.

ITS has continued a project to improve the student communications and collaboration environment (including e-mail), with a goal to provide a better, more cost effective platform by fall, 2010. The College will be implementing Microsoft's Live@edu platform for students effective September, 2010.

COLLEGE ANCILLARY SERVICES (CAS)

All CAS business units achieved and/or exceeded budgeted sales for the month of April.

Retail Services held a week long Customer Appreciation event from May 10th to 14th in conjunction with the Career Services Fair and Kaleidoscope. This is a deviation from the traditional one day event.

The Parking Office released the 2010-2011 parking permits for purchase on May 24, 2010. Purchases can be made online or at the service counter in C045.

Food and Beverage Operations introduced a new convenience card program enabling staff and/or students to use a card with a declining balance for food purchases. Work has commenced to repair the dividing walls in the MarketPlace Food Court. It is anticipated that the repairs will be completed by the beginning of August. Hours of operation have been extended at the Portable Feast to accommodate students attending evening courses.

PHYSICAL RESOURCES**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 scheduled for substantial completion by March 31, 2011, to meet the Knowledge Infrastructure Program funding requirements and for the start of classes by September 6, 2011. Highlights include:

- The Site Plan Agreement appears to be close to approval. Discussions on the Site Plan Conditions are being held between College consultants and City of Ottawa.
- The partial Building Permit for the building envelope is pending approval: discussions are ongoing with the City of Ottawa approvals group to expedite this permit.
- EllisDon and their team have been working on the final design and expect to submit 100% Construction Documents by June 14, 2010.
- The steel erection for the five storey south tower is about 95% complete. All of the upper level concrete slabs in the south side of the tower have been poured and the sixth floor mechanical penthouse in the northern half of the tower has been poured.
- The suspended slab in the learning street has been poured and the Precast T floor sections in the Kitchen and server area have been installed.
- 90% of the shear walls in the low rise are complete.

Perth Campus Renewal and Expansion

The project is on budget and scheduled for substantial completion by March 31, 2011, to meet the Knowledge Infrastructure Program funding requirements and for occupancy in September, 2011.

- The Perth Project Steering Committee have reviewed and approved the 90% working drawings and the Class "B" budget.
- The College is targeting a "LEED Gold" Building.
- Prequalification documents were advertised on Merx and closed May 11, 2010.
- Construction tenders to be issued on May 27, 2010.
- Construction tender to close on June 17, 2010.
- Construction scheduled to begin on site on July 5, 2010.

Pembroke Campus Relocation

Agreements have been signed between the College and the City of Pembroke regarding the land transfer and associated development conditions.

- The College is now doing the urban and site planning studies to address short term and long term considerations to ensure an optimal campus development plan.
- Site investigations are planned for spring/early summer including geotechnical, site survey, and biological habitat. Phase I and II environmental assessments were previously completed.
- An Integrated Design Process Design Charrette was conducted on Friday, May 7, 2010. A Draft Vision and Guiding Principles report is being prepared by College consultants as output from the Design Charrette.
- The Campus Development Consultant (CDC) continues to work with the stakeholders to develop the space programming requirements.
- A feasibility study for potential student residence accommodation is underway.
- The project target completion date is for occupancy in September, 2012.

Student Commons

The Campus Development Consulting team has met with the City of Ottawa to determine the requirements for the Site Plan Application process.

- The geotechnical investigation, site survey, and Phase I environmental assessments are anticipated to commence by end May, 2010.
- An Integrated Design Process Design Charrette was conducted on Thursday, April 1, 2010. A Draft Vision and Guiding Principles report was prepared by College consultants following the Design Charrette.
- The Campus Development Consulting (CDC) team has explored several site layouts and preliminary space blocking plans. They have also met with the various stakeholder groups to confirm space requirements. A session was conducted on May 26, 2010, to confirm adjacencies and blocking diagrams.
- The Stakeholders and the CDC team have had site tours of three auditoriums in the Ottawa area as part of the planning for the auditorium portion of the project.

The project target completion date is for occupancy in September, 2012.

ADVANCEMENT

President's BBQ

The year-end Staff BBQ held on Thursday, May 13th in the Marketplace Food Court was attended by approximately 900 faculty and staff from all three campuses, as well as representatives from the various College Boards. All technical support was provided by the College's ITS staff, as well as the students and staff from the TV Broadcasting program. Also new to the event this year was the showcasing of AIR, Algonquin's student-run Internet Radio Station, who provided the music and on-location interviews with audience and guests.

The agenda for the event included remarks by President Gillett, a video showcasing the highlights from the academic year, and the presentation of the following College staff awards:

- Support Staff Award: Shelly Pond, School of Part-time Studies; and Steven Dowdell, School of Advanced Technology
- Part-time Support Staff Award: Trudy Price, Administrative Assistant, Academic Development
- Team Award: Arts, Media and Design IT Team, Faculty of Arts, Media and Design (Brad St. Jean, Mike Stacey, and Chris Broughton)
- Part-time Faculty Award: Patti Church, School of Business
- Laurent Isabelle Award: Dave Osborne, Carpentry and Joinery – Heritage, Perth Campus
- Administrative Staff Award: Phil Rouble, Facilities Planning Specialist, Physical Resources
- Lifetime Achievement Award: Peter Kerkhof, Systems Analyst, Information Technology Services; and Maryanne Mask, Manager, Administrative Services, Pembroke Campus

Staff Awards Reception

The second annual Staff Awards reception for all nominees for the Staff Awards, and the Capital Educators Awards was held on Wednesday, May 11th. Also honoured at the event were the many nominators for the Staff Awards, as well as the recipients of the NISOD Excellence Awards. Lifetime Achievement Award nominees Peter Kerkhof and Maryanne Mask were singled out by the President for their commitment to their profession, the College and our students.

Strategic Programs and Services Planning (SPSP)

The Communications team supported the SPSP Steering Committee by providing event planning, management, registration, coordination and media relations for the draft report release and the consultation effort on behalf of the SPSP Steering Committee. All events were streamed live and posted to the SPSP planning site following the presentation. All sessions were also transcribed in order to maintain the transparency of the process. An online forum was launched to facilitate the gathering of comments on the various sections of the draft report by both employees and external stakeholders. Media relations continues to manage requests from media, coordinating the messaging and the appropriate spokesperson to respond.

President's Breakfast

The annual President's Breakfast to mark the beginning of another academic year is planned for Thursday, August 26th, 2010. All full-time and part-time faculty and staff are invited to attend.

Capital Educators' Awards

Dianna McAleer from the Police and Public Safety Institute was presented with a Capital Educators' Award at this year's *EduGala* dinner hosted at the College on May 20th.

Ontario Progressive Conservative Leader Visit

Advancement coordinated a visit from Ontario Progressive Conservative Leader, Tim Hudak, which took place Thursday, May 20, 2010. Mr. Hudak was accompanied by Lisa MacLeod, MPP Nepean-Carleton. The agenda included a presentation by Mike Rushton on Algonquin's expansion plans followed by a tour of the Algonquin Centre for Construction Excellence (ACCE) construction site.

Project Homeless Connect

The College partnered with the University of Ottawa in support of Project Homeless Connect (PHC), a one-day fair to offer services to the Homeless that they would normally not be able to access. The event took place on Friday, May 14th on the grounds of the University of Ottawa's Tabaret Hall. President Gillett was in attendance and gave opening remarks at the launch event. It is estimated that approximately 400 to 600 Homeless clients attended throughout the day. Algonquin's participation included:

- Pet care provided by students from the Veterinary Technician program.
- Bike repair led by Causeway Work Centre, with a volunteer student from our Motive Power Technician program.
- Child care by students and staff from the Early Learning Centre.
- First aid support by paramedic students.
- Security back-up by Police Foundations students.
- Entertainment by members of Divided Highway.
- Pre-event transportation of supplies provided by our Shipping and Receiving Department.
- Donations from various departments which included 200 enviro bags, 200 water bottles, t-shirts, can drinks, sun glasses, and ball caps.

Convocation

Advancement developed and implemented an internal and external communications plan which includes reaching out to every Faculty in the College for compelling stories about their graduates, profiling the student success stories internally using web and social media tools, and liaising with local media to highlight these stories in the greater community.

May Media Stories

- April 21 – *CBC TV, CBC Radio, CTV, Ottawa Citizen, CFRA, and Nepean This Week* regarding the launch of the Algonquin College's Victimology program.
- May 7 – *The Ottawa Citizen* featured an interview with two Documentary Production students who recently travelled to Sierra Leone to showcase the Artists United 4 Children and Youth Development (AUCAYD).
- May 19 – *Nepean This Week* featured a story about an Algonquin College graduate who is facing house arrest due to his conviction for marijuana possession.
- May 20 – The *Perth EMC* featured a letter from an Office Administration Executive student reflecting on her very positive experience at Algonquin College.
- May 22 – 31 – The *Ottawa Sun, the Ottawa Citizen, CTV, and CFRA* featured interviews with the Vice President Academic and the Executive Director of Advancement regarding the College's Strategic Programs and Services Planning Project (SPSP).
- May 29 – The *Daily Commercial News* featured a story regarding the construction process of the Algonquin Centre for Construction Excellence.

HR and Leadership Development

Communications is currently supporting Human Resources with the development of the communications plan and strategy for the September launch of Algonquin College's Leadership Development program and the overarching HR Web site.

Business Plan and Annual Report Design

Supported Business Development in the design and editing of the Annual Report and the Business Plan.

Alumni Relations

There is a continued growth of daily activity and interaction among alumni and the alumni relations office at the College. Social networking presence continues to grow. The Alumni Association AGM will be held on June 8th.

Our new affinity product, Advantage INTRAVEL travel booking site will be implemented over the summer. Cross promotion with our newly offered Johnson's MEDOC travel insurance will offer additional benefits to clients and revenue to the association.

COLLEGE MARKETING AND ENROLMENT (CME)

Brand Re-vitalization

The quantitative segment of the brand audit has been completed for internal and external stakeholders. The analysis report is due in June.

CRM Project

An RFP for the Recruitment Customer Relationship Management system was posted on MERX in May with proposals to be reviewed by mid June, 2010.

Recruitment Events

The annual Algonquin Connections took place May 5-7, 2010. The recruitment event was attended by approximately 700 grade 10 and 11 students from the Ottawa Catholic School Board, Ottawa Carleton District School Board, Upper Canada District School Board, Renfrew County District School Board and the Catholic District School Board of Eastern Ontario.

The Recruitment Team participated in the following recruitment events:

- Dialogue sessions for Guidance Counsellors in Ontario: Kingston (St-Lawrence College), Stoney Creek (Mohawk College), Toronto (George Brown College) and Sudbury (Cambrian College).
- Saturday campus tours continued in May.
- Career Fair in Akwesasne with staff from ACAP and Student Support Services.
- Military Family Resource Centre Information session in Ottawa.
- Military Career Fair in Trenton and Department of National Defense Career Fair was also attended by a recruiter in May.
- The ITO 2.0 Ottawa 2010 Spring Career event at the Nepean Sportsplex and the Youth Employment Fair.
- Monthly information sessions continue to take place at the Bank Street Employment office.

Upcoming Recruitment Events

Open House & Housing Day (Pembroke) – June 19, 2010

BUSINESS DEVELOPMENT

ALGONQUIN FOUNDATION

Constructing Our Future Capital Campaign

A campaign cabinet meeting was held on May 7, 2010. To date, pledges total \$3,364,800. Campaign cabinet members will continue with major prospect calls over the summer.

Perth Building Our College Community Our Future Campaign

On May 14, 2010, Jane Laut, a retiree from Perth, hosted an open house for retirees to inform them about the expansion of the Perth campus and to encourage donations. Five staff members from the Algonquin College Heritage Institute have made payroll pledges. The Perth BIA has confirmed that a golf tournament to support the Perth campaign will be held on September 12, 2010, at the Maple View Golf Course in Perth. A brochure for the campaign has been finalized and approved. To date, pledges total \$108,200.

Pembroke Campus Campaign

The Pembroke Golf Tournament has been confirmed for June 23, 2010. To date, campaign pledges total \$1,469,262.

Endowment Campaign

A total of \$702,000 has been collected from endowment pledges for 2009/10. A new bursary has been confirmed for the Human Resources Professionals Association.

Annual Awards

New annual awards have been confirmed for the Ottawa Retired Teachers Association, Certified Management Accountants (School of Business) and the Sales Association (School of Business).

Lucky Payday Staff Lottery

An end of the year draw was held at the President's BBQ on May 13, 2010. To date, 340 tickets have been sold for the 2010/11 Lucky Payday Staff Lottery.

Awards Nights

The Radio Broadcasting Award event was held on May 3, 2010.

Out and About

Outreach activities this month included:

- Toast Masters Events
- Ottawa Boys and Girls Club Breakfast
- Kanata Chamber of Commerce Golf Tournament
- Ottawa Sports Hall of Fame Dinner
- Association of Fund Raising Professionals Day
- Champions for Children Dinner
- United Way Leadership Dinner
- Nepean Chamber Luncheon

INTERNATIONAL EDUCATION CENTRE (IEC)

Recruitment

In May, IEC recruiters participated in education fairs in Ahmedabad, Delhi, Chandigarh and Mumbai, India.

Tours and Delegations

IEC staff members were involved with the organization of a Familiarization (FAM) tour of the College. The FAM trip brought 19 education consultants from India, Mexico, Russia, Vietnam, Poland, Brazil, Saudi Arabia, Nigeria, and Zimbabwe to Ottawa and Algonquin for two days.

Projects and Partnerships

The Manager of International Projects visited Amman, Jordan to work on the SIAST – CIDA funded project, “Building and Extending Skills Training Systems” (BEST) Project. The purpose is to work with the local gender specialists to develop and implement policy recommendations for enhancing women’s participation in the Technical and Vocational Education Training (TVET) sector.

On May 5 and 6, 2010, a delegation from the Jiangsu Maritime Institute (JMI) met with the VP, Business Development and the Dean and Chairs from the School of Business to develop an implementation plan for the partnership between JMI and Algonquin. JMI and Algonquin will launch a joint program in Business Administration - Materials and Operations Management in September, 2010 in Nanjing, China

From May 14-21, 2010, the VP, Business Development and Associate Dean, Health Studies travelled to India to meet with the team from the Kerala Institute for Medical Sciences to discuss a collaboration to deliver applied healthcare programs in India. The KIMS leadership is particularly interested in Algonquin College’s Paramedic, Nursing (graduate-level) and Dental Hygiene programs. A proposal was presented to the KIMS team outlining a recommended direction for collaboration.

Language Institute

This month, proposals were submitted to Citizenship and Immigration Canada for Occupational-Specific Language Training (OSLT) 2010-11 and to the RCMP for French and English language training.

INSTITUTIONAL RESEARCH AND PLANNING (IRP)

Key Performance Indicators

Program-specific, detailed KPI Student Satisfaction reports were sent to School Deans for internal distribution to their departments. As well, reports comparing KPI results by School, Department, and individual programs for two years were sent to academic departments.

Annual Publications

IRP worked with Advancement to finalize the 2009-10 Annual Report and Business Plan.

CORPORATE AND BUSINESS DEVELOPMENT (CBD)

School Board Partnerships

Dual Credit Presentations

During the month of May, Dual Credit presentations, promotions, symposiums and workshops were given to College administrators, faculty and staff, representatives from MTCU and the Ministry of Education, 20 educators at the “Making the Cut” conference, 40 staff members from St. Patrick’s High School, and school administration and staff from Glebe High School.

Pathway Mentors 8

On May 7, 2010, District School Board Partnerships hosted the Grade 8 Connections Day for approximately 300 grade 8 students, teachers, College administrators, and staff.

Regional and Provincial Websites

Reviews have begun to map out changes to the www.passpathways.on.ca website to move to the new site template. A meeting was held with an SCWI Project Liaison Team member to discuss how Algonquin can contribute to the re-launching of the provincial website, www.gotocollege.ca.

MSET English Forum

A forum was held on May 19, 2010, for 45 teachers of high school-level, College-bound English and Algonquin professors of Level 1 Communications to learn about Accuplacer and the lessons learned from the internship experiences of five high school teachers and five College professors.

ALGONQUIN COLLEGE ACCESS PROGRAM (ACAP)

Colleges Integrating Immigrants to Employment Project (CIITE)

CIITE has agreed to allow Internationally Trained Immigrants (ITIs) participating in bridging programs to apply for the Record of Education and Experience.

Increasing Capacity for Human Resources (ICHR)

Algonquin has held three ICHR workshops, and another ICHR workshop was recently held at the downtown OCRI Entrepreneurship Centre. A marketing strategy has been implemented for ICHR, including advertising in the Ottawa Business Journal and distributing information cards to all community economic development offices and Chambers of Commerce

Aboriginal Portfolio

ACAP is preparing a partnership agreement to be signed with Aboriginal communities to enable the implementation of a communications program through Skype between students and their communities. There are three communities ready to move forward.

ACAP is leading the development of an Aboriginal leadership course for post secondary students and a course for employers on the sourcing and hiring of Aboriginal people. These courses have attracted the attention of representatives from Indian and Northern Affairs Canada.

Aboriginal Students' Association

ACAP is supporting the Aboriginal Students' Association in a membership drive and will assist the aboriginal group in working with the Algonquin Students' Association. One hundred and fifty Aboriginal students signed up during a recent membership session.

First Generation Portfolio

The proposal for the next two years of funding to support First Generation Students has been submitted to the Ministry of Training, Colleges and Universities. ACAP staff are working with Student Services to develop questions for each demographic area that will be incorporated in the registration form used for orientation.

Second Career (Experienced Worker)

Staff are making regular contact with community agencies supporting the experienced worker applicant. Presentations were made in May to front line staff at the City of Ottawa, Northern Lights, and the YMCA. Since the start of the Second Career program, ACAP staff have seen 4,292 prospective students, and 3,307 were interested in Second Career. The level of interest in funding is still very high, but few candidates are being approved by Employment Ontario for support.

Marketing

An ACAP website for all demographics has been implemented as part of an overall communications strategy. Video graphs of many notable people in the community including chiefs, INAC, community members, students and teachers have been included. Development of this site has been funded through a variety of projects.

CORPORATE TRAINING

Hydro One AZ Truck Driver Training

26 drivers attended the training session in May. Over 72 drivers have been trained, with a 100% success rate.

Supply Arrangement with Federal Government

Algonquin College Corporate Training Centre (ACCT) was awarded a Supply Arrangement for TSPS – Task and Solution Professional Services, which allows ACCT to bid on specific tasks with all Federal Government Departments under two categories: Human Resources Consultant and Leadership Development Consultant. This Supply Arrangement provides ACCT with a procurement vehicle to provide services for projects up to \$1M.

Diversity Management Program

The Diversity Management Program submission to the Curriculum Review Committee was approved at the intermediate level on May 6, 2010. The curriculum should be ready for pilot by mid-June.

CIO Summit

ACCT has partnered with the CIO Summit to bring its IT Leadership Development program to Ottawa through Algonquin College. This masters-level program, accredited by Ryerson University, is targeted at CIOs and Senior IT Executives from the government sector.

Dynamix – Personality Assessment

ACCT is negotiating a contract to be the exclusive supplier of the Dynamix Personality Assessment tool for the National Capital Region. The agreement, marketing, sales training, and facilitator certification should be completed for a fall, 2010 introduction.

Computer Forensic Analysis and Information System Security Officer (ISSO) Training Workshops

ACCT is working in collaboration with Netrunner Inc., an Ottawa-based company which specializes in computer networks, security, and forensic analysis, to market and deliver a series of specialized IT security workshops.

News Articles

ACCT had a one page Success Story in the Cree Human Resources Development 2009/10 Annual Report. ACCT implemented the delivery of Algonquin's Archives and Records Management Certificate Program for participants from several Cree communities scattered in remote areas of Quebec. All of the 11 students from the 9 Cree communities of James Bay representing the band offices, the Cree Health Board and Social Services of James Bay, Cree Policing, and the Grand Council of the Crees/Cree Regional Authority (GCC(EI)/CRA) graduated.

Training Delivered

Customized workshops, facilitation, and training sessions were delivered to the following new clients:

- National Defence: Computer Forensic Analysis
- De Beers Canada: Security Training, Security Refresher and re-Certification
- Communications Security Establishment: Effective Business Writing
- Canada Border Services Agency: Leadership and Management for Women, Managing in a Diverse Workplace
- Urbandale Construction Ltd: Leadership and Management for Women
- Nasittuq: Effective Business Writing
- Odawa Native Friendship Centre: Fundamentals of Leadership
- Canadian Medical Protective Association: Fundamentals of Leadership
- Brogan Inc: Fundamentals of Leadership, Finance for non-Financial Managers
- Health Canada: Fundamentals of Leadership
- Scotiabank: Managing in a Diverse Workplace

HUMAN RESOURCES

COMPENSATION, PENSION AND BENEFITS (CP&B)

The team organized and implemented the annual Jeans Day for Breast Cancer which was held on April 23, 2010, raising over \$1,900.

A Retirement and Benefits Planning session was held on April 28, 2010. The session was well attended and is now available online for all employees. The virtual session has received positive feedback.

The automatic entry of 43 vacation days for Academic staff will be implemented in June. This will ensure current liability decreases, as well as being more equitable for staff.

Professional Development

- Kaleidoscope 2010 - Keynote Speakers and Workshops
- An Update on Undue Hardship/Accommodation
- Bill 168 Workplace Violence Training Workshop
- Absence Management Best Practices Webinar
- CAAT Benefits Administration Conference held on May 4 and 5, 2010, in Toronto

STAFF RELATIONS

The staff took part in the HRPA Ottawa Law Conference on May 4, 2010. Topics covered at the Conference included workplace privacy, the new human rights tribunal, and recent arbitration and court cases.

10 grievance step meetings took place. Two meetings of the Support Staff Employment Stability Committee were held as well as a Support Staff Union College Committee meeting.

The Director met with the College's Leader of the Safety and Security Services Team to review plans to respond to Bill 168 (Workplace Violence), and the department took the Workplace Violence Training for Managers session offered by the College.

An Arbitration hearing with respect to the support staff was held. The Director, along with staff from Academic Operations and Planning, met with the Deans and Budget officers of the Academic Schools, along with staff from Academic Operations and Planning, and reviewed workload planning for the fall.

EMPLOYEE SERVICES

Staffing and Recruitment

Three administration positions were posted, including an Administrative Manager in Pembroke and a Chair of Transportation & Building Trades that were advertised in the Ottawa Citizen.

Hiring for new Academics for the fall, 2010 term has begun with the posting of 19 full-time positions and 11 part-time Professors. In addition, there were six Support Staff positions posted, including four that were in the I/O category.

A workshop on interviewing skills and preparation was delivered due to the large number of requests by staff members. This workshop was videotaped so that it will be available on the HR website for anyone to access.

Classification

The Support Staff Job Evaluation Committee continues to meet weekly to review new and significantly revised positions, and to discuss issues relevant to the College Community. Seven PDF's were evaluated and reviewed with managers in this time period.

HRIS Administration/Transformation

HR/PAY workgroup continues to meet on a bi-weekly basis to prioritize the minimal systems development work still being carried out on the HRIS. A total of 10 requests for enhancement have been scheduled with ITS. Changes are being made to the system security and to control user access and reflect the organizational changes taking place at the College.

A high-level technology solution scoping, requirements gathering, validation, and website communication planning is being coordinated with stakeholders regarding the Leadership Development Program. Product demonstrations and meetings have been arranged with technology vendors and Human Resources. The Advancement Department has delivered a wireframe of the new Human Resources and Leadership development program web pages.

Other-than full-time staffing

A new value stream process was identified in conjunction with Benefits for the Regular Partial Load benefit process in order to streamline monitoring for this area. A total of 87 ROE's were issued to other-than full-time staff via summer laid-offs.

Seniority Lists

Seniority and Probationary Lists have been posted for the month of May for Regular Support Staff.

Workload Monitoring

Unverified SWF Data for Spring Semester was sent on May 31, 2010. A total of 87 full-time faculty are scheduled to teach during the Spring semester.

VICE PRESIDENT'S OFFICE

On May 28, 2010, Human Resources held its SPSP department consultation to discuss the SPSP draft report. Feedback will be sent to the committee.

Succession/Leadership Development Plan

Five qualified candidates will be attending Harvard this summer. These candidates will then build the foundation of our Executive Leadership Program, level 3, based on their experiences and knowledge gained at Harvard.

The leadership model and behaviours were well received and approved by both the President's Executive Committee and President's Executive, Deans and Directors Committee, and will provide leadership vision at Algonquin College for many years to come. We have worked with the Centre for Organizational to ensure these behaviours and the leadership model will be incorporated into both levels 1 & 2 leadership workshops, which will ensure consistency in our leadership message to the College. The first leadership 'call' to all managers (PB9) with supervision responsibilities and above will take place on September 15, 2010.

Performance Management Consulting Project

On May 26, 2010, the students from the Telfer School of Management from the University of Ottawa provided a presentation to the President's Executive Committee. The students and their coach presented a summary of the process they will be following as MBA students to develop a new performance evaluation strategy for administrative staff at the College.

AODA Representative

Karen Coffey will be joining Human Resources on June 11, 2010, as the College's AODA representative. Karen will report to the Vice President, Human Resources.

STUDENT SERVICES

REGISTRAR'S OFFICE

Registration Statistics, 2010 Spring

Full-time Registration in Post-Secondary/Post-Diploma Programs: For the 2010 Spring Term, as at the May 21, 2010, net registered students numbered 2,024 or 96.7% of the projected enrolment.

The breakdown of the 2,024 net registered, as at May 21, 2010, is as follows:

| Faculty/School | Approved Projected | | Net Registered | |
|--|--------------------|--------------|----------------|--------------|
| | Entry Level | Returning | Entry Level | Returning |
| Faculty of Arts, Media and Design | 25 | 94 | 0 | 72 |
| Faculty of Business and Hospitality | 0 | 764 | 0 | 757 |
| Faculty of Health, Public Safety and Community Studies | 36 | 374 | 23 | 358 |
| Faculty of Technology and Trades | 40 | 651 | 41 | 664 |
| Algonquin College in the Ottawa Valley | 0 | 64 | 0 | 66 |
| School of Part-Time Studies | 10 | 36 | 19 | 24 |
| College Totals | 111 | 1,983 | 83 | 1,941 |

Continuing Education Registrations: For the 2010 Spring Term as at May 24, 2010, registrations stood at 8,752 as compared to 9,091 at the same time last year. The term registrations to May 24, 2010, represent 80.1% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics, 2010 Fall Term

As at May 31, 2010, OCAS statistics for the 2010 Fall Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 8.2% from last year, Secondary School applicants are up 4.1%, with an overall increase in applicants of 6.1%. Province wide, the variances are 9.3%, 4.5%, and 6.8% respectively.

As at May 31, 2010, 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 8.7% from last year, Secondary School applicants are up 2.4%, and overall we show an increase of 5.5%. Province wide, the respective variances are 9.3%, 3.8% and 6.5% respectively.

As at May 31, 2010, for Confirmations, our Non-Secondary School confirmations are unchanged from last year at 0.0%, Secondary School confirmations are up 1.0%, and overall, we show an increase of 0.4%. Province wide, the respective

variances are 8.3%, 1.0% and 4.7% respectively. In terms of total Confirmations, Algonquin College ranks third in the province, behind Humber College and George Brown College.

Ontario Colleges Application Service (OCAS) Data Warehouse

On May 4, 2010, Algonquin College users of the Ontario Colleges Application Services Data Warehouse received training from OCAS Data Analyst, Mark Gaston, on accessing and filtering information in the cubes and reports available in the Data Warehouse Reporting and Analytics environment.

Instruction was provided to authorized users of the OCAS Data Warehouse; specifically, staff within the Registrar’s Office, College Marketing and Enrolment and Institutional Research and Planning. This training will enable staff to better access integrated OCAS College data in support of College operations.

Final Grades - 2010 Winter Term

Grades for most 2010 Winter Term post-secondary programs were due to the Registrar’s Office by noon on May 6, 2010. Grades were entered, verified and posted to the Algonquin College Student Information System (ACSIS) for students by 3:00 a.m. on May 7, 2010. This extremely high level of service to our students is the result of the close collaboration of Faculty, Chairs, Information Technology Services, and the Registrar’s Office.

Ontario Association of Student Financial Aid Administrators (OASFAA) Conference

The Registrar’s Office Financial Aid Services Manager and a Financial Aid Officer attended the Ontario Association of Student Financial Aid Administrators (OASFAA) Conference at Trent University in Peterborough, Ontario, from May 10-12, 2010. Ministry of Training, Colleges and Universities SAG representative, Elizabeth Stayer, discussed changes to the 2010-2011 Student Access Guarantee Guidelines.

Student Access Guarantee (SAG)

On March 29, 2010, as part of the Ontario Tuition Framework for 2010-2011 and 2011-2012, the Ministry announced changes to the Student Access Guarantee requirements starting in 2010-2011. As a condition for tuition fee increases, the government will require institutions to automatically meet SAG obligations for first-entry students’ tuition and book shortfalls. Algonquin College is currently awaiting receipt of the 2010-2011 Student Access Guarantee Guidelines from the Ministry of Training, Colleges and Universities, which will provide detailed direction regarding participation in the Student Access Guarantee.

Client Service Metrics

| EXECUTIVE SUMMARY | | | | | % Variance | |
|--|----------|-----------|----------|-----------|------------|-----------|
| <u>Contact Centre (Telephone)</u> | April 10 | YTD 10/11 | April 09 | YTD 09/10 | April 10 | YTD 10/11 |
| Total Calls | 13,759 | 13,759 | 12,084 | 12,084 | +12.18% | N/A |
| Total Calls Answered | 12,871 | 12,871 | 10,886 | 10,886 | +15.43% | N/A |
| % Answered | 93.55% | 93.55% | 90.08% | 90.08% | | |
| Average Speed to Answer | 0:00:22 | 0:00:22 | 0:01:11 | 0:01:11 | | |
| Average Call Length | 0:02:15 | 0:02:15 | 0:02:56 | 0:02:56 | | |
| <u>Service Counter (In-Person)</u> | April 10 | YTD 10/11 | April 09 | YTD 09/10 | April 10 | YTD 10/11 |
| Tickets Issued | 6,736 | 6,736 | 5,364 | 5,364 | +20.37% | N/A |
| Customers Served | 6,493 | 6,493 | 5,216 | 5,216 | +19.67% | N/A |
| % Served | 96.39% | 96.39% | 97.24% | 97.24% | | |
| Average Waiting Time (Global – Client Service) | 0:03:52 | 0:03:52 | 0:02:50 | 0:02:50 | | |
| Average Transaction Time (Global – Client Service) | 0:07:34 | 0:07:34 | 0:07:24 | 0:07:24 | | |

STUDENT SUPPORT SERVICES (SSS)Director's Office

On April 14, 2010, Wayne McIntyre attended three presentations given by graduates of the Marketing Program, in the School of Business. During their graduating semester, the three groups researched how Student Support Services could connect to students better and how communication of our services could be improved to the students. The two key recommendations were: first, to utilize the Web 2 technology more through developing a more interactive SSS website; and second, to look at delivering our services through mobile devices as this is what over 70% of the students are now using. Text messaging has replaced email as the key communication tool.

On April 23, 2010, Wayne McIntyre attended the Akwesasne Career Fair 2010, and assisted in staffing the Algonquin College booth. Wayne also met with members of the Board of Education from the Aboriginal community. This was an excellent opportunity to speak to more than 100 Aboriginal students who are currently in their last two years of high school, and considering a post-secondary college or university.

On May 12, 2010, Wayne McIntyre helped Al Rossato present a session to faculty at the Kaleidoscope Conference on the subject of engaging faculty to prepare students for a career during the last year of their program. There was a lot of interest shown by the faculty that attended, and most stated they would very much like to look further at this subject with their respective departments. Wayne suggested they could contact Al directly, or himself, if they felt they wanted more specific information on delivering a solid career planning session.

Student Affairs and Orientation

Student Affairs and Orientation organized the annual College Services Information Fair and Luncheon hosted on the final day of the 2010 Kaleidoscope Conference. There were 350 staff and faculty who participated in the luncheon supported by Student Support Services. The participants also had the opportunity to visit 17 different information booths from areas of the College such as Innovation and Special Projects, Business Development, Student Services, Learning and Teaching Services, Ancillary Services, and many other areas.

The Student Affairs and Orientation Officer, Sophia Bouris, attended a two-day conference on Campus Web Trends, hosted in Niagara Falls from May 14 to 16, 2010.

Student Employment Services

Student Employment Services experienced a 26% increase in the number of jobs received and promoted to students and graduates during the month of April. The full-time job opportunities increased by 36% as compared to the same time last year.

At the end of April, 2010, the Employment Services team implemented a significant change to the way graduate résumés are approved and activated on our online system, Optimal Résumé. This process change increased the number of graduate résumés activated via the online system by 50% within the same processing timeframe.

The Résumé and Job Search Clinics attendance reached a maximum of 10 per session for our end of semester sessions. Graduates were eager to use this venue to get the job search assistance they needed in preparation to enter the labour market. A total of 95 students participated in the clinics between January and the end of April, 2010.

Employment Services continues to develop their connection with the Aboriginal community. On April 20, 2010, they, along with a representative from the College's Human Resources department, co-hosted a customized résumé and job search session with Kagita Mikam, a community service for Aboriginals in Ottawa. This session provided career preparation assistance to a small group of Aboriginal students.

On May 14, 2010, three staff provided a résumé writing and job search advice service to those in need within the community at the Inaugural Ottawa Project Homeless Connect. The initiative is jointly offered by all the local post-secondary institutions in Ottawa and hosted at Ottawa University's Tabaret Hall.

Student Information Desk

The Student Information Desk has reduced its hours of operation from May 1, 2010, until mid-August, 2010. The Information Desk will operate Monday to Saturday from 10:00 a.m. to 3:00 p.m. to answer student and guest questions.

Centre for Students with Disabilities

On May 5, 2010, the Algonquin College Centre for Students with Disabilities and the Paul Menton Centre for Students with Disabilities from Carleton University held a joint one-day transition event entitled "Make the CUT" (College University Transition). This event was directed at grade twelve high school students planning to attend a post-secondary institution. There were 150 students, 50 educators, and more than 30 volunteers who participated in this event. The event was the largest transition program ever held for students with disabilities in the Province of Ontario.

On May 7, 2010, Karen Coffey participated in a panel discussion on transition planning for students who are blind or have low vision. This session was held at the Confederation Education Centre, and attended by staff from the Ottawa Carleton District School Board.

Health Services

The volume of visits for April, 2010, was 3,353, compared to 2,863 in the previous year, reflecting a 17% increase. Of these, 783 were to see a doctor (23% of the total). There were 4 accident reports generated for on-campus incidents.

During the month of April, the Health Promotions team prepared several information booths on mental health topics such as stress, anxiety disorders, and depression.

Counselling Services

Counsellors, building on the LEAN process, had a successful two-day planning session at the end of April. As a result, an action plan focusing on select areas was developed. Key areas include developing a more comprehensive career planning strategy for potential and existing students, completing Phase 2 in the development of the electronic clinical file management system, and integrating a wellness strategy into the coming year's activities.

As a result of the LEAN process review and a review of literature of best practices, Counselling Services will have in place for September, 2010, a new process to improve our capacity to meet the needs of clients. The goal will be to decrease the number of no shows (currently in the 30 plus percent range) to 10 percent, and to improve the wait time in which students see a Counsellor (currently varies from immediately to four weeks). Achieving this will include the development of an intake position (triage), and minimizing the number of scheduled appointments by moving more towards a same day appointment model.

In June, there will be a planning day with the TERT (Tragic Event Response Team) sub-committee along with members of Safety and Security Services and any other members of the College community deemed appropriate. Donna Watson Elliot, from the Victim Assistance Unit, will facilitate this session to assist with planning strategies for the psychosocial response of a larger scale event on campus. Counselling Services is also working with Safety and Security Services to organize a tabletop simulation exercise in order to test the College's preparedness for such an event.

The Test Centre total assessment and exam volume for April was 465 administrations, a 3% increase over the same period in 2009.

Kristen Deuzeman and David Glickman gave a workshop during the Kaleidoscope Conference on "Out and About at Algonquin: Training and Resources for Supporting our Sexual and Gender Variant Students."

Mamidosewin Centre

On April 16, 17, and 18, 2010, Evan O'Leary, Events Coordinator in the Mamidosewin Centre, along with the Algonquin College Indigenous Student Council (ACISC) members, attended a team building trip, "Celebration of Drums," in Toronto.

On April 13, 2010, Evan O'Leary, Dwight Powless (ACAP), Nigel Parker (Human Resources), Lori Berketa (Employment services), and Lianne van Leyen (Kagita Mikam volunteer) met to develop an Aboriginal Employment workshop. This workshop was delivered on April 20, 2010, with 12 students in attendance.

More than 500 people attended the Algonquin College Indigenous Student Council (ACISC) membership drive held on April 21, 2010, in the courtyard at Woodroffe Campus.

Residence

On April 9, 2010, Residence Outreach Services, along with the Students' Association, Student Affairs and Orientation and Residence Life, joined together to provide the students living in Residence with a "Student Appreciation BBQ" to celebrate a year of success, and to provide a de-stressor prior to exams. Despite the inclement weather, approximately 475 students enjoyed the BBQ.

On April 13, 2010, Dan Cuddy, Acting Manager, Student Support Services in Residence, hosted a Residence Tour for some of Algonquin College's faculty – specifically those from the Nursing programs. This was a great opportunity for Residence Outreach to share the living/learning philosophies with the faculty members and discuss how both areas of the College can benefit from one another.

On April 30 and May 1, 2010, the majority of students moved out of Residence, ending another year of great memories at the Algonquin Residence. An appreciation banquet was held on this weekend for the Residence Life Team to congratulate them on a job well done throughout the year. Approximately 100 students remain in Residence for summer programs.