

# Contact North | Contact Nord

Ontario's Distance Education & Training Network

ACCESS • INNOVATION • COLLABORATION

## OUTCOMES SINCE 1986

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1. Generated 466,000 student registrations in courses from Ontario's 24 public colleges, 22 public universities, 76 district school boards and 250 literacy and basic skills and training providers since 1986.  
Generated 67,135 student registrations in the 2014-2015 academic year, with a target to grow to 100,000 in three years.
2. Maintains partnerships with 110 communities, including 27 Indigenous 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, Indigenous and Francophone communities throughout Ontario via the 112 local online learning centres and the Student Information Hotline.  
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, 76 district school boards, 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, 76 district school boards, and 250 literacy and basic skills and training providers via [studyonline.ca](http://studyonline.ca).  
[studyonline.ca](http://studyonline.ca) supported 257,000 visitors who started 325,000 sessions and generated 1.2 million pageviews over the past 2 years.
7. Provides a 24/7 gateway to faculty and instructors from Ontario's 24 public colleges, 22 public universities, 76 district school boards, and 250 literacy and basic skills and training providers to resources, latest information on new technology and developments in online and distance learning via [teachonline.ca](http://teachonline.ca).  
[teachonline.ca](http://teachonline.ca) supported 249,000 visitors who started 391,000 sessions and generated 661,000 pageviews over the past 2 years.

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](http://www.e-channel.ca)).  
e-channel.ca supported 11,000 visitors who started 15,000 sessions and generated 33,000 pageviews over the past 2 years.
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 25<sup>th</sup> 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, Indigenous and Francophone communities on behalf of Ontario's 24 public colleges, 22 public universities, 76 district school boards, 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](http://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 teachonline.ca.
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 230 staff including 80 full-time staff and 150 part-time (145 of the part-time staff are Student Services Representatives).
14. Generates \$179,085 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.