

**CONTACT NORTH | CONTACT NORD'S
COMMITMENT AND CONTRIBUTION
TO ONTARIO'S ECONOMIC
RECOVERY**

AS PART OF ONTARIO'S ECONOMIC RECOVERY, OUR COMMITMENT TO DO MUCH MORE FOR UNDERSERVED ONTARIANS

As a 34-year-old community-based organization, Contact North | Contact Nord helps underserved Ontarians in 800 small, rural, remote, Indigenous and Francophone communities get jobs by making it possible for them to access education and training without leaving their communities.

We target Employment Ontario clients, Ontario Works clients and all other Ontarians who require retraining and skills development to help them get a degree, diploma or the training they need to get a job and support Ontario's economic recovery.

As part of our active contribution to Ontario's economic recovery, we identified 10 key targets and results we are determined to achieve between now and March 31, 2023.

"Currently at" statistics below are for the period April 1, 2019, to March 31, 2020 (2019-2020 fiscal year).

DELIVERING 10 RESULTS FOR ONTARIANS

1. Contact North | Contact Nord responds to requests for services from underserved Ontarians in 800 rural and remote communities.

Services include:

- Information on available online programs and courses
- Assistance with registration and information on financial help options
- Free use of computer workstations and high-speed Internet
- Free use of online learning platforms to connect to programs and courses
- Supervision of written and online exams and tests

Currently At: **1,055,247**

March 2023 Target: **2 million (89% increase)**

2. **Contact North | Contact Nord’s local access points throughout Ontario support underserved Ontarians, including Employment Ontario and Ontario Works clients, in rural and remote communities to get information on available education and training leading to jobs without having to leave their communities.**

Currently At: **213**

March 2023 Target: **253 (19% increase)**

3. **Contact North | Contact Nord serves Indigenous communities throughout Ontario**

Currently At: **27 communities**

March 2023 Target: **40 communities (48% increase)**

4. **Contact North | Contact Nord generates registrations in courses from Ontario’s public colleges, universities, Indigenous institutes and school boards from underserved Ontarians, including Employment Ontario and Ontario Works clients, in rural and remote communities.**

Currently At: **33,317**

March 2023 Target: **52,386 (57% increase)**

5. **Contact North | Contact Nord generates student registrations in courses from literacy and basic skills and training providers from underserved Ontarians, including Employment Ontario and Ontario Works clients, in rural and remote communities.**

Currently At: **28,801**

March 2023 Target: **30,293 (5% increase)**

6. **Ontario’s public colleges, universities, Indigenous institutes, school boards, and literacy and basic skills providers use Contact North | Contact Nord’s free web conferencing, videoconferencing, and Moodle learning management system platforms.**

Currently At: **16**

March 2023 Target: **34 (113% increase)**

- 7. Students and prospective students use Ontario's studyonline.ca / etudiezenligne.ca portal to access information about online programs and courses from Ontario's public colleges, universities, Indigenous institutes, school boards, literacy and basic skills and training providers, and information about local support services available from the Contact North | Contact Nord local online learning centres in their communities.**

Currently At: **242,391**

March 2023 Target: **340,542 (40% increase)**

- 8. Faculty and instructors from Ontario's public colleges, universities, Indigenous institutes, school boards, literacy and basic skills and training providers use Ontario's teachonline.ca portal to find the latest trends, best practices, training opportunities and teaching resources in online and distance learning.**

Currently At: **275,000**

March 2023 Target: **450,000 (45% increase)**

- 9. Faculty and instructors from Ontario's public colleges, universities, Indigenous institutes, school boards, literacy and basic skills and training providers access Contact North | Contact Nord's free training on how to use its shared services platforms such as Zoom and Adobe Connect to teach online.**

Currently At: **369**

March 2023 Target: **4,000 (984% increase)**

- 10. Level of satisfaction expressed by students and clients who use Contact North | Contact Nord services.**

Currently At: **92%**

March 2023 Target: **93% (1% increase)**