

For the safety of our clients and our staff, Contact North | Contact Nord closed its online learning centres to the public until further notice.

Contact North | Contact Nord continues to provide and expand the following ten services to support students, colleges and universities during the COVID-19 outbreak. We are on track to respond to some 917,000 requests for services expected during 2020/2021.

10 WAYS CONTACT NORTH | CONTACT NORD IS HELPING STUDENTS AND PROSPECTIVE STUDENTS, COLLEGES, UNIVERSITIES AND INDIGENOUS INSTITUTES DURING THE COVID-19 OUTBREAK

1. ONE-ON-ONE SUPPORT TO STUDENTS AND PROSPECTIVE STUDENTS ACROSS ONTARIO

Expanded, pro-active, direct recruitment and student support services to students and prospective students by a team of 30 home-based Online Learning Recruitment Officers and 6 Directors, Recruitment & Partnerships, distributed in 6 regions – North Central, Northeast, Northwest, South Central, Southeast, Southwest – towards its target of generating and supporting 62,400 student course registrations in 2020/2021.

One-on-one engagement with students and prospective students in 600 small, rural, remote, Indigenous and Francophone communities by phone, web conferencing, text messaging, Facebook Messenger and e-mail.

2. STUDENT INFORMATION HOTLINE AVAILABLE TO STUDENTS AND PROSPECTIVE STUDENTS ACROSS ONTARIO

Student Information Hotline staffed by 5 rotating full-time Student Information Officers and one Director, Client Services, responding to inquiries from around the province via a toll-free number, e-mail, Live Chat, Facebook Messenger and text messaging.

3. HELP EMPLOYMENT ONTARIO CLIENTS AND ONTARIO WORKS CLIENTS TO REGISTER IN ONLINE PROGRAMS AND COURSES

Reaching out to 170 Ontario Works offices and 188 Employment Ontario offices to help their clients register in online programs and courses to help them get a job.

4. IT SUPPORT TO STUDENTS USING CONTACT NORTH | CONTACT NORD'S FREE ONLINE TEACHING PLATFORMS TO ACCESS THEIR CLASSES

Team of 10 IT Support Specialists working from 7:30 a.m. to 11:00 p.m., on weekdays and on standby on weekends, available by toll-free number and e-mail.

5. 24/7 STUDYONLINE.CA PORTAL - STUDENTS AND PROSPECTIVE STUDENTS ACROSS ONTARIO

Available from a single portal, www.studyonline.ca, is information on:

- Online programs and courses
- Credit transfer
- Student services
- Assistance with registration
- Google-like searchable database with 980 online programs and 20,000 courses online from Ontario's colleges, universities, Indigenous institutes and school boards, and 7,500 online literacy, basic skills and training courses

The portal is available in English and French.

6. 24/7 TEACHONLINE.CA PORTAL – COLLEGE, UNIVERSITY AND INDIGENOUS INSTITUTE FACULTY ACROSS ONTARIO

Information, best practices, resources, and tools on how to teach online available in a single portal visited annually by 275,000 faculty and instructors.

7. LIVE TRAINING AND RESOURCES TO FACULTY AND INSTRUCTORS TO TEACH EFFECTIVELY USING WEB CONFERENCING

Team of 3 learning technology support specialists delivering live training to faculty and instructors to teach effectively use web conferencing and produce online resources (videos, FAQs, how to guides) to provide 24/7 support.

8. FREE PUBLIC WEBINAR SERIES ON TEACHING ONLINE

First series of five free webinars is sold out.

Expanding to two other series focusing on how to teach online effectively using Zoom, how to teach online effectively using Adobe Connect web conferencing. Webinars marketed through Contact North | Contact Nord's Online Learning News e-newsletter distributed to 45,000 faculty, instructors, online learning professionals and other subscribers in Ontario and other jurisdictions.

9. ASKANEXPERT@TEACHONLINE.CA SUPPORT TO FACULTY AND INSTRUCTORS MOVING THEIR CLASSES ONLINE OR STARTING TO TEACH ONLINE

9 world experts from Canada, United States, Europe and Africa available to answer questions from faculty within two business days.

Service marketed through Contact North | Contact Nord's [Online Learning News](#) e-newsletter to 45,000 faculty, instructors, online learning professionals and other subscribers in Ontario and other jurisdictions.

10. USE OF CONTACT NORTH | CONTACT NORD ONLINE TEACHING PLATFORMS TO DELIVER CLASSES ONLINE

Free use of Contact North | Contact Nord's web conferencing platform (Adobe Connect) by 10 colleges, universities and Indigenous institutes delivering courses to students in small, rural, remote and Indigenous communities.