

Contact North | Contact Nord

Ontario's Distance Education & Training Network

OUTCOMES SINCE 1986

ACCESS • INNOVATION • COLLABORATION

OUTCOMES SINCE 1986

1. Generated 400,000 student registrations in courses from Ontario's 24 public colleges, 22 public universities and 250 literacy and basic skills and training providers since 1986.
Projected total number of student registrations for 2013-2014 is 41,000, with a target to grow to 100,000 in three years.
2. Maintains partnerships with 110 communities, including 27 Aboriginal communities, across the province that provide rent-free space to operate Contact North | Contact Nord's local online learning centres.
Contact North | Contact Nord has a total of 112 online learning centres (includes the Sudbury and Thunder Bay Operations Centres where the corporation pays rent) across the province.
3. Supports local access to education and training opportunities in 600 small, rural, remote, Aboriginal and Francophone communities throughout Ontario via the 112 local online learning centres.
Some 4 million Ontarians can access education and training opportunities without leaving their community by using Contact North | Contact Nord's services.
4. Fulfills 600,000 requests per year, in French and English for services, transactions, and sessions including information/registration sessions with students, exams invigilation, web conferencing sessions, videoconferencing sessions, IT Technical Hotline inquiries, and Student Information Hotline inquiries.
5. Operates three distance education platforms – web conferencing, videoconferencing, audioconferencing - accessible free of charge by all of Ontario's 24 public colleges, 22 public universities and 250 literacy and basic skills and training providers that connect students to their courses at the educational institutions.
6. Provides a 24/7 gateway for Ontarians (including prospective students from across Canada and around the world) for information on 1,000 programs and 18,000 courses available online and at a distance from Ontario's 24 public colleges, 22 public universities, and 250 literacy and basic skills and training providers via the Ontario Online Learning Portal for Students (www.studyonline.ca / www.etudiezenligne.ca).
During the period March 1, 2014 to October 15, 2014, the Portal hosted 84,006 users who generated 352,862 pageviews.
7. Provides a 24/7 gateway to faculty and instructors from Ontario's 24 public colleges, 22 public universities and 250 literacy and basic skills and training providers to resources, latest information on new technology and developments in online and distance learning via the Ontario Online Learning Portal for Students (www.contactnorth.ca/home).
During the period of March 1, 2014 to October 15, 2014, the Portal hosted 77,771 users who generated 235,174 pageviews.
8. Provides a 24/7 gateway to information on online literacy and basic skills courses for students and instructors via the e-Channel Portal (www.e-channel.ca / www.apprentissageenligne.ca).

During the period of March 1, 2014 to October 15, 2014, the Portal hosted 3,034 users who generated 10,814 pageviews.

9. Supported the Ministry of Training, Colleges and Universities and the post-secondary sector in the planning and implementation of sector-wide initiatives:
 - Served as Special Advisor to the Minister of Training, Colleges and Universities for four months in 2011 and produced a 125-page report with a set of detailed recommendations on online learning for the Minister based on consultations with 38 stakeholders within the post-secondary education and training sector.
 - Completed the orderly wind-down of Ontario's 25th community college, Collège des Grands Lacs, over an almost 10 year period while continuing to meet all deliverables for Contact North | Contact Nord, including significant growth in the number of student registrations generated and supported.
10. Developed a Customer Relationship Management (CRM) application, using internal resources, to support province-wide student recruitment strategies in 600 small, remote, rural, Aboriginal and Francophone communities on behalf of Ontario's 24 public colleges, 22 public universities and 250 literacy and basic skills and training providers.
11. Established and nurtures a hub of expertise in distance education and online learning including:
 - Ongoing relationships with a network of 15 world experts in online learning.
 - Links with major international organizations such as the International Council for Open and Distance Education (www.icde.org).
 - Analyzes and publishes reports on trends and directions in online learning and distance education (i.e. Open Educational Resources, Learning Analytics, MOOCs) via the Ontario Online Learning Portal for Faculty & Instructors.
12. Balances its annual operating budget each year since its creation in 1986 and has always received a clean audit report from its external auditors.
13. Delivers cost-effective services across the province with a small team of 245 staff including 68 full-time staff and 177 part-time (147 of the part-time staff earn minimum wage).
14. Generates \$200,711 in external, non-grant revenues from the sales of services and consultancies and \$1,333,200 in in-kind contributions by communities in the form of rent-free space for the 110 online learning centres.