CONTACT NORTH | NORD Online Learning / Apprentissage en ligne

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July 22, 2020

Via e-mail to marc.betsworth@ontario.ca

Mr. Marc Betsworth
Senior Policy Advisor (Acting)
Digital Learning Policy Branch
Ministry of Colleges and Universities
15, 315 Front Street West
Toronto ON M7A 0B8

Dear Marc:

Re: Contact North | Contact Nord 2019-2020 Performance Report - Amended

In accordance with Schedule "F" of the 2019-2020 Transfer Payment Agreement between the Ministry of Colleges and Universities and Contact North | Contact Nord, I am pleased to attach an amended version of Contact North | Contact Nord's 2019-2020 Performance Report, which includes the results of our Annual Student Outcomes Survey conducted by Forum Research.
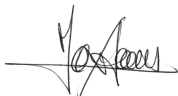
The Forum Research report, included as Appendix F, is used to report on three outcomes:

1) User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre.
2) Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base.
3) Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates.

Within the Performance Report, we included the response to these three outcomes and the specific references in Appendix F for ease of review.

I look forward to our planned review in August. In the meantime, if you have any questions, please do not hesitate to contact me.

Sincerely,

Maxim Jean-Louis
President – Chief Executive Officer

Attachment (1)

ContactNorthNord Online Learning
Apprentissage en ligne

PERFORMANCE REPORT
2019-2020

June 30, 2020

As a community-based organization, Contact North | Contact Nord helps underserved Ontarians in 600 small, rural, remote, Indigenous and Francophone communities get jobs by making it possible for them to access education and training without leaving their communities.

Ontario

CONTACT NORTH NORD — Online Learning / Apprentissage en ligne

AS A COMMUNITY-BASED ORGANIZATION, HELPS UNDERSERVED ONTARIANS

IN **600** SMALL, RURAL, REMOTE, INDIGENOUS AND FRANCOPHONE COMMUNITIES

GET JOBS BY MAKING IT POSSIBLE FOR THEM TO ACCESS EDUCATION AND TRAINING WITHOUT LEAVING THEIR COMMUNITIES

CONTACT NORTH NORD — Online Learning / Apprentissage en ligne

A 33-YEAR OLD SHARED SERVICE TO PROVIDE ⅓ OF ONTARIANS

4 MILLION RESIDENTS
LOCAL ACCESS TO EDUCATION AND TRAINING OPPORTUNITIES

5 LOCAL SUPPORT SERVICES FOR ONTARIANS
DELIVERED AT 116 ONLINE LEARNING CENTRES AND THE STUDENT INFORMATION HOTLINE

- INFORMATION ABOUT AVAILABLE ONLINE PROGRAMS AND COURSES
- ASSISTANCE WITH REGISTRATION FOR THEIR PROGRAM OR COURSE OF CHOICE
- FREE USE OF COMPUTER WORKSTATIONS AND HIGH-SPEED INTERNET ACCESS TO COMPLETE THEIR ONLINE COURSES
- FREE USE OF WEB CONFERENCING, VIDEOCONFERENCING AND AUDIOCONFERENCING DISTANCE LEARNING PLATFORMS TO CONNECT TO, AND PARTICIPATE IN, THEIR ONLINE PROGRAMS AND COURSES
- SUPERVISION OF WRITTEN EXAMS AND TESTS

5 SUPPORT SERVICES FOR ONTARIO'S EDUCATION AND TRAINING PROVIDERS

- FREE USE OF DISTANCE DELIVERY PLATFORMS TO DELIVER THEIR ONLINE PROGRAMS AND COURSES
- TRAINING FOR INSTRUCTORS USING THE DISTANCE DELIVERY PLATFORMS
- TARGETED RECRUITMENT CAMPAIGNS TO GENERATE REGISTRATIONS FOR ONLINE PROGRAMS AND COURSES THROUGHOUT THE PROVINCE
- PROMOTE ONLINE PROGRAMS AND COURSES IN 600 COMMUNITIES ACROSS ONTARIO
- PROVIDE LOCAL SUPPORT SERVICES TO STUDENTS VIA 116 LOCAL ONLINE LEARNING CENTRES AND THE STUDENT INFORMATION HOTLINE

SERVICES DELIVERED IN PARTNERSHIP WITH

24	PUBLIC COLLEGES
22	PUBLIC UNIVERSITIES
9	INDIGENOUS INSTITUTES
76	DISTRICT SCHOOL BOARDS
200	LITERACY AND BASIC SKILLS PROVIDERS
50	SKILLS DEVELOPMENT TRAINING PROVIDERS
Ontario	ONTARIO WORKS
EMPLOYMENT ONTARIO	EMPLOYMENT ONTARIO
114	COMMUNITY ORGANIZATIONS HOSTING OUR ONLINE LEARNING CENTRES
4,282	COMMUNITY-BASED ORGANIZATIONS

ANNUAL OUTCOMES FOR ONTARIANS

58,000+
STUDENT REGISTRATIONS GENERATED AND SUPPORTED IN COURSES FROM ONTARIO'S EDUCATION AND TRAINING PROVIDERS

800,000+
REQUESTS FOR SERVICES FULFILLED, INCLUDING CALLS TO STUDENT INFORMATION HOTLINE AND TECHNICAL HOTLINE

60 PROVINCE-WIDE TARGETED LOCAL RECRUITMENT CAMPAIGNS EXECUTED

92%
OF CLIENTS SATISFIED WITH THEIR EXPERIENCES WITH CONTACT NORTH | CONTACT NORD

250,000+
VISITORS GENERATE 675,000 PAGEVIEWS OF PORTALS

Ontario
FUNDED BY THE GOVERNMENT OF ONTARIO

CONTACT NORTH NORD — Online Learning / Apprentissage en ligne
CONTACTNORTH.CA

Table of Contents

2019-2020 Performance Report

Contact North | Contact Nord is pleased to present its 2019-2020 Performance Report, covering its activities during the period April 1, 2019, to March 31, 2020.

The Performance Report contains the following sections:

Further Information

Maxim Jean-Louis
President – Chief Executive Officer
Contact North | Contact Nord
705-525-7245
maxim@contactnorth.ca

Section 1 – 12 Key Accomplishments for 2019-2020

In preparing the 2019-2020 Performance Report, Contact North | Contact Nord identified the following 12 key accomplishments related to the outcomes identified in the 2019-2020 Transfer Payment Agreement with the Ministry of Colleges and Universities.

1. Fulfilled **1,055,247** requests for services from Ontarians in the 800 small, rural, remote, Indigenous and Francophone communities across the province.

    ACHIEVED 151% OF TARGET OF 699,398.

2. Generated **62,118** student registrations in online courses from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills training providers and 50 skills development training providers.

    ACHIEVED 106% OF TARGET OF 58,400.

3. Enabled, in response to COVID-19, **23,523** students in 401 University of Ottawa Winter 2020 courses to access their classes using Contact North | Contact Nord's Adobe Connect web conferencing platform.

4. Served **807** small, remote, rural, Indigenous and Francophone communities across the province.

    ACHIEVED 101% OF TARGET OF 800.

5. Supported **921,218** pageviews of studyonline.ca / etudiezenligne.ca, e-channel.ca / apprentissageenligne.ca, contactnorth.ca / contactnord.ca.

    ACHIEVED 137% OF TARGET OF 674,398.

6. Supported **294,623** users visiting studyonline.ca / etudiezenligne.ca, e-channel.ca / apprentissageenligne.ca, contactnorth.ca / contactnord.ca.

    ACHIEVED 136% OF TARGET OF 216,786.

7. Maintained **116** local online learning centres

    ACHIEVED 100% OF TARGET OF 116.

8. Maintained 213 access points

    ACHIEVED 109% OF TARGET OF 195.

9. Supported **214** Ontario Works clients

    ACHIEVED 86% OF TARGET OF 250.

10. Supported 678 Employment Ontario clients

   ACHIEVED 271% OF TARGET OF 250.

11. Transitioned six major business systems to cloud hosting, which significantly increased uptime on all IT infrastructure to 99.9% in Q4 and an average of **98.9%** for the fiscal year.

   ACHIEVED 105% OF TARGET OF 95%.

12. Achieved **92%** client satisfaction rate in an April 2019 survey of Ontarians using Contact North | Contact Nord' services conducted by Forum Research.

NOTE: In 2 days in March 2020, Contact North | Contact Nord successfully transitioned all 245 staff previously deployed in 116 online learning centres and two operations centres to operate virtually from home-based offices in response to the Government of Ontario's mandatory order to close non-essential business.

At the time of this report, no Contact North | Contact Nord staff has contracted COVID-19.

Section 2 – How Contact North | Contact Nord Fulfilled the Project Activities in 2019-2020

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Performance Report – April 1, 2019 to March 31, 2020**
a. Operate and maintain free of charge, high-touch, local support services in English and French to students and prospective students of its Education and Training Providers that are within the Target Base using its 116 online learning centres and 195 Access Points. Each online learning centre and Access Point shall be operated in a manner conducive to academic study and shall offer the following free services to the Target Base, to be scaled according to demand: i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms). and computers equipped with ii. Internet access (using the highest connection speeds available). iii. Advisory services including, without limitation: • assistance with registration in online courses and programs;	During the 2019-2020 fiscal year, Contact North	Contact Nord operated and maintained the 116 local online learning centres and 213 access points, providing free, high-touch local support services, in English and French, serving 800 small, remote, rural, Indigenous and Francophone communities in every corner of Ontario. Out of an abundance of caution to protect the health, safety and well-being of its employees and clients in response to the COVID-19 pandemic, on March 17, 2020, Contact North	Contact Nord closed its operations centres and online learning centres to the public. The Ontario Government ordered the mandatory closure of all non-essential workplaces effective as of March 24, 2020, at 11:59 p.m. Contact North	Contact Nord complied with the order, closed its two operations centres and all online learning centres, and relocated staff to home offices in accordance with Contact North	Contact Nord's COVID-19 Operational Continuity Plan. The 116 local online learning centres, 2 operations centres and 213 Access Points remained closed on March 31, 2020 in compliance with the order. Key Outcomes During the 2019-2020 Fiscal Year • **1,055,247** Requests for Services fulfilled during the fiscal year (See Appendix A for the snapshot cover all 4 quarters).

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – April 1, 2019 to March 31, 2020
- the provision of current information on available online programs and courses; - the provision of current information on educational financial aid options; - referrals to colleges and universities for career and educational mapping; - referrals to other local educational and employment support services; and - moral support and encouragement. iv. Technical support in respect of the use of on-site computers, tools, and equipment. v. A dedicated quiet study space. vi. Exam invigilation services.	- Generated **62,118** student registrations in online courses during the 2019-2020 fiscal year with the following breakdown: 25,194 College 5,633 University 2,490 School Board 1,525 Literacy and Basic Skills 27,276 Training - Supported **23,523** student registrations in **401** University of Ottawa courses in Winter 2020 (not included in University total above). **6,795** support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request) (included in the 1,055,247 figure in the first bullet point). **10,324** exams invigilated (invigilation of an exam can take up to 3 hours) for students from Ontario's colleges, universities, district school boards, Independent Learning Centre (ILC) and Indigenous institutes (included in the 1,055,247 figure in the first bullet point). - In-person exam invigilation services at the 116 local online learning centres and 2 operations centres were suspended on March 17, 2020 when these locations were closed to the public and remained closed on March 31, 2020.
b. Secure the facilities for the online learning centres in rent-free space.	- All 116 local online learning centres housed in rent-free space provided by a local community partner. - This operating model generates estimated savings of $870,000 annually for space. - All partnership agreements for rent-free space up-to-date and managed in a database.
c. Staff and operate the Student Information Hotline as defined above	Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern.

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – April 1, 2019 to March 31, 2020

	• Inquiries received after operating hours responded to the next business day.
	• Student Information Officers responded to **6,180** inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry):
	  o 2,637 toll-free number
	  o 1,612 Live Chat
	  o 1,916 e-mail inquiries
	  o 15 walk-ins

d. Prepare and deliver a Performance Report to the Province covering the Term in accordance with the reporting requirements outlined in Schedule "F", which reports on the goals, activities, performance measures and metrics set out in the "Project Outcomes and Performance Measurement" section.	• Contact North | Contact Nord prepared and delivered a Performance Report as outlined in Schedule "F" by June 30, 2020, covering its activities during the period April 1, 2019, to March 31, 2020.

2. Shared and Collaborative Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**

a. Provide its recruitment and local services as a core shared service.	• Recruitment and local support services to students available to Ontario's:
	  o 24 public colleges
	  o 22 public universities
	  o 76 district school boards
	  o 200 literacy and basic skills providers
	  o 50 skills development training providers
	• During the 2019-2020 fiscal year, 62,118 student registrations in online courses generated for all categories of providers.

b. Provide Education and Training Providers with data on specific programs and courses not currently available online for which there is learner or labour market demand.	• 98 requests received for 67 different online programs and courses not currently available and shared with education and training providers. • See Appendix B for report for the 2019-2020 fiscal year.
c. Develop and implement targeted recruitment campaigns for its Education and Training Providers to maximize course and program registrations from the Target Base.	• Executed 36 province-wide Targeted Recruitment Campaigns for Ontario's public colleges and universities in 800 small, remote, rural, Indigenous and Francophone communities across Ontario during 2019-2020, including: Q1 1) Durham College, Cannabis Industry Specialization Program 2) Lambton College, Business - Trades Program 3) Loyalist College, Early Childhood Education Program 4) Northern College, Social Service Worker Program 5) Royal Conservatory of Music, 6 Social Program 6) Sault College, Addictions and Mental Health Studies Program 7) Seneca College, Fitness Leadership Program 8) Wilfrid Laurier University, Mental Health Issues in the Classroom – Certificate

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020
	<u>Q2</u> 1) Canadore College, Instructional Design 2) Centennial College, Retirement Communities Management Certificate 3) Collège Boréal, Certificat en Pratiques agricoles 4) Collège Boréal, Techniques en administration des affaires (Business) 5) Confederation College, Personal Support Worker 6) Confederation College, Pre-Health Certificate Program 7) Confederation College, Educational Support (Assistant) 8) Georgian College, Bookkeeping Certificate 9) Lambton College, Emergency Communications 10) Loyalist College, Child Development Practitioner Certificate 11) McMaster University, Professional Addiction Studies 12) Seneca College, ECE Skills Upgrading Certificates 13) Sheridan College, Business Analysis 14) Wilfrid Laurier University, Mental Health Issues in the Classroom – Certificate <u>Q3</u> 1) Centennial College, Ophthalmic Medical Personnel 2) Centennial College, Thanatology (Death Studies) – A Practical Approach 3) Confederation College, Business Cluster 4) Confederation College, Child and Youth Care: Indigenous Specialization Accelerated 5) Georgian College, Business 6) Northern College, Project Management Certificate Program 7) Sault College, Early Childhood Education 8) University of Waterloo, Liberal Studies Degree (Bachelor of Arts) 9) York University, Certificate in Cloud Computing Strategy

2. Shared and Collaborative Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**
	Q4 1) Cambrian College, Applied Learning Disability Graduate Certificate 2) Georgian College, Human Resources Management Graduate Certificate 3) Sault College, ECE Skills Upgrading Certificate 4) University of Waterloo, Data Science Certificate 5) Western University, Diploma in Pedorthics • All 36 targeted campaigns generated 45 confirmed registrations and 1,311 potential registrations for the colleges and universities. In addition, the campaigns provide significant exposure of the programs for the colleges and universities, with 156,879 communications sent to prospective students, 7,163 information drop offs and 1,023 program presentations to prospective students. • See Appendix C for an Analysis of Targeted Recruitment Campaigns by institution and campaign.

d. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into online courses and programs, as appropriate.	• During the 2019-2020 fiscal year, Contact North | Contact Nord engaged with:
	  o 170 Ontario Works offices (65 of these offices are in Indigenous communities)
	  o 188 Employment Ontario offices
	• An "engaged" Ontario Works or Employment Ontario office is a local office that:
	
	1) Refers its clients, who need local access to education and training, to the closest Contact North | Contact Nord online learning centre for the following 8 support services:
	  • Assistance with identifying online program and course options to meet the client's specific education and training needs
	  • Assistance with the registration process for the client's selected courses

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020
	- Assistance with information on additional funding options or special needs services from the education and training provider - Use of computer workstations and Internet access to complete coursework in the client's chosen online programs and courses - Orientation on using the computers at the online learning centre and how to navigate the client's programs and courses - Use of the web conferencing or videoconferencing platforms to connect to live courses - Exam invigilation service at a local Contact North | Contact Nord online learning centre - Reporting on attendance when required by Ontario Works or Employment Ontario (only when consent to share is in place with the client) 2) May make space available in their office for Contact North | Contact Nord staff to meet directly with their clients to determine how Contact North | Contact Nord can support the client with one or more of the services noted in 1) above. 3) Receives referrals from Contact North | Contact Nord for clients who may need its services (this is primarily referrals to Employment Ontario but also includes additional resources that may be available via Ontario Works for their clients entering education or training such as assistance with childcare costs, course/training costs and/or supplies). 4) Facilitates consent to share agreement between Ontario Works and/or Employment Ontario, Contact North | Contact Nord and client to report on client attendance and course/training programming progress.
e. Actively participate in the Higher Education Quality Council of Ontario (HEQCO) review of digital learning in Ontario as it relates the Recipient's	Reviewed the HEQCO Report, *Government's Role in Digital Learning: Review and Recommendations for the Ontario Ministry of Colleges and Universities*, released January 6, 2020.

2. Shared and Collaborative Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**
programs, activities, and outcomes; which review is to be submitted by HEQCO to the Province on or before October 31, 2019.	- Briefed the Contact North | Contact Nord Board of Directors via special CEO Update to the Board of Directors and during the February 25, 2020, meeting of the Board of Directors. - Prepared and circulated Contact North | Contact Nord's 10 Preliminary Observations and Thoughts on the HEQCO Report. Copies of all submissions to HEQCO are posted on the About Us section of contactnorth.ca.
f. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following: - Web conferencing platform (Recipient to phase out Saba Meeting in favour of Adobe Connect web-conferencing platform) - Videoconferencing platform - Moodle Learning Management System - Training for faculty and instructors of the Education and Training Providers in English and French, on use of the Recipient's technology platforms to deliver their online programs and courses - Technical support as further described in Section 3 (a).	<u>3 Shared Service Learning Platforms</u> Since 2003, Contact North | Contact Nord has offered 3 shared service learning platforms for Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers: - Web conferencing (Adobe Connect and Saba Meeting; Saba Meeting available until August 31, 2019 and phased out) - Videoconferencing platform available - Moodle Learning Management System available In the 2019-2020 fiscal year: 1,811 courses were delivered via web conferencing 176 courses were delivered via videoconferencing 16 courses delivered via Moodle 3,182 exams delivered via Moodle (not exam proctoring)

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020
	See Appendix D for the number of courses supported by each platform by institutional user.

During the 2019-2020 fiscal year, at the request of the University of Ottawa, Contact North | Contact Nord provided support to the University as it transitioned its courses to Adobe Connect. The University of Ottawa subsequently purchased additional Adobe Connect licenses to support their activity as Contact North | Contact Nord did not have sufficient licenses to support the activity.
Contact North | Contact Nord manages these licenses on behalf of University of Ottawa and provides support services to students and faculty. Contact North | Contact Nord supported 401 University of Ottawa courses in Winter 2020 as part of this request.

Platforms available an average of 98.9% of the time for student use during the 2019-2020 fiscal year.

Training for College and University Faculty and Instructors

- Contact North I Contact Nord delivered live training to **369** faculty and instructors during the period on How to Use the Web Conferencing Platform to Teach Effectively:

Institution	Number of Instructors
Algoma University	1
Avon Maitland District School Board Centres for Employment & Learning, The LearningHUB	13
Canadore College	7
Cochrane District Social Planning Council	1

2. Shared and Collaborative Services			
Activity	Performance Report – April 1, 2019, to March 31, 2020		
	Collège Boréal		1
	Community Living Dufferin		1
	Confederation College		122
	de Souza Institute		4
	Diocese of Algoma		1
	Fanshawe College		20
	Fleming College		3
	Grand Erie Learning Alternatives		7
	Innovation Initiatives Ontario North		1
	Lakehead District School Board		9
	Lakehead University		3
	Lambton College		5
	Laurentian University		1
	McMaster University		12
	NEOnet Inc.		1
	Niagara Folk Arts		1
	Northern College		37
	Ontario Good Roads Association		1
	Ontario Trillium Foundation		5
	Oshki Pimache O Win, Oshki Wenjack		33
	PARO Centre for Women's Enterprise		5

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020

Regional Geriatric Programs of Ontario - Caregiver Education and Training Project	3
Sault College	5
Swim Ontario	2
Toronto District School Board TDSB	21
University of Guelph	5
University of Ottawa	9
Volunteer Sudbury	1
Workplace Safety North	3
YMCA Youth Gambling Awareness	2

- Contact North | Contact Nord created recorded training sessions for Adobe Connect, which could be accessed 24/7, to support the University of Ottawa to quickly train a large number of their faculty to use Adobe Connect.
  - A total of 429 faculty accessed the recordings during the 2019-2020 fiscal year.
- 40 web conferencing resources available
- 11 videoconferencing resources available.

Technical Support

- **6,795** support requests to the IT Technical Hotline fulfilled during the 2019-2020 fiscal year (each support request can take up to 30 minutes to fulfill based on the nature of the request).
- Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
  - How do I get to my class?

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020
	- Unable to login (need credentials) - Don't see my class on my schedule - I need to change my password - I think I am logged into the class, but I don't see anything happening - I am connected but I don't hear anything - I am in a class, but they don't hear me when I am speaking - Where can I find the recording for my class? • In March 2020, Contact North | Contact Nord supported the University of Ottawa to transition its courses to an online delivery format as a result of COVID-19, which resulted in an increase in the overall number of support requests in the month and a different set of requests: - Where do I find my schedule for classes? - How do I get Adobe Connect installed? - Where can I find recordings for previous classes? - How do I use Adobe Connect? - I cannot connect to Adobe Connect? • Examples of frequent technical support requests from instructors using the web conferencing platform: - How can I save the recording? - How do I share my presentation? • University of Ottawa faculty had a different set of support requests: - How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access? - When will my classes show up in my session? - How do I get my classes on your Adobe Connect? - How do I use the Adobe Connect platform? - How do I get recordings to my students? - How can I extend my Zoom session beyond 40 minutes? - Can recording be made available offline and where are they stored? - How do I get my classes in faster and who has priority?

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020
	o Will the University provide me with a Zoom Pro licence? o What can I use for "office hours" or student tutoring if I can't schedule these on Adobe Connect? o Questions or issues related to courses on the University of Ottawa's Adobe Connect platform (not Contact North | Contact Nord version)

3. Information Technology (IT) & Web Services	
Activity	Performance Report – April 1, 2019, to March 31, 2020

a. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors, and any other stakeholders, as required.	• Technical support provided for students, faculty, instructors from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers and other stakeholders as required during the advertised time during the period.
	
	• **6,795** support requests to the IT Technical Hotline fulfilled during the 2019-2020 fiscal year (each support request can take up to 30 minutes to fulfill based on the nature of the request).
	
	• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
	  o How do I get to my class?
	  o Unable to login (need credentials).
	  o Don't see my class on my schedule.
	  o I need to change my password.
	  o I think I am logged into the class, but I don't see anything happening.
	  o I am connected but I don't hear anything.
	  o I am in a class, but they don't hear me when I am speaking.
	  o Where can I find the recording for my class?
	
	• Examples of frequent technical support requests fulfilled from instructors using the web conferencing platform:
	  o How can I save the recording?
	  o How do I share my presentation?
	
	• In March 2020, Contact North
		Contact Nord supported the University of Ottawa to transition its courses to an online delivery format as a result of COVID-19, which resulted in an increase in the overall number of support requests in the month and a different set of requests:
		  o Where do I find my schedule for classes?
		  o How do I get Adobe Connect installed?

3. Information Technology (IT) & Web Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**
	- o Where can I find recordings for previous classes? - o How do I use Adobe Connect? - o I cannot connect to Adobe Connect? - Examples of frequent technical support requests from instructors using the web conferencing platform: - o How can I save the recording? - o How do I share my presentation? - University of Ottawa faculty had a different set of support requests: - o How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access? - o When will my classes show up in my session? - o How do I get my classes on your Adobe Connect? - o How do I use the Adobe Connect platform? - o How do I get recordings to my students? - o How can I extend my Zoom session beyond 40 minutes? - o Can recording be made available offline and where are they stored? - o How do I get my classes in faster and who has priority? - o Will the University provide me with a Zoom Pro licence? - o What can I use for "office hours" or student tutoring if I can't schedule these on Adobe Connect? - o Questions or issues related to courses on the University of Ottawa's Adobe Connect platform (not Contact North | Contact Nord version)
b. Manage and maintain the Recipient's online portals and websites. The Recipient shall ensure that the information presented on each of its online portals and websites remains current and up-to-date at all times. Recipient	3 Contact North | Contact Nord portals (English and French) available during the period for student and general public use. - During the 2019-2020 fiscal year, 294,623 users generated 921,218 pageviews on portals: - o 242,391 users generated 788,538 pageviews on studyonline.ca / etudiezenligne.ca. - o 42,121 users generated 109,368 pageviews on contactnorth.ca / contactnord.ca.

3. Information Technology (IT) & Web Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**
acknowledges that unless otherwise approved by the Province in writing, any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services shall be funded solely from the e-Channel Transfer Payment Agreement.	o 10,111 users generated 23,312 pageviews on e-channel.ca / apprentissageenligne.ca. • Collection of program and course information completed for the Fall 2019, Winter 2020, and Spring/Summer 2020 academic semesters for posting to studyonline.ca / etudiezenligne.ca. • Updating current information is an ongoing process to ensure portal is current and up-to-date. • Portals monitored continuously throughout the period to ensure posted content is current and up-to-date. • Contact North | Contact Nord acknowledges any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services are funded solely from the e-Channel Transfer Payment Agreement.
c. Manage, maintain, and ensure the security, performance, stability, and reliability of the Recipient's information technology infrastructure, including without limitation, Internet connectivity, telecommunications, hardware, software, web conferencing and videoconferencing platforms, and the Moodle learning management system.	• All information technology infrastructure managed appropriately during the period to ensure high quality services delivered for students and education and training providers. • All information technology infrastructure available an average of 98.9% of the time during the 2019-2020 fiscal year.
d. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection with the IT and Web Service resources utilized by students,	• Contact North | Contact Nord reported an average of 98.9% uptime on its services during the 2019-2020 fiscal year. • 6 major business systems migrated to the new cloud hosting provider during the 2019-2020 fiscal year, resulting in significantly improved uptime average of 98.9% during the fiscal year as compared to performance indicator of 95%.

3. Information Technology (IT) & Web Services	
Activity	**Performance Report – April 1, 2019, to March 31, 2020**
faculty, instructors, staff, and other stakeholders to whom the Recipient is providing its services.	• The transition of the major business systems to the cloud allowed for a seamless transition of all external (students, education, and training providers) and internal (staff) support services from our operations centres to home offices and continued delivery of critical services during the COVID-19 pandemic.
e. Continually enhance broadband Internet access at online learning centres as service becomes available/improved in Target Base communities.	• 1 upgrade to broadband Internet access during the 2019-2020 fiscal year.

f. Develop, manage, and maintain the IT and communications infrastructure necessary to perform the Project activities described in this Agreement and to meet the objectives and obligations (including, without limitation, its reporting obligations) set out herein.	• All IT and communications infrastructure managed and maintained during the 2019-2020 fiscal year to perform Project activities, including reporting requirements.
	• Implementation of the Action Plan to Modernize Contact North | Contact Nord Information Technology & Web Services continued during the period.
	  ○ 6 major business systems were migrated to the new cloud hosting provider in Q4, resulting in significantly improved uptime performance of 99.9% in Q4 and average of 98.9% for the 2019-2020 fiscal year.
	  ○ The transition of the major business systems to the cloud allowed for a seamless transition of all external (students, education, and training providers) and internal (staff) support services from our operations centres to home offices and continued delivery of critical services during the COVID-19 pandemic.

4. Communications and Marketing	
Activity	Performance Report – April 1, 2019 to March 31, 2020
a. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base.	During the 2019-2020 fiscal year, Contact North | Contact Nord undertook the following strategies: • Continuous marketing and promotion of available online programs and courses in the 800 small, remote, rural, Indigenous and Francophone communities served via local recruitment activities by staff in 116 local online learning centres, via the province-wide Student Information Hotline, and its studyonline.ca / etudiezenligne.ca and e-channel.ca / apprentissageenligne.ca portals for students and prospective students. • Executed 36 province-wide Targeted Recruitment Campaigns for Ontario's public colleges and universities in 800 small, remote, rural, Indigenous and Francophone communities across Ontario, including: <u>Q1</u> 1) Durham College, Cannabis Industry Specialization Program 2) Lambton College, Business - Trades Program 3) Loyalist College, Early Childhood Education Program 4) Northern College, Social Service Worker Program 5) Royal Conservatory of Music, 6 Social Program 6) Sault College, Addictions and Mental Health Studies Program 7) Seneca College, Fitness Leadership Program 8) Wilfrid Laurier University, Mental Health Issues in the Classroom – Certificate <u>Q2</u> 1) Canadore College, Instructional Design 2) Centennial College, Retirement Communities Management Certificate 3) Collège Boréal, Certificat en Pratiques agricoles

4. Communications and Marketing	
Activity	Performance Report – April 1, 2019 to March 31, 2020
	4) Collège Boréal, Techniques en administration des affaires (Business) 5) Confederation College, Personal Support Worker 6) Confederation College, Pre-Health Certificate Program 7) Confederation College, Educational Support (Assistant) 8) Georgian College, Bookkeeping Certificate 9) Lambton College, Emergency Communications 10) Loyalist College, Child Development Practitioner Certificate 11) McMaster University, Professional Addiction Studies 12) Seneca College, ECE Skills Upgrading Certificates 13) Sheridan College, Business Analysis 14) Wilfrid Laurier University, Mental Health Issues in the Classroom – Certificate Q3 1) Centennial College, Ophthalmic Medical Personnel 2) Centennial College, Thanatology (Death Studies) – A Practical Approach 3) Confederation College, Business Cluster 4) Confederation College, Child and Youth Care: Indigenous Specialization Accelerated 5) Georgian College, Business 6) Northern College, Project Management Certificate Program 7) Sault College, Early Childhood Education 8) University of Waterloo, Liberal Studies Degree (Bachelor of Arts) 9) York University, Certificate in Cloud Computing Strategy Q4 1) Cambrian College, Applied Learning Disability Graduate Certificate 2) Georgian College, Human Resources Management Graduate Certificate 3) Sault College, ECE Skills Upgrading Certificate

4. Communications and Marketing	
Activity	**Performance Report – April 1, 2019 to March 31, 2020**
	4) University of Waterloo, Data Science Certificate 5) Western University, Diploma in Pedorthics
b. Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms (e.g., social media, GoogleAds, radio, print, etc.).	• Utilized Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. o During the 2019-2020 fiscal year, 242,391 users generated 788,538 pageviews on both portals. • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students. • Corporate LinkedIn page maintained to engage with students and prospective students. See Appendix E for the quarterly report on social media activity.
c. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers.	• Contact North | Contact Nord engages with 4,282 organizations across Ontario to recruit and support underserved Ontarians.

d. Engage with stakeholders on the Recipient's activities and strategic direction.	• During the period, Contact North | Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including:
	  o Ontario's education and training providers
	  o Local partners who host the 114 local online learning centres and 213 access points
	  o Provincial and local decision-makers
	• Contact North | Contact Nord promptly communicated with its stakeholders on March 17, 2020, when it closed its operations centres and online learning

4. Communications and Marketing	
Activity	Performance Report – April 1, 2019 to March 31, 2020
	centres to the public, and on March 24, 2020, when it closed its operation centres and online learning centres in response to the Ontario Government order.
e. Track and analyze the results of marketing campaigns including, without limitation, engagement and conversion metrics related to its social media and digital marketing initiatives.	• During the 2019-2020 fiscal year, 242,391 users generated 788,538 pageviews on both portals for students and prospective students. • During the 2019-2020 fiscal year, 10,111 users generated 23,312 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. • See Appendix E for the report on social media activity.
f. Develop and adhere to the public communications protocol to be developed with the Province.	• All communications protocols adhered to.

5. Administration	
Activity	Performance Report – April 1, 2019, to March 31, 2020
a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations.	Staff • During the 2019-2020 fiscal year, 12 new full-time staff members hired (to fill vacancies; no new positions created) and 5 full-time staff members resigned. • As of March 31, 2020, Contact North | Contact Nord had 15 open recruitment processes, 11 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging, 3 are for full-time IT positions and 1 is for a full-time Online Learning Recruitment Officer. Operations Centres • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for 5 additional years) and Thunder Bay Operations Centre (expiry November 30, 2022, with option to renew for 5 additional years). • Both operations centres closed to the public starting March 17, 2020, and full closure on March 24, 2020, to comply with Ontario Government order. Appropriate Equipment and Technology • All appropriate equipment in place for efficient operation of both operations centres, including during the COVID-19 closure. With the approval of the Director, IT, Web Services & Organizational Development, IT & Web Services staff have access to both operations centres to perform any tasks that cannot be performed remotely. • Technology infrastructure operational an average of 98.9% of the time during the 2019-2020 fiscal year to support operations.
b. Travel expenditures for staff and members of the Board of Directors that are directly attributable to and necessary for achieving the	• All travel expenditures for staff and members of the Board of Directors directly attributable to and necessary for achieving the objectives of the Project and incurred in accordance with Contact North | Contact Nord's Financial Policy.

5. Administration	
Activity	Performance Report – April 1, 2019, to March 31, 2020
objectives of the Project subject to the following: i. The Recipient shall develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements and adhere to the principles of the Broader Public Sector Expenses Directive; and ii. The Recipient shall exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses ensuring that expenses of this type are directly attributable to and necessary for achieving the objectives of the Project.	• The Financial Policy, approved by the Contact North | Contact Nord Board of Directors, meets the requirements of the Broader Public Sector Expenses Directive, 2020. • In applying Contact North | Contact Nord's policy, staff apply appropriate conflict of interest rules that reflect the spirit of Regulation 381/07 of the *Public Service of Ontario Act*, 2006.
c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.).	• Professional services acquired in accordance with Contact North | Contact Nord's Financial Policy as required to support its operations.
d. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.	• Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • 4 meetings of the Contact North | Contact Nord Board of Directors during the 2019-2020 fiscal year: o April 23, 2019 o June 13, 2019 o October 22, 2019 o February 25, 2020

5. Administration	
Activity	Performance Report – April 1, 2019, to March 31, 2020

	• 9 CEO Updates to the Board of Directors on Operations during the 2019-2020 fiscal year:
	   o April 2019
	   o May 2019
	   o June 2019
	   o July – August 2019
	   o September 2019
	   o October 2019
	   o November – December 2019
	   o January 2020
	   o February – March 2020
	• Audio briefing on operations with the Chair of the Board of Directors every 2 weeks; frequency of audio briefings increased in March 2020 in response to decisions taken with respect to the COVID-19 pandemic.
	• Weekly Updates by each member of the operations and management team on their respective deliverables.
	• Daily updates on operations by front end recruitment and service departments.
	• Starting March 16, 2020, Operations Team met daily at 9:00 a.m. and 4:00 p.m. to address any operational issues as a result of the closure to the public and subsequent full closure of all physical locations.

Section 3 – Project Outcomes and Performance Measures

Note – Contact North | Contact Nord Q4 Response indicated under METRICS in bold.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: ensuring Ontario has a robust digital learning ecosystem that makes postsecondary education accessible to Ontarians in every corner of the province and at every stage of their lives. Program goal: provide learners of all ages within the Target Base, free, high-touch local support services in English and French to identify and optimize access to online education and training opportunities	Manage, host and maintain an online portal which facilitates enrolment information on online courses and program offerings from the Education and Training Providers. Provide student registration assistance using the Student Information Hotline to respond in English and French to academic and enrolment inquiries from students and prospective students within the Target Base.	Maximization of potential enrolment in online courses and programs offered by the Education and Training Providers within the Target Base. Reduction in administrative and navigational barriers experienced by students and prospective students within the Target Base when enrolling or looking to enrol in online courses and programs.	Number of student registrations in online courses and programs (offered by the Education and Training Providers) which are directly attributable to the Recipient's activities and supports and broken down by sector (e.g., college, university, literacy and basic skills, etc.) and age. **Total target: 58,400** **2019-2020 Result: 62,118 (106% of target)** **Quarterly Breakdown in Section 4.** **This figure does not include 23,523 student registrations supported in 401 courses in Winter 2020 for the University of Ottawa as part of Contact North	Contact Nord's support to the University of Ottawa to deliver its courses via Contact North |**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
without having to leave their communities.			Contact Nord's Adobe Connect web conferencing platform in response to COVID-19. Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline. Total target: 5,565 2019-2020: 6,180 (111% of target achieved) Quarterly breakdown available in Appendix A. Each request can take up to 30 minutes to fulfill based on the nature of the request. Nature of Requests: • Book an exam • Request information on available online programs and courses • Request information on closest online learning centre

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			• Request for technical support (transferred to IT Technical Hotline) User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre. **See file provided to the Ministry of Colleges and Universities entitled "CONTACT NORTH I CONTACT NORD CLIENT DEMOGRAPHIC DATA (2019-2020)". The file contains the anonymous demographic information of clients who responded to the survey conducted by Forum Research. The file was supplied by Forum Research.**
Ministry mandate: meeting expectations that educational experiences be available without geographic barriers/boundaries and to use	Operate staffed local online learning centres which provide workstations with high speed internet connectivity along with access to web and videoconferencing platforms to the Target Base.	Target Base bridges geographic barriers by making use of equipment and technological infrastructure necessary to successfully participate in online courses. Target Base can make use of	Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics). **Target: 311**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
technology to facilitate this.

Program goal: reduce economic and technological barriers for learners within the Target Base through the provision of online learning centres equipped with computers, Internet access and web conferencing and videoconferencing platforms. | Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required. | Recipient's technical support services free of charge to quickly and effectively resolve issues relating to the use of and access to, the Recipient's IT resources.

Recipient's IT & web-based services are uninterrupted. | **2019-2020 Result: 329 (106% of target)**

- **116 online learning centres**
- **213 access points**

Note number of Access Points changed from Q4 Interim Report.

Number and nature of IT support requests fulfilled.

2019-2020: 6,795 support requests to the IT Technical Hotline fulfilled. Each request can take up to 30 minutes to fulfill depending on the nature of the request.

Up time on distance delivery platforms per operating system reports:

Target: 95%

2019-2020: Average of 98.9% uptime (104% of target) |
| Program goal: promote awareness within the Target Base of services | Develop and implement marketing and communication strategies to enhance and promote | Heightened awareness of the Recipient and its services within the Target Base. | Social media reach and engagement metrics supported by reports issued by each platform provider. |

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

offered by the Recipient through targeted marketing and recruitment campaigns across traditional and digital platforms.	awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms.	Increased engagement among the Recipient and the Target Base across various traditional and digital media platforms.	Conversion and engagement metrics for each media and campaign.
			
			Detailed web traffic stats (categorized by site).
			
			See Appendix E for social media reach reports.
			
			• During the 2019-2020 fiscal year, 294,623 users generated 921,218 pageviews on portals:
			   o 242,391 users generated 788,538 pageviews on studyonline.ca / etudiezenligne.ca.
			   o 42,121 users generated 109,368 pageviews on contactnorth.ca / contactnord.ca.
			   o 10,111 users generated 23,312 pageviews on e-channel.ca / apprentissageenligne.ca.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: educational experiences be available at every stage of Ontarians' lives and to meet demand for up-skilling or mid-career retraining.

Program goal: provide advisory services to the Target Base including Employment Ontario and Ontario Works clients, in order to facilitate their enrolment into academic programs and courses. | Provide academic/career advisory services to Target Base through Student Information Hotline.

Provide on-site advisory services to students and prospective students within the Target Base who attend the Recipient's online learning centres.

Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into academic courses and programs, as applicable. | Individuals of all ages within the Target Base are able to attain advice through engagement with the Recipient's Student Information Hotline and with staff at its online learning centres.

As a direct result of the Recipient's services, Employment Ontario and Ontario Works clients within the Target base enrol in online courses/programs available to them and upgrade their skills and succeed in local labour markets. | Number of advisory requests received by the Student Information Hotline and by staff at its online learning centres.

Number of office partnerships established.

Targets:
Ontario Works: 50
Employment Ontario: 25

2019-2020:

Ontario Works: 170 (240% of target)
Employment Ontario: 188 (752% of target)

Number of Ontario Works and Employment Ontario clients served.

Targets:
Ontario Works: 250
Employment Ontario: 250

2019-2020:

Ontario Works: 214 (86% of target)
Employment Ontario: 678 (271% |

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			of target) Note number of clients changed from Q4 2019-2020 Interim Report due to additional data entry and year-end adjustments.
			Number of online course and program registrations by Ontario Works and Employment Ontario clients (Targets: N/A) 2019-2020: Ontario Works: 990 Employment Ontario: 4,980 Note number of registrations changed from Q4 2019-2020 Interim Report due to additional data entry and year-end adjustments.
			Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Program goal: support and assist faculty and instructors from the Education and Training Providers in their use of online learning through the provision of online, web conferencing and videoconferencing tools.	Provide online delivery tools (e.g., Moodle, web and video conferencing platforms) to faculty of the Education and Training Providers to facilitate and enhance online course delivery.

Provide training for faculty and instructors of the Education and Training Providers in English and French on using the platforms to deliver their online programs and courses.

Provide IT support to staff and faculty of the Education and Training Providers in connection with the use of the Recipient's IT resources as required. | Faculty and instructors of the Education and Training Providers use the Recipient's online delivery tools and resources.

Faculty and instructors of the Education and Training Providers are competent and knowledgeable in how to maximize the use of the Recipient's online delivery tools and resources.

Faculty and instructors of the Education and Training Providers seek training and IT support from the Recipient for issues relating to the use of its online delivery tools and resources. | Number and type of online and distance education delivery tools used by faculty and instructors of the Education and Training Providers to facilitate and enhance online and distance course delivery.

2019-2020: Contact North | Contact Nord provides the following 3 tools for use by faculty and instructors:

1) **Web conferencing platform (Adobe Connect)**
2) **Videoconferencing platform**
3) **Moodle Learning Management System**

See Appendix D for additional details.

Number of Faculty and Instructors trained on the Recipient's online delivery tools and resources.

2019-2020: Contact North I |

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

			Contact Nord delivered live training to 369 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the 2019-2020 fiscal year.
			
			An additional 429 faculty accessed recorded training sessions during the 2019-2020 fiscal year.
			
			Number and nature of IT support requests from faculty and instructors within the Target Base.
			
			Included in total of 6,795 for IT support requests.
			
			Typical support requests from faculty and instructors include:
			
			   o How can I save the recording?
			   o How do I share my presentation?

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: Value for money.	Assess program uptake within the Target Base.	Increased uptake in the Recipient's services among eligible candidates;	Metrics based on independently verifiable data that:
Program goals: demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes- based, independently verifiable data.	Provide statistics on completion rates and employment placements for program graduates who made use of the Recipient's programs and services within the Target Base.	Increased academic program completion rates; and Increased employment rates in local labour markets.	• Confirm the percentage of the Recipient's eligible prospective clients within the Target Base who make use of the Recipient's services (i.e., uptake rate) **2019-2020:** **Contact North | Contact Nord supported 10,966 unique Ontarians, representing 0.3% of its Target Base of 3,707,090 Ontarians over the age of 15, as per Census 2016 data.**
			• Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates **2019-2020** **In the Contact North | Contact Nord Annual Student Outcomes Survey 2019-2020, completed by Forum Research in July 2020, respondents were**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			asked if obtaining a diploma/certificate/degree (i.e. a credential) was their goal when they registered for their online courses. 64% of respondents identified this as their goal for registering (see Slide 9 in Appendix F). Of the 64% who identified this as a goal, they were further asked to identify what type of credential they obtained: 1) 66% of respondents who started an online certificate completed it. 2) 62% of respondents who started an undergraduate degree completed it 3) 57% who started a diploma completed it. 4) 48% who started a graduate degree completed it. The detail on this outcome can be found on Slide 10 in Appendix F.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			• Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base **2019-2020** In the Contact North | Contact Nord Annual Student Outcomes Survey 2019-2020, completed by Forum Research in July 2020, respondents were asked if obtaining or maintaining a job was their goal when they registered for their online courses. 38% of respondents identified this as their goal for registering (see Slide 9 in Appendix F). Of the 38% who identified this as a goal, they were further asked if the online courses they took helped them to: 1) Maintain a job/position 83% of respondents identified that the online courses they took helped them to maintain a

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			job/position.
			2) Get a job
			36% of respondents identified that the online courses they took helped them to get a job.
			3) Improve skills to get a new job
			29% of respondents identified that the online courses they took improved their skills to get a new job.
			The detail on this outcome can be found on Slide 11 in Appendix F.

Outcome / Performance Indicator	2019-2020 Target	Q1	Q2	Q3	Q4	2019-2020	% of Target
Requests for Services	699,398	227,278	215,646	240,776	371,547	1,055,247	151%
Course Registrations	58,400	11,427 student registrations in online courses generated (preliminary figure as data collection not complete for Spring /Summer 2019 semester	15,881 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester	10,541 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester	20,328 student registrations in online courses generated (preliminary figure as data collection not complete for Winter 2020 semester and year-end adjustments	62,118 **	106%
Communities Served (See Appendix G for a list of the 807 communities)	800	636	636	807	807		101%

** Each of the quarterly figures were preliminary statistics, pending final data collection and year-end adjustments. The adjustments were completed and reflected in the 2019-2020 statistic. The reported quarterly statistics do not add up to the final 2019-2020 statistic.

Section 4 – Mitigation Strategies

Contact North | Contact Nord reviewed the 2019-2020 fiscal year results against the outcomes and performance measurements in the 2019-2020 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

Contact North | Contact Nord met and/or exceeded its targets for 2019-2020 as noted below. Where appropriate, comments added for Q4 results. No mitigation strategies identified as end of fiscal year.

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2019-2020 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Requests for Services	699,398	227,278	215,646	240,776	371,547	1,055,247	151%	
Course Registrations	58,400	11,427	15,881	10,541	20,328	62,118	106%	Each of the quarterly figures were preliminary statistics, pending final data collection and year-end adjustments. The adjustments were completed and reflected in the 2019-2020 result. The reported quarterly statistics do not add up to the final 2019-2020 statistic. This figure does not include 23,523 student registrations supported in 401 courses in Winter 2020 for the University of Ottawa as part of Contact North	Contact Nord's support to the University of Ottawa to deliver its courses via Contact North	Contact Nord's Adobe Connect web conferencing platform in response to COVID-19.
Communities Served	800	636	636	807	807	807	101%	

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2019-2020 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Ontario Works Office Engagement	25	170	170	170	170		680%	
Ontario Works Clients Supported	250			119	95	214	87%	Adjustment of the Q4 number based on year-end adjustments.
Registrations from Ontario Works Clients	No Target in TPA			351	645	990	N/A	Adjustment of the Q4 number based on year-end adjustments.
Employment Ontario Office Engagement	25	188	188	188	188		752%	
Employment Ontario Clients Supported	250			362	316	678	271%	Adjustment of the Q4 number based on year-end adjustments.
Registrations from Employment Ontario Clients	No Target in TPA			1,369	2,767	4,980		Adjustment of the Q4 number based on year-end adjustments.
Calls to IT Technical Hotline	9,817	1,228	1,852	1,474	2,241	6,795	69%	Calls to the IT Technical Hotline are re-active based on user issues. The successful implementation of Adobe Connect, the Contact North | Contact Nord designed portal for Adobe Connect access and the migration of key business systems to the cloud resulted in less calls to the IT Technical Hotline.

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	2019-2020 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Calls to Student Information Hotline	5,565	1,389	1,498	1,360	1,952	6,199	111%	Increase in number of inquiries starting March 17, 2020, with the closure of the operations centres and online learning centres.
Up time on distance delivery platforms	95%	98.9%	98.9%	97.9%	99.9%	Average 98.9%	105%	Six major business systems migrated to the new cloud hosting provider during the period, resulting in significantly improved uptime.
Targeted Recruitment Campaigns	60	8	14	9	5	36	60%	Colleges and universities were not engaging in targeted recruitment campaigns during the last two quarters of the fiscal year.
Users of Portals	216,786	60,027	60,042	61,600	112,894	294,623	136%	Significant increase in activity in March 2020.
Pageviews on Portals	674,398	191,179	194,435	199,957	335,647	921,218	137%	Significant increase in activity in March 2020.

Section 5 – 2019-2020 Project Financial Report

Contact North | Contact Nord

MCU Funding Financial Report at March 31, 2020

	Budget	Year-to-Date Actuals	Variance
Revenue			
Base Grant	$ 9,751,469	$ 8,776,322	$ (975,147)
Total Revenue	**$ 9,751,469**	**$ 8,776,322**	
Eligiable Expenses			
Recruitment & Student Services			
Regional Services and Online Learning Centres	$ 3,972,360	3,871,327	$ (101,034)
Promotion & Recruitment	793,932	856,655	$ 62,723
Statistics Collection & Reporting	169,884	168,524	$ (1,360)
Student Information Hotline	189,393	172,171	$ (17,222)
Central Support Services	190,347	181,905	$ (8,442)
Total Recruitment & Student Services	**$ 5,315,916**	**$ 5,250,582**	**$ (65,334)**
Information Technology (IT) & Web Services			
IT & Web Services Department	$ 1,761,813	$ 1,656,577	$ (105,236)
Telecommunications	209,115	225,904	$ 16,789
Capital	300,000	392,633	$ 92,633
Total IT & Web Services	**$ 2,270,928**	**$ 2,275,114**	**$ 4,186**
Operations Support Services			
Regional Operations Centres	$ 904,839	$ 905,608	$ 769
e-Learning Support Services	98,928	90,455	$ (8,473)
CRM Data Integrity & Training	187,717	200,049	$ 12,332
Total Operations Support Services	**$ 1,191,484**	**$ 1,196,112**	**$ 4,628**
Governance & Administration			
Financial Services	$ 295,289	$ 298,005	$ 2,716
Human Resources Services	325,221	307,107	$ (18,114)
Governance & CEO	352,631	360,012	$ 7,381
Total Governance & Administration	**$ 973,141**	**$ 965,124**	**$ (8,017)**
Total Eligible Expenses	**$ 9,751,469**	**$ 9,686,931**	**$ (64,538)**
Surplus or (Shortfall)	**$ -**	**$ (910,609)**	
Interest Earned on TP Funds (only required at year end)		$ 16,055	
Funds received on Disposal of Assets	$ -	$ -	
Total Due to (from) Province	**$ -**	**$ (894,554)**	

Note

Total Due from Province includes:

10% holdback	$(975,148)
Surplus *	64,538
Interest earned *	16,055
	$(894,544)

* Total of $80,593 aligns to the Due to Ministry, Note 3 in the Audited Financial Statements.

Section 6 – 2019-2020 Audited Financial Statement

On June 22, 2020, the Contact North | Contact Nord Board of Directors unanimously passed the following motion:

That the Contact North | Contact Nord Board of Directors approves the draft audited financial statements for the year ended March 31, 2020.

In considering the motion, the Board considered the recommendation from the Audit Committee to approve the draft audited financial statements and the following points from the Audit Committee:

1. The 2019-2020 Draft Financial Statements are issued without qualification.

2. The auditors reported receiving full cooperation of management.

3. The Audit Committee reviewed the auditor's Audit Findings Report in detail with the auditor. There were no control or other issues identified during the audit.

4. The Independent Auditor's Report for the 2019-2020 Financial Statements is dated on the actual approval date by the Board of Directors.

5. Contact North | Contact Nord ended 2019-2020 with an excess of revenue over expenses of $80,593, on its Ministry of Colleges and Universities approved funding, and an excess of revenue over expenses on other Ministry grants of $5,742, for a total of $86,335. Under the terms of its Transfer Payment Agreement with the Ministry of Colleges and Universities, this represents an amount due to the Ministry.

   Under the 2019-2020 Transfer Payment Agreement, the Ministry held back 10% of Contact North | Contact Nord's approved funding, representing $975,147 to be paid in July 2020. The excess of revenue over expenses of $86,335 is deducted from the holdback, resulting in a final payment of $888,812 from the Ministry for 2019-2020.

   This reconciliation is referenced in Note 3, page 7 of the audited financial statements.

The Board of Directors-approved audited financial statements are included on the following pages.

Financial Statements of

CONTACT NORTH | CONTACT NORD

And Independent Auditors' Report thereon

Year ended March 31, 2020

INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Contact North | Contact Nord

Opinion

We have audited the financial statements of Contact North | Contact Nord (the Organization), which comprise:

- the statement of financial position as at March 31, 2020
- the statement of operations and changes in fund balances for the year then ended
- the statement of cash flows for the year then ended
- and the notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements")

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2020, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibility under those standards are further described in the "*Auditors' Responsibilities for the Audit of the Financial Statements*" section of our auditors' report.

We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibility of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risk of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

  The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, internal omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the Organization's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to the events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Organization's to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

KPMG LLP

Chartered Professional Accountants, Licensed Public Accountants

Sudbury, Canada

June 22, 2020

CONTACT NORTH | CONTACT NORD

Statement of Financial Position

March 31, 2020, with comparative information for 2019

	2020	2019
Assets		
Current assets:		
Cash and cash equivalents	$ 52,141	$ 806,620
Accounts receivable	63,694	100,156
HST receivable	171,327	185,796
Due from Ministry (note 3)	888,812	-
Prepaid expenses	436,380	303,961
	1,612,354	1,396,533
Prepaid expenses	-	186,939
Equipment (note 4)	525,387	497,973
	$ 2,137,741	$ 2,081,445
Liabilities and Fund Balance		
Current liabilities:		
Accounts payable and accrued liabilities (note 5)	$ 1,159,713	$ 1,068,165
Due to Ministry (note 3)	-	1,959
Deferred revenue	126,482	-
Accrued vacation pay entitlements	276,142	306,858
Current portion of long-term debt	-	137,160
	1,562,337	1,514,142
Long-term liabilities:		
Long-term debt	-	69,330
Deferred capital contributions (note 6)	525,387	497,973
	2,087,724	2,081,445
Fund balance	50,017	-
Effects of COVID-19 (note 10)		
	$ 2,137,741	$ 2,081,445

See accompanying notes to financial statements.

On behalf of the Board:

_____ Director _____ Director

CONTACT NORTH | CONTACT NORD

Statement of Operations and Changes in Fund Balance

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Revenue:		
Grant - operating	$ 9,401,275	$ 9,208,893
Grants and other - projects	580,415	586,158
Projects and other activities	107,687	204,278
Interest income	16,055	20,458
Amortization of deferred capital contributions (note 6)	242,188	259,763
	10,347,620	10,279,550
Expenses:		
Recruitment and student services	5,250,582	5,061,361
Information technology and web services	2,247,700	2,094,440
Operations centres supporting online learning centres	1,196,112	1,244,876
Communications and administration	965,124	1,212,715
Projects and other activities	638,085	666,158
	10,297,603	10,279,550
Excess of revenue over expenses	50,017	-
Fund balance, beginning of year	-	-
Fund balance, end of year	$ 50,017	$ -

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Statement of Cash Flows

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Cash provided by (used in):		
Operations:		
Excess of revenue over expenses	$ 50,017	$ -
Items not involving cash:		
Amortization of capital assets	242,188	(259,763)
Amortization of deferred capital contributions	(242,188)	259,763
	50,017	-
Changes in non-cash operating working capital:		
Accounts receivable	36,462	(64,494)
HST receivable	14,469	(73,028)
Due from Ministry	(890,771)	109,745
Prepaid expenses	(132,419)	91,684
Accounts payable and accrued liabilities	91,548	398,654
Deferred revenue	126,482	-
Accrued vacation pay entitlements	(30,716)	47,996
	(734,928)	510,557
Investing:		
Purchase of equipment	(269,602)	(540,617)
Prepayment of licenses	186,939	(186,939)
	(82,663)	(727,556)
Financing:		
Issuance of long-term debt	-	343,651
Principal repayments on long-term debt	(206,490)	(137,161)
Deferred capital contributions received	269,602	540,617
	63,112	747,107
Increase (decrease) in cash and cash equivalents	(754,479)	530,108
Cash and cash equivalents, beginning of year	806,620	276,512
Cash and cash equivalents, end of year	$ 52,141	$ 806,620

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements

Year ended March 31, 2020

Nature of operations:

On June 9, 1997, Contact North | Contact Nord incorporated without share capital under the laws of Ontario and became a separate legal entity. Contact North | Contact Nord operates as an Ontario-wide distance education and training network with a mandate to increase access to post-secondary education and training opportunities for Ontarians in small, remote and rural communities across the province, to promote flexible learning opportunities and support students and prospective students, and to help build capacity for online learning in the province.

1. Significant accounting policies:

(a) Basis of accounting:

Contact North | Contact Nord maintains its accounts in accordance with the principles of the deferral accounting method. Under this method, contributions restricted for future period expenditures are deferred and are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions are recognized as revenue when received or receivable if the amount can be reasonably estimated and collection is reasonably assured.

(b) Revenue recognition:

Operating grants are recognized as revenue of the Operating Fund in the year it is received or receivable. The Organization receives its operating grants from the Ministry of Colleges and Universities. The Ministry of Colleges and Universities ("the Ministry") may demand the return of unspent funds or adjust the amount of any further instalments of funds. The ultimate disposition of operating surpluses and deficits is dependent upon subsequent determination by the Ministry.

Service revenue is recognized when the services have been provided if the amount can be reasonably estimated and collection is reasonably assured.

Interest income on the funds received within the year are recognized as earned.

Grant revenues are recorded when earned and matching expenditures are incurred. The unexpended portions of grant revenues for projects that are ongoing at year-end are deferred and will be recognized as the related project expenditures are incurred.

In-kind contributions of rent-free space at the online learning centres are not recognized in the financial statements as it is often difficult to determine the fair market value.

(c) Cash and cash equivalents policy:

Cash and cash equivalents consist of cash on hand, balances with banks, and cash held in money market instruments with maturity dates of less than three months from the date they are acquired.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2020

1. Significant accounting policies (continued):

(d) Equipment:

Equipment is recorded at cost less accumulated amortization. Amortization is provided on the straight-line basis using the following annual rates:

Asset	Rate
Computer and telecommunication equipment	3 years
Office equipment	5 years
Software	3 years

As necessary, these assets have been tested for impairment.

(e) Deferred capital contributions:

Capital contributions for the purpose of acquiring equipment are deferred and amortized into revenue at a rate corresponding with the amortization rate for the related equipment on the same basis and over the same periods as the related equipment.

(f) Accrued vacation pay entitlements:

Employees earn vacation pay entitlements from July to June each year. The accrued vacation pay entitlement is funded through normal operating grants and in the normal course of events will be consumed during the immediate subsequent fiscal year.

(g) Financial instruments:

The Organization considers any contract creating a financial asset, liability or equity instrument as a financial instrument, except in certain limited circumstances. The Organization accounts for the following as financial instruments:

Cash and cash equivalents
Accounts receivable
Due from/to Ministry
Accounts payable and accrued liabilities

A financial asset or liability is recognized when the Organization becomes party to contractual provisions of the instrument.

Measurement:

Financial assets or liabilities obtained in arm's-length transactions are initially measured at their fair value. In the case of a financial asset or liability not being subsequently measured at fair value, the initial fair value will be adjusted for financing fees and transaction costs that are directly attributable to its origination, acquisition, issuance or assumption.

1. **Significant accounting policies (continued):**

    (g) Financial instruments (continued):

    Financial assets or liabilities obtained in related party transactions are measured in accordance with the accounting policy for related party transactions except for those transactions that are with a person or entity whose sole relationship with the Organization is in the capacity of management in which case they are accounted for in accordance with financial instruments.

    The Organization subsequently measures all of its financial assets and financial liabilities at amortized cost, except for investments in equity instruments that are quoted in an active market, which are measured at fair value; investments in equity instruments that are not quoted in an active market, which are measured at cost less any reduction for impairment; derivative contracts, which are measured at fair value; and certain financial assets and financial liabilities which the Organization has elected to measure at fair value. Changes in fair value are recognized in net income.

    Financial assets and financial liabilities are subsequently measured at amortized cost.

    Impairment:

    Financial assets measured at cost are tested for impairment when there are indicators of impairment. Previously recognized impairment losses are reversed to the extent of the improvement provided the asset is not carried at an amount, at the date of the reversal, greater than the amount that would have been the carrying amount had no impairment loss been recognized previously. The amounts of any write-downs or reversals are recognized in net income.

    At the end of each reporting period, the Organization assesses whether there are any indications that financial assets measured at cost or amortized cost may be impaired. When there is any such indication of impairment, the Organization determines whether a significant adverse change has occurred during the period in the expected timing or amount of future cash flows from that financial asset. Where this is the case the carrying amount of the assets are reduced to the highest of the expected value that is actually recoverable from the assets either by holding the assets, by their sale or by exercising the right to any collateral, net of cost. The carrying amounts of the assets are reduced directly or through the use of an allowance account and the amount of the reduction is recognized as an impairment loss in net income.

    (h) Use of estimates:

    The preparation of the financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities and disclosure if contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Significant items subject to such estimates and assumptions include the carrying amounts of equipment and provisions for impairment of trade accounts receivable. Actual results could differ from those estimates.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2020

2. **Bank indebtedness:**

The Organization has available an operating line of credit of $2,200,000, incurring interest at the TD Bank's prime lending rate minus 0.75% per annum. The amount outstanding at March 31, 2020 is $Nil (2019 - $Nil). As collateral, the Organization has provided a general security agreement covering all assets.

3. **Due from (to) Ministry:**

(a)

	2020	2019
Ministry grant (holdback) receivable	$ 975,147	–
Less: surplus on Ministry activity, including		
interest, to be repaid from operating grants (b)	(80,593)	(1,959)
Less: surplus on Ministry activity from other grants	(5,742)	–
Receivable from (payable to) Ministry of		
Colleges and Universities	$ 888,812	(1,959)

(b) MCU Base Operating Funding reconciliation:

	2020	2019
Revenue:		
Approved grant per Transfer Payment Agreement	$ 9,751,469	9,751,469
Interest and service revenue from		
grant-funded infrastructure	–	144,736
Interest revenue	16,055	–
	9,767,524	9,896,205
Expenditures:		
Expenditures per audited financial statements	10,297,603	10,279,550
Less: amortization included above	(242,188)	(259,763)
Less: projects	(638,085)	(666,158)
Add: capital expenditures	269,601	540,617
	9,686,931	9,894,246
Excess of revenue over expenditures for year,		
representing amount due to Ministry	$ 80,593	1,959

4. **Equipment:**

	Cost	Accumulated amortization	2020 Net book value	2019 Net book value
Computer and telecommunication equipment	$ 5,520,415	5,364,093	156,322	201,786
Office equipment	135,668	135,521	147	2,633
Software	2,514,627	2,145,709	368,918	293,554
	$ 8,170,710	7,645,323	525,387	497,973

The total amortization charged for the year is $242,188 (2019 - $259,763).

5. **Accounts payable and accrued liabilities:**

Included in accounts payable and accrued liabilities are government remittances payable of $61,087 (2019 - $54,506) for payroll related taxes.

6. **Deferred capital contributions:**

Deferred capital contributions related to equipment represent the unamortized amount and unspent amount of grants received for the purchase of equipment. The amortization of capital contributions is recorded as revenue in the statement of operations and changes in fund balances.

	2020	2019
Balance, beginning of year	$ 497,973	217,119
Additional contributions received	269,602	540,617
Amounts amortized to revenue	(242,188)	(259,763)
Balance, end of year	$ 525,387	497,973

7. **Commitments:**

The Organization leases certain of its premises, equipment and vehicles under various operating leases. The future minimum lease payments are as follows:

2021	$ 456,980
2022	380,110
2023	290,028
2024	230
	$ 1,127,348

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2020

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8. **Financial risks and concentration of risk:**

The Organization's financial instruments consist of cash, accounts receivable, accounts payable and accrued liabilities and amounts due to (from) related parties. The fair value of these financial instruments approximate their carrying values, unless otherwise noted. Unless otherwise noted, it is management's opinion that the Organization is not exposed to significant interest rate, currency or credit risks.

Concentration of risk:

(a) Credit risk:

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Organization's main credit risks relate to its accounts receivable. The Organization provides credit to its residents in the normal course of its operations. There was no significant change in risk exposure from the prior year. The Organization is not exposed to any significant concentration risks with respect to its receivables.

(b) Interest rate risk

The Organization is exposed to interest rate risk for certain of its financial assets and liabilities. Under the demand operating facility, the Organization may have short-term borrowings for working capital purposes, which would expose them to fluctuations in short-term interest rates.

(c) Liquidity risk:

Liquidity risk is the risk that the Organization will encounter difficulty in meeting the obligations associated with its financial liabilities. The Organization is exposed to this risk mainly in respect of its accounts payable. There was no significant change in exposure from the prior year.

9. **Comparative information:**

The financial statements have been reclassified, where applicable, to conform to the presentation used in the current year. The changes do not affect prior year earnings.

10. **Effects of COVID-19:**

In March of 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization and has had a significant financial, market and social dislocating impact.

At the time of approval of these financial statements, the Organization has experienced the following indicators of financial implications and undertaken the following activities in relation to the pandemic:

- Mandated closure of all online learning centres and operations centres
- Requirements to work from home for all staff

Financial statements are required to be adjusted for events occurring between the date of the financial statements and the date of the auditors' report which provide additional evidence relating to conditions that existed at year-end. Management has assessed the financial impacts and there are no additional adjustments required to the consolidated financial statements at this time.

Appendix A – Requests for Services Snapshot

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2019-2020	Source of Data
Requests Responded to at Online Learning Centres and Operations Centres							
Exam Invigilations	Number of exams invigilated at online learning centres and operations centres.	3,013	1,311	4,075	1,925	10,324	CN | CN CRM
Student Interactions	Number of student appointments recorded by Online Learning Recruitment Officers and Student Recruitment & Services Representatives in the CRM to provide information, present study options, provide orientations, provide referrals, follow-ups on information provided.	43,945	25,199	31,158	41,159	141,461	CN | CN CRM
Influencer Interactions	Number of influencer appointments recorded by Online Learning Recruitment Officers in the CRM such as presentations to groups of prospective students, information sessions with prospective referral partners, and networking events.	1,725	1,552	1,313	1,464	6,054	CN | CN CRM
Course Work Appointments	Number of appointments for students to use computers and Internet access at online learning centres to complete their coursework and use of web conferencing and videoconferencing platforms to connect to their courses.	2,789	4,600	18,432	10,866	36,687	CN | CN CRM

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2019-2020	Source of Data
Inquiries at Online Learning Centres	Number of telephone calls, e-mails, walk-ins, and mail-ins received at the online learning centres requesting a service not recorded under one of the other categories in the CRM.	4,760	4,920	5,145	4,348	19,173	CN	CN CRM
	Sub Total	56,232	37,582	60,123	59,762	213,699	
Requests Responded to Centrally							
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,389	1,498	1,360	1,933	6,180	Internal Tracking
Online Booking Tool (OBT) Bookings for the Use of Web Conferencing and Videoconferencing Platforms and Requests for Changes to Bookings	The number of bookings for the use of Contact North	Contact Nord's 2 distance delivery platforms (web conferencing and videoconferencing) by education and training providers and the number of changes to bookings processed.	2,615	4,241	4,044	5,418	16,318	CN	CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	1,228	1,852	1,474	2,241	6,795	Bell Canada Call Tracking

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2019-2020	Source of Data
Targeted Recruitment Campaigns	Number of Targeted Recruitment Campaigns undertaken by Contact North	Contact Nord to generate awareness of, and registrations in, specific online programs and courses for public colleges and universities. Campaigns executed by Online Learning Recruitment Officers in communities across Ontario for one month with detailed reports submitted to college or university partner.	8	14	9	5	36	Internal Tracking
Requests for Instructor Training	Number of requests received for web conferencing training for instructors at colleges, universities, Indigenous institutes, school boards, literacy and basic skills providers and other training providers.	73	163	63	70	369	Internal Tracking
	Sub Total	5,313	7,768	6,950	9,667	29,698	
Requests Responded to via Portals							

Summary of Contact North | Contact Nord Request for Services							
Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2019-2020	Source of Data
Pageviews 1	Number of unique views of pages on studyonline.ca / etudiezenligne.ca providing services to students and prospective students such as requesting information on programs or courses through a search in the database, information on services available at online learning centres/where they are located or information on support services from colleges and universities. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	159,740	165,683	168,803	294,312	788,538	Google Analytics
Pageviews 2	Number of unique views to pages on e-channel.ca providing services to students and prospective students such as requesting information on programs or courses through a search, information on services available at online learning centres/where they are located or information on support services from literacy and basic skills providers. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	5,993	4,613	4,900	7,806	23,312	Google Analytics
	Sub Total	165,733	170,296	173,703	302,118	811,850	

Summary of Contact North | Contact Nord Request for Services							
Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2019-2020	Source of Data
	Total Requests for Services	227,278	215,646	240,776	371,547	1,055,247	
		% of Target of 699,398 at 100% of Fiscal Year				151%	

Note – Under column "Source of Data", "CN I CN" = Contact North | Contact Nord.

Appendix B – List of Requests for Programs and Courses Not Currently Available (April 1, 2019 to March 31, 2020)

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Achieving Top Search Engine Positions	Course	Asynchronous	N/A	N/A	English	1
Advanced Web Pages	Course	Asynchronous	N/A	N//A	English	1
Agricultural Engineering	Program	Asynchronous	N/A	University	English	1
Animal Care	Program	Synchronous	N/A	College	English	1
ASIST: Applied Suicide Intervention Skills Training	Program		Full-Time	Others	English	1
Autobody Repair	Program	Synchronous	Part-Time	College	English	1
Automotive Apprenticeship				College		2
BA Child Youth Worker	Program	Blended	N/A	University	English	1
BA in general arts	Program	Asynchronous	N/A	University	French	1
Calibration Technician / Instrumentation - Control	Program	Blended	N/A	College	English	1
Case Management Certificate	Program	Blended	N/A	University	English	1
Certificate for Healing Environments Body, Mind and Spirit	Course	Synchronous	Part-Time	Others	English	1
certified general accountant	Program	Asynchronous	N/A	University	English	1
Child & youth Worker (2 years)	Program	Synchronous	N/A	College	English	1
Child and Youth Worker	Program	Synchronous	N/A	College	English	1
Civic Engineering	Program		Part-Time	University		1
Civil Engineering	Program		Part-Time	University	English	1
Consultation d'Immigration	Program	Asynchronous	N/A	College	French	1
Cosmetology	Course			N/A		1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
CPA	Program	Blended	N/A	Others	English	1
CPR		Asynchronous	N/A	Others	English	1
Critical Reasoning for Beginners (FREE) (Oxford)	Course		N/A	Others	English	1
Customer Relations	Course	Asynchronous	Part-Time	College	English	1
Dental Hygiene	Program	Asynchronous	N/A	College	English	1
DSW Standards of Practice	Course	Asynchronous	N/A	College	English	1
Echocardiography	Program	Asynchronous	N/A	College	English	1
Esthetics	Program			College		2
Esthetics program				College		1
Fashion Design	Program	Asynchronous	N/A	College	English	1
First Aid	Course	Asynchronous	N/A	Others	English	1
Graduate Diploma in Aging and Health	Program	Blended	Part-Time	University	French	1
Holistic Medicine	Program	Asynchronous	N/A	N/A	English	1
Industrial Mechanic Millwright (apprenticeship)	Program	Asynchronous	N/A	College	English	1
Laser Technician	Course	Asynchronous	N/A	College	English	1
Massage Therapy	Program		N/A	College		1
Masters in Law	Program	Asynchronous	N/A	University	English	1
Math undergraduate degree	Program	Blended	N/A	University	English	1
Médecine	Program	Asynchronous	N/A	University	English	1
Medical Lab Assistant	Program	Blended	N/A	College	English	1
Medical Laboratory Technician	Program			College	English	4
Mental Health Worker for international students	Program	Asynchronous	N/A	College	English	1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Music Psychology: Why Does "Bohemian Rhapsody" Feel so Good?	Course	Asynchronous	Part-Time	College/University Collaboration	English	1
Nail technician				College		1
Non Violent Crisis Intervention	Course	Asynchronous		Others	English	1
Nutritional Science	Program	Asynchronous	N/A	University	English	1
Paralegal	Program	Asynchronous	Full-Time	College	English	2
Paralegal Program				College		1
Peer Support Worker	Program	Blended	N/A	College	English	1
Pharmacology for Personal Support Workers	Course	Asynchronous	Part-Time	College	English	1
Phlebotomy	Program	Blended	N/A	College	English	1
Point of Sale (POS) Training	Course			Literacy		3
Practical Nursing	Program	Synchronous	Full-Time	College	English	4
Practical Nursing - fully online	Program			College		10
Practical Nursing - fully online	Program		Full-Time	College		1
Raiser's Edge Training	Program	Asynchronous	N/A	Others	English	1
Registered Practical Nursing	Program	Asynchronous	N/A	College	English	2
Registered Practice Nurse	Program	Asynchronous	N/A	College	English	1
remote and rural nursing	Program	Asynchronous	Part-Time	College	English	1
Responsive Web Pages	Course	Asynchronous	N/A	N/A	English	1
Security Guard	Program	Blended	N/A	College	English	1
Small Engine Mechanic	Course	Asynchronous	N/A	College	English	1
Social Work (non Indigenous)				University		10
Teacher's College	Program			University		1
Technique en éducation spécialisé	Program	Asynchronous	N/A	College	French	1
Therapie Recreative en ligne	Program	Asynchronous	Full-Time	College	French	1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Welding	Course			College	English	1
WETT certification	Course	Asynchronous	N/A	Others	English	1
zoology / herpetology	Program	Asynchronous	N/A	University	English	1
						98

Appendix C – Analysis of Targeted Recruitment Campaigns for 2019-2020

Institution	Program	Quarter	Communications Sent	Information Drop-offs	Presentations	Confirmed Registrations	Potential Registrations
Cambrian College	Applied Learning Disability Graduate Certificate	Q4	3,329	126	14	-	17
Canadore College	Instructional Design	Q2	2,630	116	10	-	3
Centennial College	Ophthalmic Medical Personnel	Q3	4,056	109	10	1	1
Centennial College	Thanatology (Death Studies)	Q3	4,101	158	16	-	5
Centennial College	Retirement Communities Management Graduate Certificate	Q2	5,543	322	18	2	11
Collège Boréal	Pratiques agricoles	Q2	2,672	162	19	-	-
Collège Boréal	Techniques en administration des affaires	Q2	2,102	225	23	1	4
Confederation College	Pre-Health Certificate Program	Q2	7,384	155	37	8	14
Confederation College	Educational Support (Assistant)	Q2	2,517	110	11	-	3
Confederation College	Business Cluster	Q3	1,449	76	9	-	19
Confederation College	Child and Youth Care: Indigenous Specialization Accelerated	Q3	2,502	145	16	-	5
Confederation College	Personal Support Worker Certificate	Q2	5,658	182	18	1	17
Durham College	Cannabis Industry Specialization Program	Q1	589	175	32	1	15
Georgian College	Bookkeeping Certificate	Q2	6,154	289	15	1	21
Georgian College	Human Resources Management Graduate Certificate	Q4	2,199	211	12	1	12
Georgian College	Business	Q3	4,007	175	74	-	19
Lambton College	Business Trades Diploma	Q1	7,486	291	35	-	18
Lambton College	Emergency Communication Certificate	Q2	3,195	120	18	-	8
Loyalist College	Child Development Practitioner Certificate	Q2	6,347	168	20	4	26
Loyalist College	Early Childhood Education Diploma	Q1	7,165	239	31	1	25
McMaster University	Professional Addiction Studies	Q2	6,460	164	26	-	11
Northern College	Social Service Worker (Diploma)	Q1	668	345	53	3	42
Northern College	Project Management Certificate Program	Q3	Data Not Available Due to Staff Change				

Institution	Program	Quarter	Communications Sent	Information Drop-offs	Presentations	Confirmed Registrations	Potential Registrations
Royal Conservatory of Music	6 Social	Q1	3,186	210	67	1	5
Sault College	Addictions and Mental Health Studies Program	Q1	7,239	214	76	12	57
Sault College	Early Childhood Education	Q3	4,939	273	85	3	51
Seneca College	eLearning Developer & Instructional Design Certificates	Q2	2,833	192	18	-	6
Seneca College	Fitness Leadership Certificate	Q1	7,178	325	44	2	43
Sheridan College	Business Analysis	Q2	6,672	255	26	-	10
University of Guelph Humber	Bachelor of Applied Arts Specialization in Justice & Public Safety	Q1	3,772	66	4	-	3
University of Waterloo	Liberal Arts Degree – Bachelor of Arts	Q3	2,816	155	17	-	11
University of Waterloo	Data Science Certificate	Q4	3,393	322	22	-	7
Western University	Diploma in Pedorthics	Q4	3,589	223	12	-	10
Wilfrid Laurier University	Mental Health Issues in the Classroom	Q2	7,072	283	35	2	78
York University	Certificate in Cloud Computing Strategy	Q3	2,717	130	13	-	2
Sault College	ECE Skills Upgrading Certificate	Q4	13,260	452	87	1	732
			156,879	7,163	1,023	45	1,311

Appendix D – Summary of Usage of Web Conferencing, Videoconferencing and Moodle Learning Platforms

Videoconferencing	
Institution	Number of Courses
Algoma University	21
College Boreal	131
Fanshawe College	13
Kenjgewin Teg Educational Institute (KTEI)	8
NCCP Northern Colleges Collaboration Program	1
Northern College	2
Total	176

Web Conferencing (Combination of Adobe Connect and Saba Meeting)	
Institution	Number of Courses
Algoma University	3
Anishinabek Educational Institute	4
Canadore College	89
Coaches Association of Ontario	11
Coalition ontarienne de formation des adultes (COFA) F@D	73
Collège Boréal	57
Colleges Ontario	1
Confederation College	411
Diocese of Algoma	3
Durham College	1
Fanshawe College	84
Fleming College	35
Good Learning Anywhere Sioux-Hudson Literacy Council	123
Lakehead District School Board - Adult Education ESL Initiative	6
Lakehead District School Board - Lakehead Adult Education Centre	14
Lambton College	12
Laurentian University/Université Laurentienne	21
NCCP Northern Colleges Collaboration Program	48
Northern College	282
Ontario Trillium Foundation	39
Oshki Pimache-O-Win The Wenjack Education Institute	153
PARO Centre for Women's Enterprise	72
Sault College	47
Swim Ontario	22
The LearningHUB	130
Toronto District School Board (Next-Steps Employment Centres)	46

Web Conferencing (Combination of Adobe Connect and Saba Meeting)	
University of Guelph	11
Volunteer Sudbury	1
Workplace Safety North	12
Total	1,811

Moodle Learning Management System	
Institution	Number
Northern College Exams Moodle is used only as a secure way of downloading exams at online learning centres and uploading completed exams to Northern College. It is not used as an exam proctoring solution.	3,182
Ontario Fire College Courses	16

Appendix E – Social Media Reports

Social Media Yearly Report – April 2019 - Mar 2020

Impressions Breakdown

Channel	# of impressions
Facebook	696192
Twitter	297043
LinkedIn	42264

Impressions by social media platform

■ Facebook ■ Twitter ■ LinkedIn ■
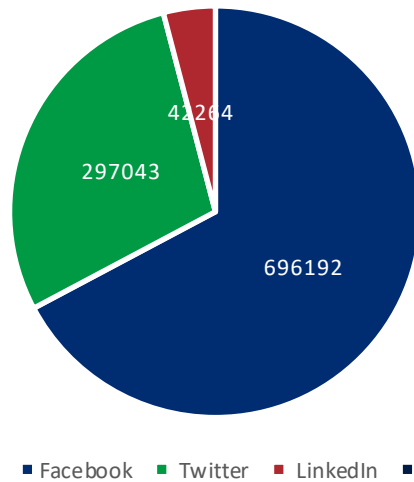
YEARLY COMPARISON		
Media	Apr. 2019 - Mar. 2020	Apr. 2018 - Mar. 2019
Facebook	696192	493706
Twitter	297043	118587
LinkedIn	42264	19831

Yearly impressions comparison

■ Apr. 2019 - Mar. 2020 ■ Apr. 2018 - Mar. 2019
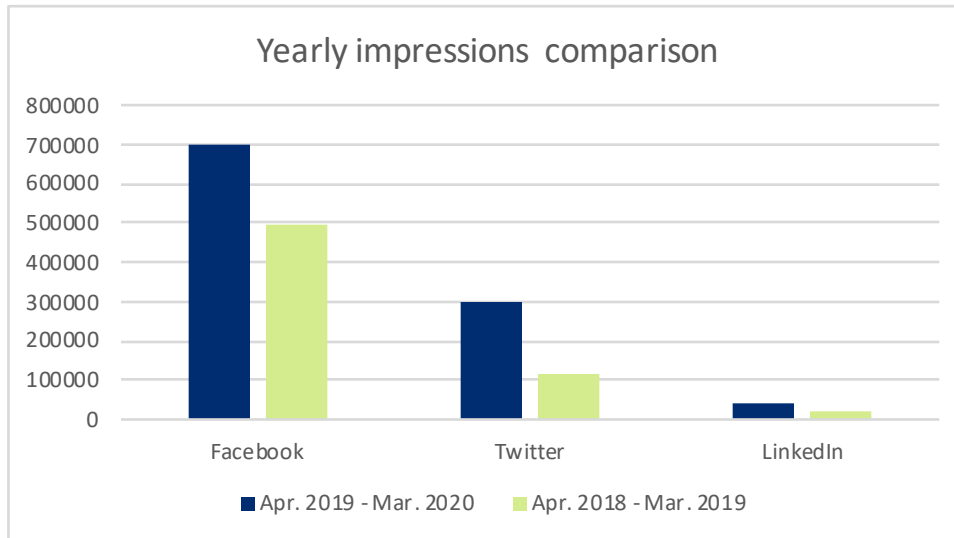
Follower Growth

Channel	Apr. 2019 - Mar. 2020	Apr. 2018 - Mar. 2019
Facebook	2470	2134
Twitter	2546	2552
LinkedIn	417	138

Follower Growth/Decline

■ Apr. 2019 - Mar. 2020	■ Apr. 2018 - Mar. 2019
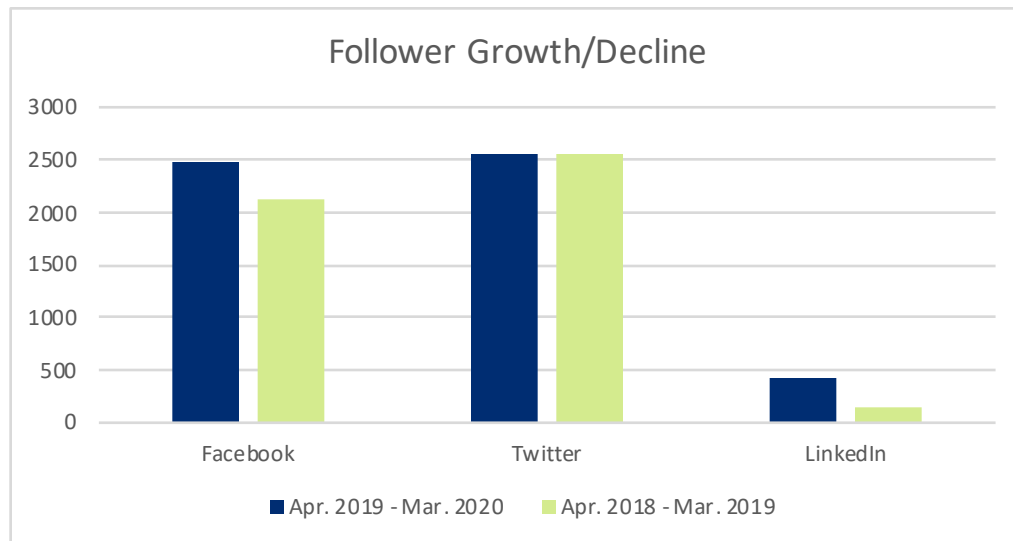
Number of posts

Channel	Apr '19 - Mar '20	Apr '18 - Mar '19
Facebook	497	263
Twitter	548	225
LinkedIn	445	198

Total number of post - yearly comparison

Engagement statistics

Likes/reactions

Channel	Apr '19 - Mar '20	Apr '18 - Mar '19
Facebook	12365	2554
Twitter	1621	346
LinkedIn	1452	228

Total number of reactions to posts - yearly comparison
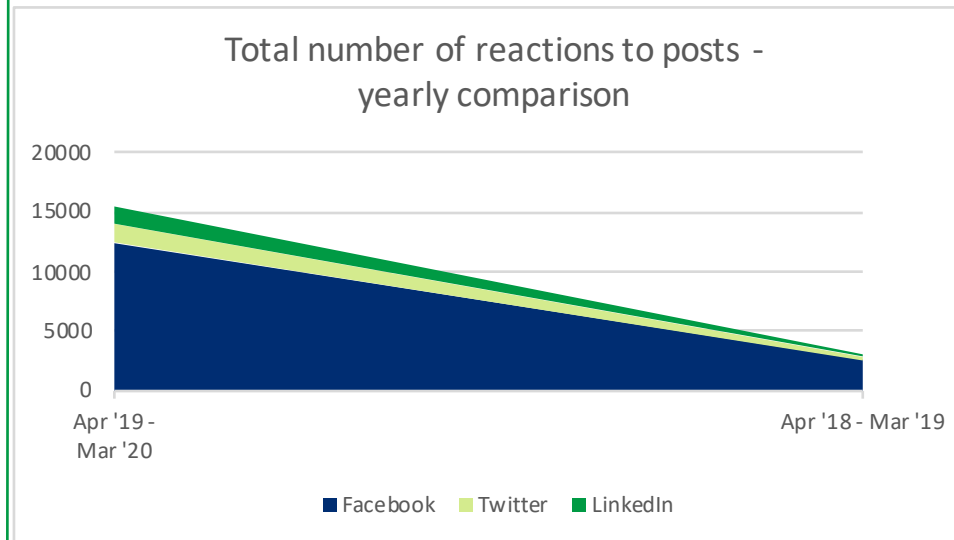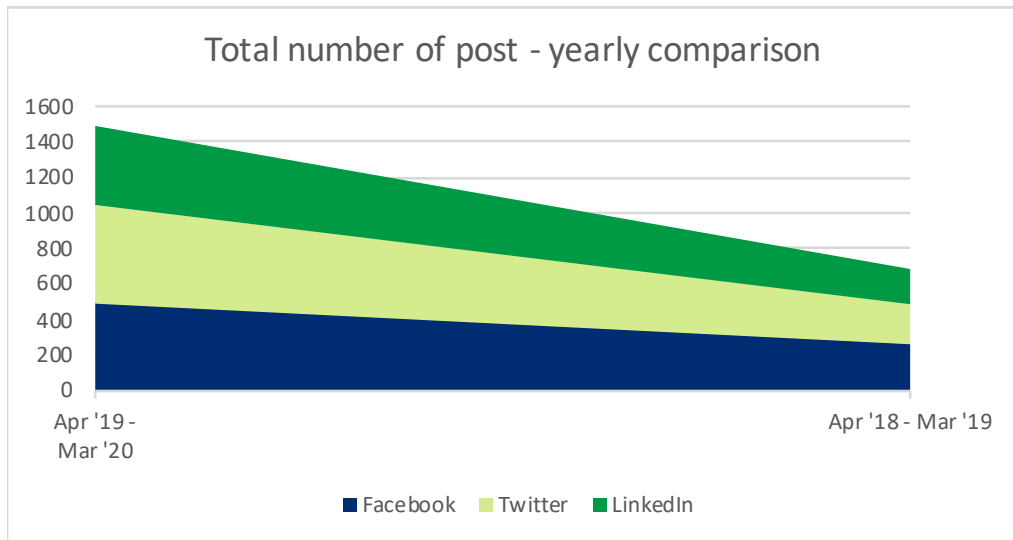
Appendix F – Contact North | Contact Nord Annual Student Outcomes Survey Report 2019-2020

Contact North | Contact Nord Annual Student Outcome Survey 2019-2020

July 21, 2020

Background and Methodology

Background and Methodology

- On behalf of Contact North | Contact Nord, Forum Research conducted a province-wide of Contact North | Contact Nord's clients to better understand their outcomes and satisfaction with the services provided.

- Clients of Contact North | Contact Nord were invited to complete a survey, either by phone or online through e-mail. Among those who received e-mails and did not complete a survey, 3 waves of SMS reminders were sent.

- This final report focuses on respondents who completed the survey between June 19th, and July 13th, 2020.

- 9,165 Contact North | Contact Nord clients were contacted, either via e-mail or phone.

- 2,519 responses (27.5% response rate) were received by the end of the fieldwork dates.

- Findings regarding those who are attending and/or enrolled in an Indigenous institute should be taken with caution as some results have a sample size of <30.

- Due to the fact this survey was undertaken during the COVID-19 pandemic, the survey results may be impacted and thus any comparison with the 2019 survey should be taken with caution.

- Contact North | Contact Nord completed a similar study in 2019, and although the questionnaire and methodology are similar to this survey, the sample size of 2020 was 2,519, compared to 566 in 2019. Caution is advised when comparing the results of the two surveys due to the difference in sample sizes.

- Results may not equal to 100% due to rounding or the question allowed for multiple responses.

- Unless noted otherwise, all percentage callouts/commentary in this report reference on the top three categories.

Key Findings

Annual Outcomes – Key Findings

- 80% of respondents agree the course(s) they took contributed to achieving their goals.
- Across all education institutions, 66% of all respondents indicated the primary goal for registering in the course(s) was to obtain a diploma/certificate/degree, and 38% indicated the objective was professional development or get/maintain a job.
  - 66% completed an online certificate
  - 62% completed an undergraduate degree
  - 57% completed a diploma
  - 48% completed a graduate degree
  - 36% of respondents were successful in getting a job
  - 83% maintained their job after completing their education
- 70% of respondents completed their education as it was available online.
- 23% of respondents registered in 7 to 10 courses, indicating they are pursuing a credential.
- 'Time issues' remains the top challenge (40%) respondents faced in pursing their educations and training, while 'Family responsibilities' was the second most commonly cited challenge when pursuing education and training.
- 68% did not register in other course(s) since March 2020.
  - Of those who did not register in other courses, 43% stated they did not need any further course(s).
- 92% of respondents were satisfied with their experiences with Contact North | Contact Nord.
- 91% would likely recommend Contact North | Contact Nord to friends or family members.

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Goals

Achieving Goals

- 80% of respondents agree the course(s) they took contributed to achieving their goals.
- Respondents in College 'strongly' agreed that registering in the course(s) contributed to achieving their goals (69%).

% TOP2

	Strongly Agree	Somewhat Agree	Neither	Somewhat Disagree	Strongly Disagree	% TOP2
Overall	64%	16%	7%	2%	7%	80%
Secondary	59%	18%	9%	3%	5%	77%
Indigenous Institute	54%	20%	7%	5%	10%	74%
College	69%	14%	6%	2%	8%	83%
University	66%	14%	6%	2%	7%	80%

■ Strongly Agree   ■ Somewhat Agree   ■ Neither   ■ Somewhat Disagree   ■ Strongly Disagree
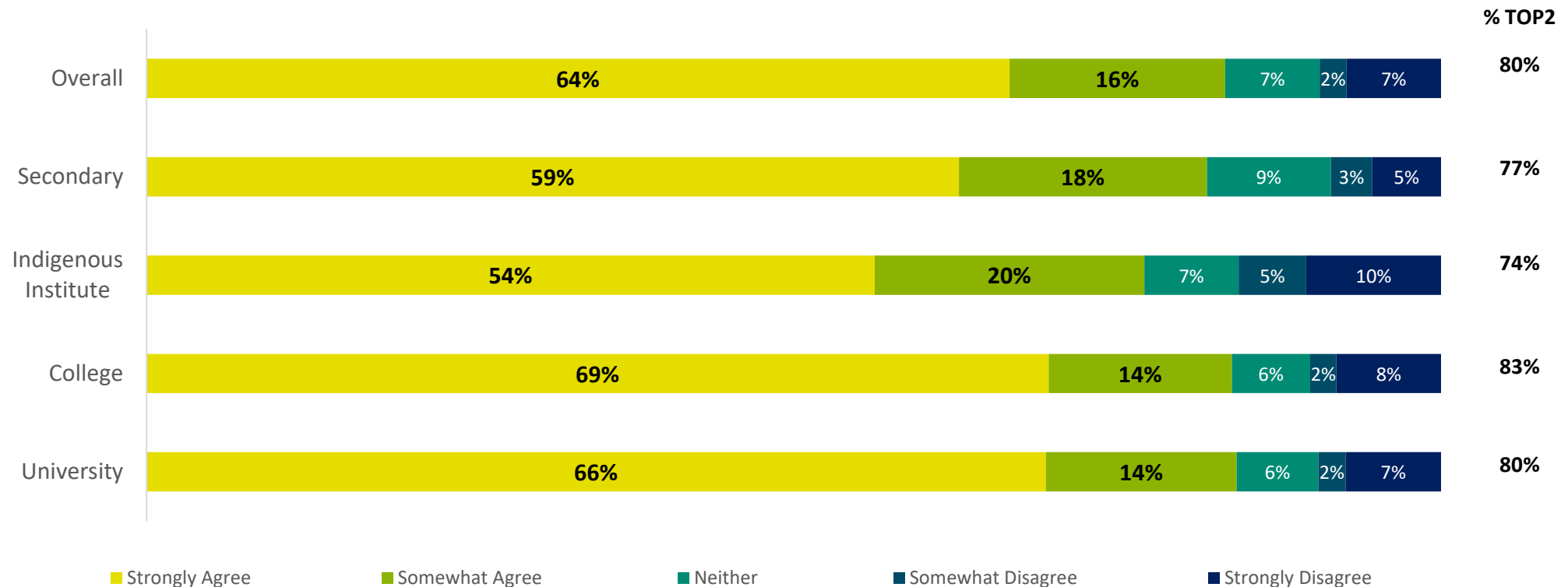
Q7A. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? The course(s) I took contributed to achieving my goals. (N=2,519)

7
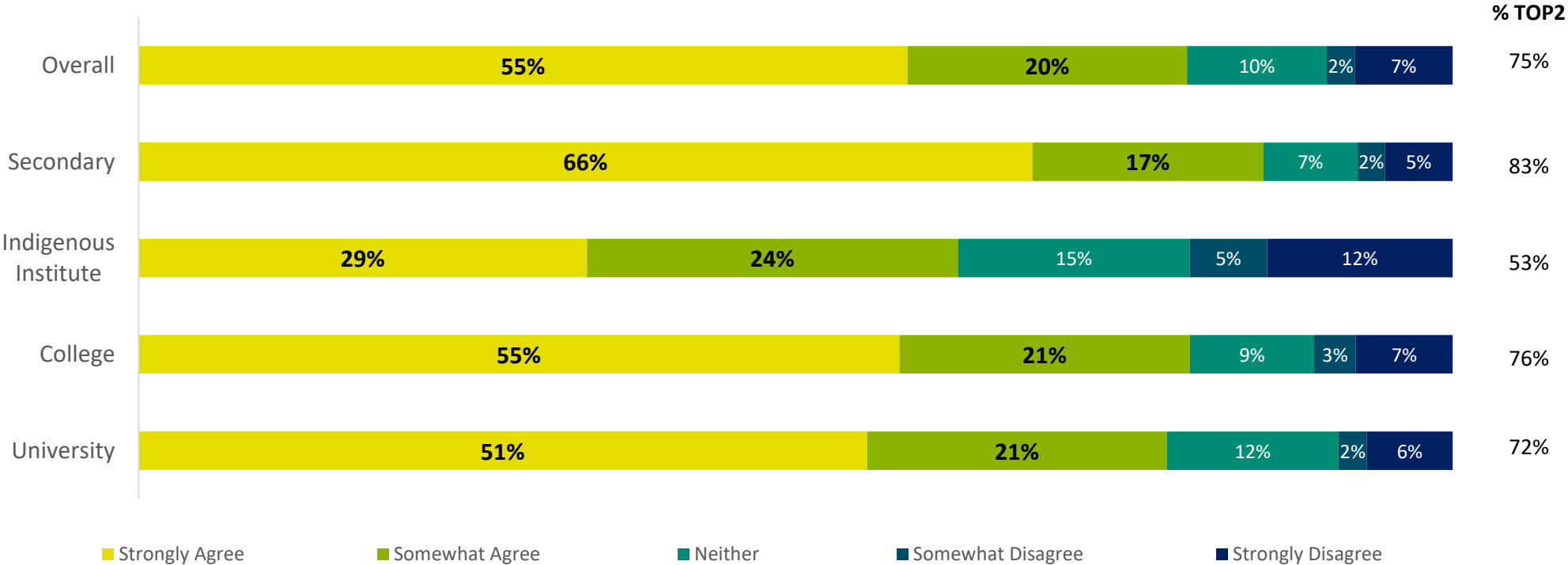
Goals When Registering

- Across all education institutions, 64% of all individuals listed 'obtain a diploma/certificate/degree' as their goal when registering in the course(s).
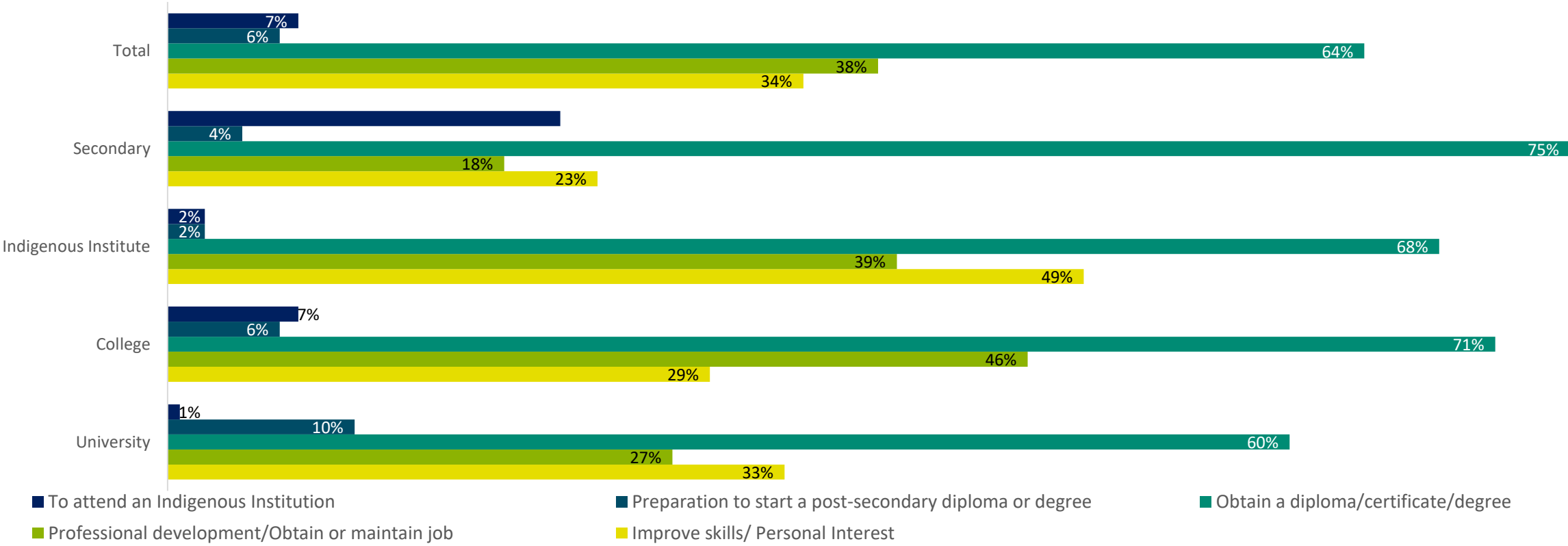
Total
- 7%
- 6%
- 64%
- 38%
- 34%

Secondary
- 4%
- 75%
- 18%
- 23%

Indigenous Institute
- 2%
- 2%
- 68%
- 39%
- 49%

College
- 7%
- 6%
- 71%
- 46%
- 29%

University
- 1%
- 10%
- 60%
- 27%
- 33%

■ To attend an Indigenous Institution ■ Preparation to start a post-secondary diploma or degree ■ Obtain a diploma/certificate/degree
■ Professional development/Obtain or maintain job ■ Improve skills/ Personal Interest

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Achieving Objectives (Education)

- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the three objectives related to education: To complete an online certificate (11% of all respondents), to obtain a college diploma (26%), to obtain an undergraduate degree (14%), and to obtain a graduate degree (6%).
- Below is a breakdown on the percentage of respondents who achieved their education-related objectives.
- 'To complete an online certificate' had the highest rate of individuals achieving their objectives at 66%, followed by 'to obtain an undergraduate degree' at 62%, 'to obtain a college diploma' at 57%, and 'to obtain a graduate degree' at 48%.

	Achieved Objective	Did not achieve objective
To Complete an online certificate	66%	34%
To obtain an undergraduate degree	62%	38%
To obtain a college diploma	57%	44%
To obtain a graduate degree	48%	52%

■ Achieved Objective   ■ Did not achieve objective

Q1d: Did you _____? (N=2,519)

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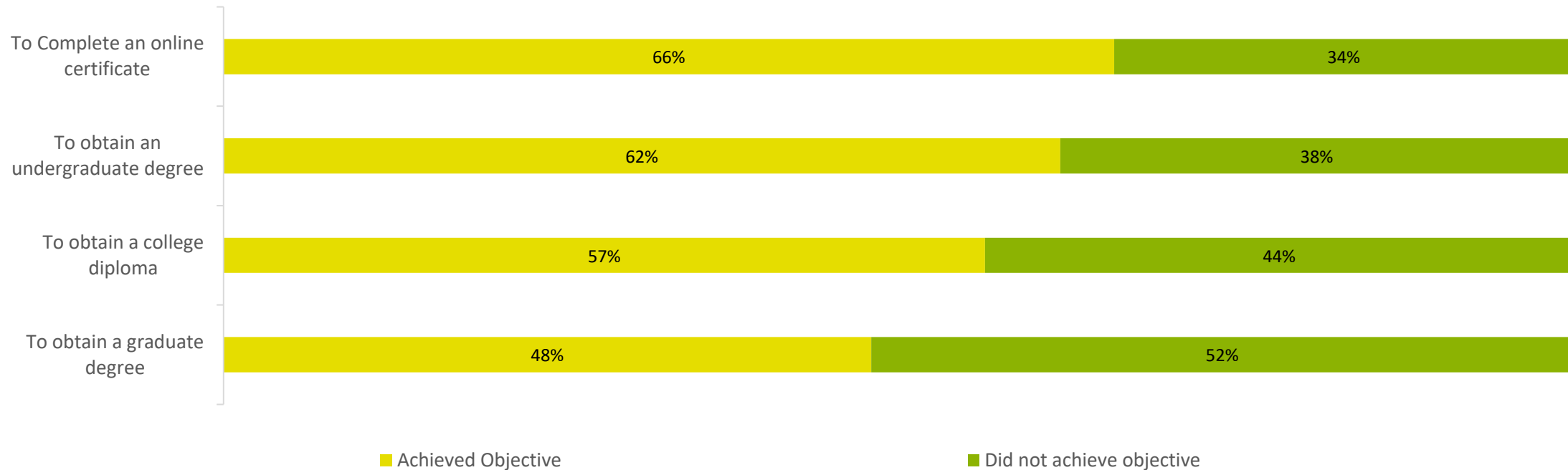
Achieving Objectives (Employment)

- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the three objectives related to employment: To get a job (16% of all respondents), to maintain a job/position (10%), to improve skills to get a new job (26%).
- Below is a breakdown on the percentage of respondents who achieved their employment-related objectives.
- 'To maintain a job/position' had the highest success rate at 83%, followed by 'To get a job' (36% success rate) and "Improving new skills" (29% success rate).

	Achieved Objective	Did not achieve objective
Maintain a job/position	83%	17%
To get a job	36%	65%
Improving skills to get a new job	29%	71%

Q1a-c: Did you _____? (N=2,519)

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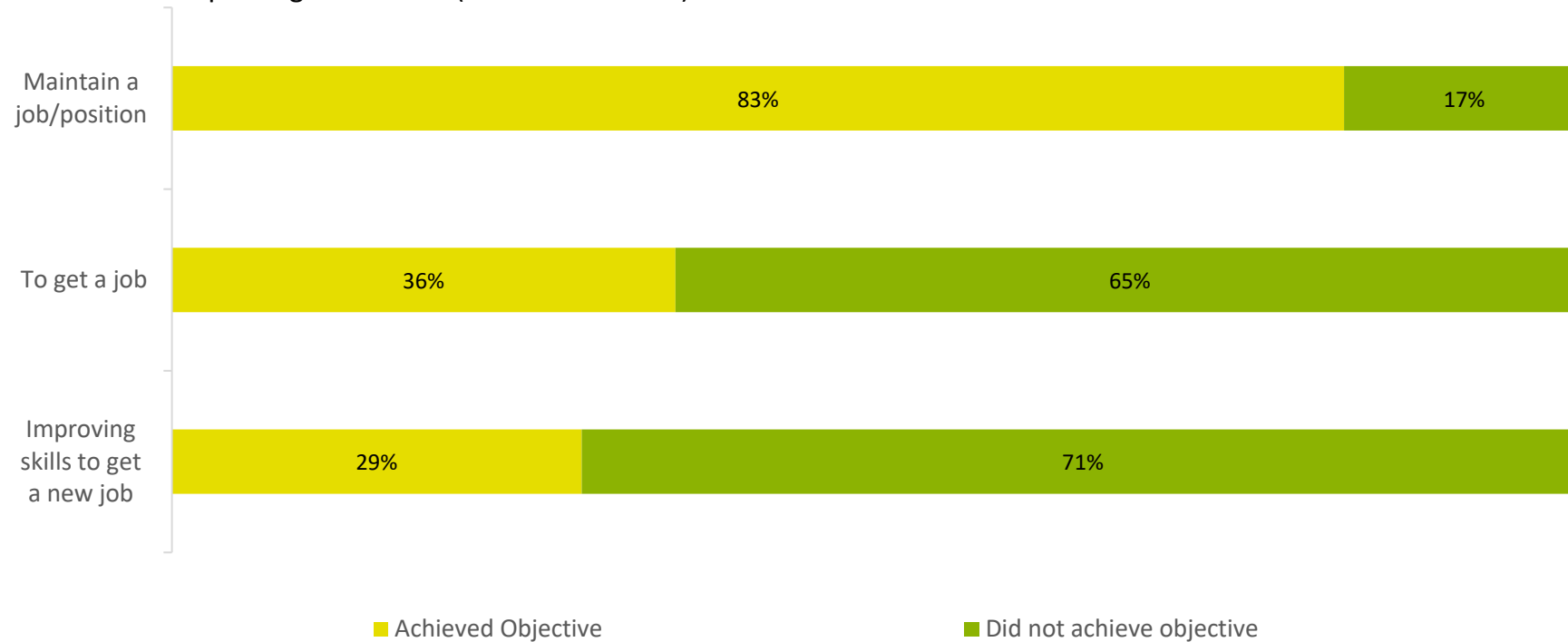
Completing Education Due to Online Availability

- 70% of respondents completed their education because it was available online.

% TOP2

	Top 2 (Strongly /Somewhat Agree)	Neither Agree nor Disagree	Somewhat/Strongly Disagree	Did not use service	% TOP2
Overall	70%	9%	11%	10%	70%
Secondary	64%	11%	11%	15%	64%
Indigenous	42%	15%	29%	15%	42%
College	75%	9%	10%	6%	75%
University	72%	9%	10%	10%	72%

Legend: ■ Top 2 (Strongly /Somewhat Agree) ■ Neither Agree nor Disagree ■ Somewhat/Strongly Disagree ■ Did not use service
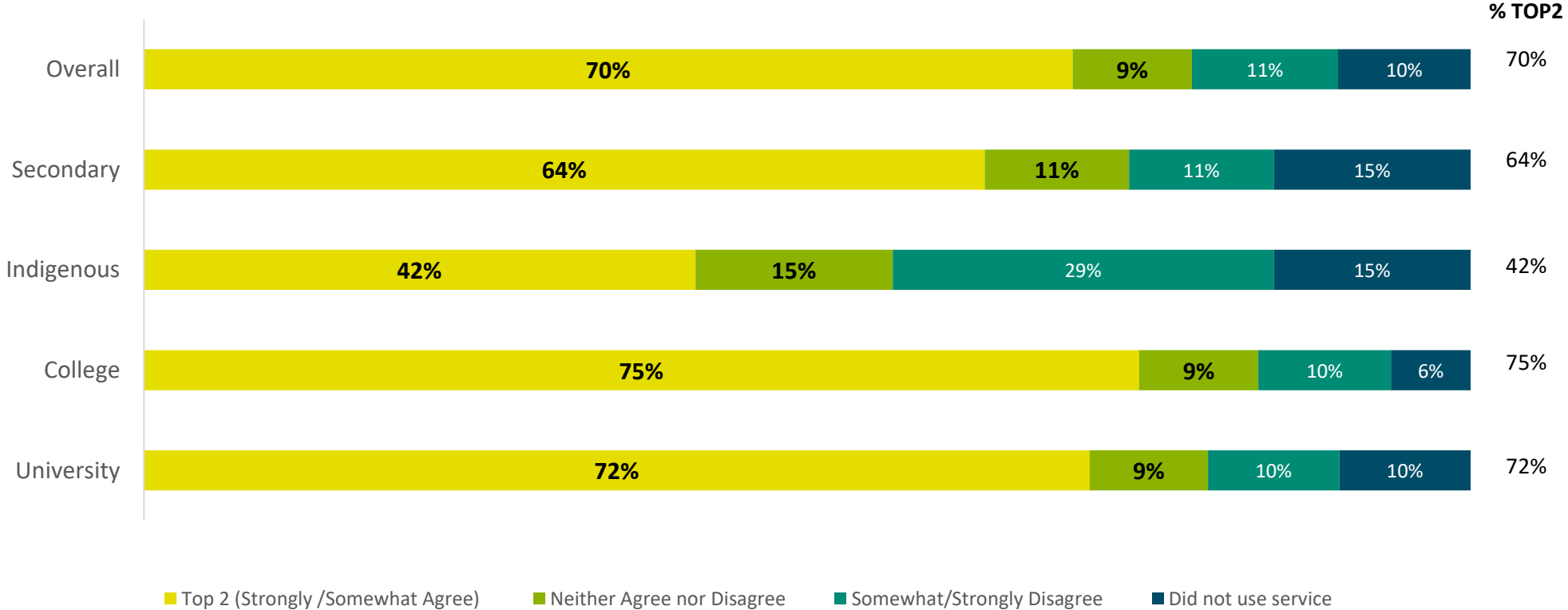
Q7B. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements. I completed my education because it was available online. (N= 2,519)

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Number of Courses Registered In vs Completed

- Over half of respondents registered in 1 to 3 courses (55%).
- 23% registered in 7 to 10 courses indicating they are pursuing a credential.
- 22% stated their course(s) are ongoing while 1 in 10 (8%) did not complete the course(s) they were registered in.

Number of courses registered in

55%
23%
22%

■ 1 to 3   ■ 4 to 6   ■ 7 to 10
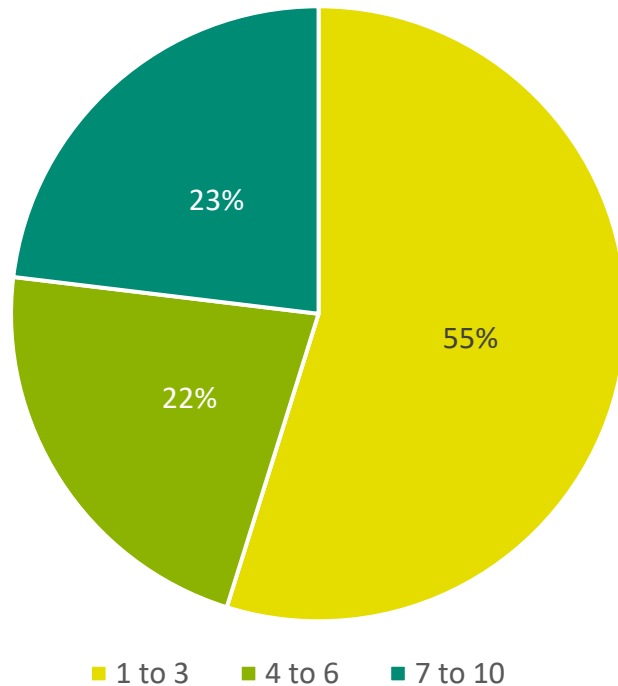
Number of courses completed

37%
8%
22%
18%
14%

■ 1 to 3   ■ 4 to 6   ■ 7 to 10   ■ Course(s) are ongoing   ■ None
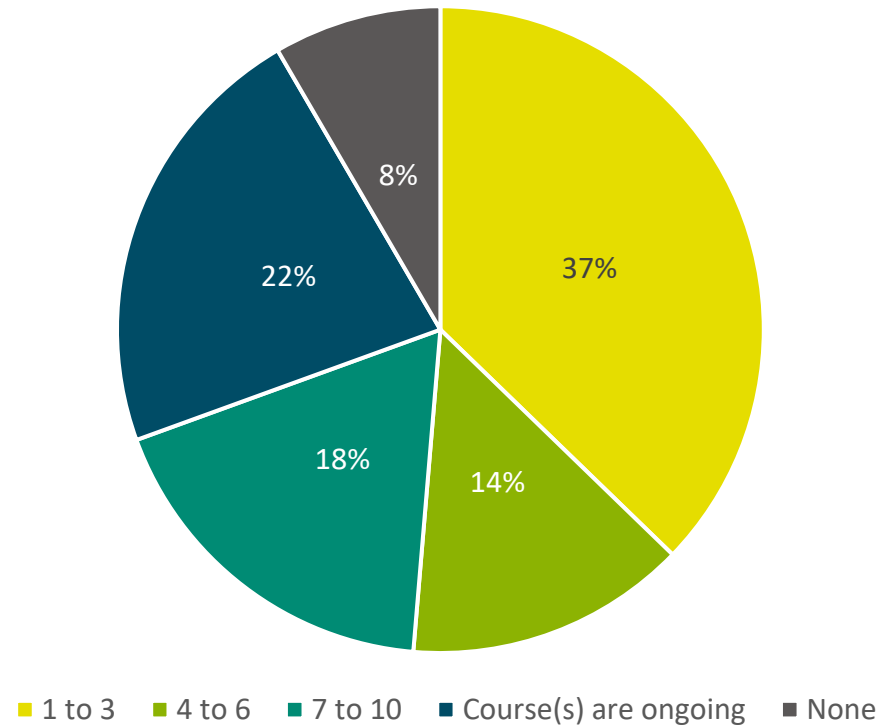
Q2 How many course(s) did you register in? (N=2,519)
Q3. How many course(s) did you complete? (N=2,519)

13

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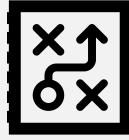
Challenges

Challenges

- 40% of respondents indicated 'time issues' such as working is a challenge they face when pursing their education and training (40%), while a third indicated 'family responsibilities' (32%).
- 1 in 5 (21%) indicated they do not face any challenges in pursing their education and training.

Time issues (work full-time or part-time makes it diffult to take courses)	40%
Family responsitilities (limits the amount of time available to take courses)	32%
Financial issues	24%
Colleges or university campus is too far away	18%
Courses not available in my community	14%
I don't feel comfortable in a classroom	7%
Do not drive	7%
I have a learning disability	5%
Don't have a computer or internet access at home	5%
Language barrier	2%
Other	1%
None	21%

Q12. Which challenges have you faced, if any, in pursuing your education and training? (N=2,519)

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Top 3 Challenges by Institution Type

- 'Time issues' was the biggest challenge faced by respondents across all four educational institution categories except for secondary institutions (43% university, 39% college, 37% Indigenous institutes).
- Respondents attending secondary institutions cited family responsibilities as the biggest challenge at 36%, with time issues second (34%).

Secondary
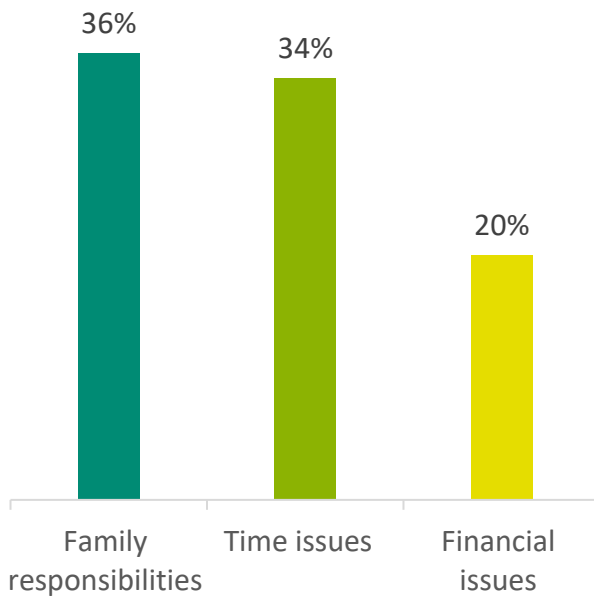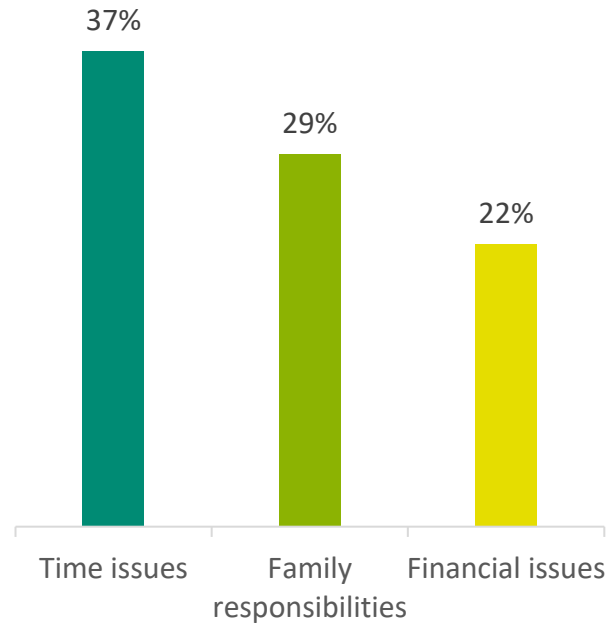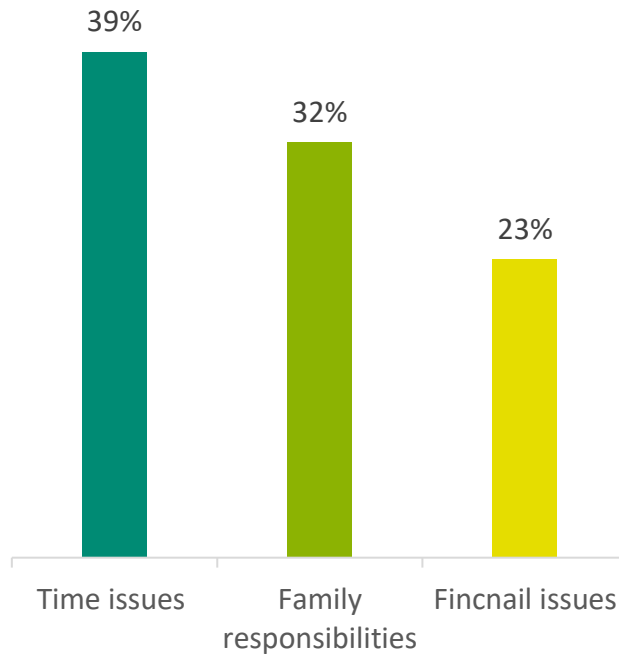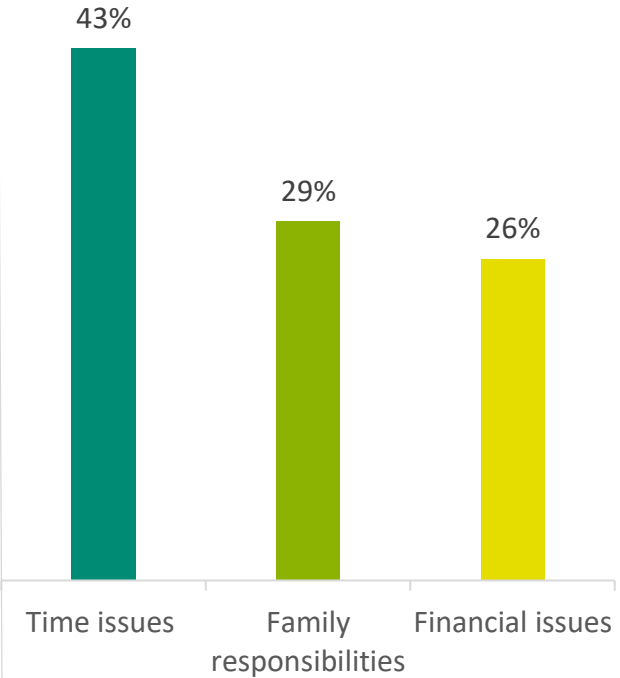
Family responsibilities	36%
Time issues	34%
Financial issues	20%

Indigenous Institute

Time issues	37%
Family responsibilities	29%
Financial issues	22%

College

Time issues	39%
Family responsibilities	32%
Fincnail issues	23%

University

Time issues	43%
Family responsibilities	29%
Financial issues	26%

Q10. Which challenges have you faced, if any, in pursuing your education and training? (N=2,519)

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Registering In More Courses

- 68% of respondents did not register in other course(s) since March 31st, 2020.
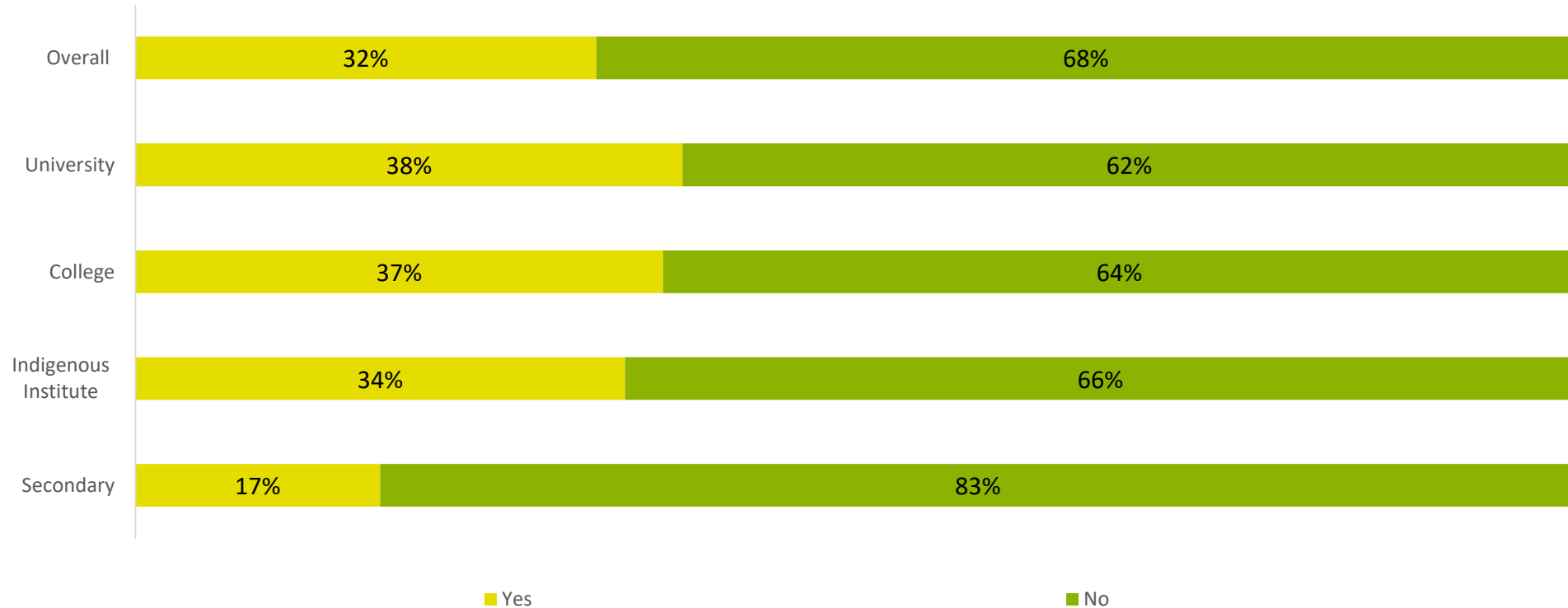
Q5. Have you registered for other course(s) since August 2018? (N=2,519)

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Reasons Why Respondents Did Not Register in More Courses

- 43% of respondents indicated they did not need any further courses.
- 27% of respondents do not have time to continue taking courses.
- 10% do not have the funds to continue.

Overall: 43% | 10% | 27% | 7% | 13%
Secondary: 34% | 5% | 26% | 13% | 22%
Indigenous Institute: 48% | 15% | 33% | 4% 0%
College: 52% | 13% | 16% | 5% | 14%
University: 44% | 9% | 31% | 7% | 9%

Legend:
- Did not need any further courses
- No funds to continue taking courses
- No time to continue taking courses
- Studying online was difficult
- Other
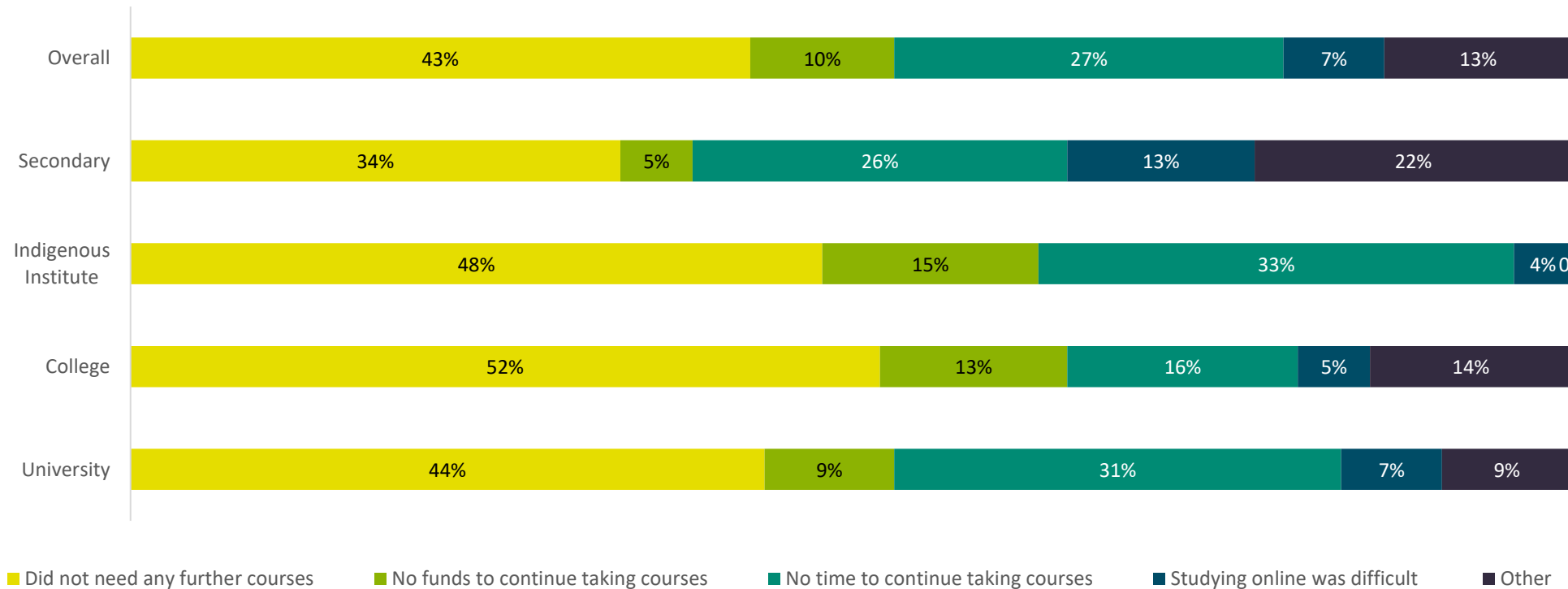
Q6. Why did you not register in any more course(s)? Please select all that apply. (N=1,773)
Base: Q5. Have you registered for other course(s) since March 31st, 2020?

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Reasons Why Respondents Did Not Complete the Programs or Course

- 23% of respondents indicated other personal reasons such as health and finance prevented them from completing the program or course they registered in.
- 'Too busy with work', 'Other mentions of lack of time' and 'family issues' each took up 12% of all responses.
- 10% indicated the program/course content was too difficult.
- 9% cited COVID-19 as a reason.

Reason	Percentage
Other personal reasons (e.g. health, finances, etc.)	23%
Too busy with work	12%
Other mentions of lack of time	12%
Family issues (e.g. kids, family health, etc.)	12%
It was too difficult (e.g. content too hard, insufficient help, etc.)	10%
Due to the COVID-19 pandemic	9%
Changed education plans (e.g. went back to school or college, etc.)	7%
Technical issues with computer/Internet	7%
Other (Final)	7%
I did not complete the course	7%
Did not need this course or program	4%
I registered and/or attended	4%
Was just inquiring about courses or programs/Did not enroll	3%
Prefer doing course in-person	3%
Lack of support (e.g. to answer questions, provide tech support,…	3%
Only used Contact North to write my exams/Proctor my exams	2%
Got a job	2%
No/None	1%

Q4. Why did you not complete the course or program that you were registered in? (N=266)*
Base: Q3. How many course(s) did you complete? (N=2,519)

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Satisfaction

Overall Satisfaction

- 92% of all respondents were very satisfied/satisfied with their experiences with Contact North | Contact Nord.

% TOP2

Overall	73% / 19% / 5% / 2%		92%
Secondary	65% / 24% / 7% / 3% / 3%		89%
Indigenous Institute	68% / 15% / 17% / 0%		83%
College	73% / 19% / 5% / 2%		92%
2020	76% / 18% / 4% / 2%		94%

■ Very satisfied ■ Somewhat satisfied ■ Neither satisfied nor dissatisfied ■ Somewhat dissatisfied ■ Very dissatisfied
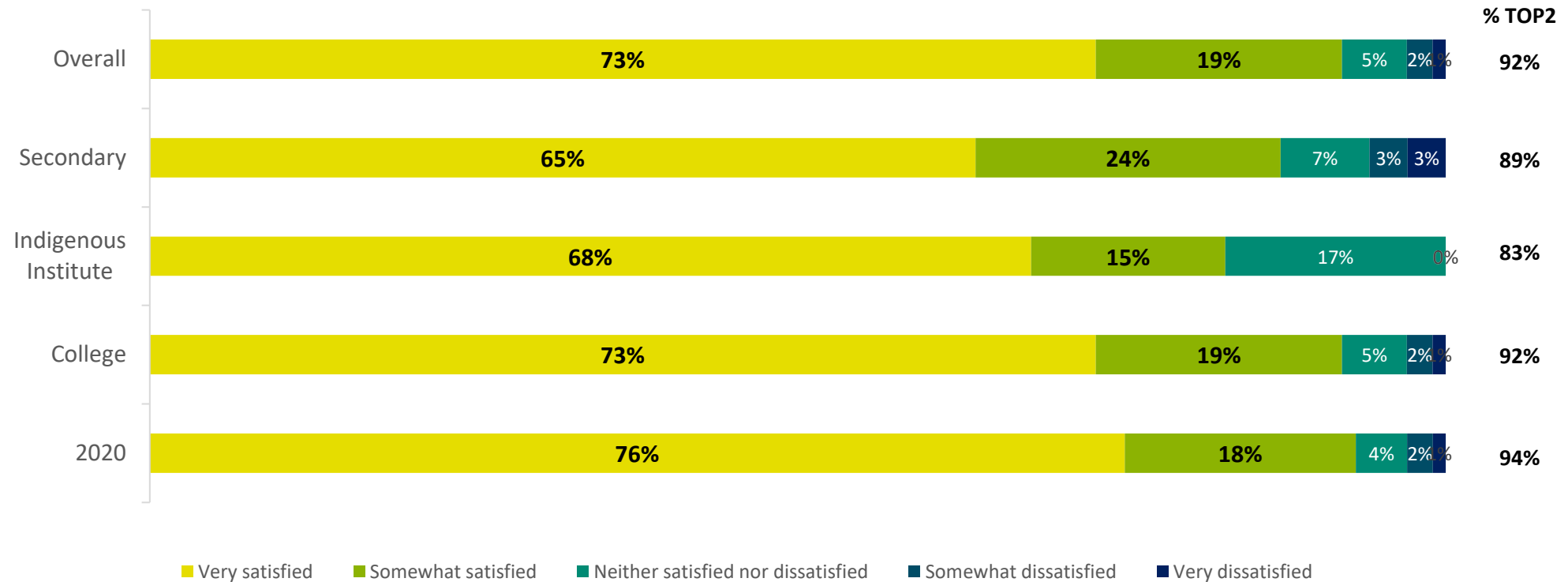
Q10. Overall, how satisfied are you with your experience using Contact North | Contact Nord's services? (N=2,519)

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Likelihood to Recommend

- 91% of respondents are likely recommend Contact North | Contract Nord to friends or family members.

% TOP2

	Very likely	Somewhat likely	Neither	Somewhat unlikely	Very unlikely	% TOP2
Overall	74%	17%	7%	1%	%	91%
Secondary	74%	18%	5%	1%	2%	91%
Indigenous Institute	66%	27%	5%	0%	%	93%
College	71%	19%	7%	1%	%	90%
University	74%	16%	8%	2%	0%	90%

■ Very likely   ■ Somewhat likely   ■ Neither   ■ Somewhat unlikely   ■ Very unlikely
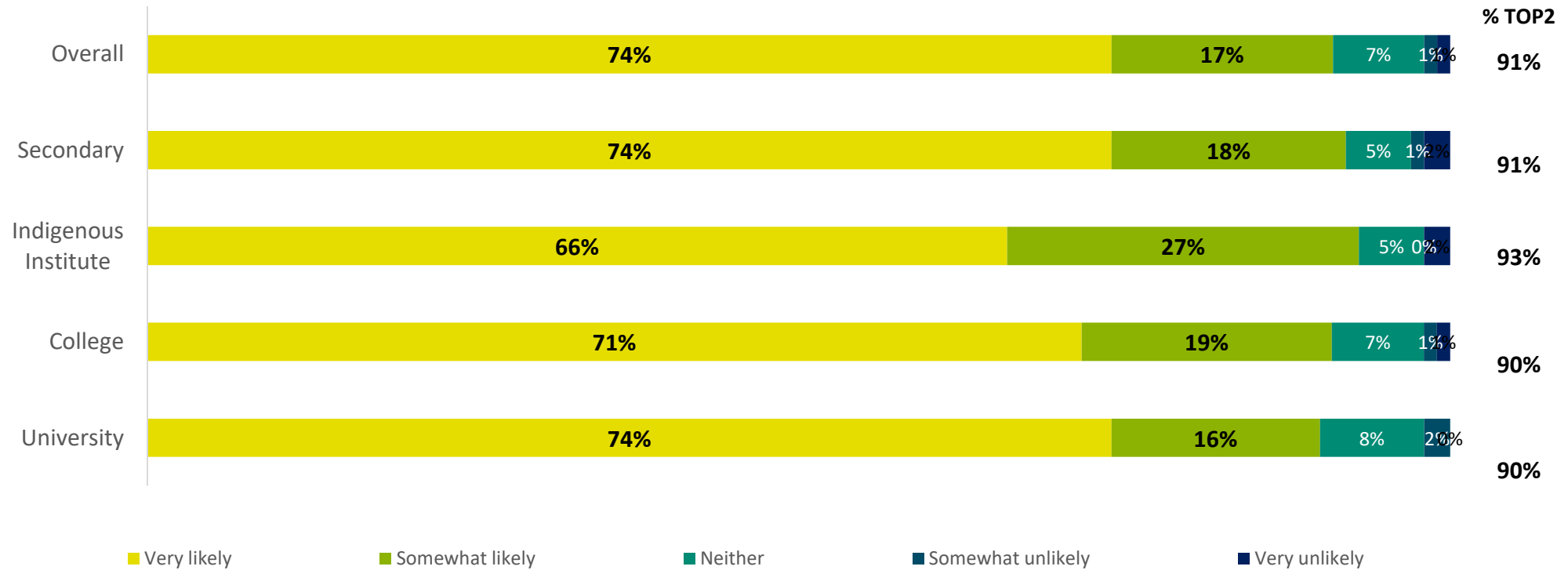
Q9. How likely are you to recommend Contact North | Contact Nord's services to a friend or family member? (N=2,519)

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Services

Information on Available Online Courses and Study Options

- 76% of respondents used the "information on available online courses and study options" service.
- 93% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	68%	25%	7%	24%	93%
Secondary	62%	29%	9%	13%	91%
Indigenous Institute	64%	17%	19%	12%	91%
College	66%	26%	8%	19%	92%
University	70%	25%	5%	39%	95%

Legend: ■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
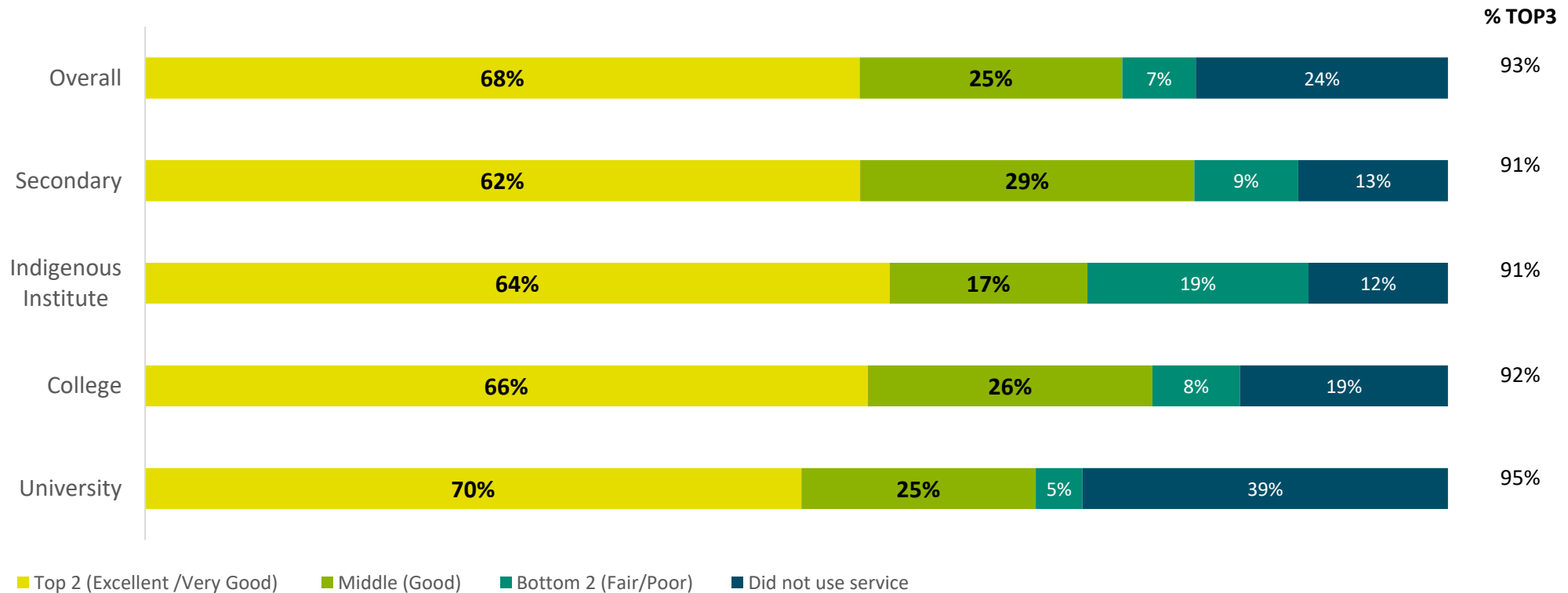
Q11A. How would you rate the following Contact North | Contact Nord services?
Information on available online courses and study options (N=2,519)

Help Registering in Courses

- 72% of respondents used "help registered in courses" service.
- 94% of respondents who used the service rated it as excellent/very good/good.

% TOP3

Category	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	71%	23%	6%	28%	94%
Secondary	75%	21%	4%	7%	96%
Indigenous	59%	24%	16%	10%	84%
College	65%	26%	9%	27%	91%
University	74%	22%	4%	47%	96%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
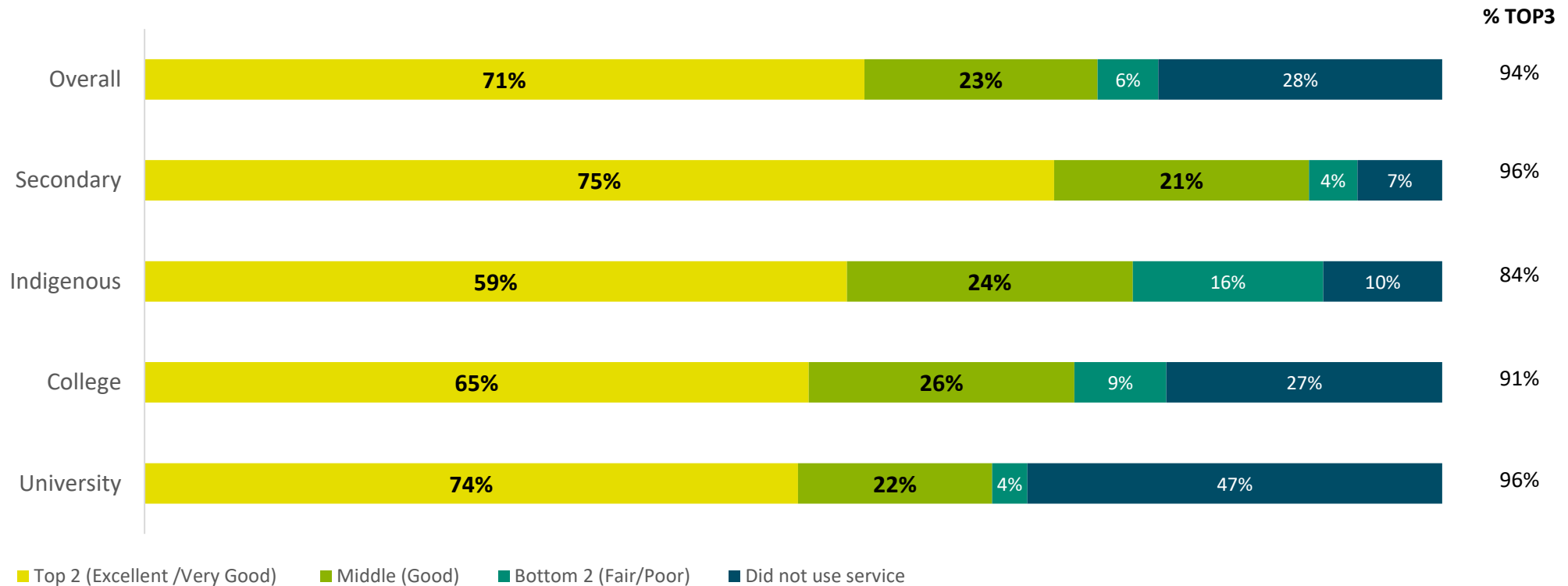
**Q11B. How would you rate the following Contact North | Contact Nord services?
Help registering in courses? (N= 2,519)**

25

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Support from Staff in the Online Learning Centre

- 75% of respondents used the "support from staff in the online learning centres" services.
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	73%	21%	5%	25%	95%
Secondary	67%	25%	8%	13%	92%
Indigenous	67%	15%	18%	20%	82%
College	72%	23%	5%	20%	95%
University	76%	20%	4%	40%	97%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
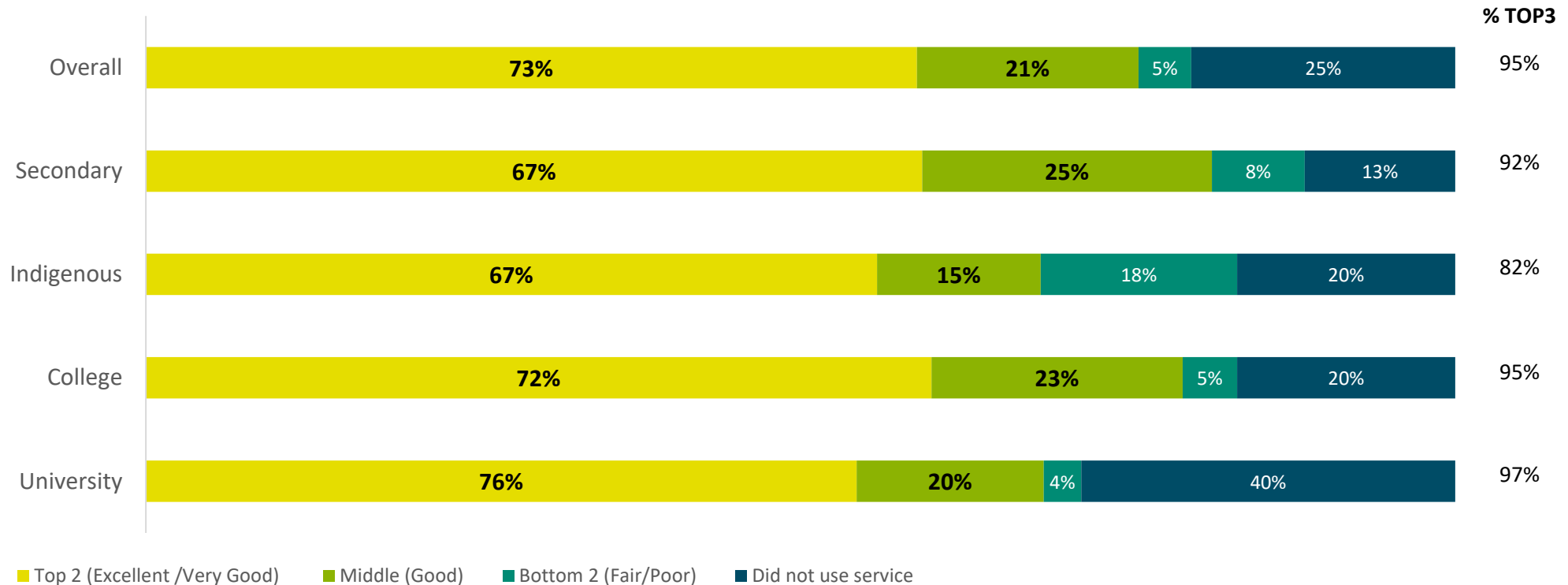
Q11C. How would you rate the following Contact North | Contact Nord services?
Support from staff in the online learning centre (N=2,519)

Referrals for Local Support Services

- 59% of respondents used the "referrals for local support services" service.
- 91% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	66%	26%	9%	41%	91%
Secondary	60%	60%	10%	24%	90%
Indigenous	69%	19%	13%	22%	88%
College	61%	29%	10%	35%	90%
University	74%	21%	2%	59%	95%

Legend: ■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
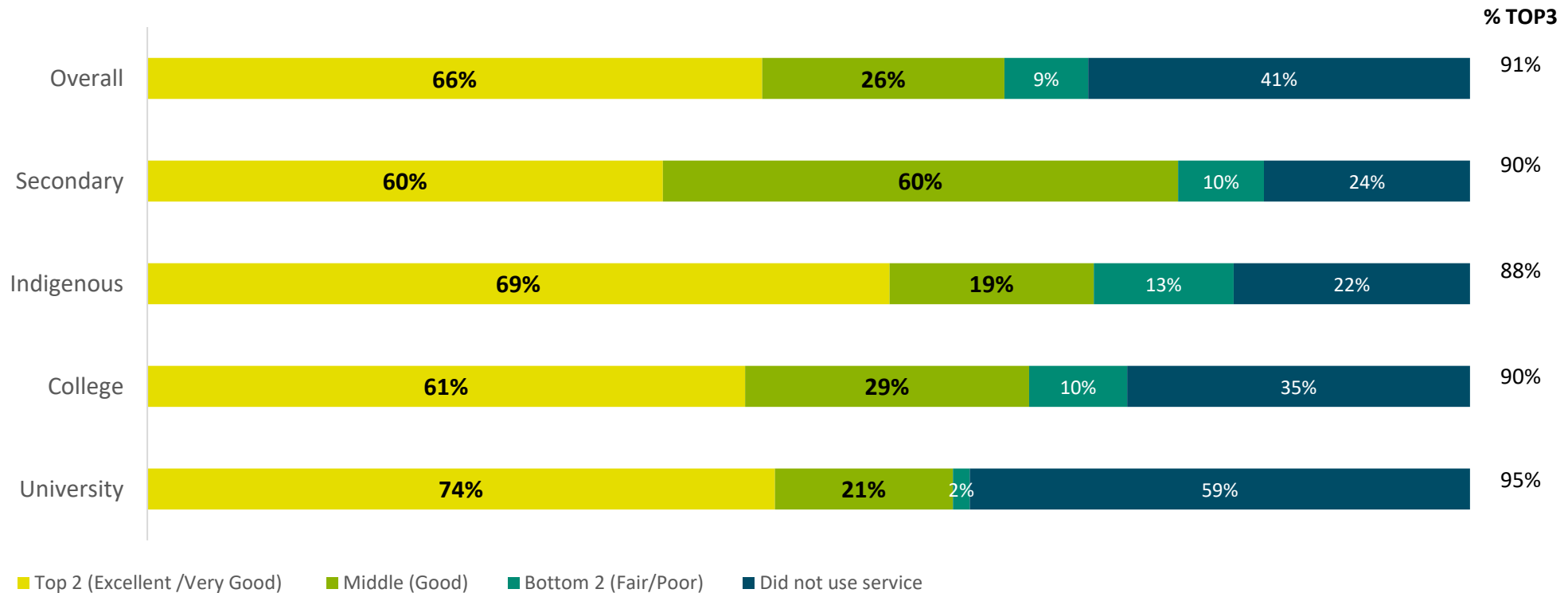
Q11D. How would you rate the following Contact North | Contact Nord services?
Referrals for local support services (N=2,519)

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Computers at an Online Learning Centre

- 51% of respondents used the "computers at an online learning centre" service.
- 95% of respondents who used the service rated it as excellent/very good/good.

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	69%	26%	6%	49%	95%
Secondary	58%	35%	8%	44%	93%
Indigenous	69%	24%	7%	29%	93%
College	69%	25%	6%	38%	94%
University	72%	25%	3%	60%	97%

Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
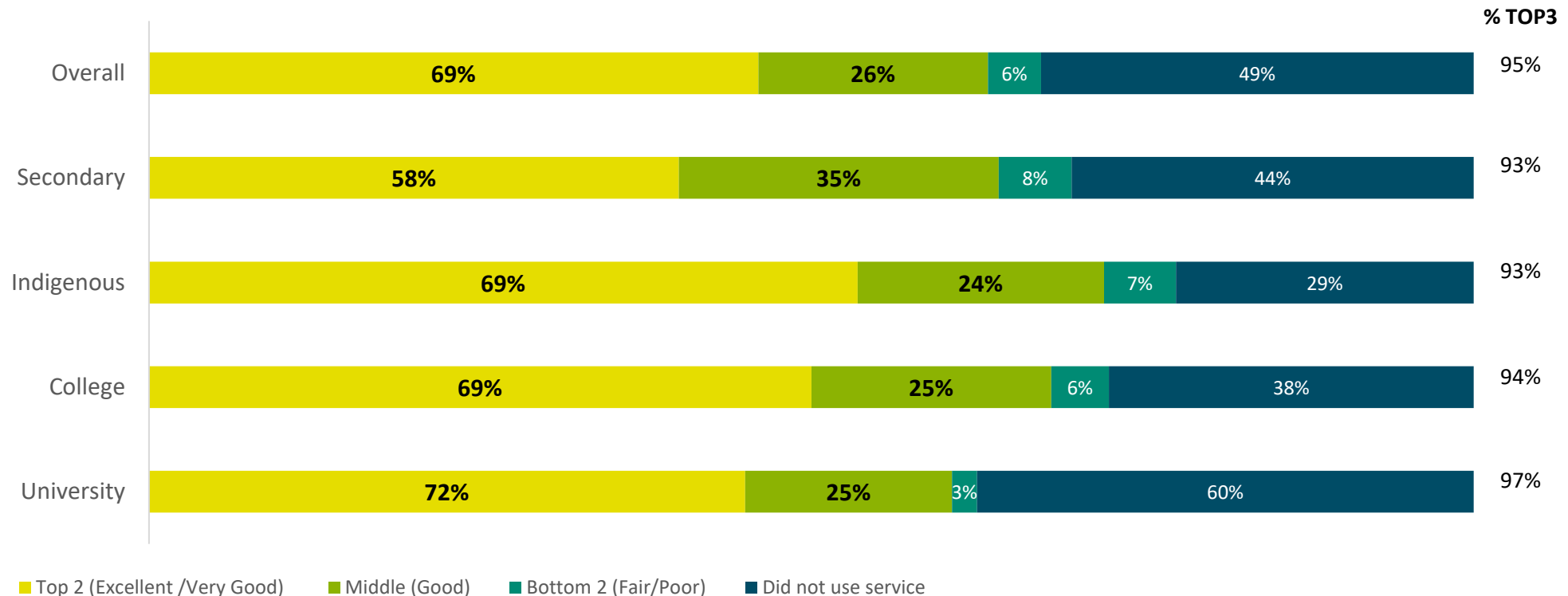
Q11E. How would you rate the following Contact North | Contact Nord services?
Computers at an online learning centre (N=2,519)

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Internet Access at an Online Learning Centre

- 54% of respondents used the "internet access at an online learning centre" service.
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	71%	24%	6%	46%	95%
Secondary	58%	36%	6%	40%	94%
Indigenous	60%	30%	10%	27%	90%
College	73%	22%	6%	35%	95%
University	74%	23%	4%	61%	96%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
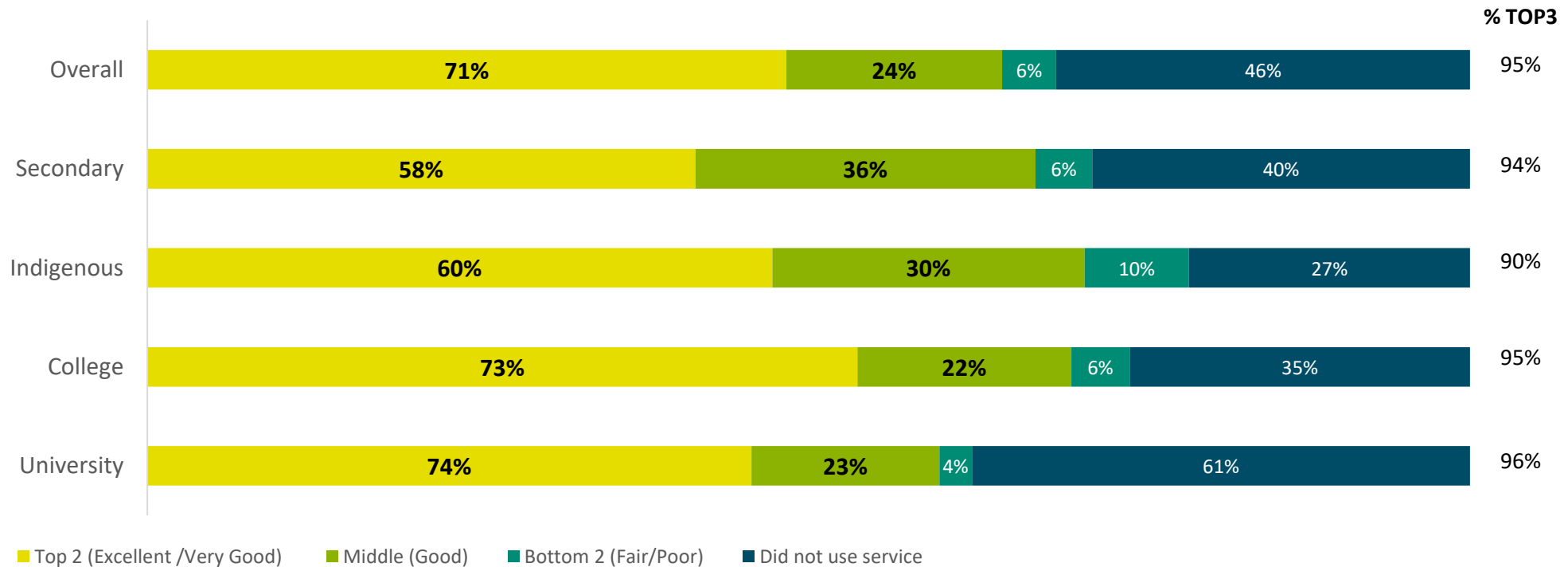
Q11F. How would you rate the following Contact North | Contact Nord services?
Internet access at an online learning centre (N=2,519)

29

Web Conferencing Platform

- 53% of respondents used the "web conferencing platform" service.
- 92% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	62%	31%	8%	47%	92%
Secondary	53%	39%	8%	45%	92%
Indigenous	57%	32%	11%	32%	89%
College	61%	31%	8%	34%	92%
University	66%	28%	6%	61%	94%

Legend: Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service

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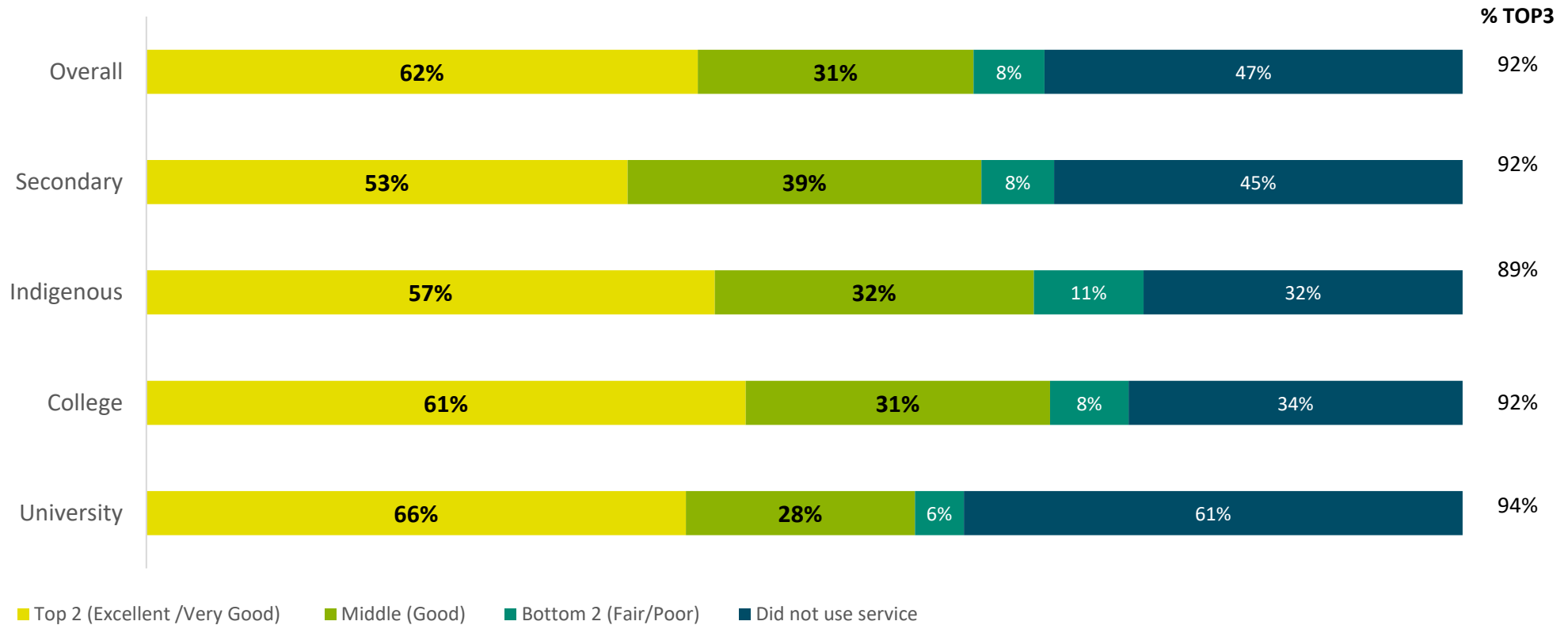
Videoconferencing Platform

- 44% of respondents used the "videoconferencing platform" service.
- 92% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	60%	32%	8%	56%	92%
Secondary	51%	40%	8%	58%	92%
Indigenous	61%	30%	9%	44%	91%
College	59%	32%	10%	45%	90%
University	63%	32%	5%	66%	95%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
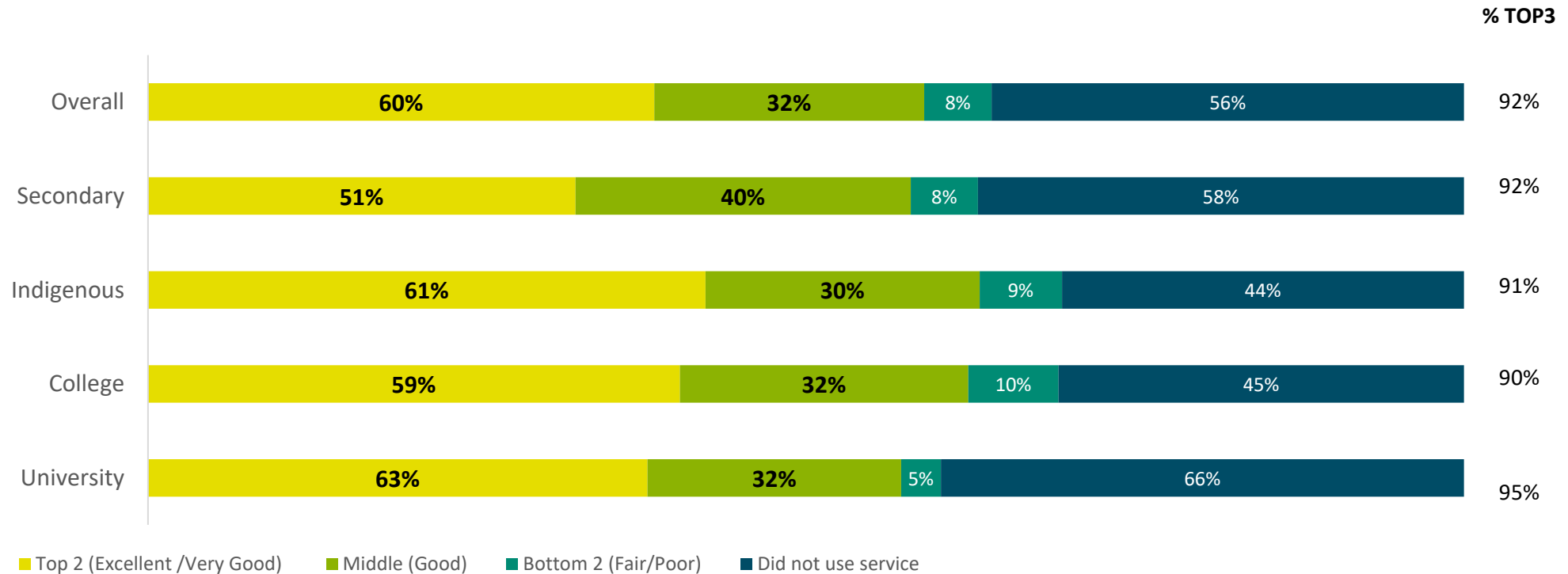
11H. How would you rate the following Contact North | Contact Nord services?
Videoconferencing platform at an online learning (N=2,519)

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Technical Support Hotline

- 47% of respondents used the "technical support hotline" service.
- 93% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	66%	28%	7%	53%	93%
Secondary	59%	32%	8%	49%	92%
Indigenous	62%	27%	12%	37%	89%
College	66%	27%	7%	42%	93%
University	67%	29%	1%	68%	96%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
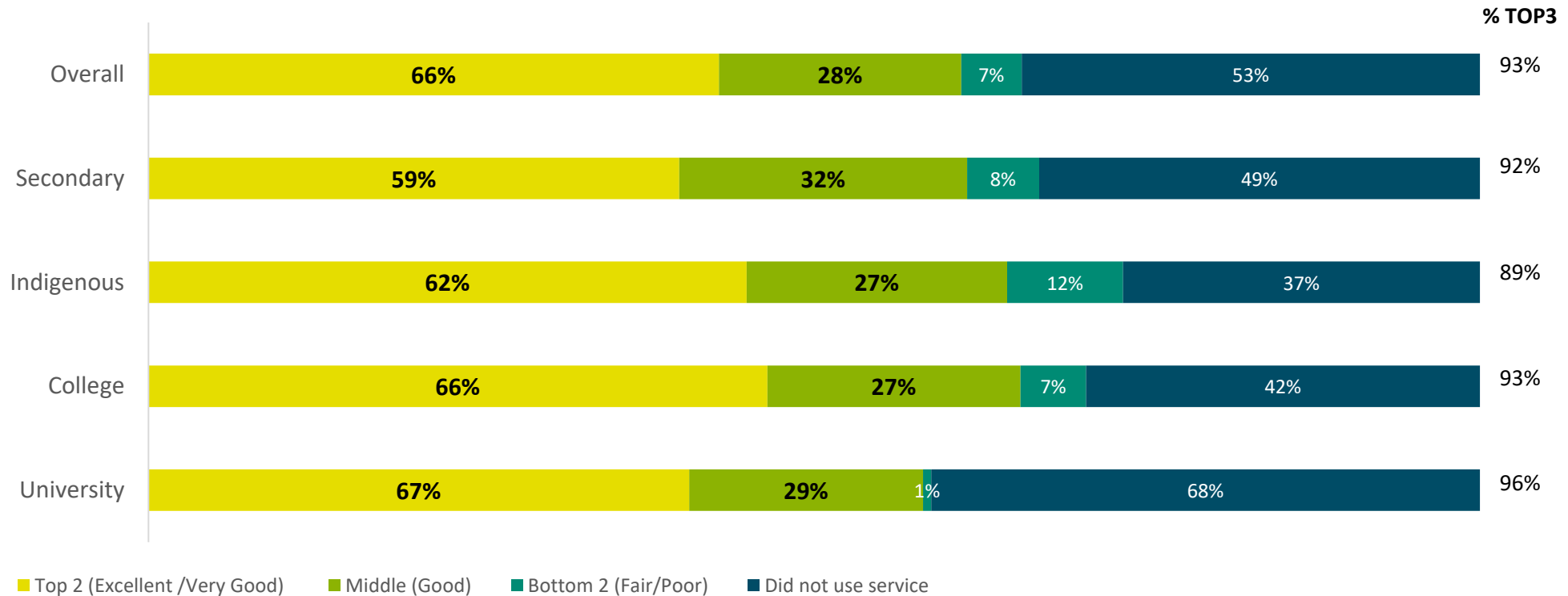
Q11I. How would you rate the following Contact North | Contact Nord services?
Technical Support Hotline (N=2,519)

32

Exam Invigilation Services

- 65% of respondents used "exam invigilation services".
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	70%	25%	6%	35%	95%
Secondary	51%	42%	7%	49%	93%
Indigenous	56%	36%	8%	39%	92%
College	70%	24%	6%	23%	94%
University	76%	20%	4%	33%	96%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
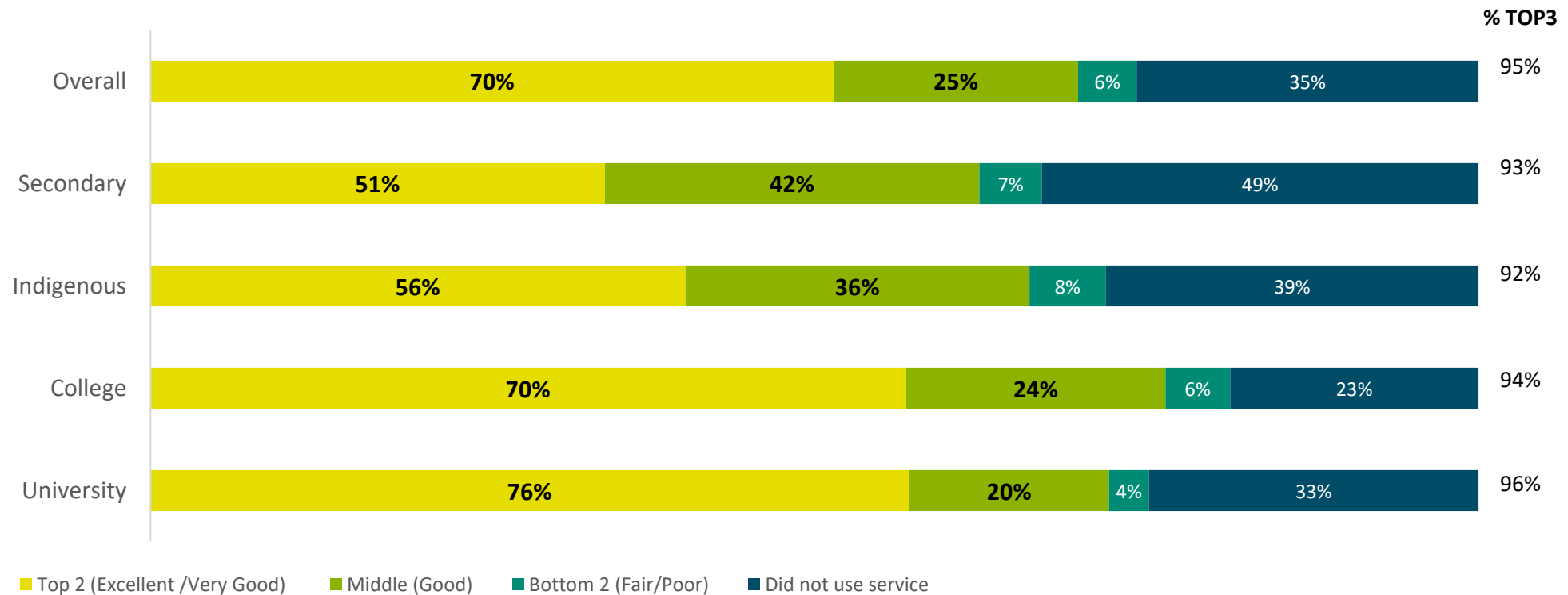
Q11J. How would you rate the following Contact North | Contact Nord services?
Exam invigilation services (N=2,519)

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Services Used

- The top three most commonly used services are: Information on available online courses and study options (76%), Support from staff in the online learning centre (75%), and help registering in courses (72%).

Service	Percentage
Information on available online courses and study options	76%
Support from staff in the online learning centre	75%
Help registering in courses	72%
Exam invigilation services	65%
Referrals for local support services	59%
Internet access at an online learning centre	54%
Web conferencing platform (Saba or Adobe Connect) at an…	53%
Computers at an online learning centre	51%
Technical Support Hotline	47%
Videoconferencing platform at an online learning	44%

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Q11A-Q11J. How would you rate the following Contact North | Contact Nord services? Respondents who selected 'did not use the service' (N= 2,519)

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Services Contact North | Contact Nord Can Provide

- 1 in 2 respondents indicated they did not have any recommendations for Contact North | Contact Nord about other services that could be provided in order to help the respondent to complete their courses (55%).
- Of the 29% who provided a recommendation, a few indicated Contact North | Contact Nord could provide 'more/better information' regarding locations and schedules (4%).

Are there services that could be provided?

Services that could be provided

Service	Percentage
More courses/Improved curriculum - Other mentions	1.48%
Staff are helpful (e.g. knowledgeable, supportive,…	1.30%
Have tutors available (e.g. study help, exam…	1.26%
They are doing a great job/Services were excellent	1.24%
More personal assistance/Help - Other mentions	1.15%
Improved technology/Address technical problems…	1.00%
Online links and apps (e.g. online tutoring, apps,…	0.97%
They provide everything I needed	0.84%
More/Better information (e.g. locations, schedules,…	0.71%
Provide computing resources (e.g. free, hardware,…	0.70%
Improve exam process (e.g. availability, booking, no…	0.70%
Provide financial aid/Financial resources	0.58%
Better schedule/Timing (e.g. flexibility, deadlines,…	0.55%
More computer skills courses (e.g. Excel, Word, etc.)	0.54%
Help with job search/Placements (e.g. help me with…	0.33%
Access to course material (e.g. acquiring textbooks,…	0.27%
Other	1.45%

Q13. Are there other services Contact North | Contact Nord can provide to help you when completing courses? (N=2,519)

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Technology

Proficiency with Technology

- Most respondents rate their proficiency using e-mail (95%) and the Internet (94%) as excellent/very good/good.
- Respondents are less confident with using social media. 1 in 10 stated their proficiency with social media is fair/poor (8%).

% TOP3

	% TOP3
Online Shopping: 64% / 17% / 6% / 13%	**81%**
Email: 79% / 16% / 3% / 3%	95%
Internet: 76% / 18% / 3% / 4%	94%
Software Applications: 64% / 24% / 7% / 6%	88%
Smartphone/Tablet: 71% / 16% / 4% / 8%	87%
Online Banking: 70% / 16% / 4% / 10%	86%
Social Media: 60% / 21% / 8% / 11%	81%

Legend: TOP2 (Excellent/Very Good) · Mid (Good) · BOT2 (Fair/Poor) · Not applicable
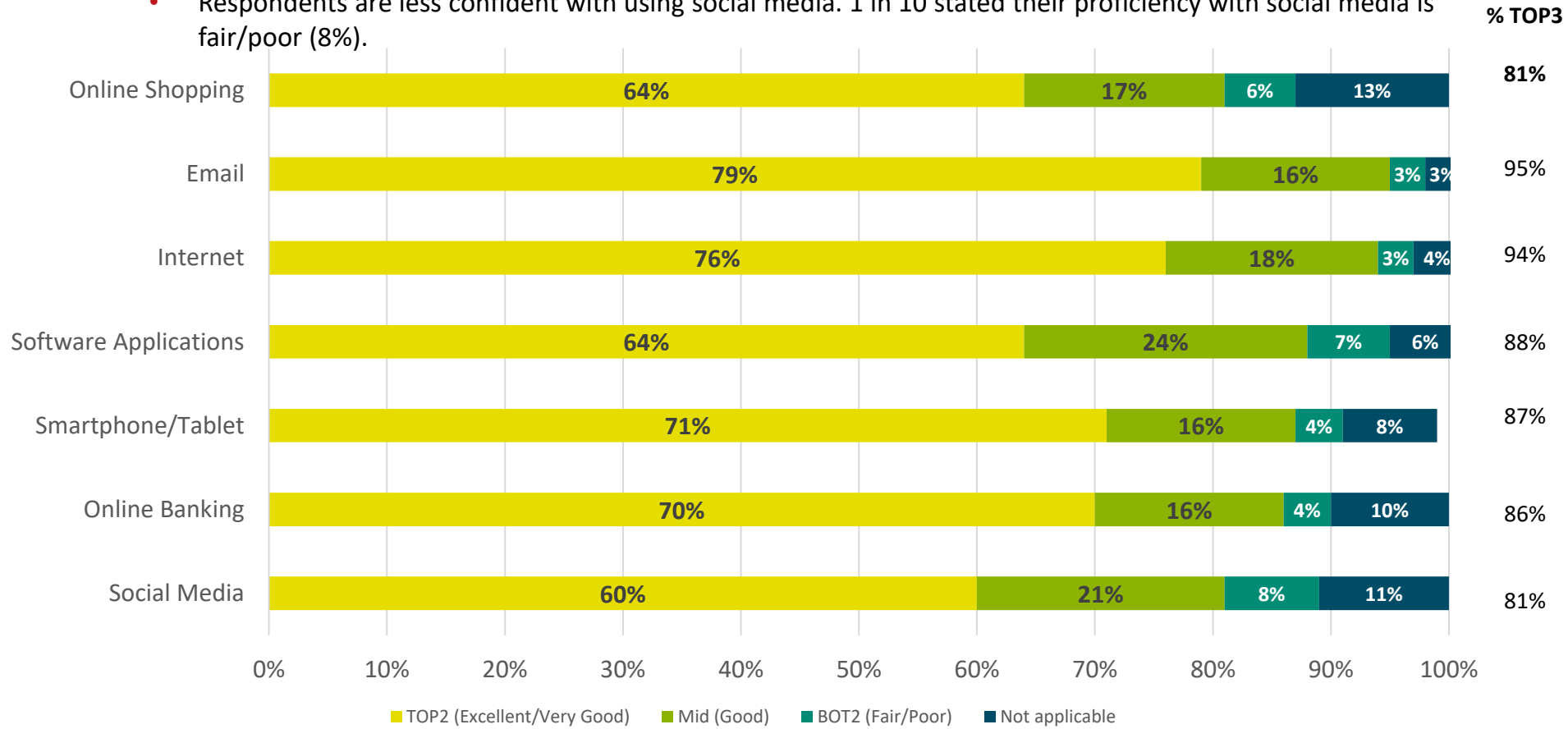
Q12A – F. Overall, how would you rate your proficiency with the following technology and applications? (N=2,519)

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Demographics

Age and Gender

Age Range

Age	Percentage
18 – 24	23%
25 - 34	30%
35 – 44	22%
45 – 54	15%
55 – 64	7%
65 +	2%
Prefer not to answer	2%

Gender

0% 2%
20%
78%

■ Female ■ Male ■ Non-binary ■ Prefer not to say
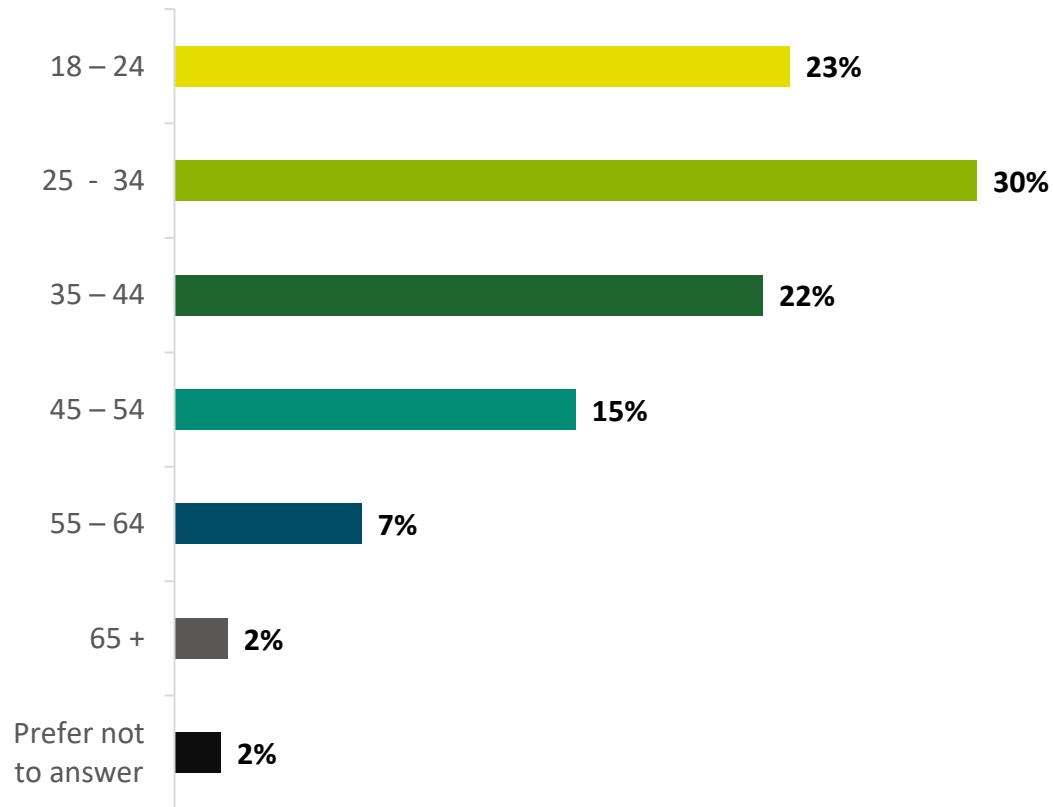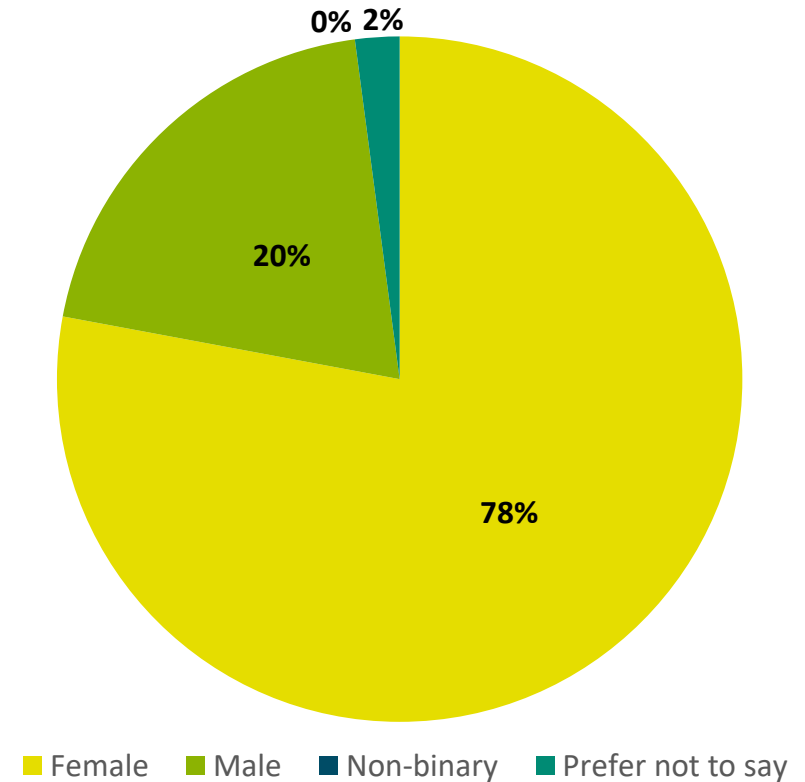
D1. How would you describe your gender? (N=2,519)
D2. What is your age? (N=2,519)

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Education

Overview: Level of Education

- Some high school/completed high school: 21%
- Some post-secondary education: 17%
- Non-university training or education: 36%
- Have post-secondary education at bachelor level: 18%
- Have post-secondary education above bachelor level: 9%
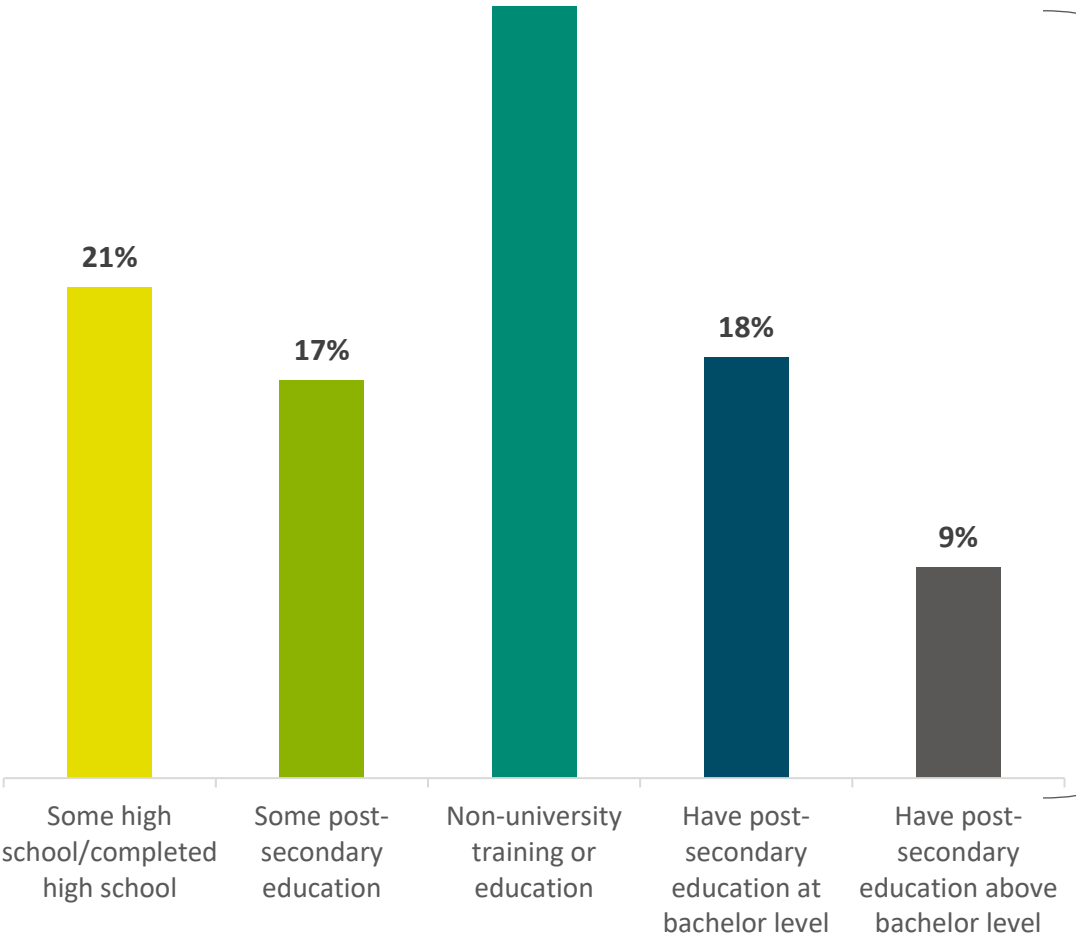
Breakdown: Level of Education

- No secondary (high) school diploma: 7%
- Secondary (high) school diploma or equivalency…: 15%
- Apprenticeship or trades certificate or diploma: 2%
- Some college: 10%
- College, CEGEP or other non-university certificate…: 31%
- Some university: 7%
- University certificate or diploma below bachelor…: 2%
- Bachelor's degree: 16%
- University certificate or diploma above bachelor…: 3%
- Master's degree: 5%
- Doctoral or professional degree: 1%
- Prefer not to answer: 1%
- None of the above: 1%

D3. What is the highest level of education or training you have completed? (N=2,519)

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Employment

Overview: Level of Employment

- Employed: 67%
- Unemployed/Laid Off/Retired/Self-employed: 21%
- Student: 21%
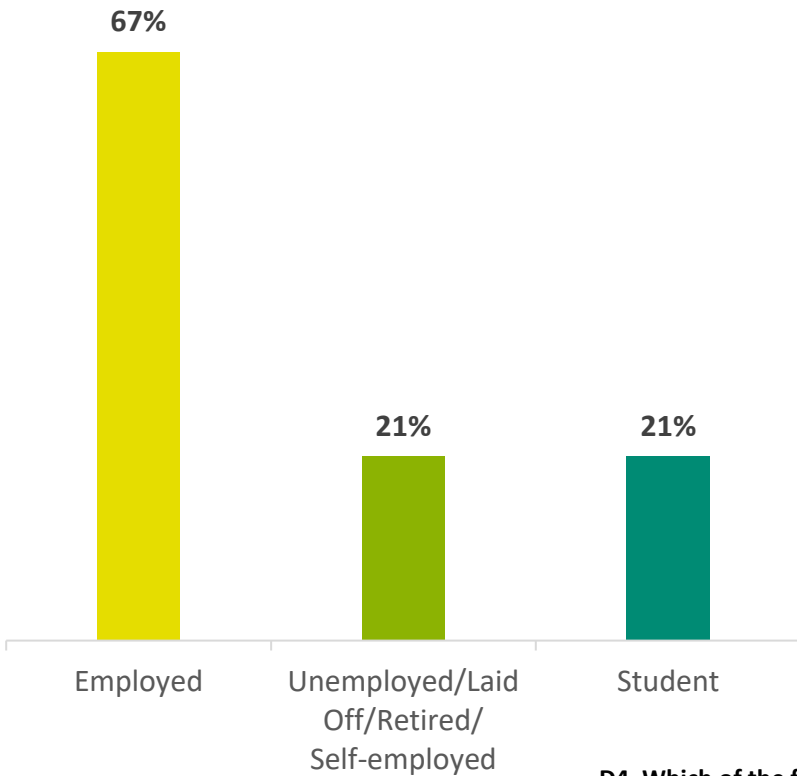
Breakdown: Level of Employment

- Employed full-time: 41%
- Employed part-time: 21%
- Employed in multiple part-time jobs: 3%
- Temporarily laid off: 6%
- Self-employed: 5%
- Unemployed: 14%
- Retired: 2%
- Full-time Student: 14%
- Part-time student: 7%
- Prefer not to answer: 2%
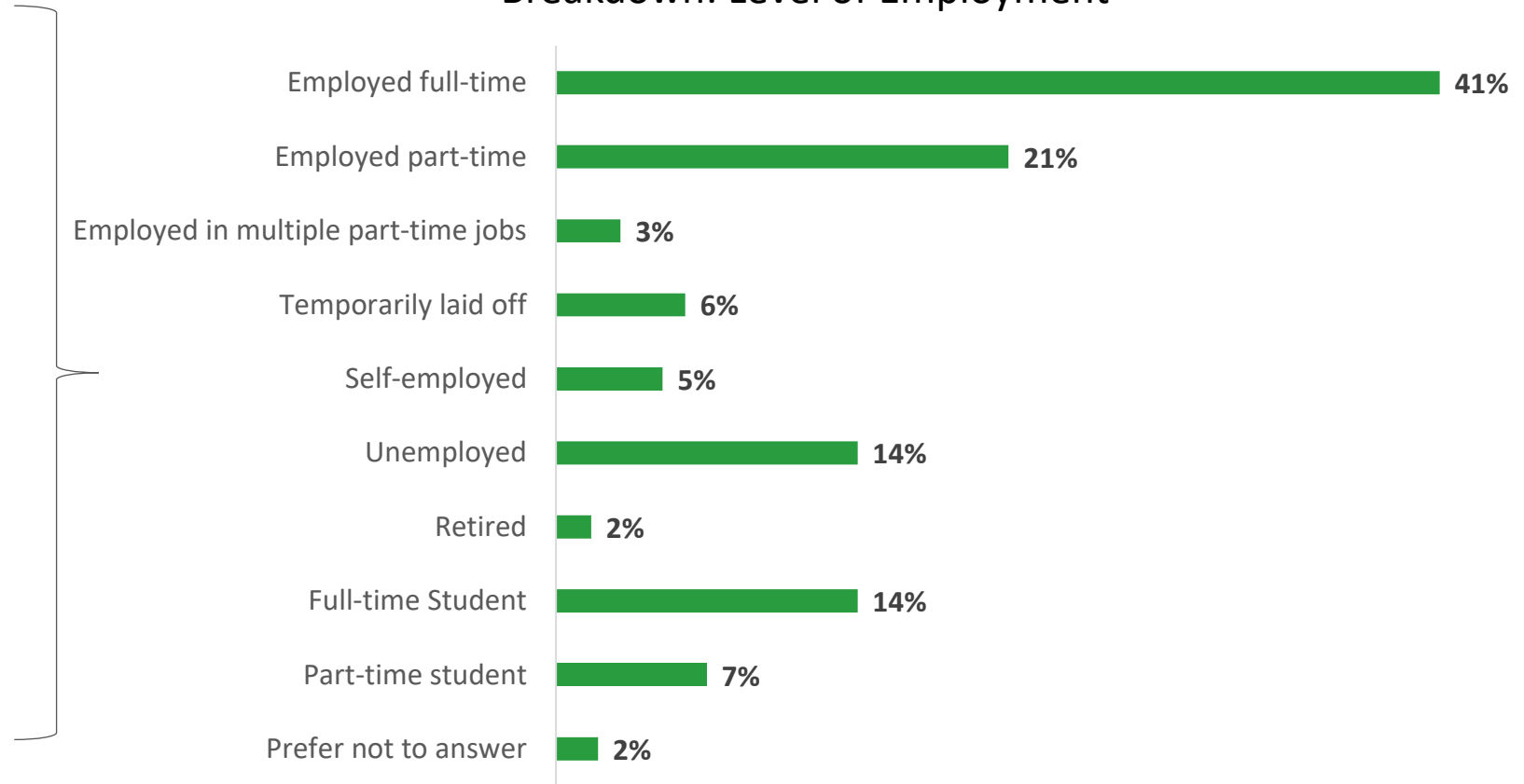
D4. Which of the following best describes your current employment status? Please select all that apply. (N=2,519)

Relationship Status & Number of Children

Relationship Status

- Single: **39%**
- Common-law: **16%**
- Married: **33%**
- Separated: **3%**
- Divorced: **3%**
- Widowed: **1%**
- Prefer not to answer: **6%**

Number of Children

- One: **17%**
- Two: **16%**
- Three: **8%**
- Four: **3%**
- Five or more: **1%**
- None: **53%**
- Prefer not to answer: **7%**
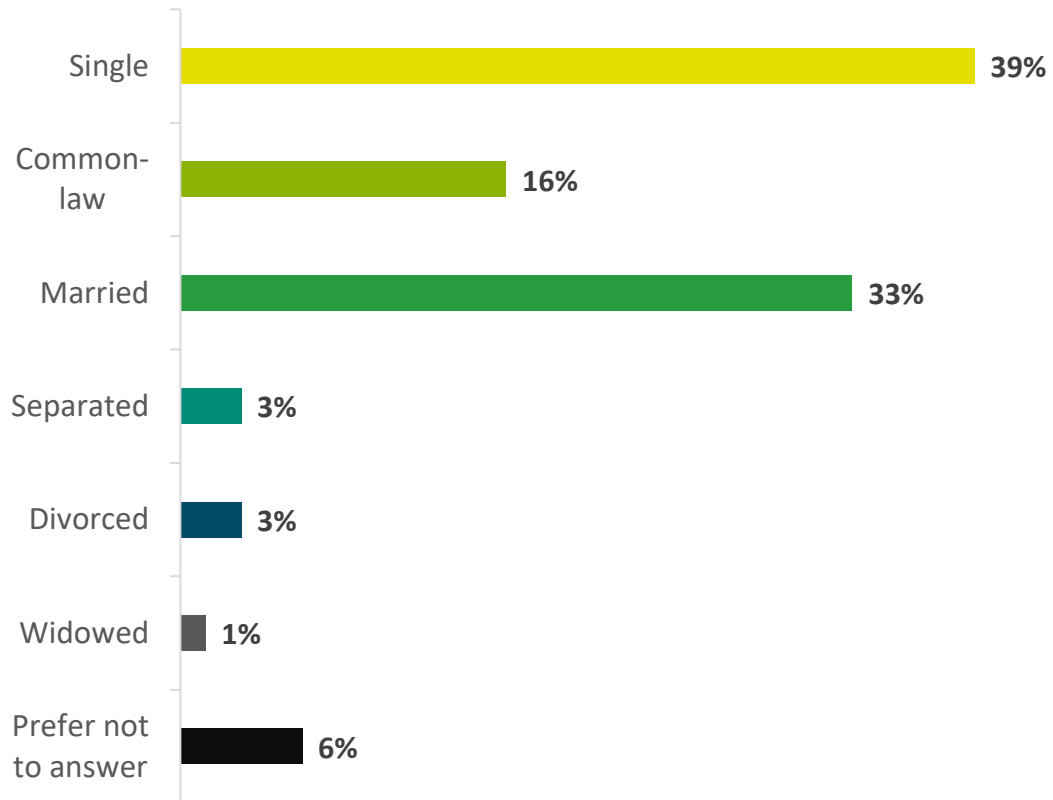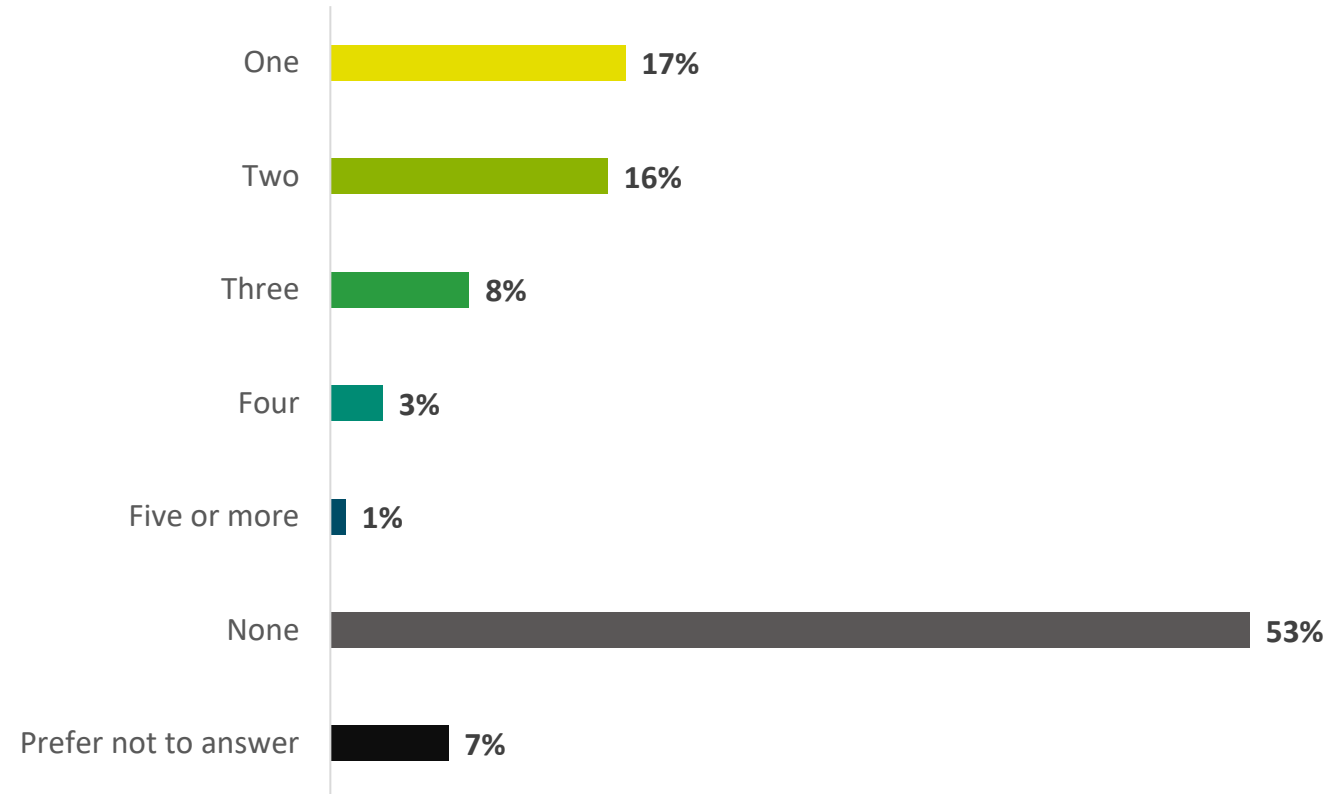
D5. What is your current relationship status? (N=2519)
D6. How many children do you have, under the age of 18, living within your household? (N=2,519)

Language and Identity

Ethnic Identity

Category	Percentage
Aboriginal/First Nations (North American Indian/Metis/Inuk (Inuit)	11%
Black (African, Caribbean, etc.)	5%
Caucasian	63%
French Canadian (Quebecois, Acadian, etc.)	6%
Chinese, East Asian or Southeast Asian (Japanese, Korean, Filipino, Malaysian, Vietnamese, etc.)	3%
Latino (Mexican, Central / South American)	2%
South Asian (Indian, Bengali, Pakistani, Sri Lankan, etc.)	5%
West Asian / Middle Eastern (Afghan, Lebanese, Saudi Arabian, Turkish, etc.)	2%
Other	0%
Prefer not to answer	9%

Language

- English: 81%
- Other: 12%
- French: 7%

D7. What was the first language you learned as a child and still understand? (N=2,519)
D8. Do you identify with any of the following group(s)? Please select any that apply? (N=2,519)

Income

Level of Income

Income Level	Percentage
Less than $20,000	18%
$20,000 to $39,999	17%
$40,000 to $59,999	13%
$60,000 to $79,999	10%
$80,000 to $99,999	7%
$100,000 to $149,999	8%
$150,000 to $199,999	3%
$200,000 or more	2%
Prefer not to answer	24%
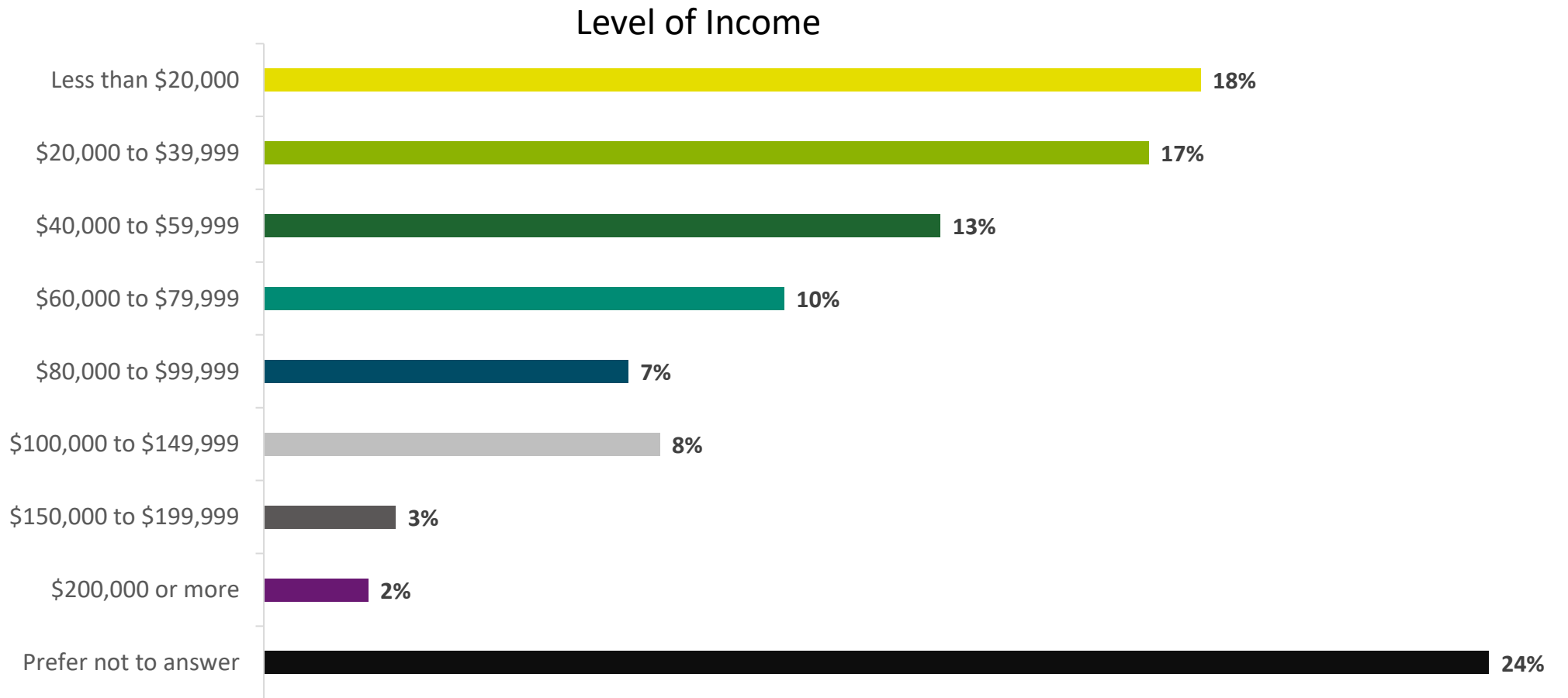
D9. Which of the following categories best describes your household's annual income in 2018, before taxes? (N=2,519)

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Appendix G – List of Communities Served

Community Name	Online Learning Centre	Region
Aberfoyle	Woodstock	Southwest Region
Ailsa Craig	Clinton	Southwest Region
Akwesasne	Akwesasne	Southeast Region
Alban	St. Charles	North Central Region
Alcona	Georgina	South Central Region
Alderville	Cobourg	Southeast Region
Alexandria	Cornwall	Southeast Region
Alfred	Hawkesbury	Southeast Region
Algoma Mills	Mississauga First Nation	North Central Region
Alisa Craig	Clinton	Southwest Region
Allan	Gore Bay	North Central Region
Allenford	Kincardine	South Central Region
Allensville	Bracebridge	Southeast Region
Alliston	Shelburne	South Central Region
Almonte	Orleans	Southeast Region
Alnwick	Cobourg	Southeast Region
Alvinston	Wallaceburg	Southwest Region
Amaranth	Shelburne	South Central Region
Amherst	Cobourg	Southeast Region
Amherstburg	Windsor	Southwest Region
Amherstview	Madoc	Southeast Region
Ancaster	Brantford	South Central Region
Angus	Shelburne	South Central Region
Anishinaabeg Of Naongashing First Nation	Big Grassy River First Nation	Northwest Region
Apple Hill	Cornwall	Southeast Region
Apsley	Haliburton	Southeast Region
Archipelago	Parry Sound	North Central Region
Ardtrea	Bracebridge	Southeast Region
Armstrong	Thunder Bay	Thunder Bay Region
Aroland First Nation	Nakina	Northwest Region
Arthur	Shelburne	South Central Region
Ashworth	Bracebridge	Southeast Region
Aspdin	Bracebridge	Southeast Region
Astorville	Astorville	North Central Region
Atherley	Bracebridge	Southeast Region

Community Name	Online Learning Centre	Region
Atikokan	Atikokan	Northwest Region
Attawapiskat First Nation	Attawapiskat First Nation	Northwest Region
Aurora	Georgina	South Central Region
Avonmore	Cornwall	Southeast Region
Aylmer	St. Thomas	Southwest Region
Azilda	Sudbury	Sudbury Region
Baden	Woodstock	Southwest Region
Bala	Bracebridge	Southeast Region
Ballantrae	Georgina	South Central Region
Balmertown	Red Lake	Northwest Region
Balsam Creed	North Bay	North Central Region
Baltimore	Cobourg	Southeast Region
Bancroft	Madoc	Southeast Region
Barber's Bay	South Porcupine	Northeast Region
Bardsville	Bracebridge	Southeast Region
Barry's Bay	Haliburton	Southeast Region
Batchewana First Nation	Sault Ste. Marie	North Central Region
Bath	Madoc	Southeast Region
Battersea	Madoc	Southeast Region
Bayfield	Clinton	Southwest Region
Beamsville	St. Catharines	South Central Region
Bear Island First Nation	Haileybury	Northeast Region
Beardmore	Red Rock	Northwest Region
Bearskin Lake First Nation	Big Trout Lake First Nation	Northwest Region
Beaumaris	Bracebridge	Southeast Region
Beaver Lake	Espanola	North Central Region
Beaverton	Georgina	South Central Region
Beeton	Shelburne	South Central Region
Belle River	Windsor	Southwest Region
Belle Vallée	Haileybury	Northeast Region
Belleville	Madoc	Southeast Region
Belmont	St. Thomas	Southwest Region
Bewdley	Cobourg	Southeast Region
Big Cedar	Madoc	Southeast Region
Big Chute	Parry Sound	North Central Region
Big Grassy River First Nation	Big Grassy River First Nation	Northwest Region
Big Trout Lake First Nation	Big Trout Lake First Nation	Northwest Region

Community Name	Online Learning Centre	Region
Billings	M'Chigeeng First Nation	North Central Region
Birch Island	Espanola	North Central Region
Birkendale	Bracebridge	Southeast Region
Bishops Mills	Cornwall	Southeast Region
Black River	Matheson	Northeast Region
Blackstock	Cobourg	Southeast Region
Blainville	Hawkesbury	Southeast Region
Blenheim	Wallaceburg	Southwest Region
Blind River	Mississauga First Nation	North Central Region
Blyth	Clinton	Southwest Region
Bobcaygeon	Haliburton	Southeast Region
Bolton	Shelburne	South Central Region
Bonfield	Bonfield	North Central Region
Bonnechere	Haliburton	Southeast Region
Bonville	Cornwall	Southeast Region
Borden	Shelburne	South Central Region
Bothwell	Wallaceburg	Southwest Region
Bracebridge	Bracebridge	Southeast Region
Bradford	Georgina	South Central Region
Brantford	Brantford	South Central Region
Bright's Grove	Wallaceburg	Southwest Region
Brighton	Cobourg	Southeast Region
Brisbane	Shelburne	South Central Region
Britannia	Orleans	Southeast Region
Britt	Parry Sound	North Central Region
Brockville	Cornwall	Southeast Region
Brooklin	Cobourg	Southeast Region
Bruce Mines	Thessalon First Nation	North Central Region
Brunswick House First Nation	Chapleau	Northeast Region
Buckhorn	Haliburton	Southeast Region
Burk's Falls	Bracebridge	Southeast Region
Burleigh Falls	Haliburton	Southeast Region
Burnbrae	Cobourg	Southeast Region
Burnt River	Haliburton	Southeast Region
Byng Inlet	Parry Sound	North Central Region
Byng Inlet First Nation	Parry Sound	North Central Region
Cache Bay	Sturgeon Falls	North Central Region

Community Name	Online Learning Centre	Region
Caledon	Shelburne	South Central Region
Caledonia	Brantford	South Central Region
Callander	Astorville	North Central Region
Calstock	Constance Lake First Nation	Northeast Region
Cambourne	Cobourg	Southeast Region
Camlachie	Wallaceburg	Southwest Region
Campbell	Gore Bay	North Central Region
Campbellford	Madoc	Southeast Region
Cannington	Georgina	South Central Region
Capreol	Sudbury	Sudbury Region
Caramat	Longlac	Northwest Region
Cardiff	Haliburton	Southeast Region
Cardinal	Cornwall	Southeast Region
Cargill	Kincardine	South Central Region
Carleton Place	Orleans	Southeast Region
Carling	Parry Sound	North Central Region
Carluke	Brantford	South Central Region
Carnarvon	Haliburton	Southeast Region
Cartier	Sudbury	Sudbury Region
Casselman	Cornwall	Southeast Region
Castleton	Cobourg	Southeast Region
Cat Lake First Nation	Pickle Lake	Northwest Region
Cayuga	Brantford	South Central Region
Cedar Springs	Wallaceburg	Southwest Region
Centralia	Clinton	Southwest Region
Centurian	Bracebridge	Southeast Region
Chalk River	Mattawa	North Central Region
Chapleau	Chapleau	Northeast Region
Chapleau Cree First Nation	Chapleau	Northeast Region
Chapleau Ojibway First Nation	Chapleau	Northeast Region
Chaput Hughes	Kirkland Lake	Northeast Region
Charing Cross	Wallaceburg	Southwest Region
Charlton	Englehart	Northeast Region
Chatham	Wallaceburg	Southwest Region
Chatsworth	Kincardine	South Central Region
Chelmsford	Sudbury	Sudbury Region
Chepstow	Kincardine	South Central Region

Community Name	Online Learning Centre	Region
Chesley	Kincardine	South Central Region
Chesterville	Cornwall	Southeast Region
Chippewas of Georgina Island	Georgina	South Central Region
Chippewas of the Thames First Nation	St. Thomas	Southwest Region
Chisholm	Astorville	North Central Region
Chute-à-Blondeau	Hawkesbury	Southeast Region
Clarksburg	Shelburne	South Central Region
Clear Lake	Bracebridge	Southeast Region
Clearwater Bay	Kenora	Northwest Region
Clifford	Kincardine	South Central Region
Clinton	Clinton	Southwest Region
Clute	Cochrane	Northeast Region
Cobalt	Haileybury	Northeast Region
Coboconk	Haliburton	Southeast Region
Cobourg	Cobourg	Southeast Region
Cochrane	Cochrane	Northeast Region
Coe Hill	Madoc	Southeast Region
Colborne	Cobourg	Southeast Region
Colchester	Windsor	Southwest Region
Cold Springs	Cobourg	Southeast Region
Coldwater	Bracebridge	Southeast Region
Collingwood	Shelburne	South Central Region
Comber	Windsor	Southwest Region
Coniston	Sudbury	Sudbury Region
Connaught	South Porcupine	Northeast Region
Constance Lake First Nation	Constance Lake First Nation	Northwest Region
Cookstown	Georgina	South Central Region
Coppins Corners	Georgina	South Central Region
Corbeil	Astorville	North Central Region
Corbyville	Madoc	Southeast Region
Cornwall	Cornwall	Southeast Region
Corruna	Wallaceburg	Southwest Region
Corunna	Wallaceburg	Southwest Region
Cottam	Windsor	Southwest Region
Couchiching First Nations	Fort Frances	Northwest Region
Courtice	Cobourg	Southeast Region
Courtright	Wallaceburg	Southwest Region

Community Name	Online Learning Centre	Region
Crediton	Clinton	Southwest Region
Creemore	Shelburne	South Central Region
Crooked Bay	Parry Sound	North Central Region
Crysler	Cornwall	Southeast Region
Crystal Beach	St. Catharines	South Central Region
Crystal Falls	Sturgeon Falls	North Central Region
Cumberland Beach	Bracebridge	Southeast Region
Curran	Hawkesbury	Southeast Region
Curve Lake First Nation	Cobourg	Southeast Region
Cutler	Espanola	North Central Region
Dane	Kirkland Lake	Northeast Region
Dashwood	Clinton	Southwest Region
Deep River	Mattawa	North Central Region
Delaware	St. Thomas	Southwest Region
Delhi	Brantford	South Central Region
Desbarats	Thessalon First Nation	North Central Region
Deseronto	Madoc	Southeast Region
Deux Rivieres	Mattawa	North Central Region
Dobie	Kirkland Lake	Northeast Region
Dokis First Nation	Dokis First Nation	North Central Region
Dorchester	St. Thomas	Southwest Region
Dorset	Bracebridge	Southeast Region
Dover Centre	Wallaceburg	Southwest Region
Dowling	Sudbury	Sudbury Region
Drayton	Woodstock	Southwest Region
Dresden	Wallaceburg	Southwest Region
Dryden	Dryden	Northwest Region
Duart	Wallaceburg	Southwest Region
Dubreuilville	Wawa	Northwest Region
Duclos Point	Georgina	South Central Region
Dunchurch	Parry Sound	North Central Region
Dundalk	Shelburne	South Central Region
Dundas	Brantford	South Central Region
Dunnville	Brantford	South Central Region
Durham	Kincardine	South Central Region
Dutton	St. Thomas	Southwest Region
Dwight	Bracebridge	Southeast Region

Community Name	Online Learning Centre	Region
Dymond	Haileybury	Northeast Region
Eagle Lake	Haliburton	Southeast Region
Ear Falls	Red Lake	Northwest Region
Earlton	Englehart	Northeast Region
East Ferris	Astorville	North Central Region
East Garafraxa	Shelburne	South Central Region
East Gwillimbury	Georgina	South Central Region
Echo Bay	Sault Ste. Marie	North Central Region
Eden	St. Thomas	Southwest Region
Eldee	North Bay	North Central Region
Eldorado	Madoc	Southeast Region
Elizabethtown	Cornwall	Southeast Region
Elk Lake	Englehart	Northeast Region
Elliot Lake	Elliot Lake	North Central Region
Elmira	Woodstock	Southwest Region
Elmvale	Shelburne	South Central Region
Elmwood	Kincardine	South Central Region
Elora	Shelburne	South Central Region
Embro	Woodstock	Southwest Region
Emo	Fort Frances	Northwest Region
Englehart	Englehart	Northeast Region
English River	Ignace	Northwest Region
Erin	Shelburne	South Central Region
Espanola	Espanola	North Central Region
Essex	Windsor	Southwest Region
Estaire	Sudbury	Sudbury Region
Evansville	Gore Bay	North Central Region
Everett	Shelburne	South Central Region
Exeter	Clinton	Southwest Region
Falconbridge	Sudbury	Sudbury Region
Fauquier	Kapuskasing	Northeast Region
Fenelon Falls	Haliburton	Southeast Region
Fergus	Shelburne	South Central Region
Field	Sturgeon Falls	North Central Region
Finch	Cornwall	Southeast Region
Fingal	St. Thomas	Southwest Region
Flesherton	Shelburne	South Central Region

Community Name	Online Learning Centre	Region
Flinton	Madoc	Southeast Region
Floradale	Shelburne	South Central Region
Floral Park	Bracebridge	Southeast Region
Florence	Wallaceburg	Southwest Region
Foot's Bay	Parry Sound	North Central Region
Forest	Wallaceburg	Southwest Region
Forest Home	Bracebridge	Southeast Region
Fort Erie	St. Catharines	South Central Region
Fort Frances	Fort Frances	Northwest Region
Fort William First Nation	Thunder Bay	Thunder Bay Region
Foxboro	Madoc	Southeast Region
Frankford	Madoc	Southeast Region
Frederick House	Cochrane	Northeast Region
French River	St. Charles	North Central Region
Garden River First Nation	Sault Ste. Marie	North Central Region
Garden Village	Nipissing First Nation	North Central Region
Garson	Sudbury	Sudbury Region
Georgetown	Shelburne	South Central Region
Georgina	Georgina	South Central Region
Geraldton	Geraldton	Northwest Region
Gilmour	Madoc	Southeast Region
Ginoogaming First Nation	Ginoogaming First Nation	Northwest Region
Glanworth	St. Thomas	Southwest Region
Glen Robertson	Hawkesbury	Southeast Region
Glencoe	St. Thomas	Southwest Region
Glengarry	Cornwall	Southeast Region
Gloucester	Orleans	Southeast Region
Goderich	Clinton	Southwest Region
Gogama	South Porcupine	Northeast Region
Golden	Red Lake	Northwest Region
Gooderham	Haliburton	Southeast Region
Gordon Mills	Gore Bay	North Central Region
Gore Bay	Gore Bay	North Central Region
Gores Landing	Cobourg	Southeast Region
Goulais River	Sault Ste. Marie	North Central Region
Grand Bend	Clinton	Southwest Region
Grand Pointe	Wallaceburg	Southwest Region

Community Name	Online Learning Centre	Region
Grand Valley	Shelburne	South Central Region
Gravel Hill	Cornwall	Southeast Region
Gravenhurst	Bracebridge	Southeast Region
Greater Napanee	Madoc	Southeast Region
Green Valley	Cornwall	Southeast Region
Grimsby	St. Catharines	South Central Region
Gros Cap	Sault Ste. Marie	North Central Region
Gull Bay First Nation	Thunder Bay	Thunder Bay Region
Guthrie	Bracebridge	Southeast Region
Haileybury	Haileybury	Northeast Region
Haliburton	Haliburton	Southeast Region
Hanmer	Sudbury	Sudbury Region
Hanover	Kincardine	South Central Region
Harrow	Windsor	Southwest Region
Harty	Kapuskasing	Northeast Region
Harwood	Cobourg	Southeast Region
Hastings	Cobourg	Southeast Region
Havelock	Madoc	Southeast Region
Hawkesbury	Hawkesbury	Southeast Region
Hawkins Corners	Bracebridge	Southeast Region
Hearst	Hearst	Northeast Region
Hensall	Clinton	Southwest Region
Henvey Inlet First Nation	Parry Sound	North Central Region
Hepworth	Kincardine	South Central Region
Heyden	Sault Ste. Marie	North Central Region
Hidden Valley	Bracebridge	Southeast Region
Highland Grove	Haliburton	Southeast Region
Hilton	Thessalon First Nation	North Central Region
Hilton Beach	Thessalon First Nation	North Central Region
Holland Landing	Georgina	South Central Region
Honey Harbour	Parry Sound	North Central Region
Hornepayne	White River	Northwest Region
Hornings Mills	Shelburne	South Central Region
Hoyle	South Porcupine	Northeast Region
Hudson	Haileybury	Northeast Region
Hudson	Sioux Lookout	Northwest Region
Huntsville	Bracebridge	Southeast Region

Community Name	Online Learning Centre	Region
Huron Park	Clinton	Southwest Region
Ignace	Ignace	Northwest Region
Ingersoll	Woodstock	Southwest Region
Ingleside	Cornwall	Southeast Region
Innisfil	Georgina	South Central Region
Iona Station	St. Thomas	Southwest Region
Iron Bridge	Thessalon First Nation	North Central Region
Iroquois Falls	Iroquois Falls	Northeast Region
Island Grove	Georgina	South Central Region
Jackson's Point	Georgina	South Central Region
Jackson's Point	Georgina	South Central Region
Jarvis	Brantford	South Central Region
Jerseyville	Brantford	South Central Region
Jocelyn	Thessalon First Nation	North Central Region
Kagawong	M'Chigeeng First Nation	North Central Region
Kakabeka Falls	Thunder Bay	Thunder Bay Region
Kaministiquia	Thunder Bay	Thunder Bay Region
Kamiskotia	South Porcupine	Northeast Region
Kanata	Orleans	Southeast Region
Kapuskasing	Kapuskasing	Northeast Region
Katrine	South River	North Central Region
Kearney	South River	North Central Region
Kearns	Kirkland Lake	Northeast Region
Keewatin	Kenora	Northwest Region
Kenilworth	Shelburne	South Central Region
Kenogami	Kirkland Lake	Northeast Region
Kenora	Kenora	Northwest Region
Kent Bridge	Wallaceburg	Southwest Region
Keswick	Georgina	South Central Region
Kettle & Stony Point First Nation	Clinton	Southwest Region
Killarney	Sudbury	Sudbury Region
Kilworthy	Bracebridge	Southeast Region
Kincardine	Kincardine	South Central Region
King City	Georgina	South Central Region
King Kirkland	Kirkland Lake	Northeast Region
King-Lebel	Kirkland Lake	Northeast Region
Kingsville	Windsor	Southwest Region

Community Name	Online Learning Centre	Region
Kinmount	Haliburton	Southeast Region
Kirkland Lake	Kirkland Lake	Northeast Region
Kitigan	Kapuskasing	Northeast Region
Komoka	St. Thomas	Southwest Region
L'Orignal	Hawkesbury	Southeast Region
Laird	Sault Ste. Marie	North Central Region
Lake Helen Reserve	Red Rock Indian Band	Northwest Region
Lakefield	Cobourg	Southeast Region
Lakeshore	Windsor	Southwest Region
Lambeth	St. Thomas	Southwest Region
Lancaster	Cornwall	Southeast Region
Larder Lake	Kirkland Lake	Northeast Region
LaSalle	Windsor	Southwest Region
Latchford	Haileybury	Northeast Region
Lavigne	Sturgeon Falls	North Central Region
Leamington	Windsor	Southwest Region
Levack	Sudbury	Sudbury Region
Lighthouse Cove	Wallaceburg	Southwest Region
Limoges	Orleans	Southeast Region
Lincoln	St. Catharines	South Central Region
Lindsay	Cobourg	Southeast Region
Lions Head	Kincardine	South Central Region
Listowel	Clinton	Southwest Region
Little Current	M'Chigeeng First Nation	North Central Region
Lively	Sudbury	Sudbury Region
Long Lake 58 First Nation	Longlac	Northwest Region
Long Sault	Cornwall	Southeast Region
Longlac	Longlac	Northwest Region
Lowthe	Hearst	Northeast Region
Lucan	Clinton	Southwest Region
Lucknow	Kincardine	South Central Region
Lyndhurst	Cornwall	Southeast Region
M'Chigeeng First Nation	M'Chigeeng First Nation	North Central Region
MacTier	Parry Sound	North Central Region
Madoc	Madoc	Southeast Region
Magnetawan	South River	North Central Region
Magnetewan First Nation	Parry Sound	North Central Region

Community Name	Online Learning Centre	Region
Mallorytown	Cornwall	Southeast Region
Manitouwadge	Manitouwadge	Northwest Region
Manitowaning	Wikwemikong First Nation	North Central Region
Manotick	Orleans	Southeast Region
Mansfield	Shelburne	South Central Region
Maple	Georgina	South Central Region
Marathon	Marathon	Northwest Region
Markdale	Kincardine	South Central Region
Markstay	St. Charles	North Central Region
Marlbank	Madoc	Southeast Region
Marmora	Madoc	Southeast Region
Marsville	Shelburne	South Central Region
Martintown	Cornwall	Southeast Region
Massey	Massey	North Central Region
Matachawan Township	Kirkland Lake	Northeast Region
Matachewan First Nation	Kirkland Lake	Northeast Region
Matheson	Matheson	Northeast Region
Mattagami First Nation	South Porcupine	Northeast Region
Mattawa	Mattawa	North Central Region
Mattice	Hearst	Northeast Region
Maxville	Cornwall	Southeast Region
Maynooth	Haliburton	Southeast Region
McDougall	Parry Sound	North Central Region
McGarry	Kirkland Lake	Northeast Region
McKellar	Parry Sound	North Central Region
McKerrow	Espanola	North Central Region
Meaford	Kincardine	South Central Region
Melissa	Bracebridge	Southeast Region
Merickville	Orleans	Southeast Region
Merlin	Wallaceburg	Southwest Region
Michipicoten First Nation	Wawa	Northwest Region
Midland	Parry Sound	North Central Region
Milford Bay	Bracebridge	Southeast Region
Mindemoya	M'Chigeeng First Nation	North Central Region
Minden	Haliburton	Southeast Region
Minett	Bracebridge	Southeast Region
Mississauga First Nation	Mississauga First Nation	North Central Region

Community Name	Online Learning Centre	Region
Mississauga of the New Credit First Nation	Brantford	South Central Region
Mississaugas of Scugog Island First Nation	Georgina	South Central Region
Mitchell	Clinton	Southwest Region
Mitchell's Bay	Wallaceburg	Southwest Region
Mohawks of the Bay of Quinte First Nation	Madoc	Southeast Region
Monetville	Dokis First Nation	North Central Region
Monkland	Cornwall	Southeast Region
Mono	Shelburne	South Central Region
Monteith	Iroquois Falls	Northeast Region
Moonbeam	Kapuskasing	Northeast Region
Moonstone	Bracebridge	Southeast Region
Mooretown	Wallaceburg	Southwest Region
Moose Creek	Cornwall	Southeast Region
Moose Deer Point	Parry Sound	North Central Region
Moose Factory First Nation	Moose Cree First Nation	Northeast Region
Moosonee	Moosonee	Northeast Region
Morganston	Cobourg	Southeast Region
Morrisburg	Cornwall	Southeast Region
Morrison Landing	Bracebridge	Southeast Region
Mount Albert	Georgina	South Central Region
Mount Brydges	St. Thomas	Southwest Region
Mount Carmel	Clinton	Southwest Region
Mount Forest	Shelburne	South Central Region
Muncey	St. Thomas	Southwest Region
Munsee-Delaware First Nation	St. Thomas	Southwest Region
Nairn Centre	Espanola	North Central Region
Nakina	Nakina	Northwest Region
Napanee	Cornwall	Southeast Region
Naticoke	Brantford	South Central Region
Naughton	Sudbury	Sudbury Region
Navan	Orleans	Southeast Region
Neebing	Thunder Bay	Thunder Bay Region
Nepean	Orleans	Southeast Region
Nester Falls	Kenora	Northwest Region
Nesterville	Thessalon First Nation	North Central Region

Community Name	Online Learning Centre	Region
New Hamburg	Woodstock	Southwest Region
New Liskeard	Haileybury	Northeast Region
New Tecumseth	Shelburne	South Central Region
Newholm	Bracebridge	Southeast Region
Newmarket	Georgina	South Central Region
Niagara Falls	St. Catharines	South Central Region
Niagara on the Lake	St. Catharines	South Central Region
Nighthawk	South Porcupine	Northeast Region
Nipigon	Red Rock	Northwest Region
Nipissing First Nation	Nipissing First Nation	North Central Region
Nobel	Parry Sound	North Central Region
Noëlville	St. Charles	North Central Region
Nolalu	Thunder Bay	Thunder Bay Region
Norland	Haliburton	Southeast Region
North Augusta	Cornwall	Southeast Region
North Bay	North Bay	North Central Region
North Bruce	Kincardine	South Central Region
North Caribou Lake First Nation	North Caribou Lake First Nation	Northwest Region
North Cobalt	Haileybury	Northeast Region
North Kawartha	Madoc	Southeast Region
North Lancaster	Cornwall	Southeast Region
North Portage	Bracebridge	Southeast Region
Northbrook	Madoc	Southeast Region
Norwood	Madoc	Southeast Region
Novar	South River	North Central Region
Odessa	Madoc	Southeast Region
Ohsweken	Brantford	South Central Region
Oliphant	Kincardine	South Central Region
Omemee	Cobourg	Southeast Region
Onaping	Sudbury	Sudbury Region
Oneida of the Thames First Nation	St. Thomas	Southwest Region
Opasatika	Kapuskasing	Northeast Region
Orangeville	Shelburne	South Central Region
Orchardville	Shelburne	South Central Region
Orillia	Bracebridge	Southeast Region
Orleans	Orleans	Southeast Region

Community Name	Online Learning Centre	Region
Oro Station	Bracebridge	Southeast Region
Oro-Medonte	Bracebridge	Southeast Region
Orrville	Parry Sound	North Central Region
Orton	Shelburne	South Central Region
Owen Sound	Kincardine	South Central Region
Oxdrift	Dryden	Northwest Region
Oxford Station	Cornwall	Southeast Region
Pain Court	Wallaceburg	Southwest Region
Paisley	Kincardine	South Central Region
Palgrave	Shelburne	South Central Region
Palmer Rapids	Haliburton	Southeast Region
Park Hill	Clinton	Southwest Region
Parry Sound	Parry Sound	North Central Region
Paudash	Haliburton	Southeast Region
Pefferlaw	Georgina	South Central Region
Pelham	St. Catharines	South Central Region
Pembroke	Orleans	Southeast Region
Penetanguishene	Parry Sound	North Central Region
Perkinsfield	Parry Sound	North Central Region
Perth	Madoc	Southeast Region
Petawawa	Mattawa	North Central Region
Petersburg	Woodstock	Southwest Region
Petrolia	Wallaceburg	Southwest Region
Pic Mobert First Nation	Pic Mobert First Nation	Northwest Region
Pic River First Nation	Pic River First Nation	Northwest Region
Pickle Lake	Pickle Lake	Northwest Region
Picton	Madoc	Southeast Region
Pine River	Kincardine	South Central Region
Pinewood	Rainy River	Northwest Region
Plantagenet	Hawkesbury	Southeast Region
Plattsville	Woodstock	Southwest Region
Point Edward	Wallaceburg	Southwest Region
Pointe au Baril	Parry Sound	North Central Region
Porcupine	South Porcupine	Northeast Region
Porquis Junction	Iroquois Falls	Northeast Region
Port Bolster	Georgina	South Central Region
Port Bruce	St. Thomas	Southwest Region

Community Name	Online Learning Centre	Region
Port Burwell	St. Thomas	Southwest Region
Port Carling	Bracebridge	Southeast Region
Port Colborne	St. Catharines	South Central Region
Port Cunningham	Bracebridge	Southeast Region
Port Dalhousie	St. Catharines	South Central Region
Port Dover	Brantford	South Central Region
Port Elgin	Kincardine	South Central Region
Port Franks	Clinton	Southwest Region
Port Hope	Cobourg	Southeast Region
Port Lambton	Wallaceburg	Southwest Region
Port Loring	South River	North Central Region
Port McNicoll	Parry Sound	North Central Region
Port Perry	Georgina	South Central Region
Port Rowan	Brantford	South Central Region
Port Ryerse	Brantford	South Central Region
Port Severn	Parry Sound	North Central Region
Port Stanley	St. Thomas	Southwest Region
Port Sydney	Bracebridge	Southeast Region
Potters Landing	Parry Sound	North Central Region
Powassan	South River	North Central Region
Prescott	Cornwall	Southeast Region
Preston Lake	Georgina	South Central Region
Proton Station	Shelburne	South Central Region
Providence Bay	M'Chigeeng First Nation	North Central Region
Queensville	Georgina	South Central Region
Quinte West	Madoc	Southeast Region
Rainy River	Rainy River	Northwest Region
Rainy River First Nations	Fort Frances	Northwest Region
Rama	Bracebridge	Southeast Region
Ramore	Matheson	Northeast Region
Ravenscliffe	Bracebridge	Southeast Region
Raymond	Bracebridge	Southeast Region
Red Lake	Red Lake	Northwest Region
Red Rock	Red Rock	Northwest Region
Redbridge	North Bay	North Central Region
Redwood	Bracebridge	Southeast Region
Renton	Brantford	South Central Region

Community Name	Online Learning Centre	Region
Restoule	South River	North Central Region
Richards Landing	Thessalon First Nation	North Central Region
Richmond	Orleans	Southeast Region
Ridgetown	Wallaceburg	Southwest Region
Ripley	Kincardine	South Central Region
River Canard	Windsor	Southwest Region
River Valley	Sturgeon Falls	North Central Region
Roche's Point	Georgina	South Central Region
Rockford	Kincardine	South Central Region
Rockingham	Haliburton	Southeast Region
Rockland	Orleans	Southeast Region
Rockwood	Shelburne	South Central Region
Rocky Bay First Nation	Red Rock	Northwest Region
Rodney	St. Thomas	Southwest Region
Rolphton	Mattawa	North Central Region
Rosemont	Shelburne	South Central Region
Roseneath	Cobourg	Southeast Region
Rosseau	Parry Sound	North Central Region
Russell	Orleans	Southeast Region
Rutherglen	Mattawa	North Central Region
Sagamok Anishnawbek First Nation	Espanola	North Central Region
Saint Isidore	Hawkesbury	Southeast Region
Salem	Shelburne	South Central Region
Sandfield	M'Chigeeng First Nation	North Central Region
Sandusk	Brantford	South Central Region
Sandy Lake First Nation	Sandy Lake First Nation	Northwest Region
Sarnia	Wallaceburg	Southwest Region
Sauble Beach	Kincardine	South Central Region
Saugeen First Nation	Kincardine	South Central Region
Saugeen Shores	Kincardine	South Central Region
Sault Ste. Marie	Sault Ste. Marie	North Central Region
Savant Lake	Sioux Lookout	Northwest Region
Schreiber	Schreiber	Northwest Region
Schumacher	South Porcupine	Northeast Region
Scugog	Georgina	South Central Region
Seaforth	Clinton	Southwest Region
Searchmont	Sault Ste. Marie	North Central Region

Community Name	Online Learning Centre	Region
Searchmount	Sault Ste. Marie	North Central Region
Sebright	Bracebridge	Southeast Region
Sebringville	Clinton	Southwest Region
Seely's Bay	Madoc	Southeast Region
Seguin	Parry Sound	North Central Region
Selkirk	Brantford	South Central Region
Sequin	Parry Sound	North Central Region
Serpent River First Nation	Serpent River First Nation	North Central Region
Sesekinka	Kirkland Lake	Northeast Region
Severn Bridge	Bracebridge	Southeast Region
Severn Falls	Bracebridge	Southeast Region
Shakespeare	Clinton	Southwest Region
Shannonville	Madoc	Southeast Region
Shanty Bay	Georgina	South Central Region
Sharbot Lake	Madoc	Southeast Region
Sharon	Georgina	South Central Region
Shawanaga First Nation	Parry Sound	North Central Region
Shedden	St. Thomas	Southwest Region
Sheguindah First Nation	M'Chigeeng First Nation	North Central Region
Shelburne	Shelburne	South Central Region
Sherwood	Thessalon First Nation	North Central Region
Sheshegwaning First Nation	Gore Bay	North Central Region
Shillington	Matheson	Northeast Region
Shining Tree	Englehart	Northeast Region
Shoal Lake 40 First Nation	Kenora	Northwest Region
Shuniah	Thunder Bay	Thunder Bay Region
Simcoe	Brantford	South Central Region
Singhampton	Shelburne	South Central Region
Sioux Lookout	Sioux Lookout	Northwest Region
Sioux Narrows	Kenora	Northwest Region
Six Nations of the Grand River Territory	Brantford	South Central Region
Slate Falls First Nation	Sioux Lookout	Northwest Region
Smooth Rock Falls	Smooth Rock Falls	Northeast Region
Sombra	Wallaceburg	Southwest Region
South Bay Mouth	M'Chigeeng First Nation	North Central Region
South Bruce Peninsula	Kincardine	South Central Region
South Glengarry	Cornwall	Southeast Region

Community Name	Online Learning Centre	Region
South Lancaster	Cornwall	Southeast Region
South Porcupine	South Porcupine	Northeast Region
South River	South River	North Central Region
Southampton	Kincardine	South Central Region
Spanish	Serpent River First Nation	North Central Region
Sparta	St. Thomas	Southwest Region
Spencerville	Cornwall	Southeast Region
Spragge	Serpent River First Nation	North Central Region
Springbrook	Madoc	Southeast Region
Springfield	St. Thomas	Southwest Region
Sprucedale	South River	North Central Region
St. Andrews	Cornwall	Southeast Region
St. Catharines	St. Catharines	South Central Region
St. Charles	St. Charles	North Central Region
St. Elmo	Bracebridge	Southeast Region
St. Isidore	Hawkesbury	Southeast Region
St. Jacobs	Woodstock	Southwest Region
St. Joseph	Sault Ste. Marie	North Central Region
St. Marys	Clinton	Southwest Region
St. Thomas	St. Thomas	Southwest Region
St-Albert	Hawkesbury	Southeast Region
Stayner	Shelburne	South Central Region
St-Eugène	Hawkesbury	Southeast Region
Stirling	Madoc	Southeast Region
Stirling Falls	South River	North Central Region
Stonecliffe	Mattawa	North Central Region
Stoney Creek	St. Catharines	South Central Region
Stoney Point	Windsor	Southwest Region
Straffordville	St. Thomas	Southwest Region
Stratford	Clinton	Southwest Region
Strathroy	St. Thomas	Southwest Region
Stratton	Rainy River	Northwest Region
Sturgeon Bay	Parry Sound	North Central Region
Sturgeon Falls	Sturgeon Falls	North Central Region
Sucker Creek First Nation	M'Chigeeng First Nation	North Central Region
Sudbury	Sudbury	Sudbury Region
Summer Beaver First Nation	Summer Beaver First Nation	Northwest Region

Community Name	Online Learning Centre	Region
Sundridge	South River	North Central Region
Sutton	Georgina	South Central Region
Sutton West	Georgina	South Central Region
Swastika	Kirkland Lake	Northeast Region
Sydenham	Madoc	Southeast Region
Tamsworth	Madoc	Southeast Region
Tara	Kincardine	South Central Region
Tarzwell	Kirkland Lake	Northeast Region
Tavistock	Woodstock	Southwest Region
Tecumseh	Windsor	Southwest Region
Teeswater	Kincardine	South Central Region
Tehkummah	M'Chigeeng First Nation	North Central Region
Temagami	Haileybury	Northeast Region
Temiskaming Shore	Haileybury	Northeast Region
Terrace Bay	Terrace Bay	Northwest Region
Thamesville	Wallaceburg	Southwest Region
Thedford	Clinton	Southwest Region
Thessalon	Thessalon First Nation	North Central Region
Thessalon First Nation	Thessalon First Nation	North Central Region
Thorne	North Bay	North Central Region
Thornloe	Englehart	Northeast Region
Thorold	St. Catharines	South Central Region
Thunder Bay	Thunder Bay	Thunder Bay Region
Tilbury	Wallaceburg	Southwest Region
Tillsonburg	Woodstock	Southwest Region
Timmins	South Porcupine	Northeast Region
Tiverton	Kincardine	South Central Region
Tobermory	Kincardine	South Central Region
Torrance	Bracebridge	Southeast Region
Tory Hill	Haliburton	Southeast Region
Tottenham	Shelburne	South Central Region
Townsend	Brantford	South Central Region
Tramore	Haliburton	Southeast Region
Trenton	Madoc	Southeast Region
Trout Creek	South River	North Central Region
Tupperville	Wallaceburg	Southwest Region
Tweed	Madoc	Southeast Region

Community Name	Online Learning Centre	Region
Udora	Georgina	South Central Region
Uffington	Bracebridge	Southeast Region
Underwood	Kincardine	South Central Region
Uptergrove	Bracebridge	Southeast Region
Utterson	Bracebridge	Southeast Region
Uxbridge	Georgina	South Central Region
Val Caron	Sudbury	Sudbury Region
Val Gagne	Iroquois Falls	Northeast Region
Val Rita	Kapuskasing	Northeast Region
Val-Côté	Hearst	Northeast Region
Vanier	Orleans	Southeast Region
Vankleek Hill	Hawkesbury	Southeast Region
Verner	Sturgeon Falls	North Central Region
Victoria Harbour	Parry Sound	North Central Region
Vienna	St. Thomas	Southwest Region
Viriginiatown	Kirkland Lake	Northeast Region
Wahgoshig First Nation	Wahgoshig First Nation	Northeast Region
Wahnapitae	Sudbury	Sudbury Region
Wahnapitae First Nation	Sudbury	Sudbury Region
Wainfleet	St. Catharines	South Central Region
Walford	Massey	North Central Region
Walkerton	Kincardine	South Central Region
Wallaceburg	Wallaceburg	Southwest Region
Walpole Island First Nation	Wallaceburg	Southwest Region
Wardsville	St. Thomas	Southwest Region
Warkworth	Cobourg	Southeast Region
Warminster	Bracebridge	Southeast Region
Warren	St. Charles	North Central Region
Wasaga Beach	Shelburne	South Central Region
Wasauksing First Nation	Wasauksing First Nation	Northwest Region
Washago	Bracebridge	Southeast Region
Waterford	Brantford	South Central Region
Watford	Wallaceburg	Southwest Region
Waubaushene	Parry Sound	North Central Region
Wawa	Wawa	Northwest Region
Webbwood	Espanola	North Central Region
Welland	St. Catharines	South Central Region

Community Name	Online Learning Centre	Region
Wellesley	Woodstock	Southwest Region
Wendover	Hawkesbury	Southeast Region
West Guilford	Haliburton	Southeast Region
West Lincoln	St. Catharines	South Central Region
West Lorne	St. Thomas	Southwest Region
Wheatley	Wallaceburg	Southwest Region
Whitchurch-Stouffville	Georgina	South Central Region
White River	White River	Northwest Region
Whitefish	Sudbury	Sudbury Region
Whitefish Falls	Espanola	North Central Region
Whitefish River First Nation	Espanola	North Central Region
Whitestone	Parry Sound	North Central Region
Wiarton	Kincardine	South Central Region
Wikwemikong First Nation	Wikwemikong First Nation	North Central Region
Wilberforce	Haliburton	Southeast Region
Williamsburg	Cornwall	Southeast Region
Williamstown	Cornwall	Southeast Region
Wilno	Haliburton	Southeast Region
Winchester	Cornwall	Southeast Region
Windermere	Bracebridge	Southeast Region
Windsor	Windsor	Southwest Region
Wingham	Clinton	Southwest Region
Woodington	Bracebridge	Southeast Region
Woodstock	Woodstock	Southwest Region
Worthington	Espanola	North Central Region
Wunnumun Lake First Nation	Wunnumun Lake First Nation	Northwest Region
Wyoming	Wallaceburg	Southwest Region
Zephyr	Georgina	South Central Region
Zurich	Clinton	Southwest Region
Updated – March 31, 2020		