1. RECRUITMENT: The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.

The Academic Area continues to initiate and participate in recruitment activities for Fall 2012 and for the future. Examples of activities include:

- Thirty-three programs across the Academic Area participated in Algonquin Connections from May 4-6, 2012 an annual event that brings grade 8, 10 and 11 students (over a 1,000 students) to the College to participate in hands-on workshops for a full day. The Faculty of Technology and Trades placed emphasis on the Algonquin Centre for Construction Excellence and the skilled trades programs. Police and Public Safety Institute held activities in the Police Foundations, Pre-Service Firefighter Education and Training, Paramedic and Veterinary Technician programs.
- The 10th anniversary Options Skilled Trades Career and Job Fair was held May 9, 2012 at the Pembroke Memorial Centre. More than 2500 people attended, primarily high school students, who were "test driving a career" in the skilled trades. Algonquin hosted HGTV Real Renos host, Jim Caruk, at the event. The show received extensive media coverage, including Morning Show coverage by CTV2 as the station broadcasted live from Options.
- The Police and Public Safety Institute partnered with the City of Ottawa Emergency Services to host "Women in Uniform". Over a hundred grades 10 and 11 girls attended the campus on May 2, 2012 to learn about careers in paramedicine, firefighting and law enforcement.
- Media Studies is piloting text messaging to applicants in the Advertising and Marketing Communications program to encourage confirmation. If perceived as a success, this will roll out to the remaining program applicants.

2. ENROLMENT: The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.

The Centre for Continuing and Online Learning sent an email to all students on the waitlist for full-time day programs that have an online program offering. They were invited to contact the Online Support Specialist to explore the option of studying their program of choice online. This initiative resulted in 12 students being granted an offer to the online programs (6 in Child and Youth Worker, 5 in Early Childhood Education and 1 in Fitness and Health Promotion). Out of the 12 students, 5 have confirmed their intent to start the program in the fall. Follow up has been initiated with the others.

In partnership with the International Education Centre, Academic Upgrading is offering a hybrid math course that is recognized as equivalent to the math pre-requisite for the College's three degree programs (Bachelor of Applied Arts – Interior Design, Bachelor of Applied Business – e-Business Supply Chain Management, and Bachelor of Hospitality and Tourism Management). The content of the course was developed in consultation with the program coordinators.

3. RETENTION: The College will increase its semester retention rate from 81.9% to 83%.

The Academic Area continues to implement and pilot a variety of strategies to increase retention:

- Students in the School of Health and Community Studies are being referred to Continuing Education Spring 2012 offerings for credit recovery purposes.

- The Centre for Continuing and Online Learning piloted the Algonquin College Student Advising System (ACSAS) within the online Early Childhood Education program. This pilot was successful allowing for comprehensive tracking of student advising. As a result, the implementation of ACSAS will be rolled out within the Police Foundations, CYW and Community and Justice Services Program in Fall 2012.
- All first-year applicants to programs offered by Algonquin College in the Ottawa Valley have been contacted and are in the process of completing the Noel Levitz pre-admission student perception survey. The data gathered from the survey will support academic advising and other retention initiatives.
- To increase the success rate in hybrid courses, General Arts and Science will incorporate a strategy piloted in the School of Media and Design. Each first level class will participate in a mini-workshop to review the importance of engaging in the hybrid component of courses. This workshop will be offered within the first three weeks of class and will also review the importance of attendance and time management.
- The School of Media and Design has established a working group to develop support mechanisms for international students. This is a collaborative effort whereby every program will have the same supports and policies in place to ensure the success of these students.
- The School of Hospitality and Tourism offered an intense English Boot Camp pilot project on May 14-18, 2012 to which seven students were invited. These students were unsuccessful in ENL1813 but had attended at least five classes and had a grade between 30% and 49%. Six of the students completed the Boot Camp and were able to earn a D- (from a previous F).
- Program readiness camps for Outdoor Adventure programs were held in May at the Wilderness Tours Resort. These mandatory sessions introduce and orient applicants to the program, as well as to college life. Over 70 students participated in the two camps.
- Former Academic Upgrading student, Mitch Costain, will appear in the spring edition of "College Matters", a magazine published by the College Sector Committee for Adult Upgrading. The focus of the article was the value of experiencing a hybrid course before starting in postsecondary.

4. GRADUATION RATE: The College will increase its graduation rate from 62.9% to 64% by 2011.

N/A

5. MOBILE LEARNING: The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.

Faculty in the programs slated to "go mobile" continue to participate in professional and curriculum development activities to ensure they are prepared for the launch of their programs in Fall 2012.

6. ONLINE COLLEGE: The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.

The Centre for Continuing and Online Learning continues to focus on the development and offering of online programs:

- Developers have been identified to revise 54 existing and new online courses from the School of Business into a modularized format. Modularizing the courses will help students complete parts of courses where they may have difficulty.
- Level 3 of the full-time online Early Childhood Education program was launched May 11, 2012.
- Level 3 of the full-time online Performance Coaching program was launched May 11, 2012.

7. EMPLOYEE DEVELOPMENT: The College will, through professional development, training, mentorship, and coaching, prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.

Faculty and administrators from the Faculty of Technology and Trades attended the Sustainability and Internationalization Vocational Learning Outcome workshop on May 3, 2012.

Faculty from across the Academic Area are attending a variety of provincial-level conferences, meetings and workshops this Spring term. These include conferences such as the Live, Laugh, Learn Faculty Conference (internal), Celebrating Great Teaching Retreat (provincial), Aligning and Building Curriculum Conference (provincial), and Coordinator Conferences (provincial - specific to respective fields of study)

Many faculty and staff members took part in the Kaleidoscope 2012 Conference. Equally impressive, many of these faculty facilitated the workshops that were offered.

An instructor team, consisting of senior College managers, delivered the first offering of the Algonquin Leadership in Education Institute – Level III program in 2011-2012. Following the presentation by program participants of their practicum project to the President's Executive Committee on May 2, 2012, the College celebrated the first cohort to complete the program at a short graduating ceremony in the Restaurant International. This program supports the existing and next generation of College leaders.

On May 15, 2012, the School of Hospitality and Tourism hosted a workshop entitled Getting Published". The workshop was intended to provide practical tips to college educators and was presented by Dr. Chandi Jayawedena, Associate Dean for Center for Hospitality & Culinary Arts at George Brown College.

8. FINANCIAL SUSTAINABILITY: The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business opportunities, process automation, program and service efficiencies and productivity improvements.

Algonquin College in the Ottawa Valley has secured a two-year contract to continue delivering the Targeted Initiative for Older Workers program through its Employment Services area.

Price Waterhouse Cooper will have a 100 person executive dinner at the Restaurant International representing local food and wine in June, 2012. Dan Sullivan, owner of Rosehall Winery in Prince Edward County will be presenting on wine pairing and matching.

9. STUDENT ACTIVITY

A very strong and significant team of student competitors (16 in total) participated in the Ontario Technological Skills Competition at RIM Park in Kitchener. Six medals were earned by Algonquin College. The medalists were:

- Trevor Smith (Gold in Automotive Service Technician),
- Kathryn Craswell (Gold in IT Office Software),
- Cody Malloch (Gold in Carpentry – Individual),
- Jessica Leclair (Silver in IT Office Software),
- Randall Kuehl (Silver in Heating Technician), and
- Carl Macuzzi (Silver in Carpentry – Individual).

Competitors from Sheet Metal, Architectural Technology, Carpentry, Automotive Service Technology and Truck and Coach Technician also participated. The competition included 1900 competitors from elementary, secondary and post-secondary students in 60 plus skilled trade contest areas. More than 30,000 spectators attended.

Gold medal winners at the provincial level advance to the National Skills Competition which was held in Edmonton this year from May 13- 16, 2012. Cody Malloch had a very strong performance and finished with a Silver medal in Carpentry.

The Faculty of Technology and Trades organized 4 teams to participate in the Ontario Centres of Excellence (OCE) competition, called OCE Discovery 12. The students were pre-screened and deemed to be in the top five in the province. Two teams competed in OCE College-Connections category, a third competed in the Ontario Power Authority category, and a fourth team submitted an entry into the video competition. Terrence Morrison, Vincent Micucci, Travis Louisseize, and Fabian Recollet, Electrical Engineering Technology, won first place in the OCE category. They worked with Jeff Courtice of TimeKeeper Pro to create a one person hockey score board. (A typical score board takes two people to operate.) Electronic Products and Technology, a trade magazine, covered the story which included a photo with MPP Brad Duguid, Minister, Economic Development and Innovation which can be found here:
http://www.ept.ca/news/algonquin-students-score-with-oce-buzzer-beater-effort/1001404024/

Applied Museum Studies students continue to partner with external organizations:

- Cleaned silver artifacts belonging to Laurier House
- Conserved a World War 1 flag for the Prince Edward Island Regiment Museum
- Conserved an 1812 gunboat at Fort Wellington as part of the Celebration of the War of 1812 in partnership with Parks Canada

Social Service Worker students (2nd year and intensive) raised over $4,900 for the College's Syd Ford Emergency Fund. In addition, one group raised over $2K for the Canadian Cancer Society and another raised $600 for the Ten Oaks Project – Summer Camp.

Denise Lavergne, Culinary Management student, was presented with the Ottawa Tourism Award on April 26, 2012. This award is given to a student who had a high academic standing, and, interest in and experience with volunteering in the tourism industry.
Davin de Kergommeaux, Sommelier program, published a book on Canadian Whisky, called The Portable

Expert which was available May 8,2012 through:
http://www.mcclelland.com/author/results.pperl?authorid=153308

10. 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 awards as follows:

Laurent Isabelle Award:	Pam Fitch, Professor, Massage Therapy, School of Health and Community Studies
Diane Bloor Part-time Faculty Award:	Stephany Castilla, Professor, School of Media and Design Adam Jarvis, Professor, School of Media and Design
Part-time Support Staff Award:	Rob McLellan, Technician, Carpentry and Millwork, Heritage institute
Team Award:	Event Management Faculty: Larry Weatherdon, Marye Menard-Bos, Caron Fitzpatrick, Sandy Ouellette, Stephanie Lockhart, Melanie Estable Porter, Sylvia Densmore, Celine Perrier, Ben Dinh, and Sophia Bouris

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

- Gerald Samson – Algonquin College in the Ottawa Valley
- Sylvia Weiser-Picciano – Centre for Continuing and Online Learning
- Jason Machinski - School of Media and Design
- Richard Briginshaw – Algonquin Centre for Construction Excellence
- David Thibodeau – School of Advanced Technology
- Steve Price – School of Hospitality and Tourism
- Helena Merriam – School of Health and Community Studies
- Noni Stukel – School of Business

Congratulations to Sandy Schlieman, Professor, General Arts and Science and to Bill Roberts, Coordinator/Professor, Sheet Metal, Algonquin Centre for Construction Excellence on receiving the 2012 Capital Educator's Award. Congratulations also to all College's finalists: Kurt Espersen-Peters, Deborah McConkey, Eleanor Riesen, Carl Toole, and Scott Warrick.

Congratulations also goes out to the following recipients of the Students' Association's Excellence in Teaching Awards for 2011-2012:

- Steve Dowdell, Architecture Program, Woodroffe Campus
- Sandy Schlieman, General Arts and Science Program, Woodroffe Campus
- Carl Toole, Developmental Service Worker Program, Woodroffe Campus
- Connie Poupore, Office Administration- Executive Program, Pembroke Campus
- Sandra Marchant, Office Administration – Executive Program, Perth Campus

On April 27, 2012, CTV Morning Live's Jeff Hopper got his hands busy in the kitchen with Restaurant International Chef Ahmad Lutfi. Watch the full Video on http://youtu.be/DPJgkBBNw1s.

Jeff Ross, Professor, English, School of Media and Design celebrated the release of his latest sports novel for young readers, "Dawn Patrol", on May 27, 2012.

11. COMMUNITY ACTIVITY AND DONATIONS

The Child and Youth Worker (CYW) program organized and hosted the First International CYW Week Dinner in partnership with the Eastern Ontario Youth Justice Agency. Tom Garfat, a leader in the field, provided the keynote address. The event was attended by CYW's from community agencies across the Ottawa area.

On April 16, 2012 the Event Management Team held their annual Wish Foundation Wrap Up Session which was very well attended by faculty and the Wish Foundation group. The wrap-up party featured creatively themed programming and recognized the efforts and contributions of sponsors, suppliers, The Children's Wish Foundation staff, their Wish Mentors, and faculty. Brian Henry from Quality Entertainment was honored for his outstanding contribution to all the Wish Teams and received a commemorative plaque. Three Wish children participated in the announcement: Angelina (8 years old), Alyssa (8 years old) and Josh (10 years old). This year's class raised $106K which brings the five year total to over $426K donated to the Children's Wish Foundation to grant wishes for children with life threatening illnesses. Max Keeping delivered a heartfelt speech and immediately began tweeting the exciting news which was picked up by many of Ottawa's media outlets and by Mayor Jim Watson who re-tweeted to Algonquin College Event Management.

Bon Appetite was held on May 2, 2012 in which Chef Bob Gelinas served, on behalf of Algonquin College, venison sausage with apricot jam. Below, the rich but delicately seasoned Algonquin Pâté de Campagne made with pork, veal.
http://blogs.ottawacitizen.com/2012/05/02/16th-bon-appetit-ever-try-fire-grilled-lemonade-you-shoul

Philip Killeen, past President of Algonquin College, hosted a luncheon networking group at the Restaurant International.

On April 26, 2012, the Faculty of Technology and Trades hosted a delegation from Natural Resources Canada (NRCan) in Algonquin College Centre for Construction Excellence. The purpose was to explore areas of possible collaboration and mutual benefit in education, training, and applied research. The meeting was very successful as several leads were identified for further discussion.

1. RECRUITMENT: ***The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.***
N/A
2. ENROLMENT: ***The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.***
N/A
3. RETENTION: ***The College will increase its semester retention rate from 81.9% to 83%.***
N/A
4. GRADUATION RATE: ***The College will increase its graduation rate from 62.9% to 64% by 2011.***
N/A
5. **MOBILE LEARNING:** ***The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.***
N/A
6. ONLINE COLLEGE: ***The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.***
N/A
7. EMPLOYEE DEVELOPMENT: The College will, through professional development, training, mentorship, and coaching, prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.
N/A
8. FINANCIAL SUSTAINABILITY: ***The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business opportunities, process automation, program and service efficiencies and productivity improvements.***
FINANCIAL AND ADMINISTRATIVE SERVICES The year-end audit of the College is nearing completion and fiscal year 2011/12 financial information has been filed with the Ministry. Audits are in process for the Foundation and a number of programs/projects. Financial Services is preparing the 4th Quarter Financial Report for the Board meeting in June.
9. OTHER

PHYSICAL RESOURCES:

Pembroke Campus Relocation

Despite delays in starting the project, and further delays incurred since the start, the project is on budget and scheduled for completion and occupancy by start of the academic year in September, 2012. As of May 24, 2012:

- Overall Giffels are approximately 60% complete
- Major trades Mechanical 50%, Electrical 56%, elevators 50%, Drywall 60%

Student Commons

The project is on budget and scheduled for completion and occupancy by the start of the academic year in September, 2012. As of May 24, 2012:

- Substantial performance still on target for July 31, 2012
- Structural steel for building link to Building D is scheduled to commence May 28, 2012
- Bookstore fit-up is progressing well
- Painting has commenced

COLLEGE ANCILLARY SERVICES

Retail Services has completed a rebranding exercise and has received approval from PEC to move forward with the concept. The will facility will be known as "Connections, The Campus Store". The new brand will be launched with the opening of the renovated space as part of the Student Commons project.

Residence Services has completed the change over for summer business and has bookings that exceed revenue targets for May and June.

1. RECRUITMENT: ***The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.***

Recruitment Activities

Presentations & events to date:

- September 37 (2010 – 45)
- October 193 (2010 – 85)
- November 126 (2010 – 105)
- December 75 (2010 – 11)
- January 72 (2011 – 14)
- February 104 (2011 – 36)
- March 141 (2011- 42)
- April 90 (2011 – 28)
- May 135 (2011 – 19)

Focus: Beyond the ongoing presentations in May we had a number of significant events including:

- Connections – we hosted over 1,150 grade 8, 9, 10, 11, 12 students for a day exposing them to the College and what it has to offer.

- Experience College – Leadership Workshop, a pilot program with the Ottawa Catholic School Board employing grade 12 students that volunteer to "mentor" other grade 12 students on post-secondary choices. Both the graduating team and the grade 11 students that will replace them next fall on campus for the day. Based on its success we are hoping to expand the pilot to other schools throughout the board next fall.

- As a means of increasing our focus on the non-direct – adult market, recruiters are targeting shopping centres throughout the summer.

Leads: A total of 15,785 leads have been collected year-to-date beginning September 1st 2011. 52% of the leads were generated by Recruitment with 47% generated by Marketing.

Recruitment Marketing Initiatives

Homepage banner campaign between January and mid May 2012 generated close to 11,800 visitor interactions (clicks).

There were 1.1M visits to the Future Students site from April 1, 2011 to March 21, 2012 which represents an increase of 4.6% year-over-year.

Media Relations

May 2, 10 – CBC Ottawa aired a news segment and The EMC Nepean/Barrhaven featured the

Women in Uniform event at Algonquin College.

May 2 – The Orleans Star featured a short article on a screening of Algonquin College documentary students' films.

May 3, 10 The EMC Nepean/Barrhaven, The EMC Manotick/Winchester reported on the Partnering with Victims of Crime workshop at Algonquin College.

May 10, 20, 24 – The EMC Perth and CBC News Ottawa featured a story about Olympian Nick Tritton and the Olympic House, built with help from Algonquin College students.

May 15 – Metro Ottawa reported on the new electric Ford Focus and how Algonquin College installed one of the first public charging stations.

May 15 – CBC News Ottawa featured a story about an Ottawa refugee's new restaurant, which he opened with his son, an Algonquin College hospitality program graduate.

May 16 – The Ottawa Citizen, CTV Ottawa, JACK FM, Open File, The Canadian, and The EMC Stittsville/Richmond all covered the announcement of Kent MacDonald as Algonquin College's next President. The Ottawa Citizen included video footage.

May 16 – CTV Ottawa mentioned on the evening news that "MacDonald" was trending on Twitter after Algonquin College announced the next President.

May 17 – The Ottawa Citizen wrote about the 2012 EduGala, where two Algonquin College professors received Capital Educators' Awards.

May 10, 24 – The EMC Perth wrote a story about Algonquin College students Cody Malloch and Trevor Smith, who won medals at the Ontario Technological Skills Competition and the Skills Canada National Competition.

May 24 – Electronic Products and Technology reported on an electronic scoreboard project by Algonquin College electrical engineering students that won first prize in the Discovery 12 provincial championships.

May 24 – The EMC Ottawa South featured a story about the selection of Kent MacDonald as Algonquin College's next President.

May 25 – The Daily Commercial News wrote a story about steel design in the Algonquin Centre for Construction Excellence.

May 25 – The Ottawa Citizen featured a story about short films by Algonquin students being screened on WPBS (Channel 64).

2. ENROLMENT: ***The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.***

N/A

3. RETENTION: ***The College will increase its semester retention rate from 81.9% to 83%.***

N/A

4. GRADUATION RATE: ***The College will increase its graduation rate from 62.9% to 64% by 2011.***

N/A

5. MOBILE LEARNING: ***The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.***

N/A

6. ONLINE COLLEGE: ***The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.***

N/A

7. EMPLOYEE DEVELOPMENT: ***The College will, through professional development, training, mentorship, and coaching, prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.***

Capital Educators' Awards

Professors Sandy Schlieman, General Arts and Science, and William (Bill) Roberts, Sheet Metal Worker program, were presented with Capital Educators' Awards at this year's *EduGala* dinner hosted at the College on May 17th.

Staff Awards Reception

The College hosted its fourth annual reception to recognize both nominees and nominators for College Staff Awards, Capital Educators Awards, NISOD, Laurent Isabelle and President's Star Awards. The event was held in The Observatory Lounge on Tuesday, May 8th from 3:30 to 5:00 p.m. Kent MacDonald, Vice President Academic was the Master of Ceremonies and Board of Governor Chair Michael Dunlop provided congratulatory remarks on behalf of the President to all nominees, and expressed his gratitude to all nominators. Lifetime Achievement Award nominees Lise Jonczyk, Doris Kelly, Michel Lalonde, Colette Petschke, Philip Tuba and Joanne Venne were singled out by the Board Chair for their commitment to their respective professions, the College and our students.

Year-end Annual Meeting and BBQ

The year-end Staff BBQ took place on Thursday, May 10th in the Marketplace Food Court.

Approximately 900 faculty and staff from all three campuses, as well as representatives from the various College Boards attended the event. Vice President Deborah Rowan-Legg emceed the event which included the internal launch of the new College logo, remarks by President Gillett, and a short video of the College's 2011 highlights. Rounding up the agenda was the presentation of the following College staff awards:

- Support Staff Award: Chris McMahon, Senior Sales Associate, New Technology Store
- Part-time Support Staff Award: Rob McLellan, Technician, Carpentry and Millwork, Perth Campus
- Team Award: The Event Management Faculty Team
- Part-time Faculty Award: Stephany Castilla and Adam Jarvis, School of Media and Design
- Laurent Isabelle Award: Pam Fitch, Massage Therapy program, School of Health and Community Studies
- Administrative Staff Award: Jeff Agate, Manager, Counselling and Test Centre
- Lifetime Achievement Award: Colette Petschke, Business Administrator, Advancement

The entire Staff BBQ and related presentations can be viewed at:
http://www.algonquincollege.com/live/bbq/2012.htm

President's Star Award

The Department worked collaboratively with the President's Office to present awards to the following Algonquin staff members: Rosemary Forte Ianni (School of Hospitality and Tourism), Liane Amos (Financial Aid), Calvin Climie (General Arts and Science), Event Management Team (School of Hospitality and Tourism), Danielle Puchnatyj (Student Support Services – Residence Life), Marilyn Gallant (Registrar's Office), Theresa Radmore (Physical Resources) and Robert C. Gillett (President)

President Announcement

On Wednesday, May 16th, all staff were invited to a reception at 10:00 a.m. in the atrium of the Algonquin Centre for Construction Excellence. The purpose of the reception was to announce Algonquin's 7th President. Board of Governors Chair Michael Dunlop officially welcomed Dr. Kent MacDonald as the incoming President. The news was welcomed by a thunderous cheer and standing ovation from the more than 400 staff and guests in attendance.
Both a short and full-length version of the reception can be viewed at:
http://www3.algonquincollege.com/presidentsearch/

8. FINANCIAL SUSTAINABILITY: ***The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business***

opportunities, process automation, program and service efficiencies and productivity improvements.

Algonquin College's Marketing Department wins Marketo's Revvie Award.

Algonquin College was presented with a Revenue Performance Excellence Award in the Most Dramatic Business Impact category for its use of Marketo's sales and marketing automation software. The presentation was made to Doug Wotherspoon by Marketo on May 24th at their national conference in San Francisco. The award recognizes outstanding customers who have used Marketo to transform their business. http://summit.marketo.com/2012/revvies/

1. RECRUITMENT: ***The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.***

International Education Centre

During the month of May, the International Education Centre (IEC) renewed and updated all online lead generating websites, completed video testimonials with students from India, hosted agent visits and attended education events in India.

The Vice President Business Development and the IEC Director travelled to India to meet with senior leaders of India's hospitality industry and selected educational institutions/training organizations. The industry leaders identified the following challenges: recruiting and retaining skilled personnel, gaps in the skill sets of specific personnel and new hires, and sources for new hires.

Potential partnership meetings were held with the Suzhou International Foreign Language School to initiate internships in China for Early Childhood Education and Teachers of English as a Second Language and the Russian Presidential Academy of National Economy and Public Administration. In May, IEC staff attended the following workshops and seminars: DFAIT focus on Libya and China, "Study in China" at Carleton University and the Travel Trade of Ottawa Tourism.

Language Institute

The May 2012 enrolment for the Language Institute was as follows:

LANGUAGE INSTITUTE ENROLMENT **May / June**	
Program	**Enrolment Number**
ESL International (intake)	278
ESL Canadian (intake 2)	119
CE Spring (excluding ENL)	490
Teaching English As A Second Language	Not offered

Information, Institutional Research & Technology Services (IIRTS)

The Institutional Research Committee of Polytechnics Canada met May 8th to revise and add new data elements for the institutional profile and program metrics used by the association and its 9 member institutions to advocate for and promote polytechnic education in Canada.

Workforce and Personal Development (WPD)

The Experienced Worker Center provided information and referrals for 313 clients in May. The Dream Quest camp has attracted 25 Aboriginal students to attend career samplers which will assist students in selecting careers. The CIIP program provided information to 25 clients in May.

WSIB is currently supporting 85 students College wide. Two new WSIB students joined the College in May.

The Personal Development Institute enrolment statistics from April 15 – May 15, 2012 were:

- No. of registrations: 328
- No. of courses offered: 39
- No. of sections offered: 41

2. ENROLMENT: ***The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.***

Algonquin College Corporate Training (ACCT)

During the month of May, 664 employees from 42 private and public sector organizations completed ACCT open enrolment or client-dedicated, customized workshops.

Information, Institutional Research & Technology Services (IIRTS)

Blackboard service pack 8 installation has been completed and is in broad testing by faculty and support services. This facilitates increased hybrid course deployment for the fall term through various fixes and enhancements.

Workforce and Personal Development (WPD)

The draft of the Research on Barriers document that focuses on the barriers that prevent Aboriginal people from participating in the paramedic and trades programs is currently being reviewed and will be presented to the appropriate partners in June. The report on service excellence determining Aboriginal content is ready for review.

3. RETENTION: ***The College will increase its semester retention rate from 81.9% to 83%.***

International Education Centre

IEC staff attended Kaleidoscope workshops including: Focus on Mental Health, Creating Healthy Campuses, How Mental Health First Aid can help, Clarifying the Role of Student Advisors and Cultural Sensitivity with Middle-Eastern Learners. First and Second cohorts of Algonquin faculty (Language Institute and School of Business – 7 faculty in total) traveled to JMI (Nanjing, China) to deliver ENL and School of Business courses to JMI students enrolled in the three year Business Administration Program.

Language Institute

In May, 137 students received service from the Success Specialist. 50% of the students served sought help for matters related to their academic performance and were either tutored or advised on resource utilization. The remaining 50% requested schedule changes and general college information.

In response to a request from the Saudi Bureau to train students in essential keyboarding skills, *All the*

Right Type software has been purchased.

Algonquin College Foundation

In May, the following new endowments and bursaries were established: Michelle Valberg- Project North Bursary for Inuit students, Renfrew County Dental Association for students in the Dental Assisting program, the Advisory Committee, faculty and students for the Interior Decorating program, and Jean Vincent Parr Bursary for students in the Interior Decorating Program.

The Earl Bullis scholarship has been established in the Small Medium Enterprise program in the School of Business.

Applied Research and Innovation

The summer project season was initiated. To date, 25 students have been hired to work on applied research projects enabling them to earn their tuition while working in their area of study. Further hires are anticipated as more projects come on-line.

Information, Institutional Research & Technology Services (IIRTS)

At its May 14th meeting, a summary review of both the KPI results and the Multi-Year Accountability Agreement were presented to the Board of Governors including performance metrics related to Retention, Graduation Rate and Online College among many other accountability measures required by the MTCU.

Workforce and Personal Development (WPD)

The Aboriginal student success specialist met and provided support and guidance to an average of 15 students per week.

A procedures manual to support others in the coaching of Aboriginal students has been developed by an employment coach. The WPD Director and Aboriginal community liaison had the opportunity to present the Developmentor program to Ministers Murray (MTCU) and Wynne (Aboriginal Affairs). The Ministers have indicated their support for this program and would like the College to develop a framework for the distribution of the program across Ontario.

4. GRADUATION RATE: ***The College will increase its graduation rate from 62.9% to 64% by 2011.***

Information, Institutional Research & Technology Services (IIRTS)

KPI reports at the College, School and individual program level were distributed to the Academic Sector providing a two-year comparison of the 5 KPI metrics including the Graduation Rate for the first time. These reports are instrumental in analyzing academic outcomes on an ongoing basis and are used for setting performance contracts and reporting progress for SPSP implementation and program quality review.

5. MOBILE LEARNING: ***The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.***

Language Institute

New products offered by McGraw-Hill and Pearson Longman continued to be examined for online

solutions for ESL skills. A McGraw- Hill e-book for eight levels of listening/speaking and two levels of reading has been adopted.

Quotes from OWL testing products are being requested. This is software out of British Columbia that simplifies and expedites test authoring, scheduling and administration, rating and scoring all online.

Quotes from Oxford online placement tests are also being requested. This online placement test would save time with automatic marking and placing of students in the right class based on their scores.

Information, Institutional Research & Technology Services (IIRTS)

Virtualization of 64 bit Blackboard is proceeding for fall deployment to raise the ability to scale up for demand. The management console has been upgraded to 64 bit.

A proposal to broadly license Blackboard mobile technology (iPad, Android, Rim) has been received and implementation is being planned in collaboration with LTS.

Internet connectivity and security services have been upgraded with new technology installed including new consolidation devices and new firewall infrastructure allowing the college to connect a maximum of 2 gb/sec from a previous ceiling of 400mb/s.

6. ONLINE COLLEGE: ***The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.***

Language Institute

Hybrid FSL Level 7 was successfully launched April 30 and Hybrid FSL Level 8 will be developed over the summer for delivery in September 2012.

7. EMPLOYEE DEVELOPMENT: ***The College will, through professional development, training, mentorship, and coaching, prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.***

International Education Centre

IEC staff completed workshop on ACSAS (Algonquin College Student Advising System), an online recording and tracking tool.

Applied Research and Innovation

ARI staff and a number of professors and students attended the Ontario Centres of Excellence (OCE) Discovery 12 in Toronto. This conference/trade show allowed Algonquin to showcase leading edge projects to other researchers and industry.

A highlight of the event was Algonquin College students earning 1st place in the OCE Connections program for their project on building a new hockey scoreboard to complement software developed by Jeff Courtice of Courbyte.

The Director of ARI attended the World Polytechnics Conference in Halifax and made many valuable contacts that provide opportunities for exploring international research projects.

Information, Institutional Research & Technology Services (IIRTS)
Two managers have assumed Mentor responsibilities in the newly established Mentorship program established by HR.

Several sessions of introduction to SharePoint 2010 have been delivered, training support staff and broader college users in basic SharePoint capabilities and responsibilities.

Workforce and Personal Development (WPD)
The PDI Manager attended a Halogen training session, individual GeneSIS training sessions and individual sessions on Google Analytics. The manager of ACAP participated on Colleges Ontario's immigrant working committee. The Director attended the Presidents Visioning exercise at Colleges Ontario's headquarters. The Manager of ACAP attended and presented a scholarship donated by SAY magazine at the Aboriginal graduation ceremony. ACAP was a sponsor of Say magazine 2012 annual education guide. This guide is distributed to all band councils and Aboriginal employment services across Canada.

8. FINANCIAL SUSTAINABILITY: ***The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business opportunities, process automation, program and service efficiencies and productivity improvements.***

Language Institute
The IELTS test was offered on May 12 to 21 clients. The June 16 session is already fully booked with 25 clients and the July 21 session is quickly filling up. The CELPIP test was offered on May 27 with the average number of 12 students sitting for the test. Because the numbers are lower than expected, the test provider will compensate us by providing the minimum amount or $600 a month.

Automation of the Language Institute telephone answering service has been in place since mid-March. A modified version of the phone tree was installed, with the assistance of IIRTS. This enables information to be passed on to large groups.

Algonquin College Corporate Training (ACCT)
To date ACCT has secured $814,000 in revenue for 2012-13.

ACCT working in collaboration with the International Education Centre secured training contracts for delivery of three (3) workplace safety training workshops in Beirut Lebanon during the last week of June and first week of July 2012.

ACCT participated with five other Ontario Colleges in the successful CONNECT led Vendor of Record (VOR) application for the provincial government on behalf of the College consortium. Notification was received on May 22, that CONNECT has been chosen as a Ministry of Government Services Vendor of Record for the following subject areas:

1. General Programming: Management Development
2. General Programming: Service Excellence & Innovation

3. General Programming: Human Resources Management
4. General Programming: Project Management
5. General Programming: Personal Effectiveness
6. Leadership Development training for Communicators and Communications Management

ACCT's goal will be to utilize the VOR vehicle to secure/procure training delivery directly with Ministry organizations and via CONNECT in the National Capital Region (and beyond as applicable).

Algonquin College Foundation

To date the Constructing OUR Future Campaign has raised $7,600,501. The Pembroke Campaign the Pembroke Campaign has reached $1,960,825.64 and the Perth Campaign has reached $456,571. The Algonquin Foundation continues to work closely with the Perth volunteers to close the remaining 62 prospect calls.

Feedback was provided to the Business Marketing students regarding Alumni projects. Currently Alumni Relations is working on developing a communications piece about the new Alumni Advisory Council as well as preparing information to be incorporated into the June AlumNet newsletter.

Workforce and Personal Development (WPD)

The Personal Development Institute's (PDI) earned revenue for May totaled $240,729.
Facebook, Twitter, LinkedIn accounts and a YouTube channel have been created. Video testimonials for PDI Luxury Experience courses, as well as Career Samplers have been completed and uploaded onto the PDI channel on YouTube, as well as embedded on the PDI website. A Facebook advertising campaign is ongoing.

The advertising campaign on Ottawa Kiosk is ongoing with the following results:

- Security Guard Preparation Training – 38 page views
- Motorcycle Training 2 – 17 page views
- Emergency First Aid and Level A CPR – 29 page views
- Motorcycle Refresher – 16 page views
- Nutrition and Breast Health – 34 page views
- Do It Yourself Plumbing – 18 page views
- First Aid for Pets – 14 page views

PDI met with the Director of Travel Trade at Ottawa Tourism regarding cooperation amongst educational institutions in Ottawa to promote Ottawa as a destination for educational tourism; a potential opportunity for International Career Samplers / Camps and attracting Luxury Learners from other countries.

PDI received commitments from the following sponsors for the Career Samplers:

- Ottawa Carleton District School Board – 30 seats
- Catholic School Board – 30 seats
- Aboriginal students – 25 seats

The Director is working with Human Resources Development Canada, the Canadian Association of Prior Learning Assessment and the Canadian Seniors Council to develop a strategy to working with seniors who are transitioning as workers.

The final report of the Ottawa Integrated Local Labour Market Planning group has been provided to all academic managers at Algonquin College.

1. RECRUITMENT: ***The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.***

Recruitment and Selection

In preparation for the 2012 Fall Academic term, recruitment activity increased in the month of May. Thirty-one (31) full-time Academic positions were advertised in the Ottawa Citizen, on the Human Resources website, on the Ontario College Employer Council website, Internet, and on posting boards throughout the College.

In order to proactively ensure compliance, Accessibility for Ontarians with Disabilities Act (AODA) messaging was added to the job posting template.

2. ENROLMENT: ***The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.***

N/A

3. RETENTION: ***The College will increase its semester retention rate from 81.9% to 83%.***

N/A

4. GRADUATION RATE: ***The College will increase its graduation rate from 62.9% to 64% by 2011.***

N/A

5. MOBILE LEARNING: ***The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.***

- From mid-April to mid-May, 25 sessions to approx. 100 faculty in mobile learning and topics according to the faculty survey
- COL is promoting faculty continuous professional learning in all CIS activities. In-house PD is provided for the CIS team on the power of using conceptual frameworks to plan, implement, and evaluate the effectiveness of CIS support
- Customized PD including Curriculum Mapping for SAT/ACCE coordinators, Architecture/Civil faculty delivered.
- Support being provided to SAT & ACCE for their Aug. 24th School Day

6. ONLINE COLLEGE: ***The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.***

Three online wellness offerings were provided to employees through MyAlgonquin on Bullying, Depression Resources and Managing Stigma.

Orientation Tutorial for new Administrators: The design and development of an online orientation tutorial for new administrators will be completed by June 30.

7. EMPLOYEE DEVELOPMENT: ***The College will, through professional development, training, mentorship, and coaching, prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.***

- AODA Office facilitated two accessibility courses for staff – How to Create Accessible Documents, WCAG 2.O
- AODA Advisor participated in the Employer Engagement and Recruiting Training Session - EARN
- As the 2011/2012 annual process wraps up, 91% of Administrative employees completed a self-appraisal evaluation utilizing Halogen software. As a result, it was faster, easier and more

efficient for managers to write better quality performance appraisals for their direct reports. For the first time, employees will use an electronic signature to finalize their paperless performance appraisal.

- Two sessions were sponsored by Human Resources on May 7th, Stress Management and Relaxation techniques. These were offered to all employees and the sessions were well attended.

New Hires Orientation

Part-Time Faculty Orientation

Held from April 21-May12 for PT Faculty teaching in Spring 2012. 14 sessions were delivered; 181 Part-time Faculty attended.

Focus on Learning 2 (June 4-6)

All FT faculty from Algonquin are returning.

Focus on Learning 1(August 13-17)

Planning almost complete, registration is live. Expecting about 30 new FT faculty from Algonquin to attend.

Program Activities

1. **Kaleidoscope 2012 (May 7-9)- 10th Annual**

3 keynote speakers – 583 attendees
28 workshops – 980 attendees
3 lunches – 377 attendees

2. **May/June Professional Development (PD)**

Faculty

- Using results of the faculty PD survey (approximately 400 replies from FT and PT faculty) to plan the May-June 4-week PD program using 5 organizers: program/course design, implementation, engagement, evaluation, and educational technology
- Planning for the 4-week May-June PD program is underway. Facilitators will hail from COL, LTS (CIS, Ed Tech team, BB Support, LRC, Innovation), CSD, ITS, and cross-college faculty. Deliberate repetition of Kaleidoscope sessions in the PD program to make connections between the conference and PD as part of the COL's SPSP plan (e.g., Low-Tech Engagement in the Classroom, Online Course Development, Flipped Classroom, Diversity)
- As of mid-May, 20 sessions have been delivered with approx. 100 faculty participants.

Staff

- June program planning almost complete with "draft" themes including "Connected through Technology"; Diversity through Accessibility & Generations"; "Career Development"; and "Employee Wellness".

TALL Program
We will have 8 graduates from TALL this semester. Three TALL courses have begun for the Spring 2012 semester: TTA5504, Assessment and Evaluation, TTA 5505 Professional Standards and TTA 5509 Presentation Skills (being delivered in Pembroke)

ALEI Program
Leadership I
Level 1 offering has begun – 2 of 6 modules have been delivered to date.
Leadership II
Winter 2012 cohort of sixteen completing in early April. Presentations scheduled for June 26.
Leadership III
Presentations well received by PEC on Wednesday, May 2nd. Planning for 2012-213 offering of ALI III is underway.

8. FINANCIAL SUSTAINABILITY: ***The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business opportunities, process automation, program and service efficiencies and productivity improvements.***

Saving of over $50K as a result of implementation of the maternity/parental deferred lump sum initiative for Academic staff this summer.

1. RECRUITMENT: ***The College will increase the number of applications for programs outside of the top sixty high demand programs by 10%.***

STUDENT SUPPORT SERVICES

Centre for Students with Disabilities (CSD)

On May 2, the CSD staff participated in the delivery of the "Make the Cut" transition day for high school students with Learning Disabilities and ADD/ADHD. In partnership with Carleton University, Algonquin College hosted over 200 prospective post-secondary students and 50 educators. The response from students and staff was overwhelmingly positive!

2. ENROLMENT: ***The College will find unique ways to create more access to the top sixty high demand programs while also increasing enrolment in the middle ninety programs by 10%.***

REGISTRAR'S OFFICE

Registration Statistics

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

For the 2012 Spring Term, as of May 18, 2012, the net registered students numbered 2,331 or 99.9% of the projected enrolment.

The breakdown of the 2,331 registered, as of May 18, 2012, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
School of Business	0	578	0	581
School of Hospitality & Tourism	0	354	0	306
Faculty of Arts & Media Design	0	127	0	128
Faculty of Technology and Trades	42	543	49	515
Faculty of Health, Public Safety/Community Studies	32	408	40	409
International & Corporate Business Development	0	0	0	0
Centre for Continuing & Online Learning	41	55	57	107
Algonquin College Heritage Institute	0	66	0	64
Algonquin College in the Ottawa Valley	0	88	0	75
College Totals	115	2,219	146	2,185

Continuing Education Registrations
For the 2012 Spring Term as of May 18, 2012, registrations were 8,877. The term registrations to May 18, 2012 represent 86.4% of the projected enrolment. Registration continues throughout the term.

Admissions Statistics

2012 Fall Term
As of May 22, 2012, OCAS statistics for the 2012 Fall Term indicate that, for College Choices (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 2.3% from last year, Secondary School applicants are down - 0.8%, with an overall increase in applicants of 0.8%. Province wide, the variances are - 2.3%, - 4.1% and - 3.2% respectively.

As of May 22, 2012, 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 virtually unchanged 0.0% from last year, Secondary School applicants are down - 2.0%, and overall we show a decrease of - 1.0%. Province wide, the respective variances are - 4.0%, - 5.2% and - 4.6% respectively.

As of May 22, 2012, for Confirmations, our Non-Secondary School confirmations are up 11.2% from last year, Secondary School confirmations are up 7.9%, and overall, we show an increase of 9.7%. Province wide, the respective variances are 5.4%, - 0.4% and 2.7% respectively.

STUDENT SUPPORT SERVICES

Counselling Services for Prospective Students
In April 2012, Counselling Services completed 153 thirty-minute information sessions to address questions and concerns of prospective students regarding selecting a program and applying to Algonquin College. This represents an increase of 159% from the 59 prospective students who met with a counsellor in the same month last year.

3. RETENTION: ***The College will increase its semester retention rate from 81.9% to 83%.***

REGISTRAR'S OFFICE

MTCU Credit Transfer Project
Student mobility and implementation of the credit transfer system is a key priority for the Ministry and Ontario Government. The Registrar's Office continues to collaborate with the Academic area to create the Algonquin College institutional plan for 2012-2013.

STUDENT SUPPORT SERVICES

2012 Spring Term Orientation
The 2012 Spring Term Orientation was held on May 4. Orientation included presentations from the Vice President, Academic; Student Affairs and Orientation; the Students' Association; and a Meet-and-Greet with program faculty. Also included was a tour which encompassed a broad range of services: Student Support Services, Parking and Lockers, Ancillary Services (Food and Beverage Operations, the Print Shop, The Book Store and New Technology Store), the Learning Resource Centre, Dental and Massage Therapy services, and the Students' Association facilities. Students also received a Blackboard training session. 54 students attended this year's Spring Orientation session. Spring Orientation invites students beginning a program in May to be welcomed and receive important information about the College

before they start classes. New students from 13 different programs were invited to participate (this included three full-time day programs and 10 programs either offered online, or through Distance Education).

Student Employment Services
Approval for a Summer Experience Program student for Student Employment Services was received from the Ministry of Training, Colleges and Universities. On May 1, a student from the Business Administration, Human Resources program began work as a Student Employment Services Assistant to support the updating of resources, student drop-ins, administrative work, recruitment of future employers and assistance to the Employment Coach in the *DevelopMentor* Program (Aboriginal Employment Program).

Student Success Centre
Dan Cuddy, Student Success Specialist and Marni Squire, Coordinator, Academic Advising, presented the Algonquin College Student Advising System (Completed/Live Version) to the Student Success Specialist team and began training and review of the system. The ACSAS is now available for the Student Success Specialists to use to monitor student inquiries, assistance provided and/or referrals made.

Residence Life
From April 19 to April 29, the Move-Out Experience was held in the Residence front lobby. Large boxes were placed in the front lobby marked clothing, food, electronics and household items to collect donations for the Diabetes Association as students moved out of Residence. While students donated these items, Residence Life gave out cotton candy and popcorn to students and took the opportunity to express their thanks and say good-bye to students as they moved out of the building. Residence Life also handed out move-out checklists to students (which were also sent via email through Residence Services). Approximately 60 bags of clothing donations were collected for the Diabetes Association.

On May 13, the summer student BBQ and Meet-and-Greet was held in the Courtyard from 3:00 p.m. - 5:00 p.m. 35 students attended the event. Students played sports, met the staff and each other, and reviewed some of the rules of Residence. Students were made aware of some of the upcoming events planned for the summer, and were given the opportunity to provide their suggestions of additional events they might like for the summer program.

Counselling Services
Counselling Services has strived in 2011-2012 to provide counselling appointments as close to the time requested by the student as possible. In April, 164 of 370 (44%) counselling appointments were completed on the same day as the appointment request; with 40 of those “same-day” sessions stemming from an “urgent” student request to see a counsellor.

Mamidosewin Centre
The Mamidosewin Centre welcomed an average of 33 student visits per day during April, as compared to 35 student visits per day at the same time last year. A number of events were organized for April, including:

- Bannock Contest and Year End Event, where 10 students and staff competed and entered their bannock in an effort to win title of “Bannock Idol”. Elder Irene Lindsay presided over this event;
- “Money: 101”, a workshop on finances and budgeting attended by 10 students;
- Presentation of an Aboriginal student feedback banner to Algonquin’s Aboriginal Education

Council (AEC), where students were asked to respond to the question, "If you had five minutes with the College President, what would you say about your experience as an Aboriginal student at Algonquin College?" 39 students wrote their comments on the banner.

- A joint Aboriginal Graduate Honouring Ceremony was held at Centrepointe Theatre for all Aboriginal students graduating from Algonquin College, the University of Ottawa, and Carleton University. A total of 43 students were honoured – 31 of whom were from Algonquin College. Guests attending the event totaled 175.

Centre for Students with Disabilities (CSD)
The CSD administered 774 individual exams during Final Assessment Week (April 21-28) of the 2012 Winter Term. In all of April 2012, the CSD administered an astonishing 1,058 tests and exams! The number of tests and exams administered by the CSD has increased by 18.95% from January to April 2011 to January to April 2012.

Toni Connolly, A/Manager, CSD, spoke to Financial Aid administrators from Colleges and Universities at the OFASSA (Ontario Association of Student Financial Aid Administrators) Conference on May 15, representing the College Committee on Disability issues. Both Toni and Tina Doyle, University Representative, spoke to Financial Aid issues for Students with Disabilities and improvements that could be made to the Bursary for Students with Disabilities, to better promote student retention and success. Over 100 people were in attendance.

4. GRADUATION RATE: ***The College will increase its graduation rate from 62.9% to 64% by 2011.***

REGISTRAR'S OFFICE

Post-Admission Testing Pilot Project
The Registrar's Office is assisting Academic areas in a post-admission testing pilot project of students confirmed in level one within the Business and Police Foundations programs.

STUDENT SUPPORT SERVICES

Peer Tutoring
Peer Tutoring scheduled 1,565 tutoring sessions in April. This represents a 22% increase in sessions over the same period in 2011. Year-do-date, over 10,000 tutoring sessions have been arranged by Peer Tutoring for students.

5. MOBILE LEARNING: ***The College will continue to embrace the trend to mobile access by ensuring that all licensed software can be downloaded to mobile devices and that new apps are created to facilitate mobile access, learning and service acquisition.***

N/A

6. ONLINE COLLEGE: ***The College will expand its online learning offerings through hybrid and full online modules by reviewing and adapting 20% of all courses and programs in each of the next five years.***

STUDENT SUPPORT SERVICES

Centre for Students with Disabilities
On May 3, Assistive Technologists Jason Timms and Christine Kelsey facilitated a workshop for CSD staff on new technologies for remote training. The session focused on the use of online technologies such as join.me, Skype, and remote training services offered by Google/gmail circles. The Assistive

Technologists have been utilizing these online technologies this past academic year to remotely connect with, and offer training to, students with disabilities.

7. EMPLOYEE DEVELOPMENT: ***The College will, through professional development, training, mentorship, and coaching prepare its employees for new ways of delivering education and training and for leadership opportunities in the College.***

REGISTRAR'S OFFICE

The Manager, Business Operations and Events and the Manager, Fees, Curriculum and Reporting completed the Algonquin Leadership in Education (ALEI III) program.

The Manager, Financial Aid Services attended the Spring 2012 Ontario Association of Student Financial Aid Administrators (OASFAA) Conference held in Hamilton, Ontario

Over twenty-five members of the Registrar's Office team participated in a variety of Algonquin College Kaleidoscope sessions.

Internal Registrar's Office cross-training and succession planning activities continued including three acting Client Service Officers and one acting Financial Aid Officer.

STUDENT SUPPORT SERVICES

On May 3 and 4, Laura Stanbra, Director, Student Support Services attended the HOSA (Heads of Student Affairs) Conference held at Boréal College.

Approximately 48 Student Support Services staff members attended at least one event held at the College's Annual Kaleidoscope Conference. In addition, Counsellors led the following development workshops at the Conference:

- Facilitated by Counsellor David Glickman: "Clarifying the Roles of Those Who Help Students: Who Does What": A panel discussion designed to clarify the roles of Counsellors, Student Success Specialists, Academic Advisors, Coaches, the Aboriginal Counsellor, and CSD Counsellors.
- Presented by Audrey Rosa and Louise Legault, "Mental Health Awareness: A presentation on the symptoms and basic interventions for those mental health issues commonly observed in students", including: Mood and Anxiety Disorders, Psychosis, Substance Abuse and Addiction, and Suicide.

The Aboriginal Services team also hosted the following Kaleidoscope workshop:

- Facilitated by Miranda Huron and Jackie Tenute, "What I Learned in School Today: The Aboriginal Learner", the screening of a short film on learning styles of Aboriginal students was followed by small group discussions facilitated by members of the Aboriginal Services team and Algonquin College's Aboriginal Education Council (AEC).

Centre for Students with Disabilities (CSD)

On May 10 and 11, Dr. Karima Lacène and Jenn Neufeld attended the High-Incidence Disabilities in Higher Education Conference hosted by the Assessment and Resource Centres of Ontario at Ryerson University. This Conference focused on evidence-based practices for supporting and accommodating students with learning disabilities, ADD/ADHD and mental illness in the post-secondary environment.

Student Success Centre
The Student Success Specialist attended a workshop for Academic Advising and Student Success Specialists called "Making and Renewing College Connections" on May 14. This was a valuable opportunity to connect with faculty and discuss what the Student Success Centre can do to assist students. Further, the second half of the workshop was facilitated in Residence to demonstrate to faculty and staff the actual "living/learning" experience of students living on campus.

Residence Life
On April 30, the Annual Residence Life Banquet was held at Chances 'R to honor the Resident Advisor Team and Senior RA/Programmer for their commitment and dedication to students throughout the year. Everyone present participated in toasts, speeches, awards, and slideshows. Awards were handed out to those selected through a voting process by their peers and department members.

8. FINANCIAL SUSTAINABILITY: ***The College will target opportunities for increasing revenue, decreasing expenses and improving overall operating margins through new business opportunities, process automation, program and service efficiencies and productivity improvements.***

REGISTRAR'S OFFICE

2012-2013 Tuition and Ancillary Fees
The 2012-2013 Fees Schedules were approved by the Board of Governors on April 9, 2012 and have been loaded and published in accordance with the Ministry Training, Colleges and Universities (MTCU) Tuition Fee Framework for 2012-2013. Confirmation letters with detailed fees information have been sent to applicants.

Payment Card Industry Compliance
Systems and Reporting Services team members are participating on the Payment Card Industry (PCI) Compliance Cross-College committee to ensure College handling and storage of credit card data is compliant with new federal protocols.

Test Centre
The Test Centre realized revenues of $28,969 in April 2012. This represents a 23% increase in revenue ($23,565) from the same period in 2011. This boost in revenue is largely due to a spike in services for clients external to Algonquin College, such as the administration of MTCU testing for Asbestos Abatement certification (70 administrations at $56.50 per test = $3,955), and exam invigilation for non-Algonquin students registered in an Ontario Learn online course (45 exams at $25 per test = $1,125).

9. Other

REGISTRAR'S OFFICE

MTCU Ontario Education Number (OEN) Extension Project
The Registrar currently represents Algonquin College on the MTCU OEN working group. To date, business process changes to validate and assign OENs are ongoing.

In collaboration with Information Technology Services, the Registrar's Office has updated the existing Student Information System screens and continues the process of OEN validation. Live transmission of OEN has been activated.