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. Examples of activities include:

- The annual General Arts and Science Showcase of the Arts was held on April 18, 2012. This provided a great forum to showcase student learning and achievement. It is also an important recruitment event because next year's applicants are invited to attend, as are local high school art classes.
- The first monthly MAD e-newsletter was distributed to applicants to School of Media and Design programs in March. Marketing has reported that the School has achieved an open rate of 48%. This is extremely high and indicates an interest by our applicants to learn more about these particular programs.
- A "Congratulations on your excellent Health Occupations Aptitude Exam (HOAE) results" video was created by the Allied Health Coordinators and proved to be a successful communications tool. All but two of the applicants have been accepted into their program of choice. Open House on March 31 had a number of these same applicants visit the College for a tour of the facilities.
- On May 1, the Police and Public Safety Institute, in conjunction with the City of Ottawa Emergency Services, is hosting a one day "Women in Uniform" session for grade 10 and 11 high school girls in an effort to attract them to Emergency Services Careers (via Algonquin College).
- Perth Campus held its Spring Open House on April 14, 2012 with approximately 150 attendees. While exact numbers were not counted, staff expressed much positive sentiment in that it was well attended in comparison to previous years. The Campus has also embarked on additional radio and print media campaign for its local catchment area. Enhancement of its web presence is also on-going.
- The Mechanical and Transportation Technology Department is making calls to individuals who have expressed interest in our offerings: - Coordinator for Mechanical Engineering Technology program has contacted a total of 66 prospective students in the last three weeks and Coordinator for Mechanical Technician – Toolmaking program has contacted 20 prospective students in the last two weeks.

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%.

Academic Upgrading year end results for the Literacy and Basic Skills contract:

- Woodroffe/Pembroke: 930/770 (121% of the target)
- Smiths Falls: 136/171 (80% of the target) – this percentage has increased over last year.
- ACElinks: 47/58 (81% of the target)

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

A variety of retention initiatives are being undertaken by the Academic Area and over the past year, these student-oriented practices have positively impacted College retention rates. Examples include:

- The Photography program will run a pilot in the spring for students who have not achieved the prerequisites to move into the third semester. The course will be offered in a condensed format for six weeks to allow these students to achieve a passing grade.
- Continuing Education is offering credit recovery courses to support retention within the full-time programs in the Faculty of Health, Public Safety and Community Studies.
- A comprehensive retention strategy for Algonquin College in the Ottawa Valley has been approved. This will allow the campus to introduce several new strategies in the Fall 2012 term including a student perception Noel Levitz survey that will assist faculty in providing academic advising and a new science refresher program for new students.

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

A variety of strategies are being implemented to assist students to graduate:

- The School of Media and Design will offer a fast-track general education course for graduating students who have failed their online elective so that they can graduate with their cohort.

- A separate section of Food, Wine and Culture was put in place in January 2012 for students in the Culinary Management program, who have not completed their Gen Ed course. It appears that 16 out of the 19 students participating will successfully complete and therefore graduate.
- Perth Faculty and support staff are keenly sensitive to retention and supporting student success. The Dean and FT Faculty are considering option for remedial plan for some students. General Education offerings are being reviewed to offer one fast tracked course in May period, as a way to provide an opportunity to students who are missing one Gen Ed in order to graduate on time.
- A variety of other credit recovery efforts are undertaken at the professor and department level as a way to move students closer to their full credit attainment goals (and therefore graduation).

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.

Curriculum Implementation Services (CIS) continues to work with faculty as they plan for the shift to mobile learning. CIS is creating a repository of faculty resources including course delivery best practices, basic Information Technology considerations, MLP expectations, and program level curriculum considerations. As well, professional development activities for the May-June period are planned.

Christopher Hahn, Head of Apprenticeship Training, joined the Canadian Apprenticeship Forum's **Technology, Innovation, and Apprenticeship Working Group** with a view to providing input into the various ways that technology is changing the way training is done on the job as well as in training institutions.

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 following online activity is underway:

- Levels 01 and 02 of the Police Foundation program are up and running via Distance Education;
- Level 01 of Community & Justice Services program will launch in the summer; and
- Level 04 of the Early Childhood Education program will be developed for launch in the fall.

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.

The Community Studies Department is planning a Community Studies Professional Development session to discuss interprofessional areas of interest.

Innovation Station traffic for the last 28 days recorded 1026 visits, with the highest spike being 83 views in one day. Staff are interested in Smartboards, iPad Animation program, Storing & Archiving Info and GoodReader. 70% were new users, 4:19 minutes was the average time on-site (2 minutes longer than previous records), and the average number of viewers per day was about 40.

On March 23, 2012, the Library Technician students completed their final presentations to the Learning Resource Centre staff. The students had taken on the Mobile Library and Open Educational Resources (OER's) as their marketing project for the term. Aside from being well researched and well presented, the information the students brought to the table was invaluable and has had immediate impact on library services.

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.

The Construction Trades and Building Systems Department is partnering with Corporate Training to deliver a 10-day Accelerated House Building course for the Federal Government. This course will be delivered in the Algonquin Centre for Construction Excellence (ACCE) from April 30 to May 4, 2012.

Employment Services (ES) in Perth completed its renovation project on time and on budget (funded through Ministry of Training, Colleges and Universities Transition Funding). ES has also enhanced its marketing efforts through radio and print ads, and has met budget targets over fiscal 2011-12. As in previous years, ES has launched the Summer Job Service.

The Pembroke Campus received a $35K grant from the Eastern Ontario Development Program to support applied research projects. The funding is for the fiscal year 2012-13. The funding application was submitted with the support of the Applied Research and Innovation Centre.

9. STUDENT ACTIVITY

Twenty-two teams from eighteen colleges gathered at St. Lawrence College for the 2nd annual CGA Case competition. The competition is a tremendous opportunity to test college students' analytical and soft skills in a competitive and real-world environment. Although the Algonquin team did not make the top 4 finalists, the comments from the judges were very positive and the team was heartened by these comments.

Students and faculty of the Law Clerk and Paralegal programs participated in Lawyers Feed the Hungry program as a community outreach project. Lawyers Feed the Hungry - Ottawa is a registered charitable project of The Law Society Foundation. The goal was to raise $1,500 to cover the cost of the meal and to provide the full roster of 23 volunteers required to serve the meal. $1,667.76 was raised and a full roster of volunteers, with many to spare, participated. The meal was served at the Ottawa Mission.

Abhay Tiwari, Marketing Business Intelligence Research student, won the A.B. Blankenship Award from the Marketing Research Association of Canada. He was one of three finalists from accredited Colleges across Canada.

On April 4, 2012, third year Massage Therapy students showcased their case studies on Scars Research.

On April 15, 2012, Dental Hygiene students had a run/walk raising over $1,500 for the dental clinic at the Children's Hospital of Eastern Ontario.

Danielle Robinson, a Library Technician student, received the Student Association Appreciation Award.

An interdisciplinary field placement opportunity has been created between the Library Technician program and the Early Childhood Education (ECE) program. Students are working together to create a virtual library of resources in the ECE field for the benefit of the larger community.

Library Technician students completed a Marketing Plan project and prepared presentations for the Learning Resource Centre. Concepts included how to market the mobile applications at the library and the Open Education Resources web site.

On March 18, 2012 the 4th Annual Baking Competition was held. Categories included Bread, Cake and Cookie categories. Congratulations to Courtney Gilchrist, Carolyn Lavocque, and Chelsea Tough, Bakery and Pastry Arts students, who were the overall first, second and third place winners respectfully.

The annual International Food Fair was held on April 10 and 17, 2012 at which 4th semester Culinary Management students set up food stations representing foods from around the world.

Four students from our Bachelor of Hospitality and Tourism Management program partnered with students from the Ontario Centres of Excellence Experiential Learning Program through the Ottawa Young Entrepreneurs, to develop an application used through Smartphones and tablets to assist engaged couples with their preparation for

their wedding, called the Virtual Wedding Planner. The project was supervised by professor Martin Taller.

Randall Kuehl brought home the Silver medal in the Heating Systems Technician category of the ON Technological Skills Competition. This year, two students from the Heating, Refrigeration and Air Conditioning Technician program participated in the competition held last Friday, at the CMX-CIPHEX trade show in Toronto. The remaining categories for the ON Technological Skills Competition are held at the end of April/beginning of May and attract over 1000 competitors and 35000 visitors. Algonquin will have a team of 16 at the event.

On April 4, 2012, sixteen students from the Mechanical Technician – Toolmaking program were at Carleton University to witness the launch of the crash test dummy that they helped build. Professor Wayne Palombo was interviewed by the Ottawa Sun on the role of the students in manufacturing the crash test dummy.

On March 20, 2012, students from the Aviation cluster (26 from the Aviation Techniques program and 8 from the Aviation Management program) undertook a field trip to Bombardier Aerospace in Dorval, Quebec. The students were accompanied by three professors; Bruce Dwyer, Mark Ward and Serge Coté.

Students in the Cook Apprenticeship program at Algonquin College in the Ottawa Valley hosted a Tasting Event on April 10th. The event was the final cooking component of their program where they were in charge of setting up their own mini food show table. Numerous people from the local industry were invited to attend.

10. FACULTY ACTIVITY

Kudos to the Media Studies faculty as they continue to develop real-life experiences for students and to build awareness of our communication cluster while at the same time building the Algonquin brand. Here are a few examples that took place in late March or early April:

- TV Broadcasting students filmed the East Regional Synchro Championships at the Nepean Sportsplex in March. The event is being broadcasted on PBS Watertown as a one-hour special.
- 20 students from the Broadcasting-Television program volunteered at the 2012 Juno Awards which was held in Ottawa in late March with a live primetime broadcast on CTV on April 1st
- Public Relations students raised $8,091 for Shepherds of Good Hope, $2,000 more than their goal of $6,000. Proceeds will support the Soup Kitchen and Grocery Program at Shepherds and help nourish some of Ottawa's most vulnerable families. The story was covered on CBC Radio One, EMC newspapers, Apt 613 (Ottawa's most well-read blog), and Algonquin Times.
- 2nd year Advertising and Marketing Communications Management students visited New York City in March to experience North America's largest media and communications market first hand.
- Scriptwriting students visited film and TV industries in Toronto to make pitches to executives representing HBO, The Movie Network, Corus, Entertainment One, Shaw Media, Global, CBC Comedy, TVO, Ontario Media Development Corporation, the Saint Agency and more.

Colin Mills, Coordinator, Music Industry Arts and Dan Mellon, Professor, Radio Broadcasting attended Canadian Music Week.

Gretchen Reynolds, Professor, Early Childhood Education, was invited to present at a Conference of Early Childhood Educators in Connecticut, on play-based learning highlighted in her recently published book on the topic.

Shannon Robinson, instructor in the Food Modification Course, conducted an Iron Chef Event for Food and Nutrition Management students on March 26, 2012. Four teams were provided with standard ingredients and challenged to create a spectacular menu item for health care clientele. The dish was then minced and pureed to

satisfy the various texture modifications necessary within healthcare.
The event was a spectacular success, with a lot of learning, accompanied by a lot of fun, enthusiasm and team building.

11. COMMUNITY ACTIVITY AND DONATIONS

In March, 2012, the Respiratory Therapy and Medical Radiation Technology programs had very successful program accreditation results from their respective accrediting bodies, the Council on Accreditation for Respiratory Therapy Education (CoArte) and the Canadian Medial Association Conjoint Accreditation Services (CMA).

The School of Media and Design, with the assistance of Advancement, will host the Social Capital Conference 2012 on July 23, 2012. The conference is a one-day event geared to social media enthusiasts (individuals, consultants, and businesses). This provides an opportunity to promote and associate Algonquin as a social media "Centre of Excellence".

The Early Childhood Education program is working with the Forest Preschool and Nature Alliance to deliver a conference on May 1 and 2, 2012. The keynote speaker and webinar session will be held at Algonquin. Individuals from across Canada are expected to participate in the webinar.

On March 19, 2012, 21 Ottawa Culinary Arts Students and professional chefs snapped up gold medals at the Second Annual Hot Food Competition at Algonquin College sponsored by Maple Leaf Consumer Foods and High Liner Foods. First place gold student winner was awarded to Samantha Tomlinson. First place gold faculty winner went to Chef Robert Gelanis.

On Thursday, March 22, 2012, the Event Management Advisory board hosted DINE & SHINE: an Evening of Etiquette in the Restaurant International. Step-by-step, Etiquette Expert Julie Blais lead the audience through an interactive, delicious four-course dinner, while providing information and skills to help participants feel at ease during business functions, dinner with the Queen, or just at home with the family! This event was hosted to raise funds for the creation of a bursary for Event Management students. Our second surprise this month was the announcement of a second bursary through a generous donation from a Field Placement Host, Amanda Andrews, President of the Wedding Palace Bridal Show. The generosity of everyone who participated and donated is greatly appreciated and will benefit students for years to come!

On April 16, 2012, the Event Management Team held their Children's Wish Foundation Wrap Up Event to which the attendance included the Board of Directors from the Children's Wish Foundation. Max Keeping was the keynote speaker. The parents of the wish family attended as well as the Fall and Winter semester students. The Event Management students held over 15 events in the past year raising **over $106,000.00.**

Algonquin College in the Ottawa Valley held an Applied Research information day in Pembroke in March. It was attended by more than 50 people and very well received.

A $40K donation from the Ontario Association of Certified Engineering Technicians and Technologist (OACETT) was received. This endowment, which replaces the former Carol and George Fletcher award (awarded annually to four Colleges on a rotation basis), will serve to provide two scholarship awards annually to deserving students in OACETT-eligible programs in FCTT.

Claude Brulé, Dean, Faculty of Technology and Trades, received a letter from the Canadian Green Building Council (CaGBC) recognizing him for his role on the Algonquin Centre for Construction Excellence (ACCE) project. He is to receive the national Academic Leadership Award from CaGBC during the annual conference and AGM in Toronto on June 12, 2012.

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

Preparations are underway for year-end financial statement audits of the College and Foundation in addition to approximately 20 other program and cost audits. The auditors are on site April 30th.

9. OTHER

PHYSICAL RESOURCES:

Algonquin Centre for Construction Excellence (ACCE):

- Commissioning is ongoing. Expected completion date is August 2012.
- Deficiencies and minor outstanding issues are being addressed. Expected completion date is June 2012.

Perth Campus Renewal and Expansion

- Deficiencies are being addressed. Expected completion date for landscape is June 2012.
- Commissioning is ongoing. Expected completion date is August 2012.

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 April 24, 2012:

- Slab on grade is 95% complete.
- The project is currently about 50% complete.
- The number of workers on sight has increased to 80-100, depending on the activities.
- Major mechanical equipment is to be delivered starting the 24th of April and continue for the balance of the week.

- The site has had a major clean -up (2 days). This will help with productivity and safety.
- Punch windows will be installed this week. The glazing will go in when the wind subsides.
- Drywall is progressing well.
- The electrical rough-in should be complete this week on all floors. (walls)
- Spray foam insulation will begin this week on the exterior walls.

Student Commons

Despite initial delays in starting the project, the contractor has been able to advance the project in a timely manner. The project is on budget and scheduled for completion and occupancy by the start of the academic year in September 2012.

As of April 24, 2012:

- Substantial performance still on target for July 31, 2012.
- Work plan is in place to expedite installation of exterior envelope.
- Auditorium structural, seating, and various ground slab portions ongoing. Additional crews and overtime/weekends work.
- Mechanical and electrical distribution is ongoing on third floor and theatre back-of-house.
- Interior stud work substantially complete. Boarding and taping is ongoing on all levels.
- Atrium and 401 interior slabs to be complete by April 27, 2012.
- Building link slab to Building D has been poured.
- Bookstore demolition is substantially completed with under slab, electrical and plumbing rough-ins started.
- Starbucks design work is being completed and early coordination has started.

Safety, Security and Emergency Management

Colin Bonang and Earl Green visited Virginia Tech in Blacksburg, Virginia, to learn from their experience in Emergency Management.

COLLEGE ANCILLARY SERVICES

Ancillary Services finished the FY '12 fiscal period with mixed results, experiencing a number of challenges including the strike, construction, and a flood in Residence. Revenues are on target for FY'13.

Helena Ngou, Manager – Front Line Services/Catering Coordinator from Food Services, was presented with the Chris Warburton Award of Excellence by the Students' Association.

The Card Services Office will be rolling out the new Staff ID card after the President's BBQ on May 10th.
College departments will be contacted and an appropriate time will be determined to ensure all staff have an opportunity to receive a new card that is integrated with the One Card Program.

The Residence has conducted its year-end survey and received a 78 % referral rate. This represents an increase from FY12 of 2 percentage points.

The students who have been working on an accessible locker prototype with the Parking Office, won 3rd place in the OCE category at the recent Research and Development Showcase. The Print Shop demonstrated their new 3D printer at the event, eliciting interest from a number of College departments including the Animation program which has begun to use this service.

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)

Focus: Beyond the ongoing presentations to universities, high schools and in the adult market, the team's focus for April was the Eastern Regional Panel (ERP) presentations to grade 11 students. We presented alongside other colleges at 28 high schools as shown below:

- Ottawa area – 6 schools
- Cornwall area – 6 schools
- Kingston / Belleville area – 8 schools
- Peterborough area – 4 schools
- Oshawa area – 4 schools

Leads: Year-to-date, Recruitment and Marketing have generated 13,814 leads, 52.5% were generated by Recruitment, 47.5% generated by Marketing.

Spring Open House

The first-ever Saturday Open House was held at the Woodroffe Campus on Saturday, March 31st from 11:00 a.m. to 2:00 p.m. he event was targeted towards current applicants, high school seniors who have not yet applied, postsecondary students and graduates, mature students, parents, teachers, and guidance counsellors. The agenda for the day offered a trade-show style showcase of academic progTram areas and services, as well as ongoing tours and presentations. Both internal and external feedback was extremely positive. Attendance is estimated at around 1,000 participants.

Recruitment Marketing Initiatives

The recruitment campaign (digital and traditional tactics – final numbers for Jan 2-March 30 campaign): generated over **23,000** visits to the website (7% over the traffic expectations) at an average cost of $2.62 per visit.

Google Search and Display campaign in March reached over 5 million searchers and generated 17,400 + visits to the Prospective Students site, as well as over 800 conversions.

Advertising testing on YouTube in March engaged close to 6,000 viewers through our video ads and generated 525 visits to the Prospective Students website as a result of that engagement.

Media Relations

- March 29 – The Orleans Star reported on a documentary, filmed by Algonquin film production student Wasim Baobaid, being screened at the 2012 Wakefield International Film Festival.
- April 2 – The Ottawa Citizen reported Project North donated a $10,000 bursary to Algonquin College to help Inuit children coming from Nunavut to study.

- April 5 – The EMC Arnprior featured a story about Algonquin College's new Pembroke Campus opening in September 2012.
- April 5 – The EMC Perth featured a story about the Perth Museum's digitization process, a partnership with Algonquin College and Perth and District Union Public Library.
- April 7 – The Ottawa Citizen, CBC Ottawa, CNET News, and Yahoo News Canada featured stories about Web Alive, an online training tool being used to teach future police, paramedics and firefighters at Algonquin College.
- April 14 – CBC Ottawa and Openfile reported the Olympic House, a fundraising construction project built with help from Algonquin College Perth students, sold for $285,000 and is funding an athlete's trip to the London Games.
- April 17 – The Ottawa Citizen reported on the Algonquin College General Arts and Science student showcase.
- April 20 – GMA News featured a story about a crash test dummy built by Algonquin College and Carleton University students.
- April 20 – The Ottawa Citizen featured a story about the career of Pat Hilborn, Algonquin College Museum Studies graduate and Canada Museum of Science and Technology Museum employee.
- April 20 – The Ottawa Citizen featured a story about reporter and Algonquin College journalism graduate Tony Lofaro receiving the Calabrese Community Achievement Award.
- April 23 – The Ottawa Citizen profiled Algonquin College theatre teacher Donnie Laflamme.
- April 26 – The Ottawa Citizen featured Algonquin College's horticulture gardens in a list of Ottawa gardens.
- April 26 – The Ottawa Citizen published an interview with Top Chef Canada contestant Curtis Luk, who talks about Algonquin graduate and fellow contestant Trevor Bird.

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.***

Twenty short WordPress training videos have been produced and posted to the Marketing website, furthering our efforts to create online training options for web administrators.

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.***

N/A

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 (IEC)

During the month of April, the International Education Centre (IEC) conducted training and provided updates to agents in China as well as completed pathway presentations at partner schools JMI and SITC (China) to facilitate student transfers. IEC staff met with representatives from the Korea Research Institute for Vocational Education and Training to discuss a Korean overseas study program. Recruiters attended education fairs and workshops in India, United Kingdom, China, Saudi Arabia and Canada. Over six thousand invitations to social media were sent out and the IEC hosted two Indian counselors from Edwise.

The Director of the IEC and the Manager, International Partnerships and Programs completed a project and partnership trip to China. The Director and Manager visited existing partners: JMI (April 5, 2012); SITC (April 6, 2012); Liaoning Forestry Technical Vocational College (April 9, 2012) and explored other potential corporate, college and recruitment partnerships.

A Memorandum of Understanding was signed between Algonquin College and the Liaoning Forestry Technical Vocational College to deliver the Ontario College Diploma, Hospitality Management-Hotel and Restaurant, Ontario College Diploma - 2 yrs. Program delivery is to begin in September 2013.

The Language Institute

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

LANGUAGE INSTITUTE ENROLMENT March / April	
Program	**Enrolment Number**
ESL International (intake 2)	283
ESL Canadian (intake 2)	167
CE Winter (excluding ENL)	910
Teaching English As A Second Language	33

Workforce and Personal Development (WPD)

ACAP is working with partners LASI Worldskills and la Cite Collegiale to host the 2012 Internationally Educated Professionals Conference in October 2012.

The Personal Development Institute's (PDI) enrolment statistics from April 1st – April 25th , 2012 are as follows:

- No. of registrations: 184
- No. of courses offered: 12
- No. of sections offered: 13

PDI delivered a new luxury experience course entitled "Introduction to Molecular Gastronomy" with 6 clients.

During the month of April, the Experienced Worker Centre served 175 clients. The International Biotech program has not yet been officially launched, but 57 people have already expressed interest in the program.

PDI continues to work on an online marketing campaign with Prosar to increase registrations in its Spring and Summer offerings. A number of video testimonials with clients, instructors and management are being produced to be used in the campaign. Prosar designed a poster for PDI that will be distributed to the Ottawa Public Library network, City of Ottawa Community Centres and gyms and Loblaws stores throughout the city. An article on PDI's course Chivalrous Swordhandling was published in the CanCulture magazine: http://www.canculture.com/2012/03/30/10044/. An Algonquin broadcasting student produced a short video of the Chivalrous Swordhandling course to be used in the online marketing campaign.

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%.***

International Education Centre (IEC)

In cooperation with the Career and Academic Access Centre, the IEC sponsored the development of MAT0021 Mathematics: Functions and Managing Data. The course will provide an Ontario Grade 12 U Math credit and allow domestic and International students to meet the math requirements for the Algonquin College Degree program.

Algonquin College Corporate Training (ACCT)

During the month of April, 336 employees from 35 private and public sector organizations completed ACCT open enrolment or client-dedicated, customized workshops.

Information, Institutional Research & Technology Services (IIRTS)

From March 12th until April 1st, 879 Algonquin students participated in the HEQCO Work Integrated Learning (WIL) online survey conducted by Academica. Analysis and reporting for the Faculty survey conducted last year and the Student survey will be completed during the Fall semester. This initiative supports the strategic direction to provide an experiential learning component in every program.

IIRTS worked with the Registrar's Office, OCAS and the Ministry of Colleges and Universities to correct issues encountered when students' had submitted an erroneous Ontario Education Number (OEN).

Workforce and Personal Development (WPD)

ACAP has hired researchers to determine the barriers that prevent Aboriginal people from entering into the paramedic field and Trades industry and are looking at the opportunities for growth in these areas. A researcher has also been engaged to examine the College's Service Excellence program and to determine the areas in which Aboriginal content and paradigms can be incorporated to support Aboriginal people's inclusion at the College.

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

International Education Centre

The results of the i-Graduate.org Student Barometer Survey were presented to Algonquin College staff and faculty on April 12.

Language Institute

During the month of April, the Success Specialist provided 96 hours of assistance to students at risk. Discussions are underway to determine through statistical analysis, the positive effect of the Success Specialist on student retention. A second analysis of the end-of-term course evaluations for the TESL hybrid courses is being conducted to help improve the delivery mode.

Algonquin College Foundation

In April, new endowments were established by: the Event Management Program Advisory Committee for students

enrolled in the Event Management program, the Telecom Hall of Fame and an anonymous donor for students enrolled in telecom related programs and the Manotick Kiwanis Club for Algonquin College students who reside in Manotick.

Bursaries have been established by: the Wedding Palace Event Company for students enrolled in the Event Management program, the Helen Stephens Memorial Bursary for students enrolled in the General Arts and Science program and the Geoff Mace Bursary which supports students enrolled in the School of Business (specific program affiliation is to be decided).

Workforce and Personal Development (WPD)

First Generation funding has been secured for another year and will support a student success specialist for Aboriginal First Generation students and an employment coach to support students who lack a knowledge and understanding of the workplace.

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

Information, Institutional Research & Technology Services (IIRTS)

Detailed KPI results were received in early April from the MTCU after college-level capstone results were posted on the Colleges Ontario web-site. Compared to last year, Algonquin's results improved in four of the five KPI metrics. The KPI metrics that have improved results include: Student Satisfaction, Graduate Employment, Graduate Satisfaction and Graduation Rate. The greatest improvement was in Graduation Rate with an increase to 64.2% achieving the target.

The Multi-Year Accountability Agreement Report-Back (MYAA) was approved by the MTCU without further revisions required and the GPOG Hold-Back of $3 M was released to the College as of March 31, 2012.

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.***

Information, Institutional Research & Technology Services (IIRTS)

IIRTS has implemented a new functionality on ACSIS that allows more students to see their progress against the program of study in which they are enrolled.

Technology projects (wireless security and core network access to the internet) that are required for the Fall student intake have been pre-approved for capital investment to ensure maximum use of the summer slowdown in network and infrastructure demand.

Classroom technologies installed to support mandatory laptop program (MLP) teaching have been reviewed. The standard configuration (technology), manifest (base cost for a new room) and general budget (number of rooms x base cost) have been completed. With the help of Learning and Teaching Services and Physical Resources, specific classrooms and inventories are being identified and the macro work plan is being prepared for redevelopment and commissioning throughout the summer.

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

The hybrid component of the FSL Level 7 was completed and launched on April 30. New products offered by Pearson Longman are being examined to assist in finding an online solution for ESL delivery.
An online placement test solution for FSL and ESL is being investigated to replace the current paper-based tests.

Algonquin College Corporate Training (ACCT)

ACCT, in collaboration with School of Advanced Technology, is developing six (6) new online course offerings for a

select group of approx 100-120 Canadian Forces (CF) members (current and former) who have completed Geomatics Technician Qualification Level 5A (Geo Tech QL5A) training program through the CF. The courses, ranging from 9-45 hours in duration, include: Essential Mathematics, GIS Natural and Human Geography, Geoprocessing, Web Design and Publishing, and two GIS Application Project courses.

ACCT developed a custom online group registration system, integrated with ACCT's Salesforce CRM, that enables ACCT's clients to have employees register via the web for customized training workshops and programs. This new online service simplifies the process for a client to register, record, and track employee participation in training and creates increased operating efficiencies.

Information, Institutional Research & Technology Services (IIRTS)

Technology projects (storage, blackboard, system monitoring, classroom monitoring) required for the Fall student intake have been pre-approved for capital investment to ensure maximum use of the summer slowdown in network and infrastructure demand.

The administration systems of the Blackboard learning management system (LMS) have been upgraded to 64-bit in advance of the summer period where all production servers will be upgraded to 64-bit with expanded resources (memory and processor capacity). For the Fall term, IIRTS will be running Blackboard service pack 8 which has significant UI enhancements; this upgrade is presently in staging being reviewed by BBHelp and IIRTS and will be offered to interested summer faculty for early adopter use.

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)

Two professors from the Language Institute traveled to JEC PT (Jazen, Saudi Arabia) to complete ESL placement and exit tests and to provide curriculum consulting services for the Preparatory Year Program at JEC PT.

Workforce and Personal Development (WPD)

PDI staff received a briefing from Ottawa Kiosk on the use of their services since the entire PDI catalogue is currently listed and promoted on the website. The Manager of Workforce Development and Community Outreach attended several events to promote WPD services. These events involved the following organizations: Hire Immigrants Ottawa, Canadian Immigrant Integration Program Conference, University of Ottawa and the Chinese Community Immigrant Services. The Director attended and presented at a Conference Board of Canada workshop.

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.***

International Education Centre (IEC)

A contract has been signed by Algonquin College and AKALA Education Services for the delivery of a two week customized professional development teacher training program for visiting professors from Rajamangala University of Technology, Krungthep, Thailand. The training program was developed to promote sustainability in the industries of: construction, interior design, home decorating and fashion.

Language Institute

The first IELTS tests have been scheduled for May 12. Since September 2011, the percentage of photocopies has been reduced by 31%. Additional savings resulting from this reduction are: less toner and fewer replacements of broken machine parts.

Standardization of the appearance of Blackboard and the developmental shells for every course in TESL, ESL and

FSL has been initiated.

On April 30th, tracking of attendance for ESL courses using capabilities in Blackboard commenced. The tracking of attendance using Blackboard is already being utilized for TESL courses.

Algonquin College Foundation
To date, the Constructing OUR Future Campaign has raised $7,600,501. The Pembroke Campaign has reached $1,932,755 and the Perth Campaign has reached $456,571.

Applied Research and Innovation (ARI)
Algonquin College's 10th Annual Applied Research Day had the largest attendance in the history of the event with over 70 projects displayed and the participation of over 1200 people. Thought-provoking presentations were made by Bruce Lazenby (President, Invest Ottawa) and Jason Flick (President, Flick Software and Youi Labs). This year, 190 high school students from three high schools attended the event which provided them with a great view of the hands-on approach of a college education.

The College was notified that it was successful in its application for $750K in FedDev Applied Research and Commercialization Program Extension funding. Once agreements with FedDev are signed, projects will be undertaken with 10-18 SME partners. Developing the proposal led to the initiation of potential applied research partnerships with the Ottawa Hospital Research Institute, University of Ottawa Heart Institute and Queensway-Carleton Hospital, in addition to all SMEs.

ARI submitted an application for a *Health and Wellness Research Centre* to the Natural Sciences and Engineering Research Council for its College and Community Innovation Program's Innovation Enhancement stream. If approved, the $2.3 million from NSERC will be leverage with a similar amount of cash and in-kind to stimulate applied research in Medical Assistive and Analytical Devices.

Algonquin College Corporate Training (ACCT)
ACCT has secured $507,000 in revenue to date for 2012-13.

Information, Institutional Research & Technology Services (IIRTS)
The CTC (Digital College) One-Time Project submission for 2012-13 was completed, reviewed and approved by PEC. Two significant changes in methodology from previous years were implemented: first, a shift from a general call to a workgroup developing the list resulted in tighter alignment of projects to business plan initiatives and second, a number of previously disparate technology-based project planning activities were consolidated under a single purview which greatly expanded the scope of the effort but ensured that consistency and interdependency of all projects based on technology were managed and integrity of systems was a focus.

IIRTS completed the assessment of 11 services through the SPSP program. In addition, extensive technology, business analysis and related support was provided to SPSP program and users of the resultant process(es) through the data gathering and assessment cycles and the provision of one senior staff member by IIRTS to participate in the aggregation and analysis work cycle.

IIRTS, working closely with the Registrar's Office, expanded the Student Graduate Audit process within the Student Information System to include: simple elective graduation validation, General Education validation and the 3 year Business Programs. The new graduate validation processes will be used in the Winter 2012 graduate audit, which will significantly reduce the manual audit process employed by the Registrar's Office.

IIRTS worked with the Registrar's Office and OCAS to resolve an issue where OCAS has been sending incorrect information related to "First Generation" students. OCAS was sending the answer to the question "Have either of your parents/guardians attended a university or college?" rather than if they were "first generation: or not". IIRTS is now working on cleaning up the historical information that the College has been sent.

IIRTS helped to ensure the success of the Student Association and Board of Governors online election systems and implemented new functionality on the Human Resource Applicant job posting application which allow for more automated messaging and reporting. IIRTS also identified and resolved significant performance issues with the Centre for Students with a Disability (CSD) Clockworks application.

An ITS Project Management Office (PMO) has been established to define and implement a Project Management Framework and standards that will improve the planning, execution, and monitoring and control of the Digital College project portfolio. Accomplishments for the month of April include:

- establishment of an ITS Project Portfolio Dashboard;
- initiation of a communication/reporting model for ITS Service Managers and ITS Project Managers into the Project Portfolio Dashboard;
- F12-13 Q1/Q2 High Level Work Plan established;
- Risk Management process initiated for communicating and managing portfolio risks;
- Project Management Framework (PMF) roll-out activities initiated, including the identification of pilot projects, development of training material, and initial communication of PMF templates;
- Definitions established to differentiate project work from operational work; and
- Plans underway to move the management and reporting of operational work into Service Desk Express (SDE).

Workforce and Personal Development (WPD)

The Personal Development Institute's (PDI) earned revenue for April totaled $ 42,829. Development of new curriculum is being finalized in the following areas:

- Arts & Culture
- Automotive / Transportation
- Career Planning
- Entrepreneurship
- Environment
- Healthy Living
- Life Renewal
- Media and Technology
- Personal Development and Growth
- Public Safety and Security

Partnerships are being developed with two major employers and a recreational group in the Ottawa Region. A potential second site for the motorcycle courses has been identified at the Aviation Museum and initial meetings have been held with all parties involved. The anticipated launch of the new motorcycles courses at the museum will be in Spring 2013.

Funding for Second Career for 2011-12 has been confirmed for $1.9 M. 2012-13 funding has been confirmed for the Labour Market Information Project ($200 K), First Generation initiatives ($541K) and the Keeping It Current Program ($ 800K).

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.***

- 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 planned for May-June includes Curriculum Mapping for SAT/ACCE coordinators, Architecture/Civil faculty – 2 sessions (MLP planning, and program-level curriculum mapping),
- Support being provided to SAT & ACCE for their Aug. 24th School Day
- Smart Board and Smart Podium installed in C134. PD plans for PTT orientation facilitator's use of these technologies during the April-May PT Faculty orientation sessions.
- COL is liaising with publishers and vendors (e.g., Routledge and Lynda.com) about learning needs of faculty (pedagogy, educational technology)

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.***

Orientation Tutorial for new Administrators:
The design and development of an online orientation tutorial for new administrators will be completed by May 31.

Eight digital videos were completed in Camtasia Relay and will be placed on the HR website, accessible to employees. The topics include Academic Professional Development Leave, Annual Increments for Academic Staff, Administrative and Support Staff Reduced Workload, Academic Reduced Workload, Know Your Benefits, Retirement Planning, Retirement Benefits and WSIB Reporting Policies.

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.***

New Hires Orientation & Support Staff (SS) Mentoring Program
Hosting of New Hires to Algonquin College
COL Hosted a College New Hires Orientation session consisting of seven new hires
Support Staff Mentoring Program
Three Support Staff mentors and mentees were partnered as part of the Support Staff Mentoring program. Survey feedback being assembled for the information of mentors, mentees and program improvements.

Part-Time Faculty Orientation
Held from April 21-May12 targeting Part-time Faculty teaching in Spring 2012.

Kaleidoscope 2012 (May 7-9)
This year's theme of "Getting Connected" will feature the College's move towards digital, mobile, global, international, and collaborative learning. Registration closes April 30.

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)

Staff

- June program planning underway 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 beginning in May – TTA5504, Assessment and Evaluation, TTA 5505 Professional Standards and TTA 5509 Presentation Skills (being delivered in Pembroke)

Performance Institute – Six graduates from the Performance Institute in 12W.

ALEI Program
Leadership I
Sixteen graduates from the Winter 2012 offering. Level 1 will be offered in May/June.
Leadership II
Winter 2012 cohort of sixteen completing in early April. Presentations scheduled for June 26.
Leadership III
Presentations will be brought to PEC on Wednesday, May 2nd.

Service Excellence
Winter intake of the 24 participates will be completed April 26.

Employee Engagement Initiatives
Live Laugh Learn (LLL) Employee E-Magazine

Survey of Interest from Algonquin community was good. April, 2012 meeting will serve to review roles and responsibilities of expanded Editorial team and to plan ahead for future contributions and editions.

Eastern Region CCHRD Activities

Eastern Region CCHRD

Strategic planning for the development and delivery of programs is underway and a new strategic plan for 2012-2016 will be in place in Fall 2012.

Focus on Learning 2 (June 4-6)

All FT faculty from Algonquin are returning.

Celebrating Great Teaching (May 14-16)

Fifteen faculty from Algonquin are confirmed to attend**.**

Focus on Learning 1(August 13-17)

Planning almost complete, registration is live

Faculty Cyber Connections

There are 3 FCC sessions scheduled to run in May/June

Eastern Region Support Staff "Getting Connected" Conference

Support Staff "Getting Connected" Conference – 2012 Theme confirmed as: "Student Success in a Changing Learning Environment ".

Brokered Professional Development

Assisting a variety of areas with their spring PD initiatives (Safety & Security, Academic Advising, Counseling Services, Purchasing and HR).

Faculty Performance Review

COL began planning work in March for a performance review process for faculty.

Compensation, Pension & Benefits

Two employees attended map questing to support this year's business re-engineering project and the WSIB Occupational Health and Safety update offered by Emond Harnden.

AODA Office

The AODA Advisor attended Leading Through Change Management and Dealing with Difficult Behaviors, provided by Shepgell.fgi

AODA Advisor hosted 3 accessibility training courses for the college; Procuring Accessible Goods, How to Create Accessible Documents and Accessibility and Organizational Change.

Succession Planning

A talent assessment meeting has been completed at PEC on those participants in the Phase one group for the succession planning process. A pilot process for the Mentorship program has been launched with a group of 10 members out of the original group of 80. Communication to all participants 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.***

Compensation, Pension & Benefits

HR continues to monitor the Colleges vacation liability. As of March 31, 2012 the vacation days have been reduced by over 2000 days.

Organizational Effectiveness

Electronic SWF submission was done for the 2012 Spring Semester with a total of 75 SWF's being issued for the Spring Semester.

HR Web

During the one month period ending April 23, 2012, a total of 29,106 visits were recorded for the HR website. A total of 8889 (30.53%) were new visits while 20, 217(69.46%) were returning Visits. The number of unique visitors (people) stands at 13,198.

HRIS and Other HR technology

The quarterly user security audit has commenced this April. All HRIS user accounts College-wide are being audited to ensure staff has the appropriate levels of access and that the internal control safeguards are maintained and effective.

The system set up and test run of the 2012/2013 goal setting process has been completed in the Halogen talent management system. The College's business plan for 2012/13 and the strategic Plan for 2012-2017 have been imported into the system to support the performance management process. The process has since been launched to the Administrative Staff.

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

REGISTRAR'S OFFICE

Fall 2012 – Offers of Admission and Confirmations

Offers of Admission for the 2012 Fall Term were distributed to all eligible applicants who applied to Algonquin College programs by the February 1, 2012 equal consideration date. Offers for highly competitive programs were distributed in early March 2012, on the receipt of grades and following the ranking of files. Offers which involved the ranking of Health Occupation Aptitude (HOAE) exam results were extended ahead of schedule and previous year timelines.

Admissions processing continues as applications are received from the Ontario Colleges Application System (OCAS) and applicant confirmation letters are currently being extended to those students who have accepted Algonquin's offer of admission.

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 Winter Term, as of April 20, 2012, the net registered students numbered 14,395 or 97% of the projected enrolment.

The breakdown of the 14,395 registered as of April 20, is as follows:

Faculty/School	Approved Projected		Net Registered	
	Entry Level	Returning	Entry Level	Returning
School of Business	420	2,852	335	2,779
School of Hospitality & Tourism	327	971	283	940
Faculty of Arts & Media Design	239	2,992	186	2,842
Faculty of Technology and Trades	443	2,312	411	2,382
Faculty of Health, Public Safety/Community Studies	263	3,002	291	2,934
International & Corporate Business Development	0	28	0	31
Centre for Continuing & Online Learning	85	69	91	116
Algonquin College Heritage Institute	0	277	0	233

Algonquin College in the Ottawa Valley	0	557	19	522
College Totals	**1,777**	**13,060**	**1,616**	**12,779**

Continuing Education Registrations
For the 2012 Winter Term as of April 20, 2012, registrations stood at 12,965 as compared to 12,668 at the same time last year. The term registrations to April 20, 2012 represent 108.6% of the projected enrolment.

For the 2012 Spring Term as of April 27, 2012, registrations stood at 5,727 as compared to 2,809 at the same time last year. The term registrations to April 27, 2012 represent 55.7% of the projected enrolment. It should be noted that the 2012 Spring Term projections have increased to 10, 274 compared to the 2011 Spring Term projection of 3,829. Registration continues throughout the term.

Admissions Statistics
2012 Spring Term
As of April 23, 2012, OCAS statistics for the 2012 Spring Term indicate that, for **College Choices** (i.e. number of individual applicants to Algonquin College), our Non-Secondary School applicants are up 35.8% from last year, Secondary School applicants are up 19.4%, with an overall increase in applicants of 30.9%. Province wide, the variances are 10.4%, 24.0% and 13.7% respectively.

As of April 23, 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 up 37.3% from last year, Secondary School applicants are up 23.5%, and overall we show an increase of 33.3%. Province wide, the respective variances are 8.3%, 24.5% and 12.2% respectively.

As of April 23, 2012, for **Confirmations**, our Non-Secondary School confirmations are up 90.5% from last year, Secondary School confirmations are 19.2%, and overall, we show an increase of 69.7%. Province wide, the respective variances are 16.6%, 22.1% and 17.7% respectively.

2012 Fall Term
As of April 23, 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 0.5% from last year, Secondary School applicants are down -1.5%, with an overall decrease in applicants of -0.5%. Province wide, the variances are -4.0%, -4.5% and -4.2% respectively.

As of April 23, 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 down -2.2% from last year, Secondary School applicants are down -2.9%, and overall we show an decrease of -2.5%. Province wide, the respective variances are -6.0%, -6.0% and -6.0% respectively.

As of April 23, 2012, for **Confirmations**, our Non-Secondary School confirmations are up 6.8% from last year, Secondary School confirmations are up 6.7%, and overall, we show an increase of 6.8%. Province wide, the respective variances are 4.5%, -0.5% and 2.2% respectively.

STUDENT SUPPORT SERVICES

Counselling Services
In March, 2012, the Academic and Career Information Specialist from Counselling Services met with 166

prospective students for a 30 minute information session to address questions and concerns regarding selecting a program and applying to Algonquin College. This represents an increase of 110% from the 79 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

2012 Ontario Budget

In January 2012, the government announced the creation of the new Ontario Tuition Grant (OTG). The 2012 budget has reaffirmed the government's commitment to continue this program.

Currently, the OTG grant provides up to $800 per term for a maximum of two terms per year for full-time undergraduate university or college degree students and up to $365 per term for a maximum of two terms for students enrolled in college diploma or certificate programs at publicly funded Ontario institutions. Moving forward, the grant will be indexed to the annual increase in college and university tuition, beginning in the 2012–2013 year.

Provision of the Ontario Tuition grant is being offset by reducing funding to non-core programs. Beginning in 2012–2013, the Ontario Textbook and Technology Grant and Ontario Trust for Student Support will be eliminated, while the Queen Elizabeth II Aiming for the Top Scholarship will be phased-out gradually over three years so that any student currently receiving this award will not lose funding. Effective 2012-2013, there will be no new Queen Elizabeth II scholarships will be awarded.

STUDENT SUPPORT SERVICES

Student Employment Services

Student Employment Services hosted a booth at the College's Applied Research Day on April 13, to provide information to current and prospective students. During this event, the Employment Outreach Officer spoke to 30 students, 10 exhibitors, and over 20 other members of the College community.

Two Employment Officers, facilitated an interactive workshop at the Employability Skills Camp, hosted by the Strategic Partnerships department. The officers met with approximately 40 at-risk teens to provide employment coaching/mentoring, and to promote the College as a possible consideration after high school (and support services available).

The Student Employment Services Drop-In Service served 176 students during the mid-March to mid-April timeframe. The majority of clients needed their employment documents to be critiqued but some were also looking for job search coaching. The service was relocated to the C Building second floor desk (just outside the LRC) area until March 31. This location provides the space required for our Peer Reviewer staff, as well as the Student Employment Services Employment Officers, to provide the Just-in-time service.

The Aboriginal Student Education to Employment (DevelopMENTOR) Pilot Program came to a close on March 31. The program reports a 70% success rate of Aboriginal students successfully completing the program. With the extension of the program for another year, planning for student engagement commenced focusing on summer work opportunities and résumés of seven Aboriginal students registered within the program were submitted to the City of Ottawa – Summer Employment Program.

Student Affairs and Orientation

The Student Affairs and Orientation Office interviewed 65 potential candidates for the Student Leader positions for the 2012-2013 Academic year. 55 positions were filled for the 2012 Fall Term Orientation.

The Students' Association and Student Affairs and Orientation partnered to host the 15th annual "Celebration of

Cultures". This event hosts embassies representing countries from all over the world to the College, and allows students to explore different cultures and see unique entertainment. Approximately 400 students passed through the culture bazaar visiting over 20 embassies.

On March 30, Student Affairs and Orientation, the Students' Association, and Residence Life hosted the first ever Student Appreciation Gala at Lago's Bar and Grill on Dow's Lake. Recipients were nominated by their peers or faculty, and selected for their outstanding achievement in the areas of student leadership, volunteerism, and academic excellence (not grades but involvement in program). The event programming included transportation to and from the venue, live food stations, a DJ, interactive photo booth and an awards show. 71 students attended the Gala. Each nominee received a certificate signed by the College President and the Vice President, Student Services. The 12 award recipients also received a plaque in recognition of their accomplishments.

Counselling Services
During the month of March, Counselling Services completed 416 one-on-one counselling sessions with registered students. Counselling Services reception received 347 requests for appointments from students, and was able to provide an appointment within three days for all but 65 (19%) of those requests.

Mamidosewin Centre
The Mamidosewin Centre welcomed an average of 33 student visits per day during the month of March. A number of events were organized, including:

- A screening of the Aboriginal Documentary, "Children of the Plains";
- Celebration of Inuit Culture including a throat singing performance;
- Guest Speaker Ray Hatfield on "The Real Aboriginal Work Ethic";
- Dream Catcher craft session.

Health Services
Last month, the volume of Health Services visits was 3,759. Of those 1,064, or 28% were to see a physician.

Residence Life
On April 15, the Residence featured, The 2nd Annual "Gonquies". This annual event is to recognize and give back to the students in Residence. Section and student awards are presented, as voted by the students in the building. Musical entertainment was featured by the Resident students. Residence Life provides food and prizes for the students in attendance and presents a golden letter "G" to all its recipients. The Students' Association provided an acoustic band for musical entertainment to open the evening. It was a full house with well over 120 students in attendance.

Also on April 15, the Residence Orientation Leader Campaign was held to begin recruiting for Residence Move-in and Orientation Leaders. Traditionally recruitment does not begin until the summer; however, this year the event was held earlier in the hopes of reaching a larger market of returning students who wish to gain more leadership experience. Students applied for the positions through the Residence Life office. This is an ongoing initiative and is a poster and banner campaign coupled with promotion booths in the Residence.

Office of the Director
On March 30, Student Support Services Management staff, including the Director; Manager of Business Operations; A/Manager, Centre for Students with Disabilities; Manager, Student Activities and Career Services; and Manager, Counselling and Assessment Services attended a meeting and site visit at Mohawk College, to discuss its one-stop service delivery model as well as logistics, challenges, and the opportunities of moving into a new Student Commons Building.

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

STUDENT SUPPORT SERVICES

Centre for Students with Disabilities
The CSD recognized an increase of 18% in final exams coordinated through the CSD Test Room during the month of April.

Peer Tutoring
Peer Tutoring scheduled 1,614 tutoring sessions in March. This represents a 13% increase in sessions over the same period in 2011. During the month of March, 16 new Peer Tutors were trained to bring the total number of active tutors to 115.

Jeff Agate, Manager, Counselling and Assessment Services facilitated the first Peer Tutor Appreciation Lunch and Focus Group, held on March 22. Eight tutors participated and provided suggestions for improving the policies, procedures and training for next year.

On March 26, Jeff Agate and Dan Cuddy, Student Success Specialist, provided an informative tour to representatives from Durham College's Peer Tutoring area. The tour focused on the spaces that Algonquin has created which promote collaborative group work areas and spots for peer tutoring to take place. The tour included stops in the Learning Resource Centre, B Building, ACCE Building, and the Mobile Learning Centre.

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.***

REGISTRAR'S OFFICE

Registrar's Office Website
A new, updated and streamlined Registrar's Office website was released for April, 2012.

STUDENT SUPPORT SERVICES

Centre for Students with Disabilities
Jason Timms, Assistive Technologist, attended the WCAG 2.0 (Web Content Access Guidelines used in Canada) training sponsored through the AODA office of Algonquin. This two-day workshop introduced the principles, guidelines and success criteria to meet WCAG 2.0 standards and touched on "A" and "AA" levels of compliance. (The College is currently single "A" compliant and will need to move to double "AA" compliance by January 2014). Four of the most common types of compliance issues were covered with examples on how to solve the issues. Attendees were also provided with additional resources for further information and solutions.

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

Student Success Centre
The Student Success Specialist attended a meeting with the Learning Resource Centre staff to share details about the Live Chat program, including its strengths and weaknesses as well as to provide input on the new purchase of the LiveHelpNow software.

Student Employment Services
Optimal Résumé's cumulative hits to date reflect 8,057 (an increase of 400 from last month) with the total accounts created at 593 (February) an increase of 30 from the previous month.

MyCareerZone, the online job posting system and career solution reflected the following statistics for the period of March 15 to April 15:

- Total number of logins: **8,129**

- Total number of unique logins: **2,356** (students 2,085; alumni 0; employers 264; others 7)
- Average number of times a user has logged in: **3**
- Total number of new employer accounts created: **253**
- Total number of job postings: **314**
- Total number of times job postings viewed: **15,647**
- Total number of unique job posting views: **12,791**

Centre for Students with Disabilities
Two employees from CSD attended a day long workshop entitled "How to Create Accessible Forms" with Eliquo Training. Ensuring that all online forms are accessible to students is imperative as the College moves towards more online learning modules.

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.***

STUDENT SUPPORT SERVICES

Student Employment Services
On March 28, the Employment Outreach Officer participated in a day-long seminar entitled "Successful Volunteer Engagement" to learn how to better engage volunteers of different generations.

Student Affairs and Orientation
On March 23, Student Affairs and Orientation took part in the 1st annual "Algonquin Relay for Life" in support of the Canadian Cancer Association. This was a great team building event and enhanced the office morale.

Residence Life
On March 19, Joel Nethercote-Devlin commenced his role as the new Acting Residence Life Coordinator in the Residence Life Department. Joel brings significant educational experience to his new role having held various roles in Residence Services at Algonquin College, most recently as a full- time Customer Service Representative. Prior to joining the Residence Life Team, Joel worked for the Ottawa Carleton District School Board. Joel holds a BA from the University of Guelph, a B Ed from Queens University in Intermediate/Senior division, and is also an Alumni of Algonquin's Theatre Arts program.

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

Algonquin College Tuition and Ancillary Fees
On April 9, 2012, the Registrar presented the 2012-2013 Tuition and Ancillary fees schedules to the Algonquin College Board of Governors for approval. The fees schedules were developed based on a recent Ministry press release advising that Ontario was "extending, for one year, the cap of five percent on overall tuition fee increases."

STUDENT SUPPORT SERVICES

Test Centre
The Test Centre collected revenues of $28,450 during the month of March, 2012. This represents an 8% increase in revenue ($26,158) from the same period in 2011. The total revenue for 2011-2012 in the Test Centre ended at $290,966, a 23% increase over the 2010-2011 annual revenue and a 32% increase over the projected revenue in the 2010-2011 budget. This increase in revenue is largely attributed to the addition of TSSA (Technical Standards and Safety Authority) certification testing for the Heating, Refrigeration, and Air Conditioning programs (249 administrations); and significant increases in the volume of MTCU exemption and certification testing (802 administrations, a 220% increase).

9. Other

VICE PRESIDENT, STUDENT SERVICES

On April 12, Algonquin College was delighted to host visitors from the Australian Catholic University which has six campuses across 3 states and one territory in Australia. Australian Catholic University visitors included the Academic Registrar and the Research Project Manager for ACU's Centre for Indigenous Education and Research.

The visit was conducted in order to share Algonquin College Best Practices in the areas of Business Process Improvement, staff training for service points, the extent performance measures are used, as well as Pathway Models. Algonquin participants included the Vice President, Student Services; Algonquin College Registrar; Director, Student Support Services; Director, Workforce and Personal Development; Acting Director, Strategic Programs and Services Planning; Acting Dean, Academic Development; Manager, Business Process Review; and Manager, Counselling and Assessment Services.

REGISTRAR'S OFFICE

In collaboration with the Manager, Business Process Review, the Registrar's Office assisted Algonquin College student teams in the e-Business Supply Chain Management Program, "Lean" course projects. On the completion of this program, students successfully presented their final submissions.

STUDENT SUPPORT SERVICES

Centre for Students with Disabilities

Toni Connolly, Acting Manager, Centre for Students with Disabilities has been awarded the College Committee on Disability Issues (CCDI) Disability Services Award of Excellence. Toni was nominated by her colleagues at the provincial level for her leadership, advocacy and dedication in serving students with disabilities. This is well deserved recognition for Toni at the provincial level.

Office of the Director

On April 2 and 3, the Management Team, Director, and Vice-President, Student Services, hosted the Town Hall meetings for all of Student Support Services Staff. The presentation was to provide information, awareness and to engage staff in the next phase of the developments and move to the new Student Commons Building. A question and answer period was also featured.