

June 28, 2021

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 2020-2021 Performance Report

In accordance with Schedule “F” of the 2020-2021 Transfer Payment Agreement between the Ministry of Colleges and Universities and Contact North | Contact Nord, I am pleased to attach Contact North | Contact Nord’s 2020-2021 Performance Report.

I am pleased to report Contact North | Contact Nord had another strong fiscal year with 1,345,124 requests for services fulfilled, 179,339 registrations generated and 807 small, remote, rural Indigenous and Francophone communities supported.

The submission of this document meets Contact North | Contact Nord’s final reporting requirements for 2020-2021 as it includes:

- 1) 2020-2021 Performance Report
- 2) 2020-2021 Project Financial Report (Section 5)
- 3) 2020-2021 Audited Financial Statements as approved by the Contact North | Contact Nord Board of Directors (Section 6)

Also attached to the report is a Microsoft Excel file entitled “CONTACT NORTH | CONTACT NORD DEMOGRAPHIC INFORMATION 2020-2021” which includes the demographic information on Contact North | Contact Nord’s clients from the annual student outcomes survey. This file is referenced on page 31 of the Performance Report.

In keeping with our customary review schedule, I suggest we meet virtually during the week of August 9, 2021. Please advise your availability as well as a list of any specific questions you have related to the Performance Report so we can address during the review session.

In the meantime, if you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Maxim Jean-Louis', with a horizontal line underneath.

Maxim Jean-Louis
President – Chief Executive Officer

Attachments (2)



PERFORMANCE REPORT 2020-2021

June 28, 2021

Strong Annual Performance

- Fulfilled 1.3 million requests for services
- Generated 179,339 registrations from underserved Ontarians
- Supported 807 small, remote, rural, Indigenous and Francophone communities throughout Ontario

ONTARIO'S COMMUNITY-BASED BILINGUAL DISTANCE EDUCATION AND TRAINING NETWORK

CONTACT NORTH NORD

Supporting Rural & Remote Ontario



Helping underserved residents in 800 small, rural, remote, Indigenous and Francophone communities get jobs by providing access to education and training without leaving their communities.

LOCAL SUPPORT SERVICES

For Ontario students

1. Information on online programs and courses
2. Help to register, and information on financial options
3. Free use of computers and Internet at 116 online learning centres*
4. Free use of web conferencing and videoconferencing platforms
5. Supervision of exams and tests

* Not all online learning centres may be open at this time.

For Ontario's education and training providers

1. Use of distance delivery platforms
2. Platform training for instructors
3. Province-wide student recruitment campaigns in 800+ Ontario communities
4. Comprehensive instructor resources at teachonline.ca
5. Local support services for students

For a more detailed description of our services, visit contactnorth.ca/services.

SERVICES DELIVERED IN PARTNERSHIP WITH

24 Public colleges	50 Skills development training providers
23 Public universities	170 Ontario Works offices
9 Indigenous institutes	188 Employment Ontario offices
76 District school boards	114 Community organizations hosting our Online Learning Centres
200 Literacy and basic skills providers	4,282 Community-based organizations

ANNUAL RESULTS FOR ONTARIANS

180,000	student course registrations generated
1.3 million+	service requests fulfilled
99	province-wide recruitment campaigns
375,000+	visitors to Contact North Contact Nord portals
1.2 million+	pageviews
92%	of clients satisfied

ONTARIO'S ONLINE LEARNING PORTALS HOSTED BY CONTACT NORTH | CONTACT NORD

- studyonline.ca for information on 2,600 online programs and 42,000 online courses from Ontario institutions
- e-channel.ca for information on online literacy and basic skills courses in Ontario
- teachonline.ca for resources for faculty and instructors teaching online and at a distance

CONTACT NORTH NORD

Supporting Rural & Remote Ontario

Ontario

Table of Contents

2020-2021 Performance Report.....	1
Section 1 – 12 Key Accomplishments for 2020-2021	2
Section 2 – How Contact North Contact Nord Fulfilled the Project Activities in 2020-2021 4	
1. Registration, Advisory Services and Online Learning Centres	4
2. Shared and Collaborative Services.....	8
3. Information Technology (IT) & Web Services	14
4. Communications and Marketing.....	18
5. Capital Enhancements and Expanded Services	22
6. Digital Learning Strategy	24
7. Survey	25
8. Administration	26
Section 3 – Project Outcomes and Performance Measures.....	29
Section 4 – Mitigation Strategies	41
Section 5 – 2020-2021 Project Financial Report (unaudited).....	43
Section 6 – 2020-2021 Audited Financial Statement.....	45
Appendix A – Requests for Services Snapshot.....	46
Appendix B – List of Requests for Programs and Courses Not Currently Available (April 1, 2020 to March 31, 2021).....	51
Appendix C – Social Media Reports.....	54
Appendix D – Contact North Contact Nord Annual Student Outcomes Survey Report 2020-2021	55
Appendix E – List of Communities Supported	56

2020-2021 Performance Report

Contact North | Contact Nord is pleased to present its 2020-2021 Performance Report, covering its activities during the period April 1, 2020, to March 31, 2021.

The Performance Report contains the following sections:

- Section 1 12 Accomplishments for 2020-2021
- Section 2 How Contact North | Contact Nord Fulfilled the Project Activities in 2020-2021
- Section 3 Project Outcomes and Performance Measurement
- Section 4 Mitigation Strategies
- Section 5 2020-2021 Project Financial Report (unaudited)
- Section 6 2020-2021 Audited Financial Statement
- Appendix A Requests for Services Snapshot
- Appendix B List of Requests for Programs and Courses Not Currently Available
- Appendix C Social Media Reports
- Appendix D Contact North | Contact Nord Annual Student Outcomes Survey Report 2020-2021
- Appendix E List of Communities Supported

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 2020-2021

In preparing the 2020-2021 Performance Report, Contact North | Contact Nord identified the following 12 key accomplishments related to the outcomes identified in the 2020-2021 Transfer Payment Agreement with the Ministry of Colleges and Universities.

1. Fulfilled **1,345,185** requests for services from underserved Ontarians in 807 small, rural, remote, Indigenous and Francophone communities across the province.

ACHIEVED 147% OF TARGET OF 917,555.

2. Generated **179,339** student course 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 287% OF TARGET OF 62,400.

3. Generated **86,046** registrations through the use of Contact North | Contact Nord's online learning platforms by Algoma University, Saint-Paul University, and University of Ottawa to deliver their courses in response to the COVID-19 pandemic. The 86,046 statistic is included in the 179,339 total registrations generated in 2020-2021.

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

ACHIEVED 101% OF TARGET OF 800.

5. Attracted **1,238,159** pageviews of studyonline.ca / etudiezenligne.ca, e-channel.ca / apprentissageenligne.ca, and contactnorth.ca / contactnord.ca.

ACHIEVED 184% OF TARGET OF 674,398.

6. Supported **377,149** users visiting studyonline.ca / etudiezenligne.ca, e-channel.ca / apprentissageenligne.ca, and contactnorth.ca / contactnord.ca.

ACHIEVED 158% OF TARGET OF 238,465.

7. Operated **116** local online learning centres. Not all online learning centres were open in 2020-2021 due to the COVID-19 pandemic.

ACHIEVED 100% OF TARGET OF 116.

8. Operated 216 access points. No access points were open in 2020-2021 due to the COVID-19 pandemic.

ACHIEVED 101% OF TARGET OF 195.

9. Supported **312** Ontario Works clients

ACHIEVED 178% OF TARGET OF 175.

10. Supported **1,529** Employment Ontario clients

ACHIEVED 382% OF TARGET OF 400.

11. Achieved average uptime on distance delivery platforms of **98.4%** for the fiscal year.

ACHIEVED 104% OF TARGET OF 95%.

12. Achieved **90%** client satisfaction rate in an May-June 2021 survey of Ontarians using Contact North | Contact Nord's services conducted by an independent expert firm.

Section 2 – How Contact North | Contact Nord Fulfilled the Project Activities in 2020-2021

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>a. Operate and maintain free of charge, high-touch, local support services in English and French to students and prospective students of 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 will be operated in a manner conducive to academic study and will offer the following free services to the Target Base, to be scaled according to demand:</p> <p>i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms) and computers equipped with Internet access (using the highest connection speeds available);</p> <p>ii. Advisory services including, without limitation:</p> <ul style="list-style-type: none"> • assistance with registration in online courses and programs; 	<p>During the 2020-2021 fiscal year, Contact North Contact Nord operated 116 local online learning centres and 213 access points, providing free, local support services, in English and French, supporting 807 small, remote, rural, Indigenous and Francophone communities in every corner of Ontario.</p> <p>Throughout the fiscal year, online learning centres were closed, reopened and closed in response to mandatory Government of Ontario shutdowns and public health measures to address the COVID-19 pandemic.</p> <p>During the closure periods, Contact North Contact Nord transitioned from physical to virtual operations and offered three of its five core services:</p> <ol style="list-style-type: none"> 1) Information on available online programs and courses 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 (Ontario’s education and training providers). 2) Assistance with the registration process for their program or course of choice, referrals to other local support services, and assistance with financial information. 3) Free use of web conferencing distance learning platforms to connect to, and participate in, their live online programs and courses from their home computer. <p>As of March 31, 2021, Contact North Contact Nord safely reopened 27 online learning centres across the province to provide on-site support services with comprehensive COVID-19 health and safety protocols in place to protect clients</p>

1. Registration, Advisory Services and Online Learning Centres

Activity	Performance Report – April 1, 2020, to March 31, 2021
<ul style="list-style-type: none"> • 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. <p>iii. Technical support in respect of the use of on-site computers, tools and equipment;</p> <p>iv. A dedicated quiet study space;</p> <p>v. Exam invigilation services (some provided on a cost recovery basis).</p>	<p>and staff. Closed locations continued to provide services virtually, Monday to Friday, by phone, e-mail, Zoom and Facebook Messenger, to help students and prospective students with their educational needs.</p> <p>On April 1, 2021, all locations were closed in response to the province-wide shutdown announced on April 1, 2021. All staff relocated to their home offices and provided services virtually, Monday to Friday, by phone, e-mail, Zoom and Facebook Messenger to help students and prospective students with their educational needs.</p> <p>As of the date of this report, all locations are closed and will remain closed until July 31, 2021. Locations will start reopening on August 9, 2021, where it is safe to do so and government, health authorities, and our hosts allow.</p> <p>All 213 access points were closed in 2020-2021.</p> <p>Contact North Contact Nord regularly updated its COVID-19 Operational Continuity Plan to reflect the evolving circumstances and any new government public health measures. The corporation’s priority is protecting the health and safety of its staff, students and visitors accessing its locations. A total of 47 updates were completed and circulated to staff during the fiscal year. The most current version of the Operational Continuity Plan is available on Contact North Contact Nord’s corporate portal.</p> <p>As of the date of this report, no Contact North Contact Nord staff reported having contracted COVID-19.</p>

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<p><u>Key Outcomes During the 2020-2021 Fiscal Year</u></p> <ul style="list-style-type: none"> • 1,345,185 Requests for Services fulfilled during the fiscal year (See Appendix A for the snapshot covering all four quarters). • Generated 179,339 student course registrations in online courses during the 2020-2021 fiscal year with the following breakdown: <ul style="list-style-type: none"> a. 32,277 College b. 91,350 University c. 2,681 School Board d. 1,579 Literacy and Basic Skills e. 51,452 Training • Of the 179,339 student course registrations, 93,293 were generated by staff and 86,046 were generated through the use of Contact North Contact Nord’s online learning platforms by Algoma University, Saint-Paul University, and University of Ottawa to deliver their courses in response to the COVID-19 pandemic (all registrations for these three institutions are reflected in the University total). • 9,908 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 1,345,185 figure in the first bullet point). • 1,333 exams were invigilated in 2020-2021.
b. Secure the facilities for the online learning centres in rent-free space.	<ul style="list-style-type: none"> • All 116 local online learning centres housed in rent-free space provided by a local community partner. <ul style="list-style-type: none"> ○ This operating model generates estimated savings of \$870,000 annually for space (estimated savings to be updated in 2021-2022 due to relocation of online learning centres and space changes). • All partnership agreements for rent-free space up-to-date and managed in a database.

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – April 1, 2020, to March 31, 2021
c. Staff and operate the Student Information Hotline as defined in Schedule B.	<ul style="list-style-type: none"> • Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern Time. • Inquiries received after operating hours responded to the next business day. • Student Information Officers responded to 5,747 inquiries from across Ontario (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry): <ul style="list-style-type: none"> ○ 1,885 toll-free number ○ 1,892 Live Chat ○ 1,933 e-mail inquiries ○ 11 walk-ins ○ 26 Facebook Messenger inquiries
d. Prepare and deliver a Performance Report to the Province covering the Project activities carried out between April 1, 2020 and March 31, 2021 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 below.	<ul style="list-style-type: none"> • Contact North Contact Nord prepared and delivered a Performance Report as outlined in Schedule “F” by June 30, 2021, covering its activities during the period April 1, 2020, to March 31, 2021.

2. Shared and Collaborative Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>a. Provide its recruitment and local services as a core shared service.</p>	<ul style="list-style-type: none"> • Recruitment and local support services to students available to Ontario’s: <ul style="list-style-type: none"> ○ 24 public colleges ○ 22 public universities ○ 76 district school boards ○ 200 literacy and basic skills providers ○ 50 skills development training providers • During the 2020-2021 fiscal year, 179,339 student registrations in online courses generated for all categories of providers.
<p>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.</p>	<ul style="list-style-type: none"> • 69 requests received for 55 different online programs and courses not currently available and shared with education and training providers. • See Appendix B for report for 2020-2021.
<p>c. Develop and implement targeted recruitment campaigns for its Education and Training Providers to maximize course and program registrations from the Target Base.</p>	<ul style="list-style-type: none"> • Executed 99 Province-wide Recruitment Campaigns for 26 of Ontario’s public colleges, universities and Indigenous institutes in 807 small, remote, rural, Indigenous and Francophone communities across Ontario in 2020-2021, including: <ul style="list-style-type: none"> • Algoma University • Algonquin College • Cambrian College • Canadore College • Carleton University • Centennial College • Collège Boréal • Conestoga College • Confederation College

2. Shared and Collaborative Services	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> • Durham College • Fanshawe College • Fleming College • Georgian College • Lambton College • Laurentian University • McMaster University • Nipissing University • Northern College • Oshki Pimache O Win (Oshki Wenjack) • Ryerson University • Sault College • Seneca College • Sheridan College • Waterloo University • Wilfrid Laurier University • York University
<p>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.</p>	<ul style="list-style-type: none"> • During the 2020-2021 fiscal year, Contact North Contact Nord engaged with: <ul style="list-style-type: none"> ○ 170 Ontario Works offices (65 of these offices are in Indigenous communities) ○ 188 Employment Ontario offices • An “engaged” Ontario Works or Employment Ontario office is a local office that: <ol style="list-style-type: none"> 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 eight support services: <ul style="list-style-type: none"> • Assistance with identifying online program and course options to meet the client's specific education and training needs

2. Shared and Collaborative Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> • Assistance with the registration process for the client’s selected online programs courses • 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 online 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 is in place with the client to share) <p>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.</p> <p>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).</p> <p>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.</p>

2. Shared and Collaborative Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>e. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:</p> <ul style="list-style-type: none"> ○ 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; and ○ Technical support as further described in Section 5 (a) below. 	<p><u>3 Shared Service Learning Platforms</u></p> <p>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:</p> <ul style="list-style-type: none"> ● Web conferencing (Adobe Connect and Zoom) available ● Videoconferencing platform available ● Moodle learning management system available <p>During the 2020-2021 fiscal year:</p> <ul style="list-style-type: none"> ● 3,653 courses were delivered via web conferencing <p>Web conferencing includes delivery via Adobe Connect and Zoom platforms.</p> <ul style="list-style-type: none"> ● 0 courses were delivered via videoconferencing <p>Videoconferencing refers to the use of videoconference equipment located in our online learning centres connected via our videoconference bridge.</p> <ul style="list-style-type: none"> ● 430 courses delivered via the Moodle learning management system <p>Platforms available an average of 98.4% of the time for student use in 2020-2021.</p>

2. Shared and Collaborative Services

Activity

Performance Report – April 1, 2020, to March 31, 2021

Training for Faculty and Instructors

- Contact North | Contact Nord delivered live training to **388** faculty and instructors during the period on How to Use the Web Conferencing Platform to Teach Effectively (includes Adobe Connect and Zoom):

Institution	Number of Instructors
Algoma University	105
Association of Certified Fraud Examiners (ACFE)	3
Canadore College	2
Confederation College	19
Fanshawe College	1
Lakehead Adult Education Centre	4
Laurentian University	4
McMaster University	8
Ministry of the Solicitor General	59
Mohawk College	13
Ontario Good Roads Association	26
Oshki Pimache O Win	8
Ryerson University	2
Sault College	7
the LearningHUB	20
Université Saint-Paul University	93
University of Ottawa	14

2. Shared and Collaborative Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none">• 256 faculty and instructors viewed recordings of web conferencing training (Adobe Connect and Zoom).• 64 web conferencing resources available.• 11 videoconferencing resources available.• 15,239 registrations in 90 webinars delivered by 42 expert presenters and 19,001 views of the recordings as part of the Contact North Contact Nord Webinar Series. <p><u>Technical Support</u></p> <ul style="list-style-type: none">• 8,992 support requests to the IT Technical Hotline fulfilled in 2020-2021 (each support request can take up to 30 minutes to fulfill based on the nature of the request).• The IT Technical Hotline is available Monday – Friday, 7:30 a.m. to 10:30 p.m. Eastern Time (except statutory holidays and the week between Christmas and New Years).• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:<ul style="list-style-type: none">○ How do I get to my class?○ 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?

3. Information Technology (IT) & Web Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>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;</p>	<ul style="list-style-type: none"> • 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 in 2020-2021. • 8,992 support requests to the IT Technical Hotline fulfilled in 2020-2021 (each support request can take up to 30 minutes to fulfill based on the nature of the request). • The IT Technical Hotline is available Monday – Friday, 7:30 a.m. to 10:30 p.m. Eastern Time (except statutory holidays and the week between Christmas and New Years). • Examples of frequent technical support requests fulfilled from students for the web conferencing platform: <ul style="list-style-type: none"> ○ How do I get to my class? ○ 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? • Examples of frequent technical support requests fulfilled from instructors using the web conferencing platform: <ul style="list-style-type: none"> ○ How can I save the recording? ○ How do I share my presentation?
<p>b. Manage and maintain the Recipient’s online portals and</p>	<ul style="list-style-type: none"> • Three Contact North Contact Nord portals (English and French) available in 2020-2021 for student and general public use:

3. Information Technology (IT) & Web Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>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 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.</p>	<ul style="list-style-type: none"> ○ studyonline.ca / etudiezenligne.ca ○ contactnorth.ca / contactnord.ca ○ e-channel.ca / apprentissageenligne.ca <ul style="list-style-type: none"> ● During the 2020-2021 fiscal year, 377,149 users generated 1,238,159 pageviews on three portals: <ul style="list-style-type: none"> ○ 302,831 users generated 1,043,482 pageviews on studyonline.ca / etudiezenligne.ca. ○ 56,026 users generated 154,471 pageviews on contactnorth.ca / contactnord.ca. ○ 18,292 users generated 40,206 pageviews on e-channel.ca / apprentissageenligne.ca. ● Collection of online program and course information completed for the Fall 2020, Winter 2021, and Spring/Summer 2021 academic semesters for posting to studyonline.ca / etudiezenligne.ca. ● Updating current information is an ongoing process to ensure the portal is current and up-to-date. ● Portals monitored continuously throughout the period to ensure posted content is current and up-to-date. ● In July 2020, Contact North Contact Nord launched an enhanced version of studyonline.ca / etudiezenligne.ca for students and prospective students to improve the user experience: <ul style="list-style-type: none"> ○ A new “Apple-like” look ○ Improvements for mobile users ○ A completely rebuilt, enhanced version of the online program and course search tool featuring new search and filter options delivering more relevant results for students and prospective students ● Reviewed three Contact North Contact Nord portals and made necessary changes to ensure Contact North Contact Nord in compliance with <i>Accessibility for Ontarians with Disabilities Act</i> on January 1, 2021. Review of e-Channel portal completed with e-Channel funding from Ministry of Labour, Training and Skills Development.

3. Information Technology (IT) & Web Services	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> • 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.
<p>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;</p>	<ul style="list-style-type: none"> • 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 98.4% of the time in 2020-2021.
<p>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, faculty, instructors, staff, and other stakeholders to whom the Recipient is providing its services.</p>	<ul style="list-style-type: none"> • Contact North Contact Nord reported an average of 98.4% uptime on its services during the 2020-2021 fiscal year. • The transition of the major business systems to the cloud, completed in 2019-2020, supported the delivery of external (students, education and training providers) and internal (staff) support services during the mandatory shutdowns of Contact North Contact Nord’s locations in 2020-2021.
<p>e. Continually enhance broadband Internet access at online learning centres as service becomes</p>	<ul style="list-style-type: none"> • No upgrades to broadband Internet access given the online learning centres were closed during the mandatory shutdowns in 2020-2021.

3. Information Technology (IT) & Web Services

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>available/improved in Target Base communities.</p>	
<p>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.</p>	<ul style="list-style-type: none"> • All IT and communications infrastructure managed and maintained during the 2020-2021 fiscal year to perform Project activities, including reporting requirements. • The transition of the major business systems to the cloud, completed in 2019-2020, supported the delivery of external (students, education and training providers) and internal (staff) support services during the mandatory shutdowns of Contact North Contact Nord’s locations in 2020-2021.

4. Communications and Marketing	
Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>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.</p>	<p>During the 2020-2021 fiscal year, Contact North Contact Nord rapidly transitioned from physical operations to virtual operations in response to mandatory shutdowns and public health measures and implemented the following virtual recruitment strategies:</p> <ul style="list-style-type: none"> • Continuous marketing and promotion of available online programs and courses in the 807 small, remote, rural, Indigenous and Francophone communities supported 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. • The mandatory shutdowns and public health measures implemented to address the COVID-19 pandemic resulted in the closure of our physical locations and limited our ability to meet face-to-face with clients. The majority of marketing and promotional activities were undertaken virtually via phone, Zoom, e-mail, text messaging and Facebook Messenger in 2020-2021. • Executed 99 Province-wide Recruitment Campaigns for 26 of Ontario’s public colleges, universities and Indigenous institutes in 807 small, remote, rural, Indigenous and Francophone communities across Ontario in 2020-2021, including: <ul style="list-style-type: none"> • Algoma University • Algonquin College • Cambrian College • Canadore College • Carleton University • Centennial College • Collège Boréal • Conestoga College

4. Communications and Marketing	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> • Confederation College • Durham College • Fanshawe College • Fleming College • Georgian College • Lambton College • Laurentian University • McMaster University • Nipissing University • Northern College • Oshki Pimache O Win (Oshki Wenjack) • Ryerson University • Sault College • Seneca College • Sheridan College • Waterloo University • Wilfrid Laurier University • York University
<p>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.).</p>	<ul style="list-style-type: none"> • Utilized Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. <ul style="list-style-type: none"> ○ During the 2020-2021 fiscal year, 302,831 users generated 1,043,482 pageviews on the portal. • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Instagram page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students.

4. Communications and Marketing	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> Corporate LinkedIn page maintained to engage with students and prospective students. <p>See Appendix C for the quarterly reports on social media activity.</p>
c. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> During the period, Contact North Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including: <ul style="list-style-type: none"> Ontario’s education and training providers Local partners who host the 114 local online learning centres and 213 access points Provincial and local decision-makers In January 2021, the Contact North Contact Nord Board of Directors approved the Contact North Contact Nord Operational Framework in Support of Ontario Post-COVID-19 Recovery, which was shared with stakeholders.
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.	<ul style="list-style-type: none"> During the 2020-2021 fiscal year, 302,831 users generated 1,043,482 pageviews on the studyonline.ca / etudiezenligne.ca portal for students and prospective students. During the 2020-2021 fiscal year, 18,292 users generated 40,206 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. See Appendix C for quarterly reports on social media activity.

4. Communications and Marketing	
Activity	Performance Report – April 1, 2020, to March 31, 2021
a. Adhere to the public communications protocol with the Province attached as Schedule “H”.	<ul style="list-style-type: none"> • All communications protocols adhered to.

5. Capital Enhancements and Expanded Services	
Activity	Performance Report – April 1, 2020, to March 31, 2021
a. Preparation of thirty-six (36) online learning centres for fibre connectivity. Replacement of routers at thirty-six (36) online learning centres with pfSense and fibre connectors where fibre connections are available and/or anticipated to be available in the near future;	<ul style="list-style-type: none"> • Contact North Contact Nord did not complete the upgrade in 2020-2021 due to the number of online learning centres closed and health and safety concerns for IT staff having to travel to the online learning centres to complete upgrades. • Funds allocated to the replacement were used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North Contact Nord’s physical locations.
b. Replacement of end-of-life computer workstations and laptops. Replacement of one hundred (100) of its computers reaching their end of life;	<ul style="list-style-type: none"> • Contact North Contact Nord purchased 130 computers in 2020-2021.
c. Replacement of ten (10) HDX7000 videoconferencing units and two (2) HDX8000 videoconferencing units reaching end-of-life in online learning centres;	<ul style="list-style-type: none"> • Contact North Contact Nord did not complete the replacement in 2020-2021 due the number of online learning centres closed and health and safety concerns for IT staff having to travel to the online learning centres to complete upgrades. • Funds allocated to the replacement were used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North Contact Nord’s physical locations.
d. Replacement of twenty (20) EX90 videoconferencing desktop units	<ul style="list-style-type: none"> • Contact North Contact Nord did not complete the replacement in 2020-2021 due the number of online learning centres closed and health and safety

5. Capital Enhancements and Expanded Services	
Activity	Performance Report – April 1, 2020, to March 31, 2021
reaching end- of-life in online learning centres; and	<p>concerns for IT staff having to travel to the online learning centres to complete upgrades.</p> <ul style="list-style-type: none"> Funds allocated to the replacement were used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North Contact Nord’s physical locations.
e. Purchase replacement of the Recipient’s Customer Relationship Management Tool (CRM) and begin customization to meet Recipient’s client tracking, client support and statistics reporting requirements.	<ul style="list-style-type: none"> Phase 1 Needs and Requirements Assessment, delayed due to the COVID-19 pandemic, was completed in 2020-2021, including extensive consultation and staff engagement through Zoom sessions and surveys, presentation of results to staff and preparation of technical requirements for the new CRM. As a result of the Assessment, Microsoft Dynamics 365 was selected as the platform for the new CRM and KPMG awarded a contract for the configuration and implementation of Microsoft Dynamics under the OECM vendor of record agreement.

6. Digital Learning Strategy	
Activity	Performance Report – April 1, 2020, to March 31, 2021
The Recipient will actively collaborate with the Province on the development of a digital learning strategy for postsecondary education.	<ul style="list-style-type: none"> • Contact North Contact Nord participated in a briefing session on the digital learning strategy with the Ministry of Colleges and Universities on October 14, 2020. • As one of Ontario’s digital learning organizations, Contact North Contact Nord actively contributed to the implementation of the Virtual Learning Strategy by providing access to education and training for unserved residents in rural and remote Ontario. • Through the additional funding provided in 2020-2021, Contact North Contact Nord is adding virtual reality / augmented reality (VR/AR) technologies to its suite of technology platforms to deliver new online courses developed by colleges and universities through the Virtual Learning Strategy and opening more locations/operations across the province to provide greater access to underserved Ontarians.

7. Survey	
Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>The Recipient will engage a third party to conduct a survey to assess and evaluate the impact of the Recipient’s services on its clients’ academic program completion rates and employment rates.</p>	<ul style="list-style-type: none"> • Independent expert firm engaged to complete 2020-2021 student outcomes survey. • 2020-2021 questions reviewed and revised to reflect the 2020-2021 operating environment, with new questions added to assess the impact of the COVID-19 pandemic. • The survey was completed during the period May 18, 2021, and June 1, 2021. • Clients, who reported their goal with pursuing education and training was to complete a credential, identified the following completion rates: <ul style="list-style-type: none"> ○ 76% completed an online certificate ○ 47% completed an undergraduate degree ○ 54% completed a college diploma ○ 45% completed a graduate degree • Clients, who reported their goal with pursuing education and training was employment related, identified the following employment outcomes: <ul style="list-style-type: none"> ○ 33% were successful in securing a new job ○ 94% maintained their current employment • A copy of the report, Contact North Contact Nord Annual Student Outcomes Survey 2020-2021, is included in Appendix D.

8. Administration

Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations.</p>	<p><u>Staff</u></p> <ul style="list-style-type: none"> • During the 2020-2021 fiscal year, 13 new full-time staff members hired (to fill vacancies; no new positions created) and 10 full-time staff members resigned. • As of March 31, 2021, Contact North Contact Nord had 16 open recruitment processes, 13 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging. • Full-time and part-time staff complement averaged 235 individuals during the 2020-2021 fiscal year. • No staff were laid off as a result of the COVID-19 pandemic. Front-line staff normally working in an online learning centre were re-assigned to recruit and support students virtually. <p><u>Operations Centres</u></p> <ul style="list-style-type: none"> • 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 throughout the fiscal year in response to mandated shutdowns and public health measures. <p><u>Appropriate Equipment and Technology</u></p> <ul style="list-style-type: none"> • All appropriate equipment in place for efficient operation of both operations centres, including during the COVID-19 closures. 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 98.4% of the time during the 2020-2021 fiscal year to support operations.

8. Administration	
Activity	Performance Report – April 1, 2020, to March 31, 2021
<p>b. Travel, meal and hospitality expenditures for staff and members of the Board of Directors across all categories set out in the Budget (Schedule “D”), are subject to the following:</p> <p>i. The Recipient will develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements under the <i>Broader Public Sector Expenses Directive, 2020</i> effective January 1, 2020, including adhering to the principles of this directive; and</p> <p>ii. The Recipient will exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses.</p>	<ul style="list-style-type: none"> • 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. • 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 <i>Public Service of Ontario Act, 2006</i>.
<p>c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.).</p>	<ul style="list-style-type: none"> • Professional services acquired in accordance with Contact North Contact Nord’s Financial Policy as required to support its operations.
<p>d. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.</p>	<ul style="list-style-type: none"> • Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • Three meetings of the Contact North Contact Nord Board of Directors in 2020-2021: <ul style="list-style-type: none"> ○ June 22, 2020

8. Administration	
Activity	Performance Report – April 1, 2020, to March 31, 2021
	<ul style="list-style-type: none"> ○ September 20, 2020 ○ January 20, 2021 ● Seven CEO Updates to the Board of Directors on Operations in 2020-2021: <ul style="list-style-type: none"> ○ April 2020 ○ July – August 2020 ○ September – October 2020 ○ December 2020 ○ January 2021 ○ February 2021 ○ March 2021 ● Regular audio briefing on operations with the Chair of the Board of Directors. ● 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. ● Operations Team met daily at 9:00 a.m. to address any operational issues.

Section 3 – Project Outcomes and Performance Measures

Note – Contact North | Contact Nord 2020-2021 Response indicated under METRICS in bold.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>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.</p> <p>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</p>	<p>Manage, host and maintain an online portal which facilitates enrolment information on online courses and program offerings from the Education and Training Providers.</p> <p>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.</p>	<p>Maximization of potential enrolment in online courses and programs offered by the Education and Training Providers within the Target Base.</p> <p>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.</p>	<p>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.</p> <p>Total target: 62,400</p> <p>2020-2021: Generated 179,339 student registrations in online courses with the following breakdown:</p> <ul style="list-style-type: none"> • 32,277 College • 91,350 University • 2,681 School Board • 1,579 Literacy and Basic Skills • 51,452 Training <p>These are final results for 2020-2021 after year-end reviews and any related adjustments.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
without having to leave their communities.			<p>Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline.</p> <p>Total target: 6,480</p> <ul style="list-style-type: none"> • 2020-2021: 5,747 inquiries: <ul style="list-style-type: none"> ○ 1,885 toll-free number ○ 1,892 Live Chat ○ 1,933 e-mail inquiries ○ 11 walk-ins ○ 26 Facebook Messenger <p>Each request can take up to 30 minutes to fulfill based on the nature of the request.</p> <p>Nature of Requests:</p> <ul style="list-style-type: none"> • Book an exam • Request information on available online programs and courses • Request information on closest online learning centre • Request for technical support (transferred to IT Technical Hotline)

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre.</p> <p>2020-2021: See attached file “CONTACT NORTH CONTACT NORD DEMOGRAPHIC INFORMATION 2020-2021” with the online learning centre identified.</p>
<p>Ministry mandate: meeting expectations that educational experiences be available without geographic barriers/boundaries and to use technology to facilitate this.</p> <p>Program goal: reduce economic and technological barriers for learners</p>	<p>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.</p> <p>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</p>	<p>Target Base bridges geographic barriers by making use of equipment and technological infrastructure necessary to successfully participate in online courses.</p> <p>Target Base can make use of 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.</p> <p>Recipient’s IT & web-based services are uninterrupted.</p>	<p>Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics).</p> <p>Target: 311</p> <p>2020-2021: 332:</p> <ul style="list-style-type: none"> • 116 online learning centres • 216 access points <p>Online learning centres were closed, reopened and closed in 2020-2021 in response to mandatory shutdowns and public</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>within the Target Base through the provision of online learning centres equipped with computers, Internet access and web conferencing and videoconferencing platforms.</p>	<p>students, faculty, instructors and any other stakeholders, as required.</p>		<p>health measures.</p> <p>No access points were open in 2020-2021.</p> <p>Number and nature of IT support requests fulfilled.</p> <p>Target: 4,984</p> <p>2020-2021: 8,992 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.</p> <p>The IT Technical Hotline is available Monday – Friday, 7:30 a.m. to 10:30 p.m. Eastern Time (except statutory holidays and the week between Christmas and New Years).</p> <p>Up time on distance delivery platforms per operating system reports:</p> <p>Target: 95%</p> <p>2020-2021: 98.4% during the</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			period.
<p>Program goal: promote awareness within the Target Base of services offered by the Recipient through targeted marketing and recruitment campaigns across traditional and digital platforms.</p>	<p>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.</p>	<p>Heightened awareness of the Recipient and its services within the Target Base.</p> <p>Increased engagement among the Recipient and the Target Base across various traditional and digital media platforms.</p>	<p>Social media reach and engagement metrics supported by reports issued by each platform provider.</p> <p>Conversion and engagement metrics for each media and campaign.</p> <p>Detailed web traffic stats (categorized by site).</p> <p>See Appendix C for quarterly social media reach reports.</p> <ul style="list-style-type: none"> • During 2020-2021, 377,149 users generated 1,238,159 pageviews on portals: <ul style="list-style-type: none"> ○ 302,831 users generated 1,043,482 pageviews on studyonline.ca / etudiezenligne.ca. ○ 56,026 users generated 154,471 pageviews on contactnorth.ca / contactnord.ca. ○ 18,292 users generated 40,206 pageviews on

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			e-channel.ca / apprentissageenligne.ca.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Ministry mandate: educational experiences be available at every stage of Ontarians' lives and to meet demand for up-skilling or mid-career retraining.</p> <p>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.</p>	<p>Provide academic/career advisory services to Target Base through Student Information Hotline.</p> <p>Provide on-site advisory services to students and prospective students within the Target Base who attend the Recipient's online learning centres.</p> <p>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.</p>	<p>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.</p> <p>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.</p>	<p>Number of advisory requests received by the Student Information Hotline and by staff at its online learning centres.</p> <p>Target: 917,555</p> <p>2020-2021: 1,345,185</p> <p>Number of office partnerships established.</p> <p>Targets: Ontario Works: 170 Employment Ontario: 188</p> <p>2020-2021:</p> <p>Ontario Works: 170 Employment Ontario: 188</p> <p>Number of Ontario Works and Employment Ontario clients</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>served.</p> <p>Targets: Ontario Works: 175 Employment Ontario: 400</p> <p>2020-2021:</p> <p>Ontario Works: 312 Employment Ontario: 1,529</p>
			<p>Number of online course and program registrations by Ontario Works and Employment Ontario clients</p> <p>Targets:</p> <p>Ontario Works: 1,500 Employment Ontario: 3,000</p> <p>2020-2021:</p> <p>Ontario Works: 1,479 Employment Ontario: 10,494</p>
			<p>Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>2020-2021: Clients, who reported their goal with pursuing education and training was employment related, identified the following employment outcomes:</p> <ul style="list-style-type: none"> • 33% of respondents were successful in securing a new job • 94% of respondents maintained their current employment. <p>A copy of the report, Contact North Contact Nord Annual Student Outcomes Survey 2020-2021, is included in Appendix D.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>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.</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Faculty and instructors of the Education and Training Providers use the Recipient's online delivery tools and resources.</p> <p>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.</p> <p>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.</p>	<p>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.</p> <p>2020-2021: Contact North Contact Nord provides the following three tools for use by faculty and instructors:</p> <ol style="list-style-type: none"> 1) Web conferencing platforms (Adobe Connect and Zoom) 2) Videoconferencing platform 3) Moodle Learning Management System <p>Number of Faculty and Instructors trained on the Recipient's online delivery tools and resources.</p> <p>2020-2021: Contact North Contact Nord delivered live training to 388 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the fiscal year (Adobe Connect and</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			Zoom). An additional 256 faculty and instructors accessed recorded training sessions during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes based, independently verifiable data.</p>		<p>Evidence of increased academic program completion rates; and</p> <p>Evidence of increased employment rates.</p>	<p>Metrics based on independently conducted survey data that:</p> <ul style="list-style-type: none"> • Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates; and • Demonstrate the direct impact of the Recipient's services on its clients' employment rates. • 2020-2021: Clients, who reported their goal with pursuing education and training was to complete a credential, identified the following completion rates: <ul style="list-style-type: none"> ○ 76% completed an online certificate ○ 47% completed an undergraduate degree ○ 54% completed a college diploma ○ 45% completed a graduate degree • Clients, who reported their goal with pursuing education and training was employment related identified the following

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>employment outcomes:</p> <ul style="list-style-type: none"> ○ 33% of respondents were successful in securing a new job ○ 94% of respondents maintained their current employment. ● A copy of the report, Contact North Contact Nord Annual Student Outcomes Survey 2020-2021, is included in Appendix D.

Section 4 – Mitigation Strategies

Contact North | Contact Nord reviewed the 2020-2021 fiscal year results against the outcomes and performance measurements in the 2020-2021 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

Contact North | Contact Nord met and/or exceeded the majority of its targets for 2020-2021 as noted below. Where appropriate, comments added for 2020-2021 results. No mitigation strategies identified.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Requests for Services	917,555	383,378	278,229	269,761	402,596	1,345,185	147%	
Course Registrations	62,400	27,190	71,537	11,286	68,704	179,339	287%	
Communities Supported	800	807	807	807	807	807	101%	
Ontario Works Office Engagement	170	170	170	170	170	170	100%	
Ontario Works Clients Supported	175	74	83	77	78	312	178%	
Registrations from Ontario Works Clients	1,500	213	398	381	487	1,479	99%	

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Employment Ontario Office Engagement	188	188	188	188	188	188	100%	
Employment Ontario Clients Supported	400	309	408	455	357	1,529	382%	
Registrations from Employment Ontario Clients	3,000	1,201	2,639	3,003	3,651	10,494	350%	
Calls to IT Technical Hotline	4,984	2,800	2,290	1,498	2,404	9,908	199%	The higher call volumes are the result of supporting the University of Ottawa and Algoma University faculty and students which was not anticipated when the target was set.
Calls to Student Information Hotline	6,480	1,927	1,321	1,031	1,468	5,747	89%	Overall call volumes lower due to absence of exam bookings that are coordinated through the Student Information Hotline.
Up time on distance delivery platforms	95%	99.7%	98.0%	97.8%	98.2%	98.4% (average of Q1-Q4)	104%	

Section 5 – 2020-2021 Project Financial Report (unaudited)

Contact North | Contact Nord MCU Funding Financial Report at March 31, 2021

	Year-to-Date		Variance	% Var
	Budget	Actual		
Revenue				
Base Grant	\$ 9,877,443	\$ 9,877,443	\$ -	
Total Revenue	\$ 9,877,443	\$ 9,877,443	\$ -	0%
Expenditures				
Recruitment & Student Services				
Regional Services and Online Learning Centres	\$ 3,871,903	\$ 3,551,151	\$ (320,752)	-8%
Recruitment & Marketing	587,203	790,788	203,585	35%
Statistics Collection & Reporting	247,479	173,884	(73,595)	-30%
Student Information Hotline	195,374	209,446	14,072	7%
Central Support Services	182,195	196,516	14,321	8%
Special Support Project (COVID)	-	192,866	192,866	
Travel (direct)	337,900	60,015	(277,885)	-82%
Total Recruitment & Student Services	\$ 5,422,054	\$ 5,174,665	\$ (247,389)	-5%
Information Technology (IT) & Web Services				
IT & Web Services Department	\$ 1,642,410	\$ 1,883,035	240,625	15%
Telecommunications	163,239	211,771	48,532	30%
Travel (direct)	71,800	30	(71,770)	-100%
Total Information Technology (IT) & Web Services	\$ 1,877,449	\$ 2,094,836	\$ 217,387	12%
Operations Support Services				
Regional Operations Centres	\$ 876,007	\$ 852,132	\$ (23,875)	-3%
COVID Supplies/Additional Cleaning	-	161,196	161,196	
e-Learning Support Services	95,739	98,914	3,175	3%
CRM Data Integrity & Training	184,300	204,403	20,103	11%
Travel (direct)	10,100	18	(10,082)	-100%
Total Operations Support Services	\$ 1,166,146	\$ 1,316,662	\$ 150,516	13%
Governance & Administration				
Financial Services	\$ 292,584	\$ 281,741	\$ (10,843)	-4%
Human Resources Services	329,219	300,187	(29,032)	-9%
Governance & CEO	296,017	289,792	(6,225)	-2%
Travel & Hospitality (indirect)	68,000	19,551	(48,449)	-71%
Total Governance & Administration	\$ 985,820	\$ 891,272	\$ (94,548)	-10%
Capital				
Computer and Laptop Renewal	\$ 110,000	\$ 141,605	\$ 31,605	29%
Expenses to Equip Home Offices for Staff (COVID)	-	94,224	94,224	
Additional Adobe Connect Licensing (COVID)	-	120,429	120,429	
CRM Replacement Phase 2A	\$ 150,000	\$ 43,730	(106,270)	-71%
Fibre Connectivity	\$ 21,600	\$ -	(21,600)	-100%
Videoconference equipment renewal	\$ 144,374	\$ -	(144,374)	-100%
Total Capital	\$ 425,974	\$ 399,988	\$ (25,986)	-6%
Total Expenditures	\$ 9,877,443	\$ 9,877,423	\$ (20)	
Surplus or (shortfall)	\$ -	\$ 20	\$ 20	
Interest Earned on TP Funds (only required at year end)		13,926		
Funds received on Disposal of Assets		0		
Total Due to (from) Province		13,946		

Note

We added four new budget lines (highlighted above) to the original approved 2020-2021 budget in the Transfer Payment to track extraordinary and unbudgeted expenditures related to COVID-19.

Section 6 – 2020-2021 Audited Financial Statement

On June 22, 2021, 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, 2021, including \$100,000 internally restricted net assets.

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

1. The 2020-2021 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 2020-2021 Financial Statements is dated on the actual approval date by the Board of Directors.
5. Contact North | Contact Nord ended 2020-2021 with an excess of revenue over expenses of \$14,131 as follows:
 - a. Transfer Payment Agreement with the Ministry of Colleges and Universities for Funding for Operations
 - \$23 excess of revenue over expenses on \$9,877,443
 - \$13,925 in interest, which is payable to the Ministry
 - \$13,948 total repayable to the Ministry
 - b. Transfer Payment Agreement with the Ministry of Labour, Training and Skills Development for e-Channel
 - \$183 excess of revenue over expenses on \$586,158

This reconciliation is referenced in Note 3, page 9 of the draft 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, 2021



KPMG LLP
Claridge Executive Centre
144 Pine Street
Sudbury ON P3C 1X3
Canada
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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, 2021
- the statement of operations and changes in fund balance 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, 2021, 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 and Those Charged with Governance 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.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' 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 auditors' 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



Page 3

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.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify in our audit.

KPMG LLP

Chartered Professional Accountants, Licensed Public Accountants

Sudbury, Canada

June 22, 2021

CONTACT NORTH | CONTACT NORD

Statement of Financial Position

March 31, 2021, with comparative information for 2020

	2021	2020
Assets		
Current assets:		
Cash and cash equivalents	\$ 1,219,420	\$ 52,141
Accounts receivable	6,279	63,695
HST receivable	168,892	171,327
Due from Province (note 3)	-	888,812
Prepaid expenses	354,157	436,380
	<u>1,748,748</u>	<u>1,612,355</u>
Equipment (note 4)	225,611	525,387
	<u>\$ 1,974,359</u>	<u>\$ 2,137,742</u>
Liabilities and Fund Balance		
Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 1,169,614	\$ 1,159,714
Due to Province (note 3)	14,131	-
Deferred revenue	105,023	126,482
Accrued vacation pay entitlements	312,873	276,142
	<u>1,601,641</u>	<u>1,562,338</u>
Deferred capital contributions (note 6)	225,611	525,387
	<u>1,827,252</u>	<u>2,087,725</u>
Fund balances:		
Unrestricted	47,107	50,017
Internally restricted	100,000	-
	<u>147,107</u>	<u>50,017</u>
Commitments (note 7)		
	<u>\$ 1,974,359</u>	<u>\$ 2,137,742</u>

See accompanying notes to financial statements.

On behalf of the Board:

_____ Director _____ Director

CONTACT NORTH | CONTACT NORD

Statement of Operations

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Revenue:		
MCU Operating Grant	\$ 9,825,600	\$ 9,401,275
Other Provincial Grants	585,975	580,415
Projects and Other Revenue	1,457,754	107,687
Interest income	13,926	16,055
Amortization of deferred capital contributions (note 6)	337,671	242,188
	<u>12,220,926</u>	<u>10,347,620</u>
Expenses:		
Recruitment and Student Services	5,273,515	5,250,581
Information Technology and Web Services	2,695,749	2,247,700
Operations Support Services	1,316,661	1,196,112
Governance and Administration	891,272	965,124
Other Provincial Grant-Funded Activities	585,975	580,415
Projects and Other Activities	1,360,664	57,671
	<u>12,123,836</u>	<u>10,297,603</u>
Excess of revenue over expenses	<u>\$ 97,090</u>	<u>\$ 50,017</u>

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Statement of Changes in Fund Balances

Year ended March 31, 2021, with comparative information for 2020

	Unrestricted	Internally Restricted	2021 Total	2020 Total
Fund balances, beginning of year	\$ 50,017	\$ -	\$ 50,017	\$ -
Excess of revenue over expenses	97,090	-	97,090	50,017
Interfund transfers	(100,000)	100,000	-	-
Fund balances, end of year	\$ 47,107	\$ 100,000	\$ 147,107	\$ 50,017

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Statement of Cash Flows

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Cash provided by (used in):		
Operations:		
Excess of revenue over expenses	\$ 97,090	\$ 50,017
Items not involving cash:		
Amortization of capital assets	337,671	242,188
Amortization of deferred capital contributions	(337,671)	(242,188)
	97,090	50,017
Changes in non-cash operating working capital:		
Accounts receivable	57,416	36,462
HST receivable	2,435	14,469
Due to/from Ministry	902,944	(890,771)
Prepaid expenses	82,223	(132,419)
Accounts payable and accrued liabilities	9,899	91,548
Deferred revenue	(21,459)	126,482
Accrued vacation pay entitlements	36,731	(30,716)
	1,167,279	(734,928)
Investing:		
Purchase of equipment	(37,895)	(269,602)
Prepayment of licenses	-	186,939
	(37,895)	(82,663)
Financing:		
Principal repayments on long-term debt	-	(206,490)
Deferred capital contributions received	37,895	269,602
	37,895	63,112
Increase (decrease) in cash and cash equivalents	1,167,279	(754,479)
Cash and cash equivalents, beginning of year	52,141	806,620
Cash and cash equivalents, end of year	\$ 1,219,420	\$ 52,141

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements

Year ended March 31, 2021

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"). 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:

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, 2021

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.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

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.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

1. Significant accounting policies (continued):

(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 of 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.

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, 2021 is \$Nil (2020 - \$Nil). As collateral, the Organization has provided a general security agreement covering all assets.

3. Due from (to) Ministry:

(a)

	2021	2020
Grant receivable MCU	\$ -	\$ 975,147
Less: surplus on Ministry activity, including interest, to be repaid from operating grants (b)	(13,949)	(80,593)
Less: surplus on Ministry activity from other grants	(183)	(5,742)
Receivable from (payable to) Province of Ontario	\$ (14,132)	\$ 888,812

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

3. Due from (to) Ministry:

(b) MCU Base Operating Funding reconciliation:

	2021				2020			
	MCU Operating	Other Provincial Grants	Projects and Other Activities	TOTAL	MCU Operating	Other Provincial Grants	Projects and Other Activities	TOTAL
Revenue								
Approved grant per Transfer Payment Agreement	\$ 9,877,443	586,158	-	10,463,601	\$ 9,751,469	586,158	-	10,337,627
Projects and Other Activities	-	-	1,457,754	1,457,754	-	-	107,687	107,687
Interest	13,926	-	-	13,926	16,055	-	-	16,055
	<u>9,891,369</u>	<u>586,158</u>	<u>1,457,754</u>	<u>11,935,281</u>	<u>9,767,524</u>	<u>586,158</u>	<u>107,687</u>	<u>10,461,369</u>
Expenditures								
Expenditures per audited Financial Statements	10,177,197	585,975	1,360,664	12,123,836	9,659,518	580,415	57,670	10,297,603
Less: Amortization included in above	(337,671)	-	-	(337,671)	(242,188)	-	-	(242,188)
Add: Capital Expenditures	37,895	-	-	37,895	269,601	-	-	269,601
	<u>9,877,421</u>	<u>585,975</u>	<u>1,360,664</u>	<u>11,824,060</u>	<u>9,686,931</u>	<u>580,415</u>	<u>57,670</u>	<u>10,325,016</u>
Addition to fund balance	-	-	97,090	97,090	-	-	50,017	50,017
Excess of revenue over expenditures for year representing due to Province								
	<u>\$ 13,948</u>	<u>183</u>	<u>-</u>	<u>14,131</u>	<u>\$ 80,593</u>	<u>5,743</u>	<u>-</u>	<u>86,336</u>
Repayable from Transfer Payment Agreements consists of:								
Interest	\$ 13,925	-	-	13,925	16,055	-	-	16,055
Surplus	23	183	-	206	64,538	5,743	-	70,281
	<u>\$ 13,948</u>	<u>183</u>	<u>-</u>	<u>14,131</u>	<u>\$ 80,593</u>	<u>5,743</u>	<u>-</u>	<u>86,336</u>

(c) On March 26, 2021, the Organization entered into a transfer payment agreement in the amount of \$1,697,500 with the Ministry of Colleges and Universities to support virtual learning and training activities for the period March 31, 2021 to March 30, 2022. The Organization is entitled to the to the first disbursement of \$424,375 upon signature and approval of the agreement. As at March 31, 2021, the Organization has incurred costs totalling \$Nil in relation to costs incurred under this transfer payment agreement. As a result, there are no amounts included within accounts receivable or deferred revenue within the Statement of Financial Position at March 31, 2021.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

4. Equipment:

			2021	2020
	Cost	Accumulated amortization	Net book value	Net book value
Computer and telecommunication equipment	\$ 5,552,002	5,498,815	\$ 53,187	\$ 156,322
Office equipment	125,865	125,865	—	147
Software	2,514,627	2,342,203	172,424	368,918
	\$ 8,192,494	7,966,883	\$ 225,611	\$ 525,387

The total amortization charged for the year is \$337,671 (2020 - \$242,188).

5. Accounts payable and accrued liabilities:

Included in accounts payable and accrued liabilities are government remittances payable of \$61,447 (2020 - \$61,087) 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.

	2021	2020
Balance, beginning of year	\$ 525,387	\$ 497,973
Additional contributions received	37,895	269,602
Amounts amortized to revenue	(337,671)	(242,188)
Balance, end of year	\$ 225,611	\$ 525,387

7. Commitments:

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

2022	\$ 415,971
2023	292,212
2024	2,185
2025	—
	\$ 710,368

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

8. Financial risks and concentration of risk:

The Organization's financial instruments consist of cash and cash equivalents, accounts receivable, accounts payable and accrued liabilities and amounts due to (from) the Ministry. 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. 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 dependence on government funding. There was no significant change in exposure from the prior year.

(d) Other risk:

The Organization's main sources of revenue are grant income received from provincial government grants and service revenue. In March 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This resulted in the Canadian and Provincial governments enacting emergency measures to combat the spread of the virus.

In response to the Public Health Ontario recommendations the Organization has limited in person activity in online learning centres and operations centres based on provincial or local requirements or host restrictions. In addition, all staff are equipped to be able to work from home or the office/online learning centre and pivot from one to the other depending on provincial or local requirements. Lastly, the Organization has provided additional supports to educational institutions and purchased additional platform licensing in anticipation of the additional demand.

The Organization accessed funding through the federal temporary wage subsidy program in the amount of \$25,000.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2021

8. Financial risks and concentration of risk:

(d) Other risk (continued):

The impact of COVID-19 may impact operations for a duration that cannot be reasonably predicted. The further overall operational and financial impact is highly dependent on the duration of COVID-19, including the potential occurrence of additional waves of the pandemic, and could be affected by other factors that are currently not known at this time. Management is actively monitoring the effect of the pandemic on its financial condition, liquidity, operations, suppliers, and workforce. Given the daily evolution of the pandemic and the global responses to curb its spread, the Organization is not able to fully estimate the effects of the pandemic on its results of operations, financial condition, or liquidity at this time.

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.

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	2020-2021	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.	1,206	15	78	34	1,333	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.	51,692	55,064	51,421	54,009	212,186	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.	2,702	1,979	2,964	3,636	11,281	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, videoconferencing and audioconferencing platforms to connect to their courses.	0	512	517	18	1,047	CN CN CRM
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.	3,039	2,780	2,076	2,621	10,516	Internal Tracking
Sub Total		58,639	60,350	57,056	60,318	236,363	

Requests Responded to Centrally							
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,927	1,321	1,031	1,468	5,747	Internal Tracking
Online Booking Tool (OBT) Bookings for the Use of Web Conferencing, Videoconferencing and Audioconferencing Platforms and Requests for Changes to Bookings	The number of bookings for the use of CN CN's 3 distance delivery platforms (web conferencing, videoconferencing and audioconferencing) by education and training providers and the number of changes to bookings processed.	1,321	4,169	2,278	2,140	9,908	CN CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	2,800	2,290	1,498	2,404	8,992	Bell Canada Call Tracking
Province-wide Targeted Recruitment Campaigns	Number of targeted recruitment campaigns undertaken by CN CN 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.	39	31	18	11	99	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.	178	152	32	26	388	Internal Tracking
	Sub Total	6,265	7,909	4,855	6,044	25,073	

Requests Responded to via Portals							
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.	319,075	200,473	198,526	325,408	1,043,482	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.	10,557	9,489	9,297	10,863	40,206	Google Analytics
	Sub Total	329,632	209,962	207,823	336,271	1,083,688	
	Total Requests for Services	394,536	278,221	269,734	402,633	1,345,185	
		% of Target of 917,555 at 100% of Fiscal Year				147%	

Note – Under column “Source of Data”, “CN | CN” = Contact North | Contact Nord.

* Q1 Exam Invigilations are all for the Ministry of the Solicitor General completed by Adobe Connect. Q2, Q3 and Q4 represents exams invigilated at reopened online learning centres.

** Coursework appointments reflect only the reopened online learning centres.

Appendix B – List of Requests for Programs and Courses Not Currently Available (April 1, 2020 to March 31, 2021)

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Accelerated Early Childhood Education	Program	Asynchronous	Part-Time	College	English	1
Architecture (French)	Program	Asynchronous	N/A	University	French	1
BA in Geology	Program	Asynchronous	N/A	University	English	1
BA in Human Resources in French	Program	Asynchronous	N/A	University	French	1
Biomedical Science	Program	Asynchronous	Not identified	University	English	1
Biotechnology	Program	Asynchronous	N/A	College	English	1
Certified General Accountant	Program	Asynchronous	Not identified	Others	English	1
Chartered Professional Accountant	Program	Asynchronous	Not identified	College	English	1
Civil Engineering	Program	Asynchronous	N/A	University	English	1
Community Health Nursing - University	Program	Asynchronous	Not identified	University	English	1
Comptabilité	Program	Asynchronous	N/A	University	French	1
Crime Scene and Trauma Technician	Program	Asynchronous	N/A	Others	English	1
Disruptive Mood Dis-regulation Disorder	Course	Asynchronous	Not identified	Literacy	English	1
Family Supports	Program	Asynchronous	Not identified	University	English	1
Film Production / Media Production	Program	Asynchronous	Full-Time	College	English	1
General Surgeon	Program	Blended	Not identified	University	English	1
Gestion Project PMP	Program	Asynchronous	N/A	University	French	1
Health & Society online	Program		N/A	University	English	1
Horticulture Technician	Program	Asynchronous	Full-Time	College	English	1
HR degree	Program	Asynchronous	Not identified	University	English	1
Human resources assistant International students	Program	Asynchronous	N/A	NA	English	1
I-CAR certificate	Program	Blended	Not identified	Others	English	1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Immigration Consultant	Program	Asynchronous	Part-Time	College	English	1
Industrial Management Program	Program	Blended	Not identified	College	English	1
Intimacy Course	Course			Literacy	English	1
Knowledge-Based Practice: Specialized Body of Knowledge	Course	Asynchronous	Not identified	University	English	1
Library and Information Technician (for international student)	Program	Blended	Not identified	College	English	1
Master Science Project Management	Program		N/A	University	English	1
Medical Laboratory Technician	Program	Asynchronous	N/A	College	English	1
Mortgage Broker for Quebec	Program	Asynchronous	N/A	College/University Collaboration	English	1
Nail Technician	Program	Asynchronous	N/A	College	English	1
Neuroscience	Program	Asynchronous	N/A	University	English	1
Nursing	Program	Asynchronous	N/A	NA	English	1
Paralegal	Program	Asynchronous	Not identified	College	English	1
Paramedic - Out of Province	Program	Asynchronous	N/A	College	English	1
Personal Support Worker	Program	Asynchronous	Not identified	College	English	2
Personal Support Worker (for international students)	Program	Asynchronous	Not identified	College	English	11
Pharmacy	Program	Asynchronous	Full-Time	College		1
Pharmacy Technician	Program	Asynchronous	N/A	College	English	3
PHD Engineering	Program	Blended	Full-Time	University	English	1
Phlebotomy in French	Program	Asynchronous	N/A	College	French	1
Physiotherapist Assistant (52 weeks or less)	Program	Asynchronous	Full-Time	College	English	1
Practical Nursing (Out of Province)	Program	Asynchronous	N/A	College	English	1
Public Health	Program	Asynchronous	Not identified	University	English	1
Real Estate Investment Courses	Course	Asynchronous	N/A	College	English	1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Registered Massage Therapist	Program	Asynchronous	Not identified	College	English	1
Registered Practical Nurse	Program	Asynchronous	N/A	College	English	2
Security (International)	Program	Asynchronous	N/A	College	English	1
Security guard in French	Program	Asynchronous	N/A	College	French	1
Silvculture	Program	Asynchronous	N/A	NA	English	1
Sonography	Program	Asynchronous	N/A	College	French	1
Speech Therapy/Speech Language Pathology	Program	Asynchronous	N/A	University	English	1
Techniques d'éducation spécialisée	Program	Asynchronous	Not identified	College	French	1
Tire technician	Program	Asynchronous	N/A	College	English	1
Urban Planning BA	Program	Asynchronous	Full-Time	University	English	1
						69

Appendix C – Social Media Reports

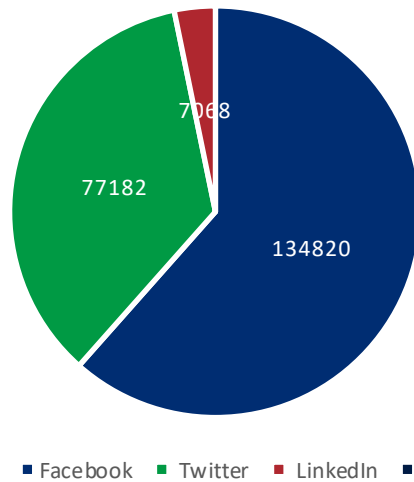
Social Media Quarterly Report – Apr - Jun 2020

Impressions Breakdown

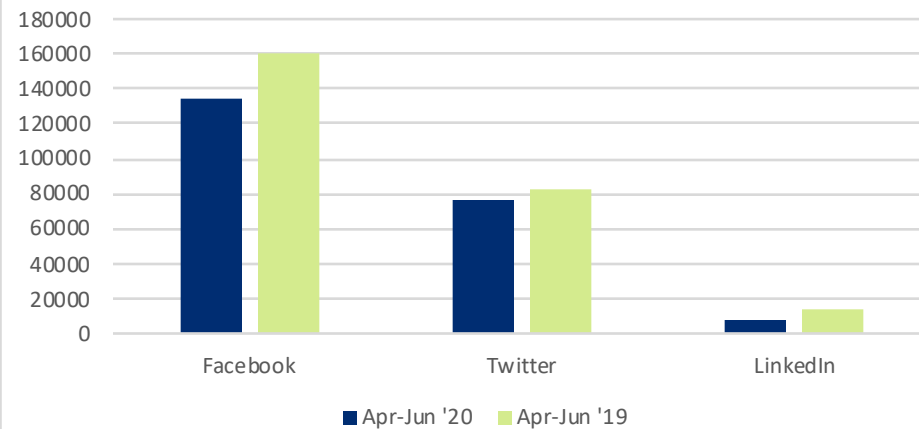
Channel	# of impressions
Facebook	134820
Twitter	77182
LinkedIn	7068

QUARTERLY COMPARISON		
Media	Apr-Jun '20	Apr-Jun '19
Facebook	134820	160448
Twitter	77182	82558
LinkedIn	7068	13729

Impressions by social media platform



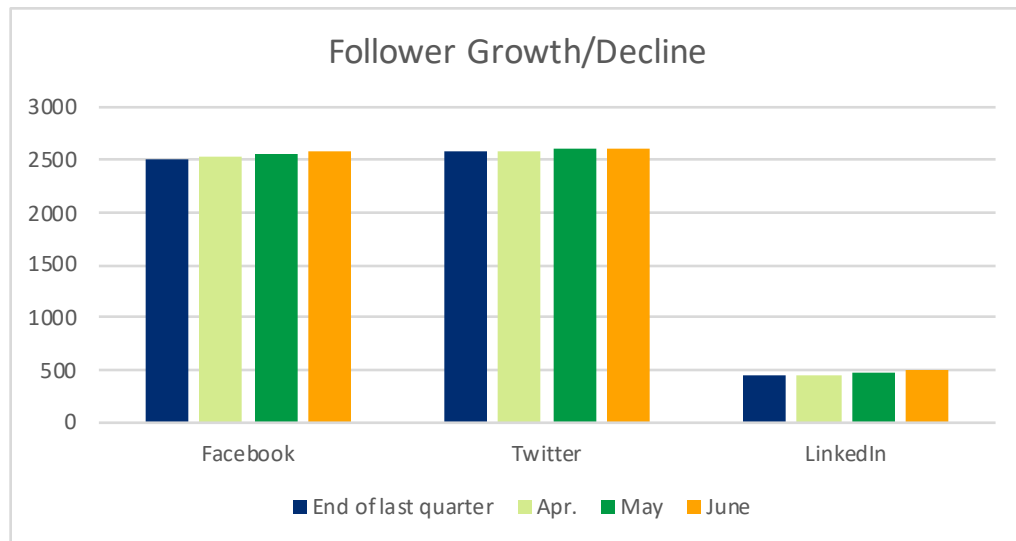
Quarterly impressions comparison



Decline in impressions due to lower number of posts/tweets & 40% less spent on social media promos.

Follower Growth

Channel	End of last quarter	Apr.	May	June
Facebook	2514	2535	2565	2591
Twitter	2572	2587	2611	2618
LinkedIn	448	453	472	501



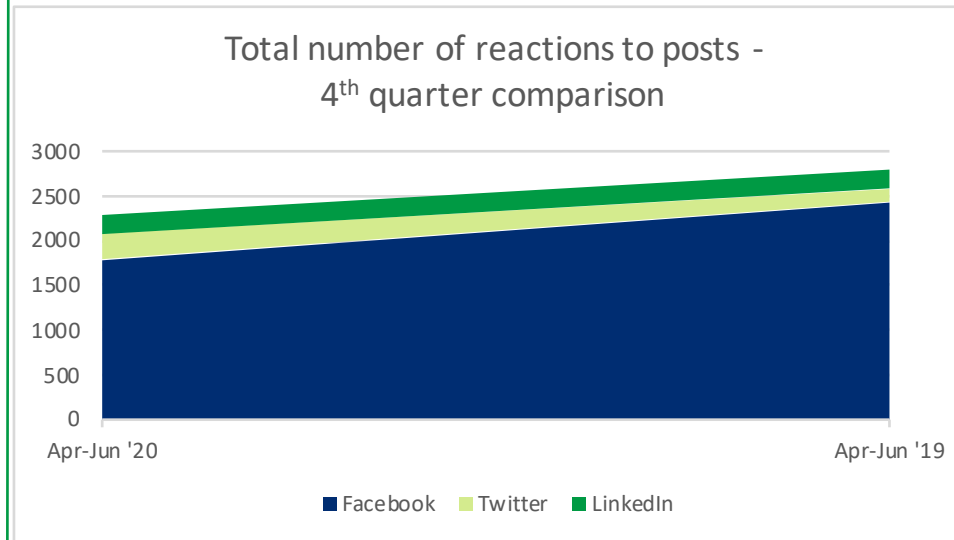
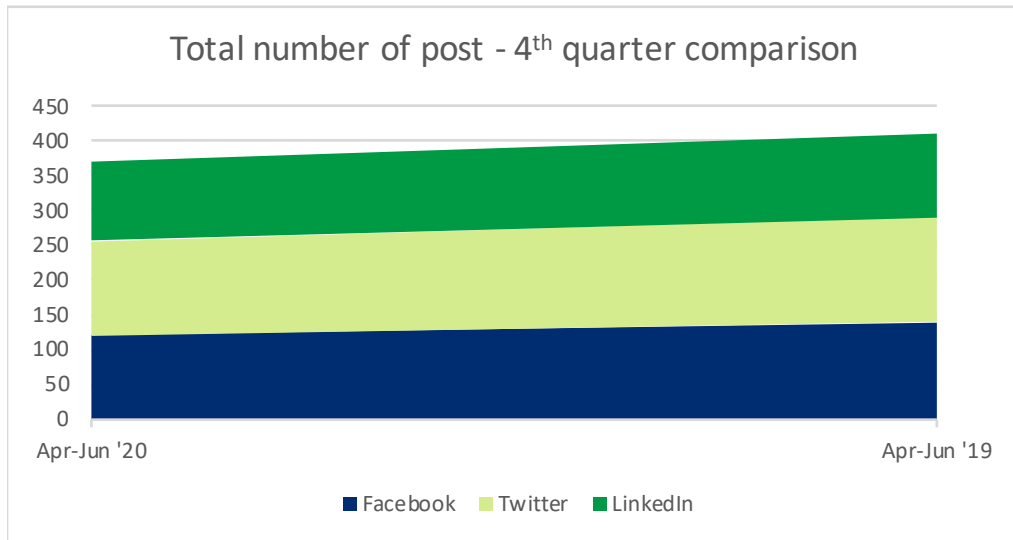
Number of posts

Engagement statistics

Channel	Apr-Jun '20	Apr-Jun '19
Facebook	120	139
Twitter	137	152
LinkedIn	112	119

Likes/reactions

Channel	Apr-Jun '20	Apr-Jun '19
Facebook	1794	2426
Twitter	280	152
LinkedIn	214	217



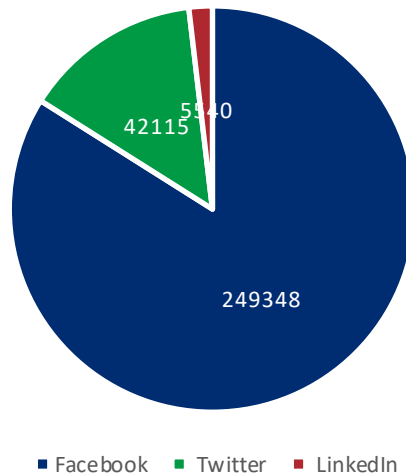
Social Media Quarterly Report – Jul - Sep 2020

Impressions Breakdown

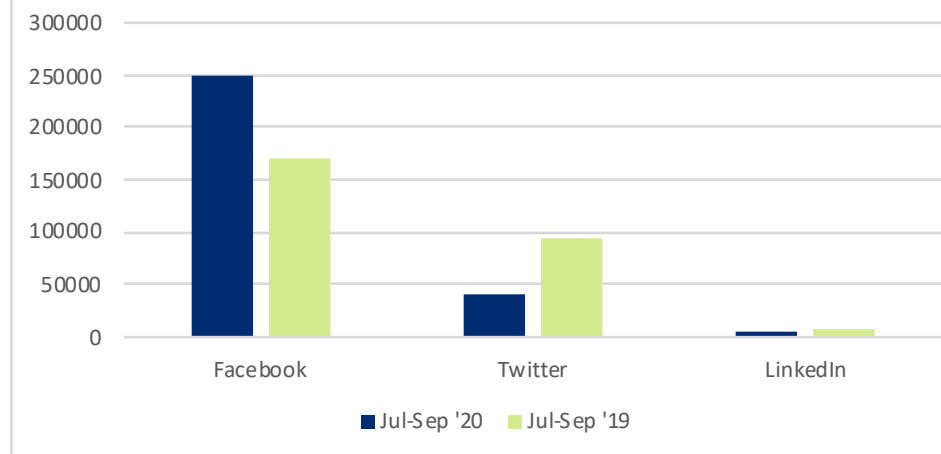
Channel	# of impressions
Facebook	249348
Twitter	42115
LinkedIn	5540

QUARTERLY COMPARISON		
Media	Jul-Sep '20	Jul-Sep '19
Facebook	249348	171173
Twitter	42115	93792
LinkedIn	5540	8636

Impressions by social media platform



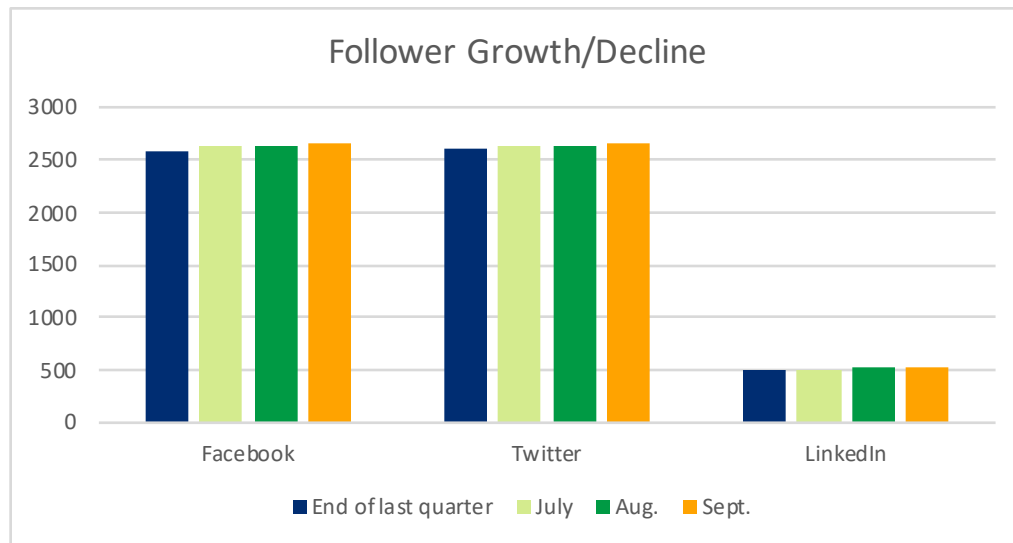
Quarterly impressions comparison



The July - September 2020 quarter saw 64% to 89% fewer posts on Facebook, Twitter and LinkedIn. While the decrease in posts did not impact Facebook impressions due to advertising, it did impact Twitter and LinkedIn impression numbers. The follower growth has continued a slow rise throughout the quarter.

Follower Growth

Channel	End of last quarter	July	Aug.	Sept.
Facebook	2591	2629	2636	2661
Twitter	2618	2630	2638	2658
LinkedIn	501	513	523	532



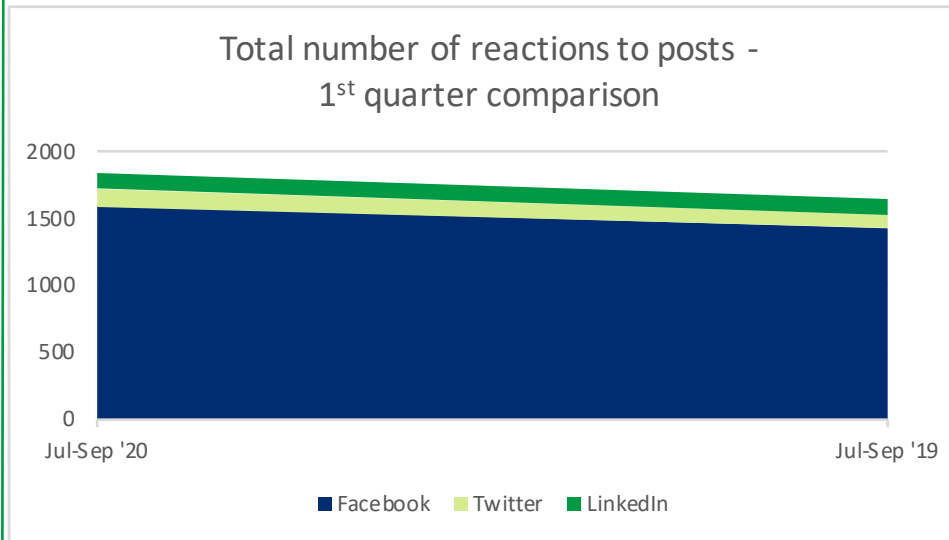
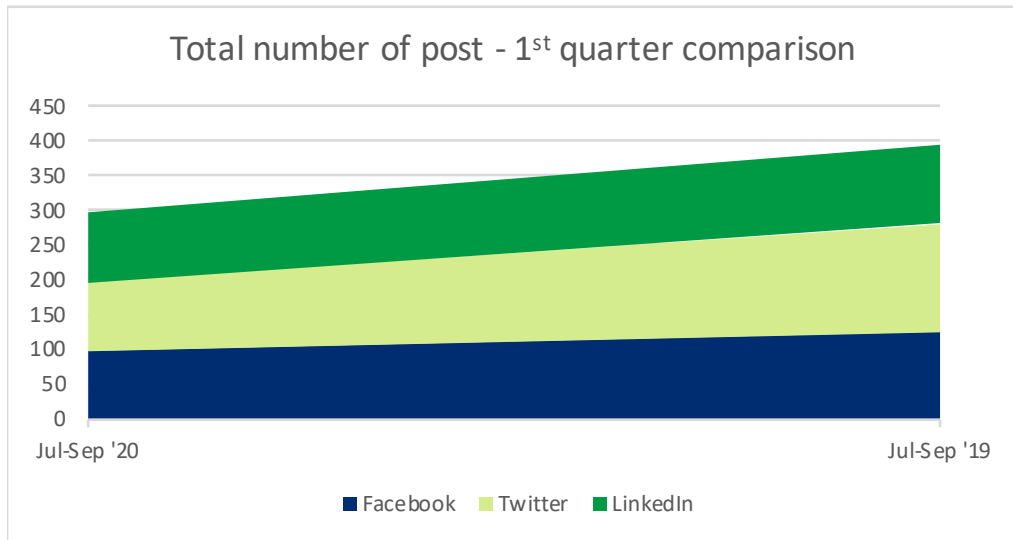
Number of posts

Engagement statistics

Channel	Jul-Sep '20	Jul-Sep '19
Facebook	98	126
Twitter	98	154
LinkedIn	102	114

Likes/reactions

Channel	Jul-Sep '20	Jul-Sep '19
Facebook	1593	1429
Twitter	126	96
LinkedIn	119	121



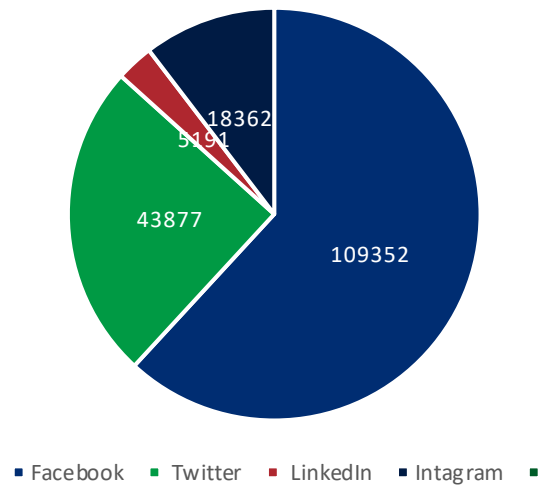
Social Media Quarterly Report – Oct - Dec 2020

Impressions Breakdown

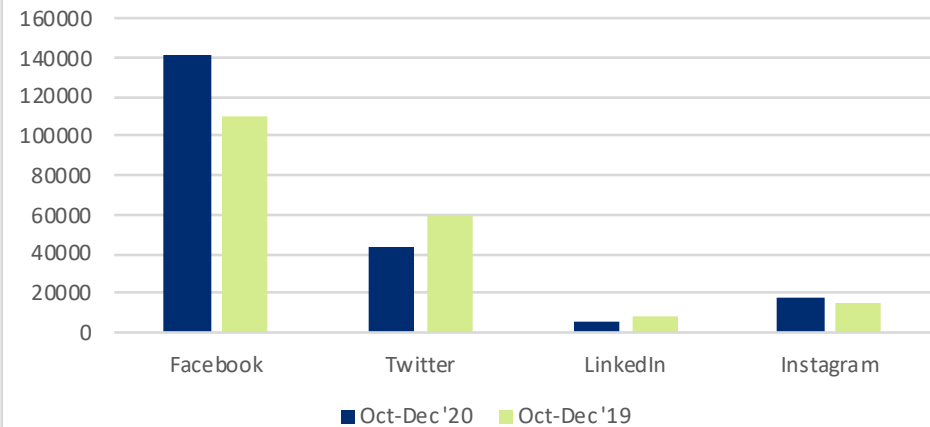
Channel	# of impressions
Facebook	109352
Twitter	43877
LinkedIn	5191
Instagram	18362

QUARTERLY COMPARISON		
Media	Oct-Dec '20	Oct-Dec '19
Facebook	140900	109352
Twitter	43877	59236
LinkedIn	5191	8292
Instagram	18362	15210

Impressions by social media platform

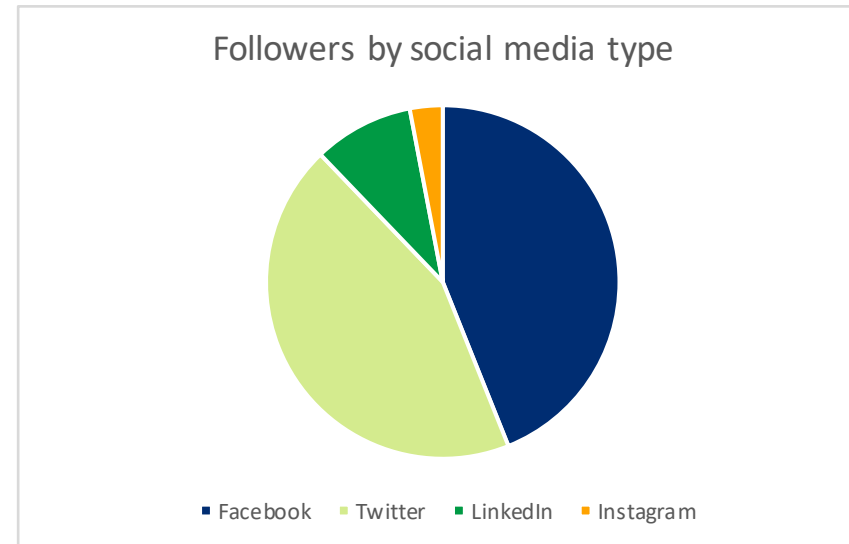
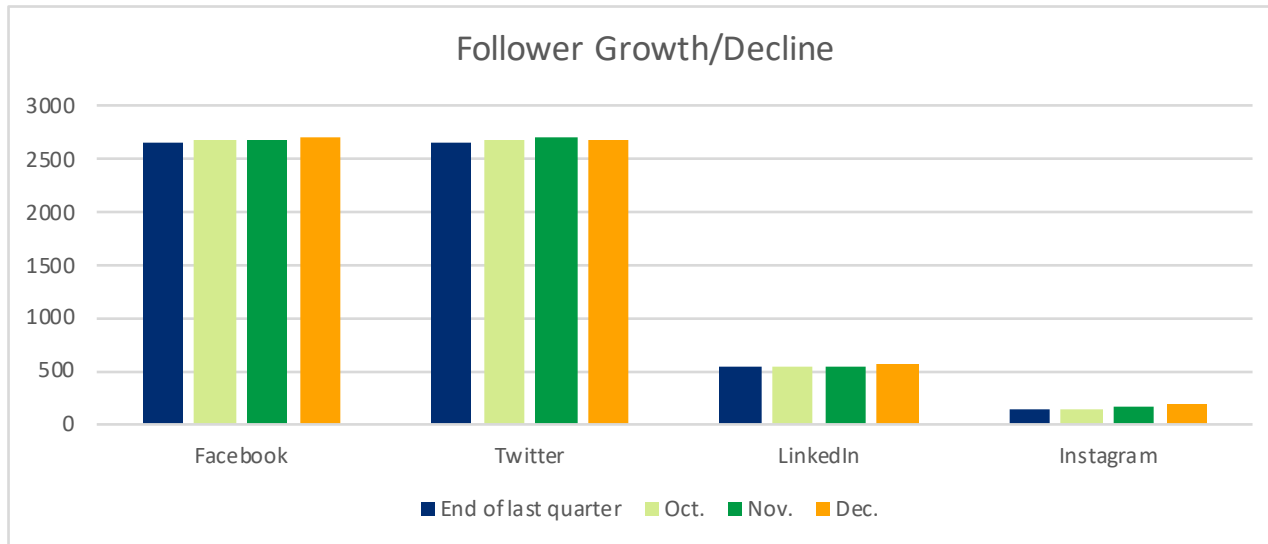


Quarterly impressions comparison



Followers Growth

Channel	End of last quarter	Oct.	Nov.	Dec.
Facebook	2661	2677	2685	2690
Twitter	2658	2665	2694	2687
LinkedIn	532	536	547	561
Instagram	145	145	165	184



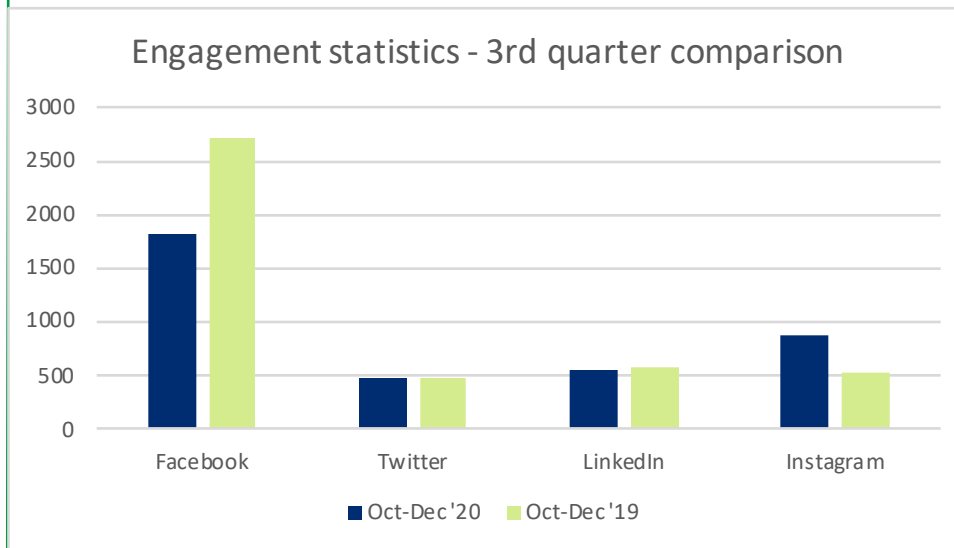
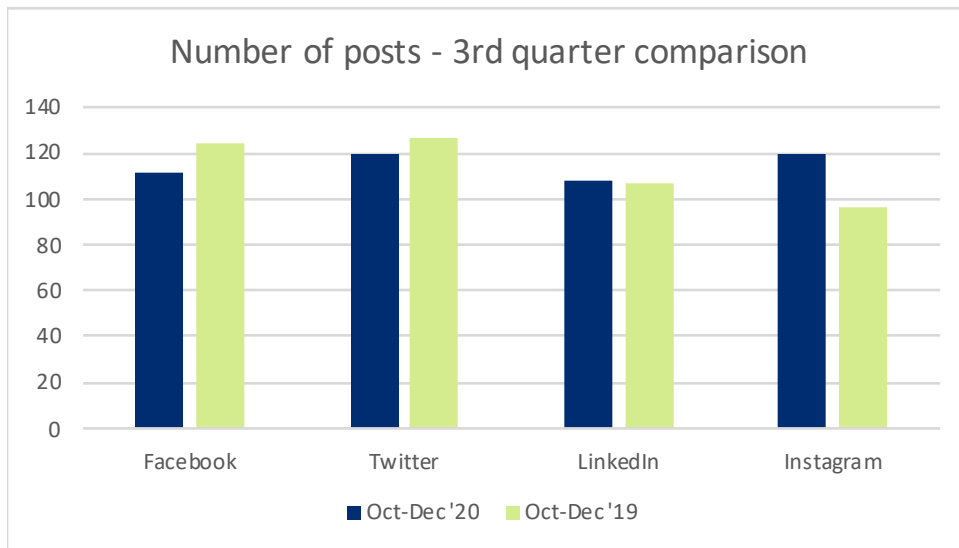
Number of posts

Engagement statistics

Channel	Oct-Dec '20	Oct-Dec '19
Facebook	112	124
Twitter	119	126
LinkedIn	108	107
Instagram	120	96

Likes/reactions

Channel	Oct-Dec '20	Oct-Dec '19
Facebook	1804	2706
Twitter	470	465
LinkedIn	553	573
Instagram	867	517



Social Media Quarterly Report – Jan - Mar, 2021

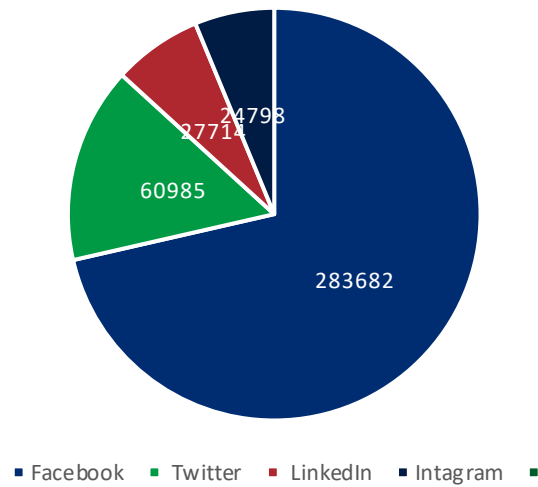
Impressions Breakdown

Channel	# of impressions
Facebook	283682
Twitter	60985
LinkedIn	27714
Instagram	24798

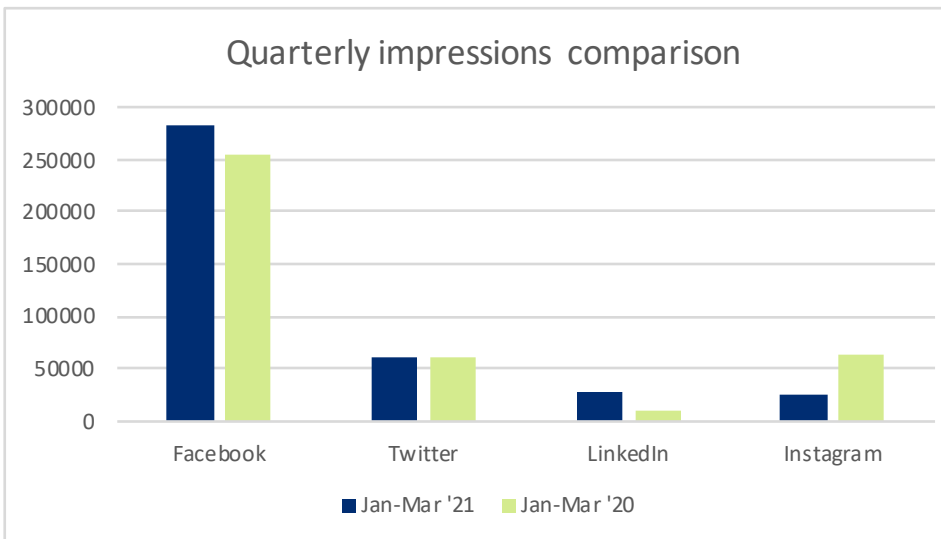
QUARTERLY COMPARISON		
Media	Jan-Mar '21	Jan-Mar '20
Facebook	283682	255219
Twitter	60985	61457
LinkedIn	27714	11607
Instagram	24798	62667

Note: Less advertising on Instagram in 2021.

Impressions by social media platform

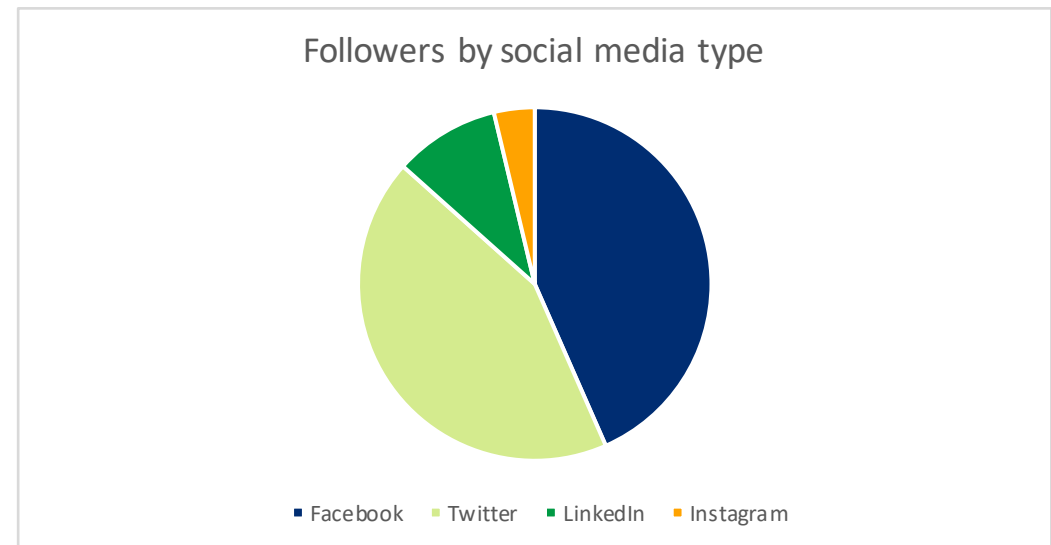
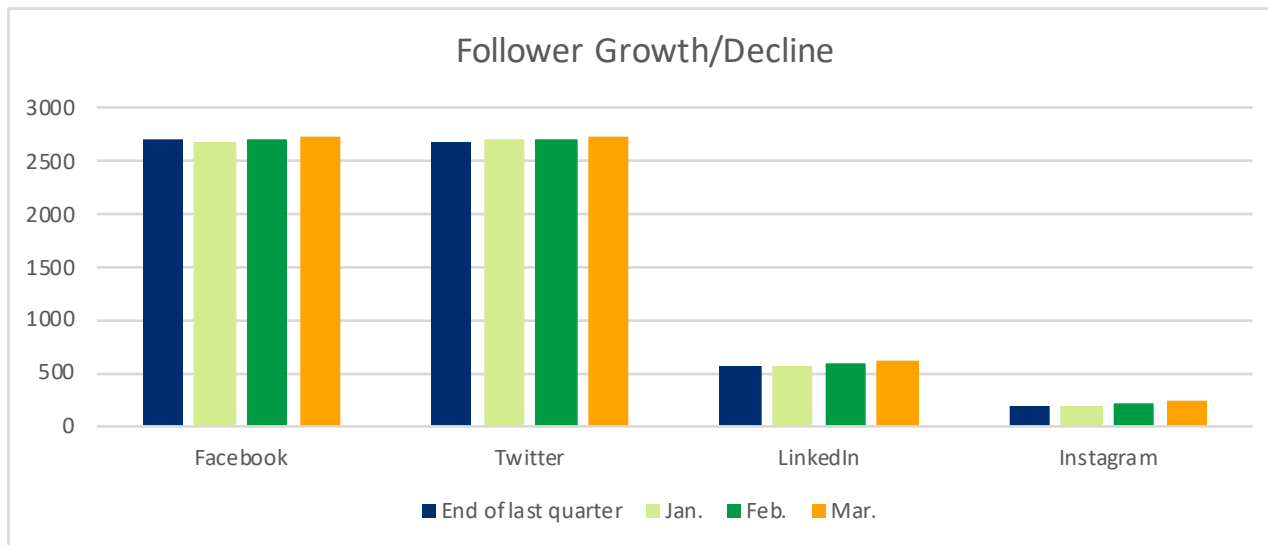


Quarterly impressions comparison



Follower Growth

Channel	End of last quarter	Jan.	Feb.	Mar.
Facebook	2690	2685	2704	2735
Twitter	2687	2696	2709	2721
LinkedIn	561	577	586	609
Instagram	184	199	218	235



Number of posts

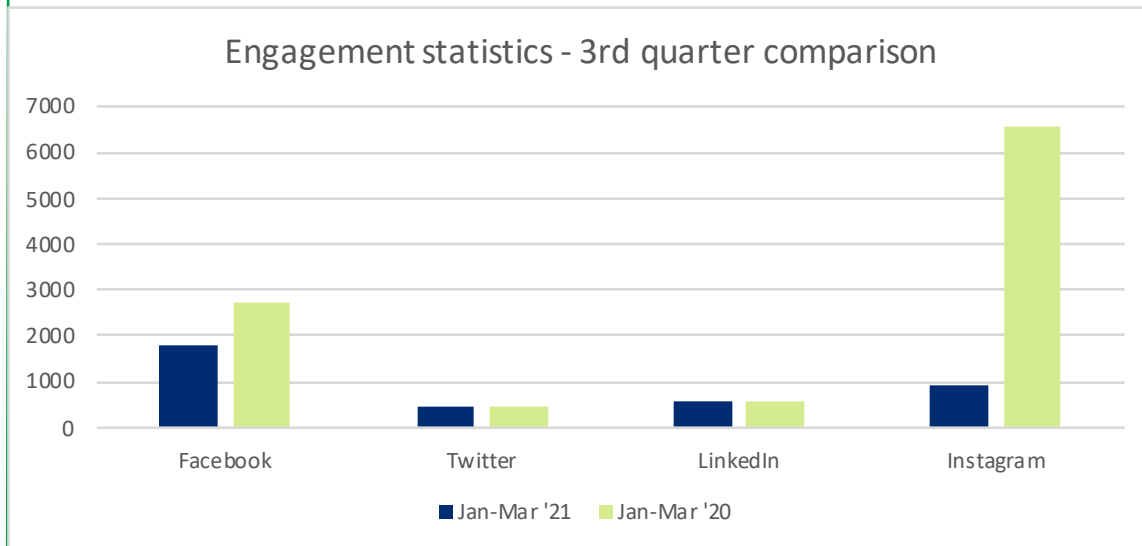
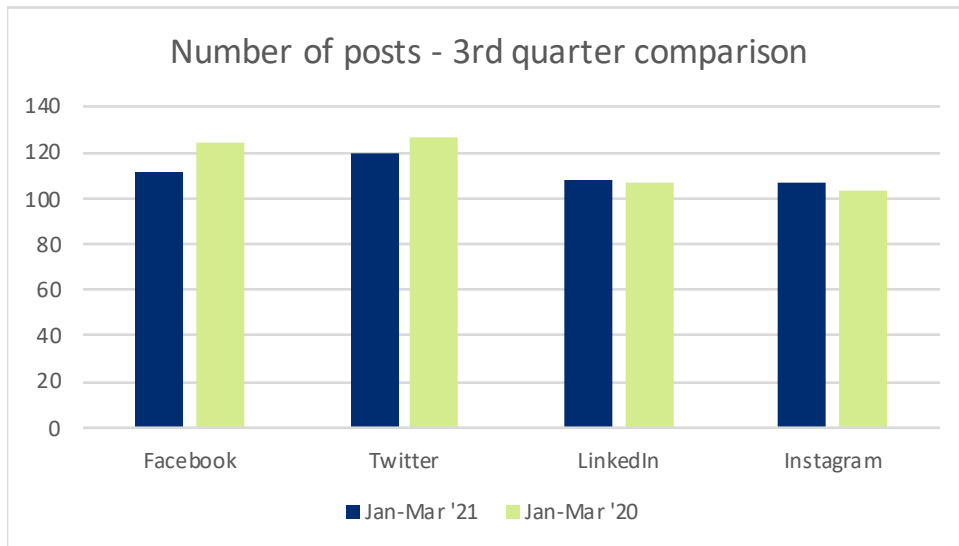
Engagement statistics

Channel	Jan-Mar '21	Jan-Mar '20
Facebook	112	124
Twitter	119	126
LinkedIn	108	107
Instagram	107	103

Likes/reactions

Channel	Jan-Mar '21	Jan-Mar '20
Facebook	1804	2706
Twitter	470	465
LinkedIn	553	573
Instagram	913	6572

Note: Less advertising in 2021 meant less engagement overall.



Appendix D – Contact North | Contact Nord Annual Student Outcomes Survey Report 2020-2021

Contact North | Contact Nord Annual Student Outcomes Survey 2020-2021

June 21, 2021

CONTACT **NORTH**
NORD

Supporting Rural & Remote Ontario
Soutenant l'ontario rural et éloigné



Background and Methodology

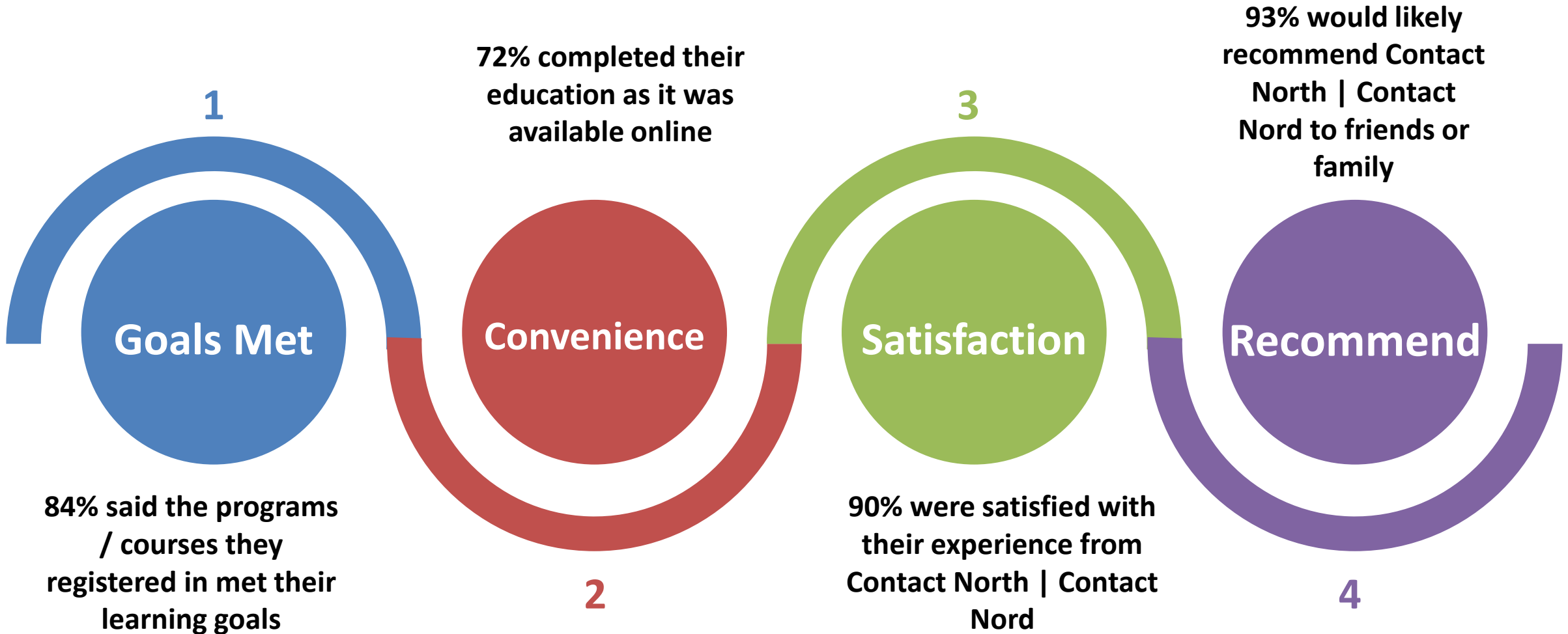
Background and Methodology

- Contact North | Contact Nord conducted a province-wide survey of its clients to better understand their experience with online learning and the services provided by Contact North | Contact Nord.
- Clients of Contact North | Contact Nord were invited via e-mail to complete an online survey. Two reminders were sent via e-mail.
- Clients were invited to complete the survey between May 18, 2021, and June 1, 2021.
- 9,896 Contact North | Contact Nord unique clients were invited to participate.
- 1,796 responses (10.9% response rate) were received by the end of the survey date. Not all respondents answered all questions – 1,085 answered all questions.
- 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 2019-2020 survey should be taken with caution.
- 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.

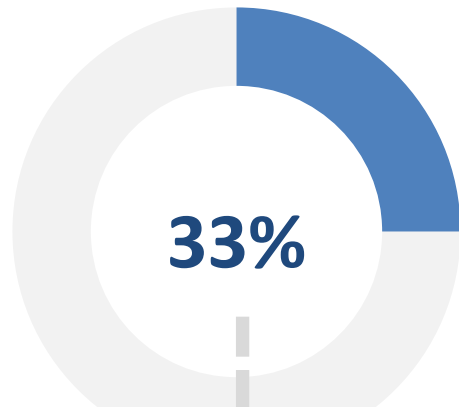


Snapshot of Key Findings

Key Findings

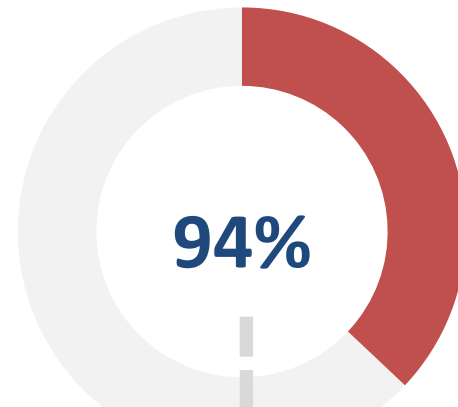


Learning and Work



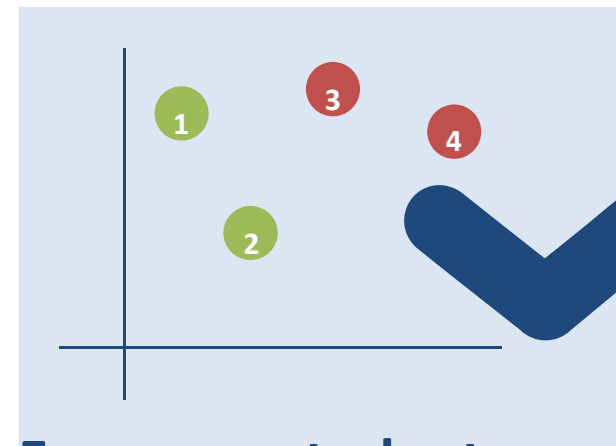
New Work

33% were successful in securing new work after completing their education.



Employment

94% maintained their employment after completing their education.



For many students, learning is about **securing or maintaining employment.**



Student Learning Goals

Goals for Learning

What were the goals for registering in a course through Contact North | Contact Nord?

To Secure a Qualification

47% indicated that securing a certificate, diploma or degree was a key motivator.

Essential Skills

16% indicated that improving essential skills was a motivator in their decision to pursue course.

Personal Interest

48% of respondents indicated that personal interest was a motivator in their decision to pursue courses

Find or Keeping a Job

66% indicated that developing skills and capabilities were linked to keeping or finding employment.

Maintaining a Professional Designation

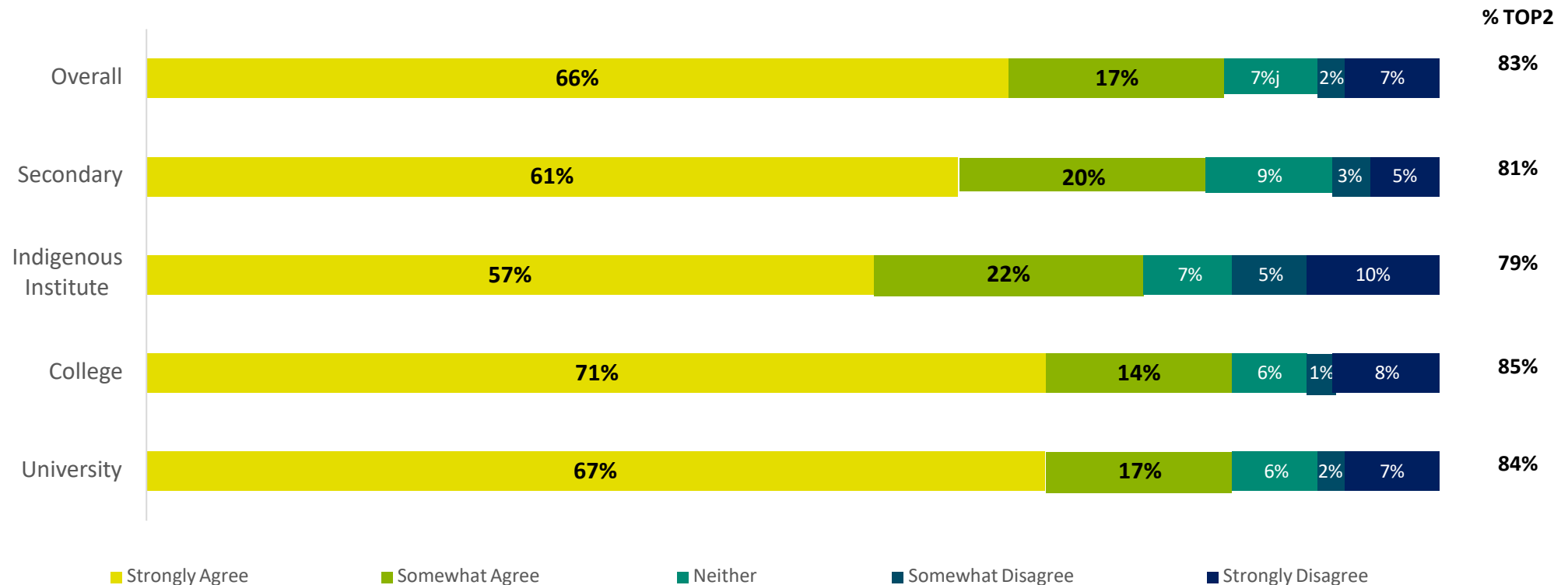
9% indicated that their learning was linked to their maintenance of a professional designation.



N=1,085

Achieving Goals

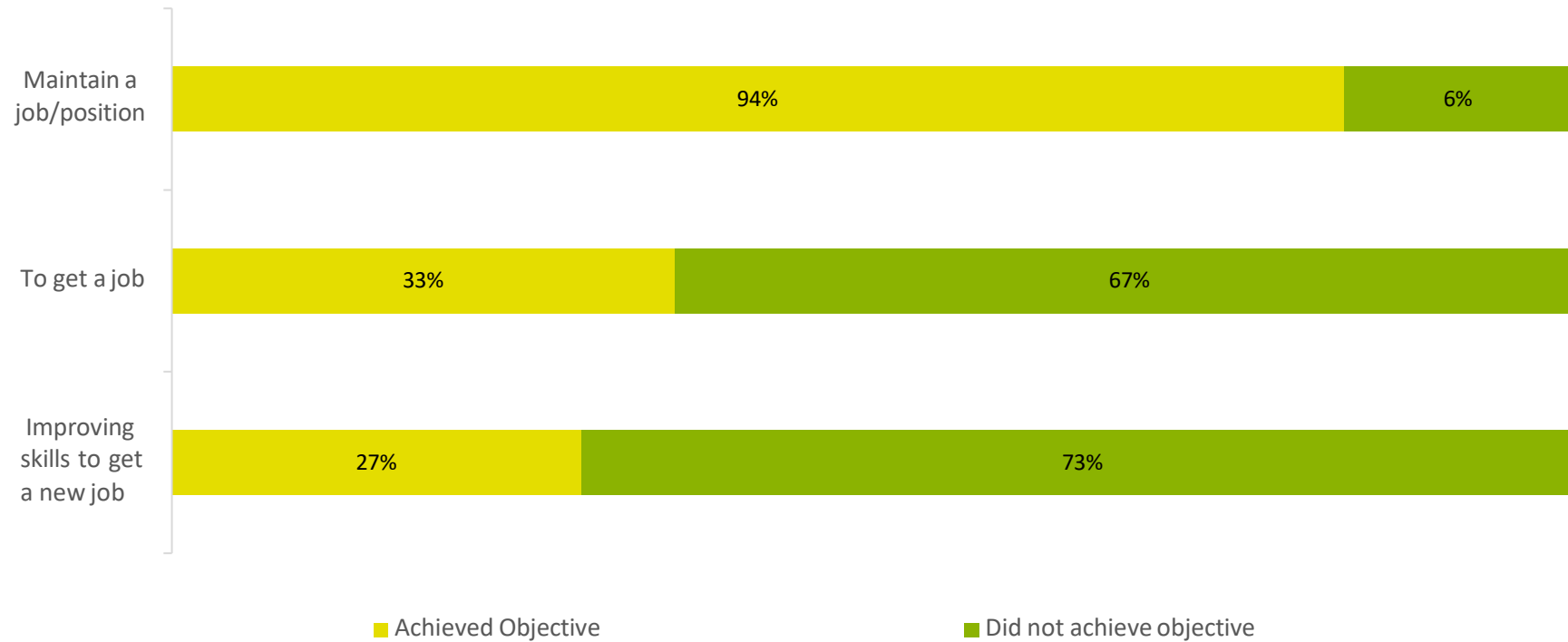
- 80% of respondents agree the course(s) they took contributed to achieving their goals.
- Respondents in College 'strongly' agreed that registering in the course(s) contributed to achieving their goals (69%).



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=1,085)

Achieving Goals (Employment)

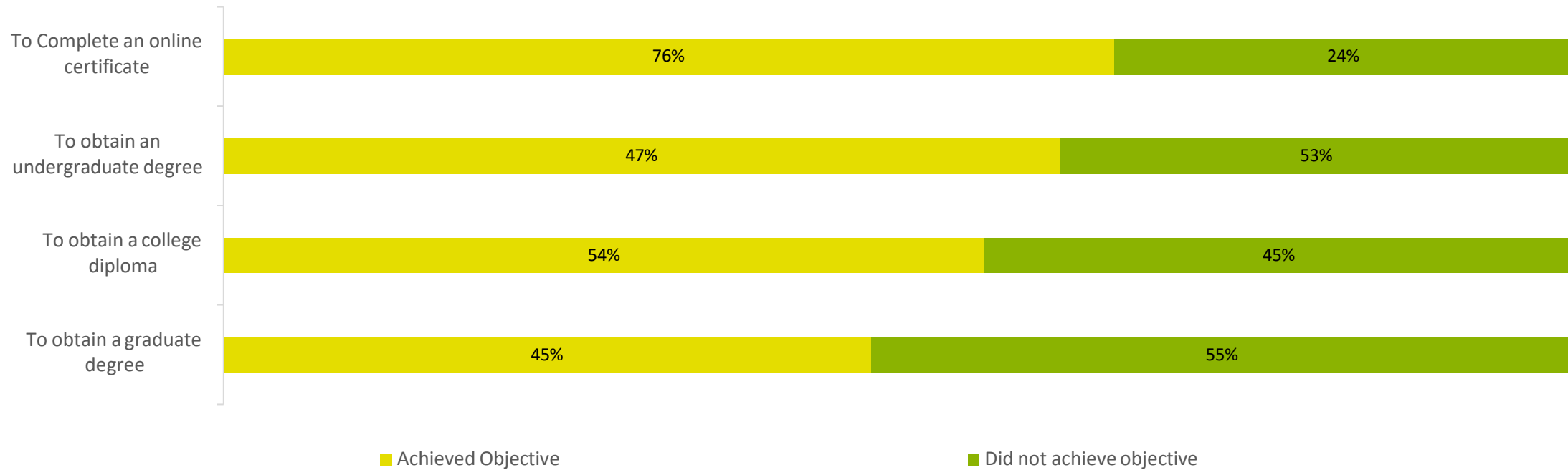
- Below are the three objectives related to employment: To get a job (22% of all respondents), to maintain a job/position (9%), to improve skills to get a new job (34%).
- Below is a breakdown on the percentage of respondents who achieved their employment-related objectives.
- 'To maintain a job/position' had the highest success rate at 94%, followed by 'To get a job' (33% success rate) and "Improving new skills" (27% success rate).



Did you _____? (N=744)

Achieving Their Goals (Learning)

- To complete an online certificate (16% of all respondents), to obtain a college diploma (17%), to obtain an undergraduate degree (3%), and to obtain a graduate degree (3%).
- 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 76%, followed by 'to obtain an undergraduate degree' at 57%, 'to obtain a college diploma' at 54%, and 'to obtain a graduate degree' at 45%.

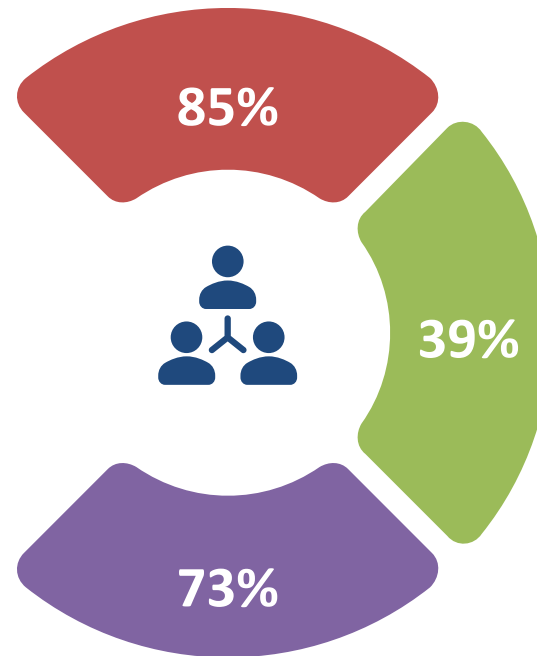


N=524

Support for Course Registration

How did respondents rate the quality of support provided by Contact North | Contact Nord related to course finding and registration?

82% of respondents 'strongly' or 'somewhat agree' that Contact North | Contact Nord provided strong support which helped them achieve their goals



Course Choice

85% indicated support for course choice was excellent | very good.

Financial Aid Options

39% indicated support related to financial aid was excellent | very good. 53% did not use this service.

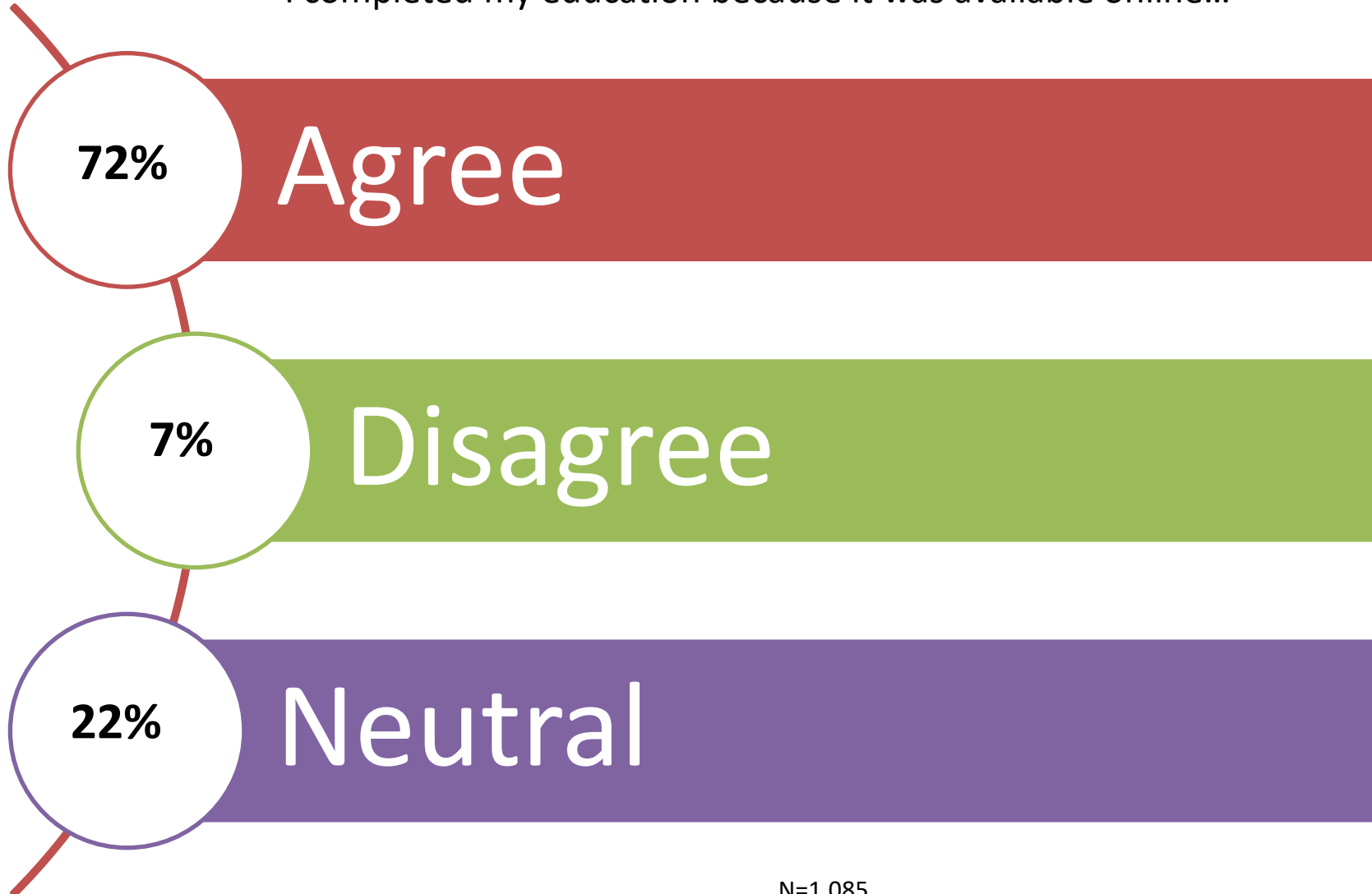
Help in Registration

73% indicated support in helping them register in a course or program was excellent | very good.

N=1,085

Completing Education Due to Online Availability

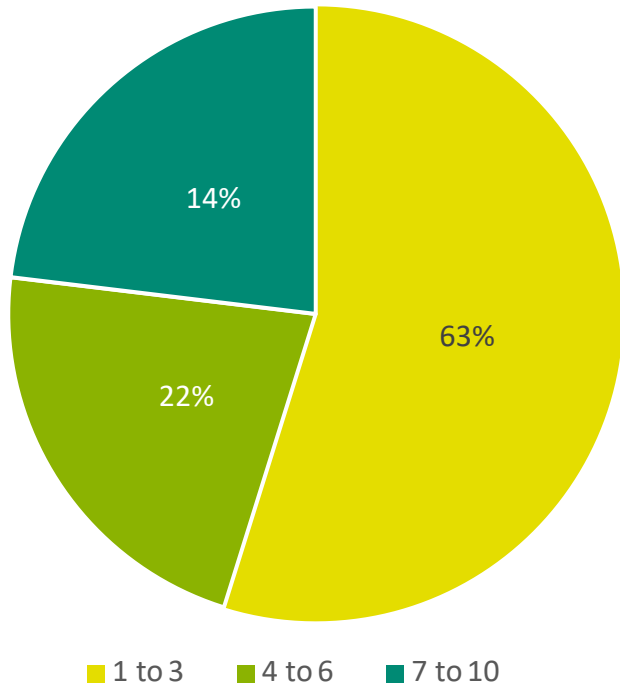
“I completed my education because it was available online...”



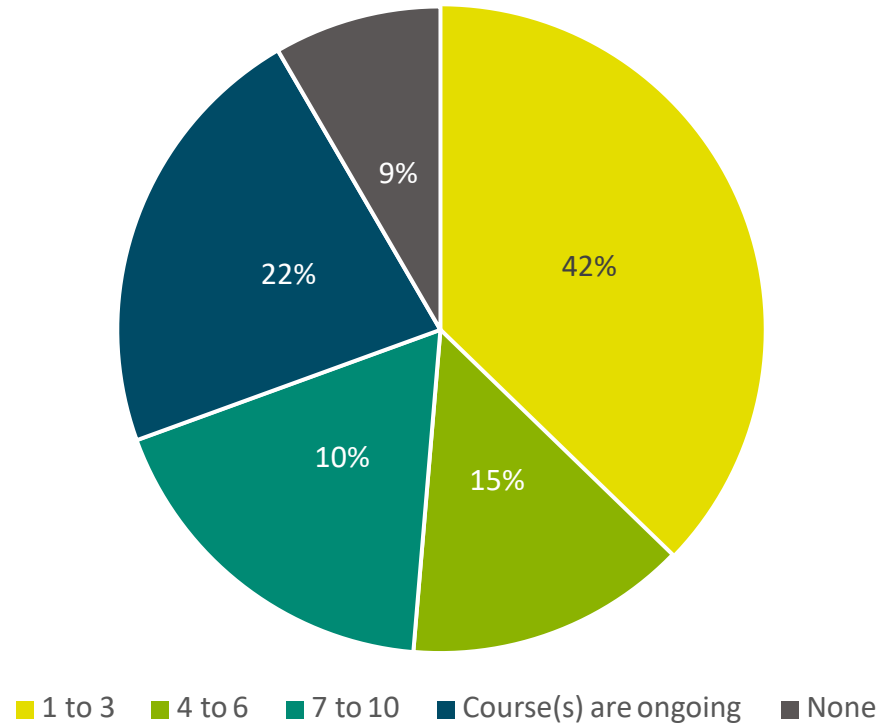
Number of Courses Registered In vs Completed

- Over half of respondents registered in 1 to 3 courses (63%).
- 14% registered in 7 to 10 courses indicating they are pursuing a credential.
- 24% stated their course(s) are ongoing while a small number (9%) did not complete the course(s) they were registered in.

Number of courses registered in



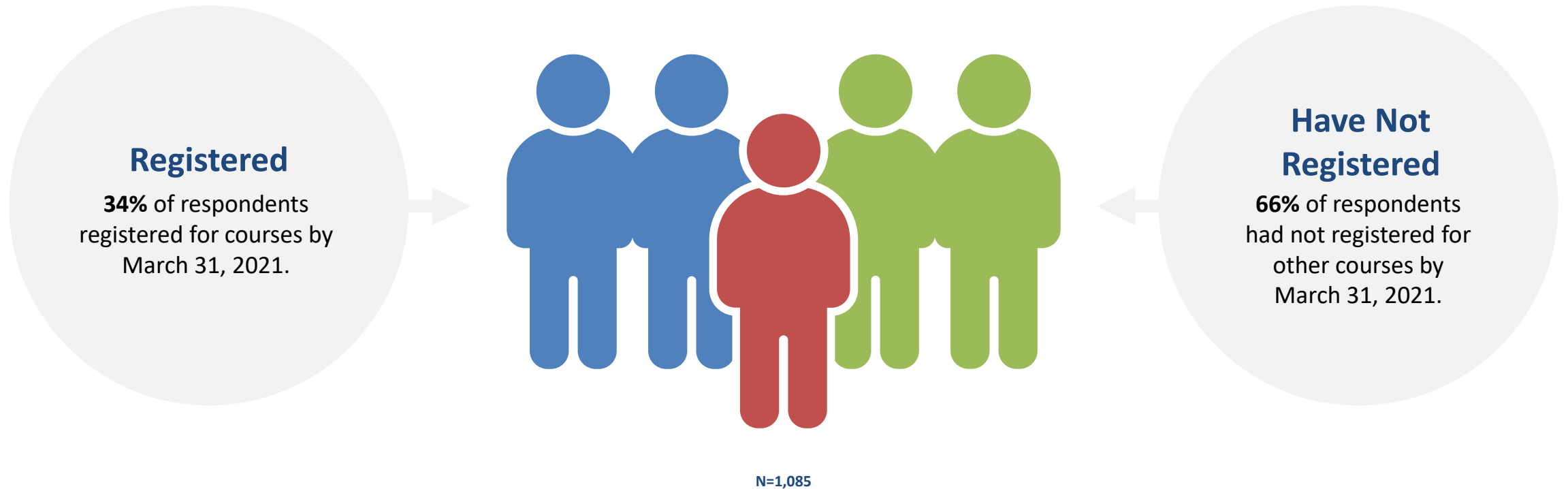
Number of courses completed



How many course(s) did you register in? (N=1,085)
How many course(s) did you complete? (N=1,085)

Registering In More Courses

We asked respondents if they registered for other courses by March 31, 2021



2021-2022 Plans

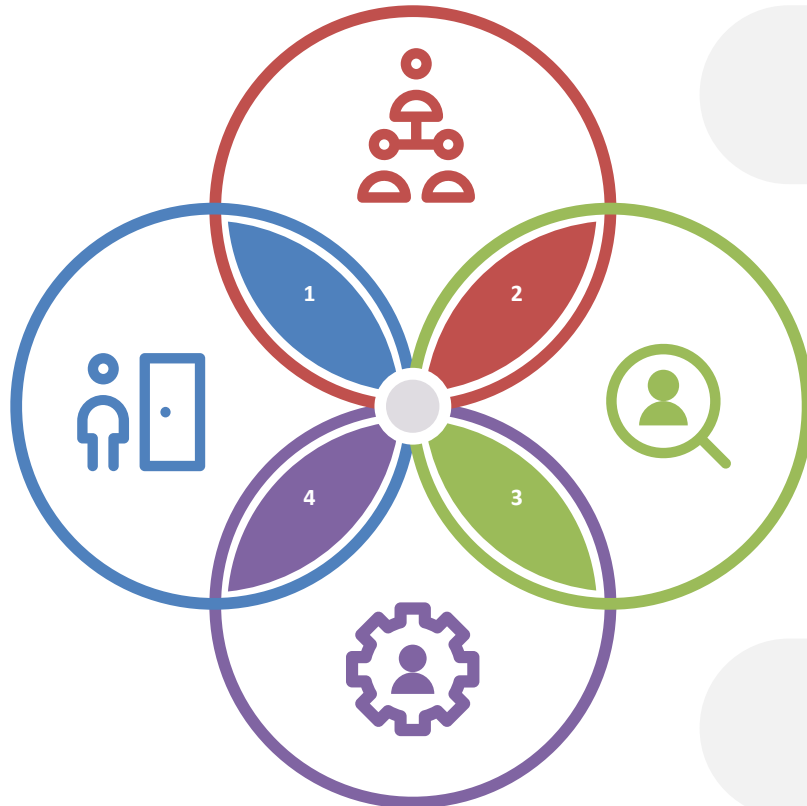
While some respondents had no plans to register in new courses, others had very specific plans.

College Courses	153	41%
University Courses	54	15%
MOOCs	127	34%
Micro-credential /Professional Certification	65	12%
Essential Skills	39	10%

N=526

Reasons for Not Registering

Respondents had a variety of reasons for not registering for new courses...



Goals Met

28% indicated they had no need for additional courses.

No Time

32% indicated they had no time available for study.

Financial

9% indicated they did not have the funds for additional courses.

Challenges of Online

7% indicated they they found online learning difficult.



Challenges Faced

Challenges

The Challenges Students Face in Seeking to Complete Their Studies During the Pandemic

Time Issues ●

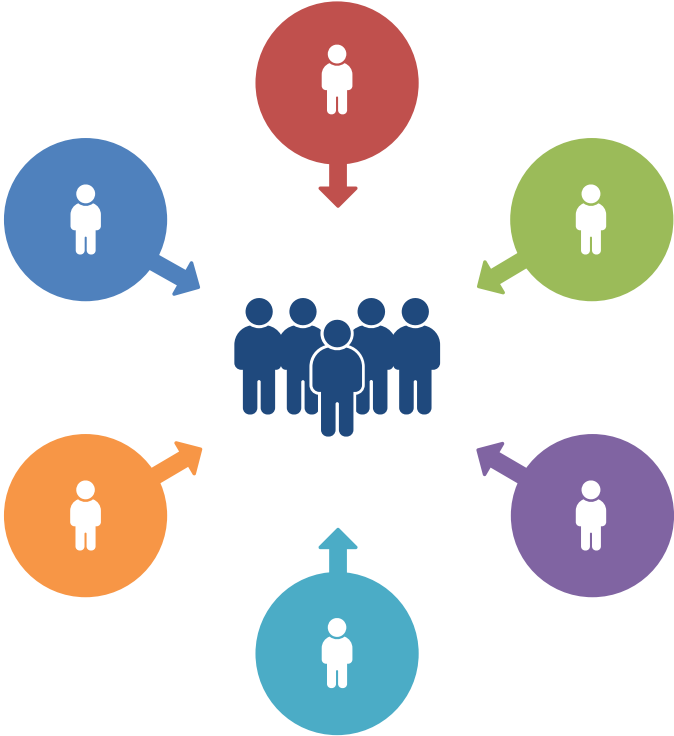
40% indicate study time competes with other time demands.

Home Life and Distractions ●

35% indicate distractions at home make studying challenging.
17% indicate finding a quiet place to study at home is a challenge.

Bandwidth ●

24% indicate slow or poor internet access is a challenge and 2% have no Internet at home.



● Financial Challenges

17% indicated financing their studies was a challenge.

● COVID-19 Impacts

23% indicated COVID-19 had implications for their studies.
19% indicated college | university closures also impacted them.

● Interactions with Other Learners

12% indicated the lack of interaction with other learners impacted their studies.

N=1,085



Reactions to Online Learning

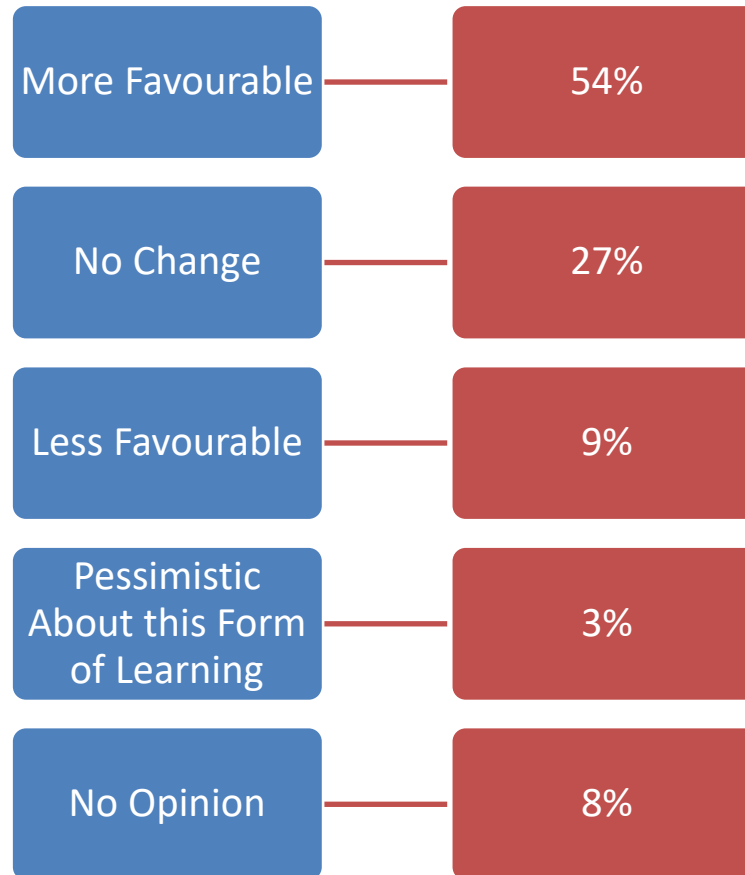
New in the 2021 Survey

This is a new section of the survey. We explored respondents' reactions to various delivery models for learning.

The questions were all framed in terms of:

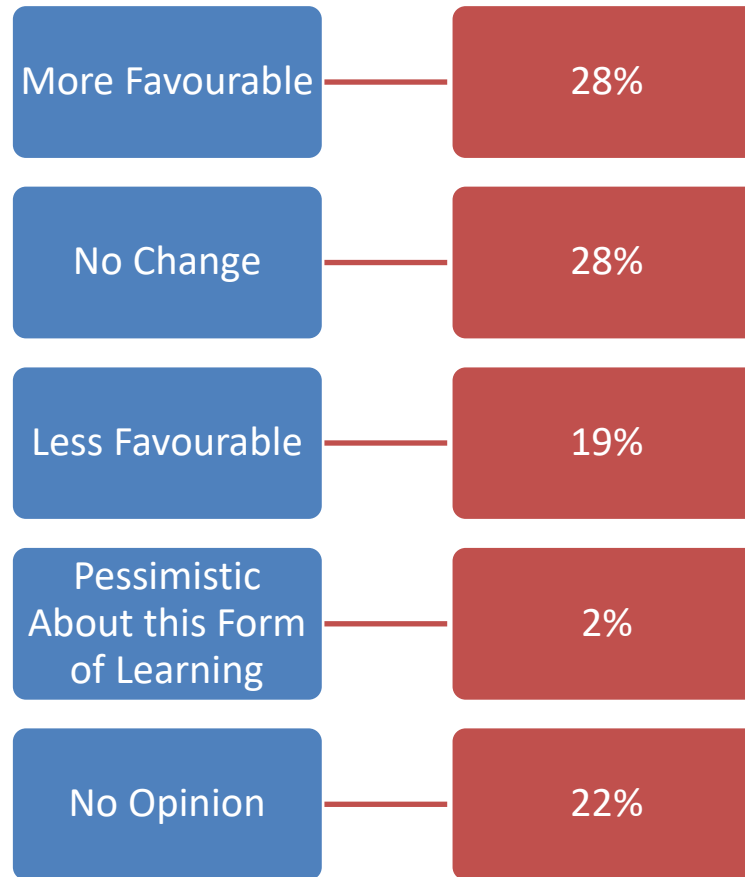
“Tell us what you think about the following ways of taking courses based on your experience of taking courses during the pandemic...”

Given Your Experience of Learning Online Are You...



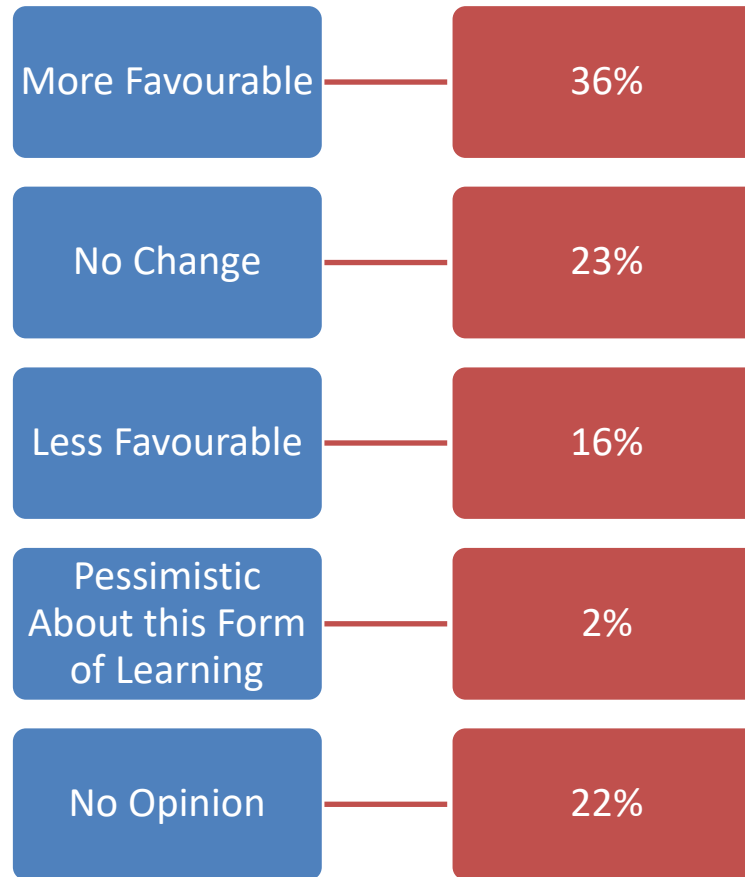
N=1,085

Face to Face Learning on Campus



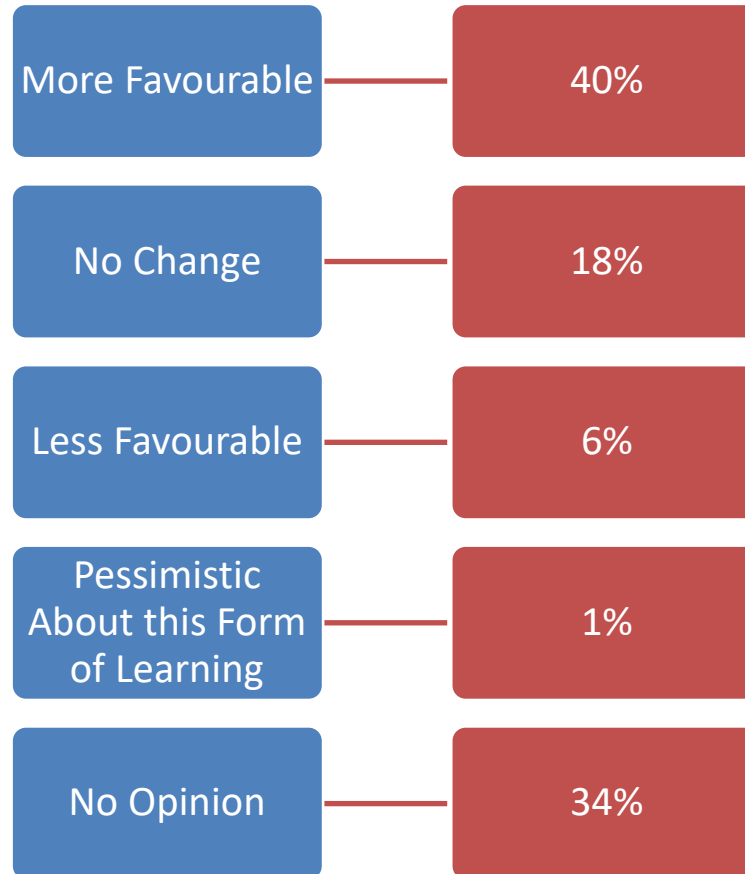
N=1,085

Blended Learning – Online + Face-to-Face



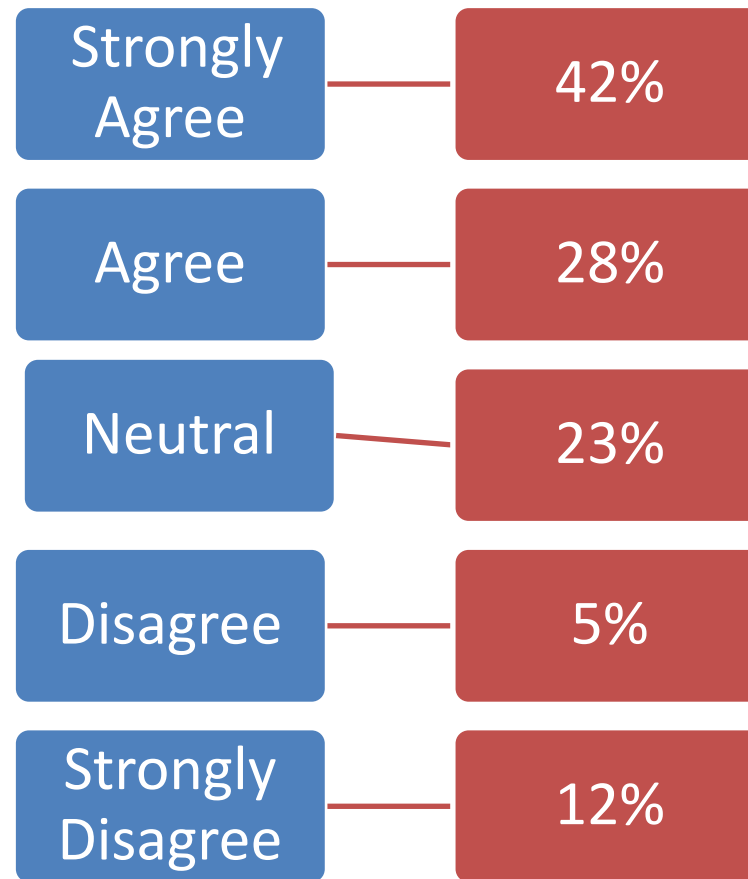
N=1,085

Participating in Internships, Co-Op Placement or Work-Based Learning



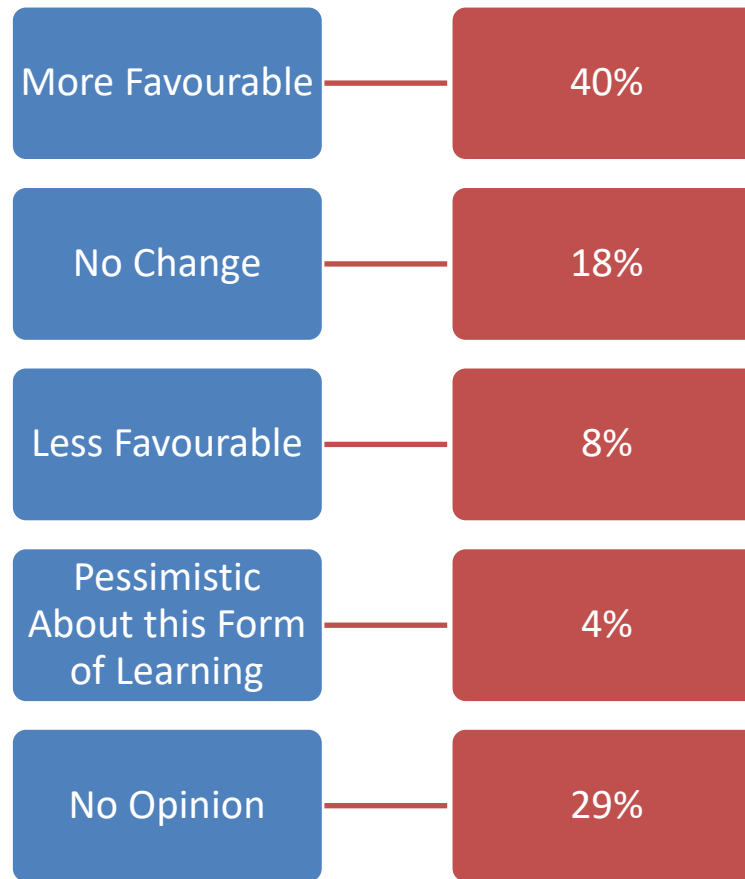
N=1,085

The Use of Digital Materials Rather than Printed Textbooks



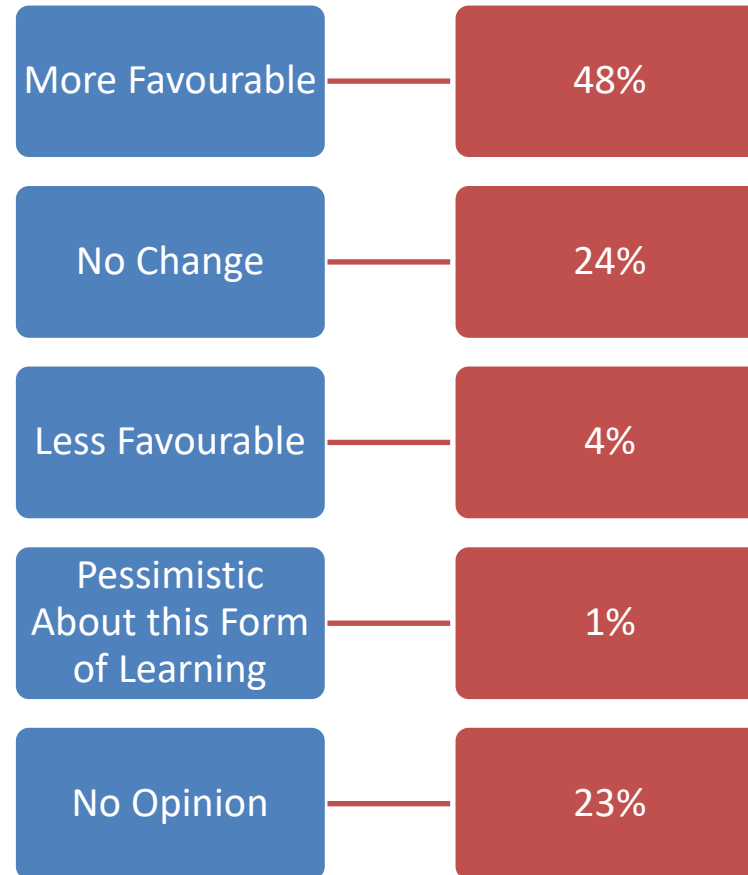
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Exams At Home Using Proctoring Software



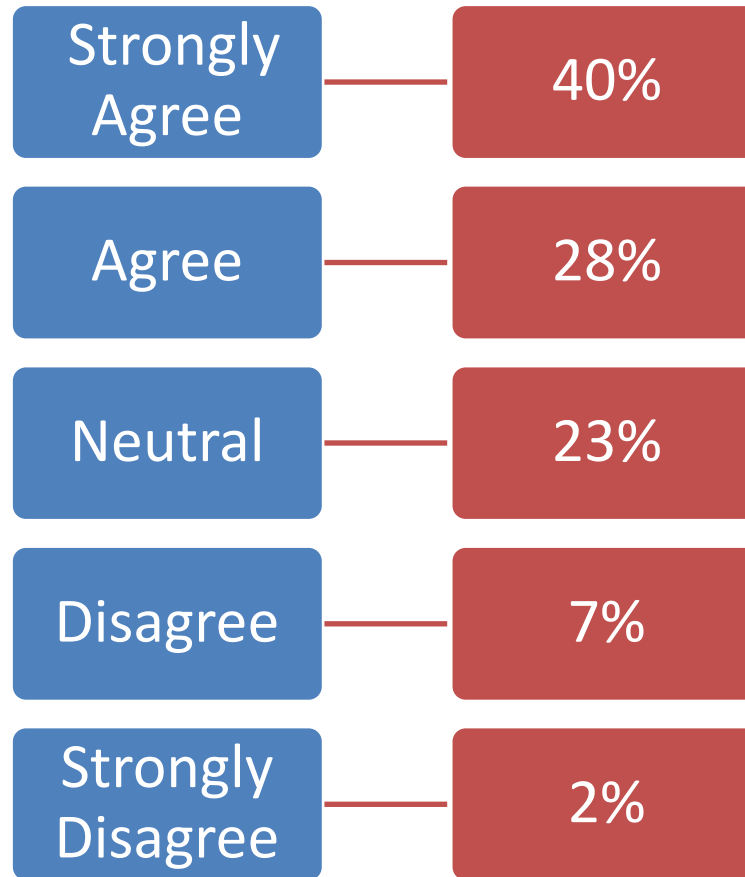
N=1,085

Continuous Assessment



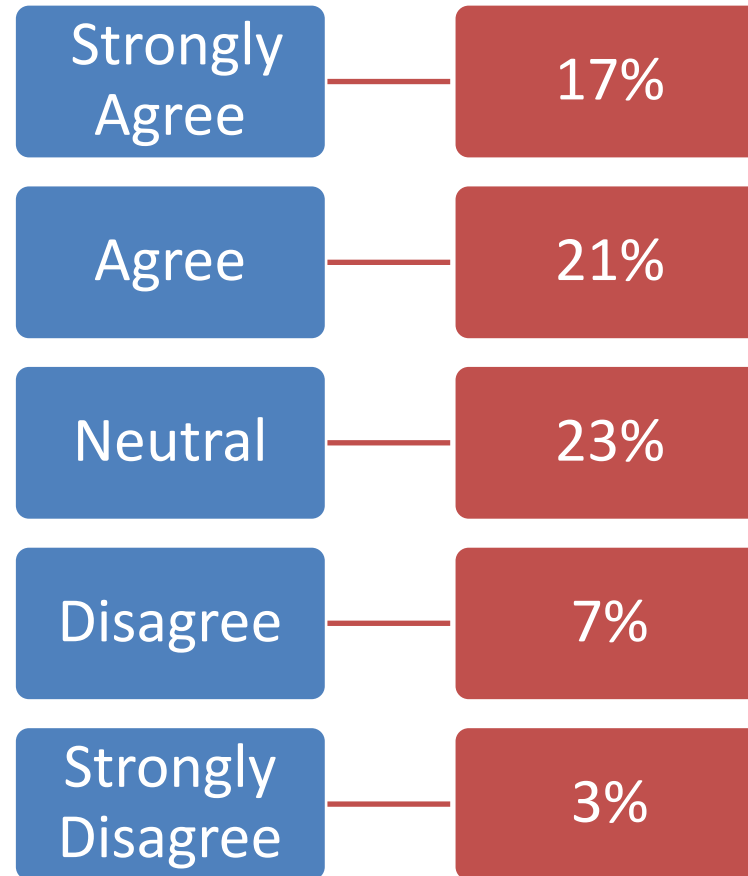
N=1,085

“I would like to Take More Courses that are Fully Online”



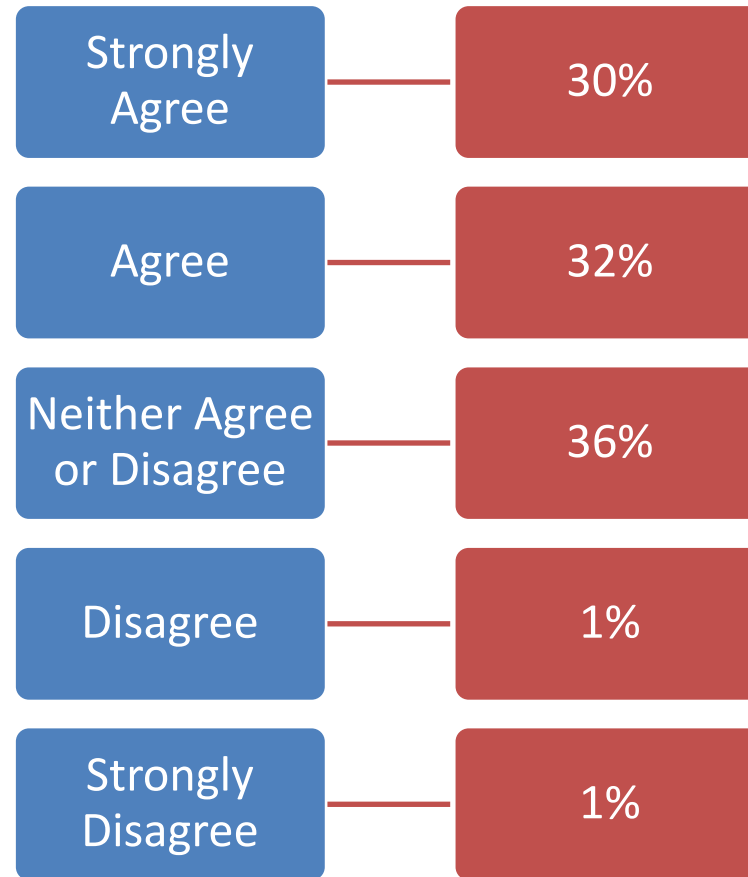
N=1,085

More Use of Technology in Face-to-Face Classes



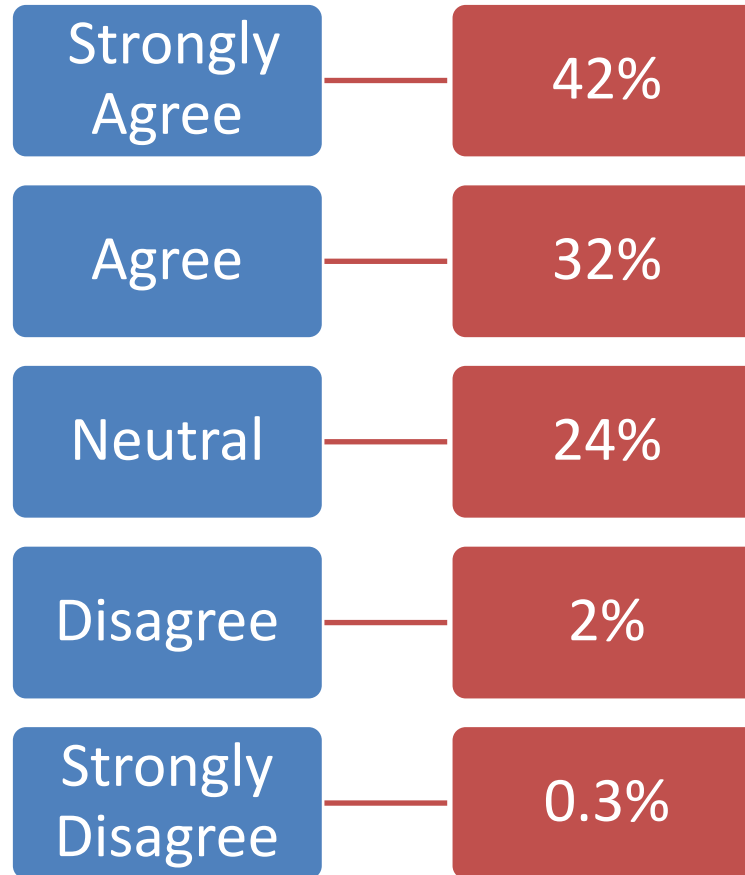
N=1,085

More Work-Based Learning and Co-Operatives



N=1,085

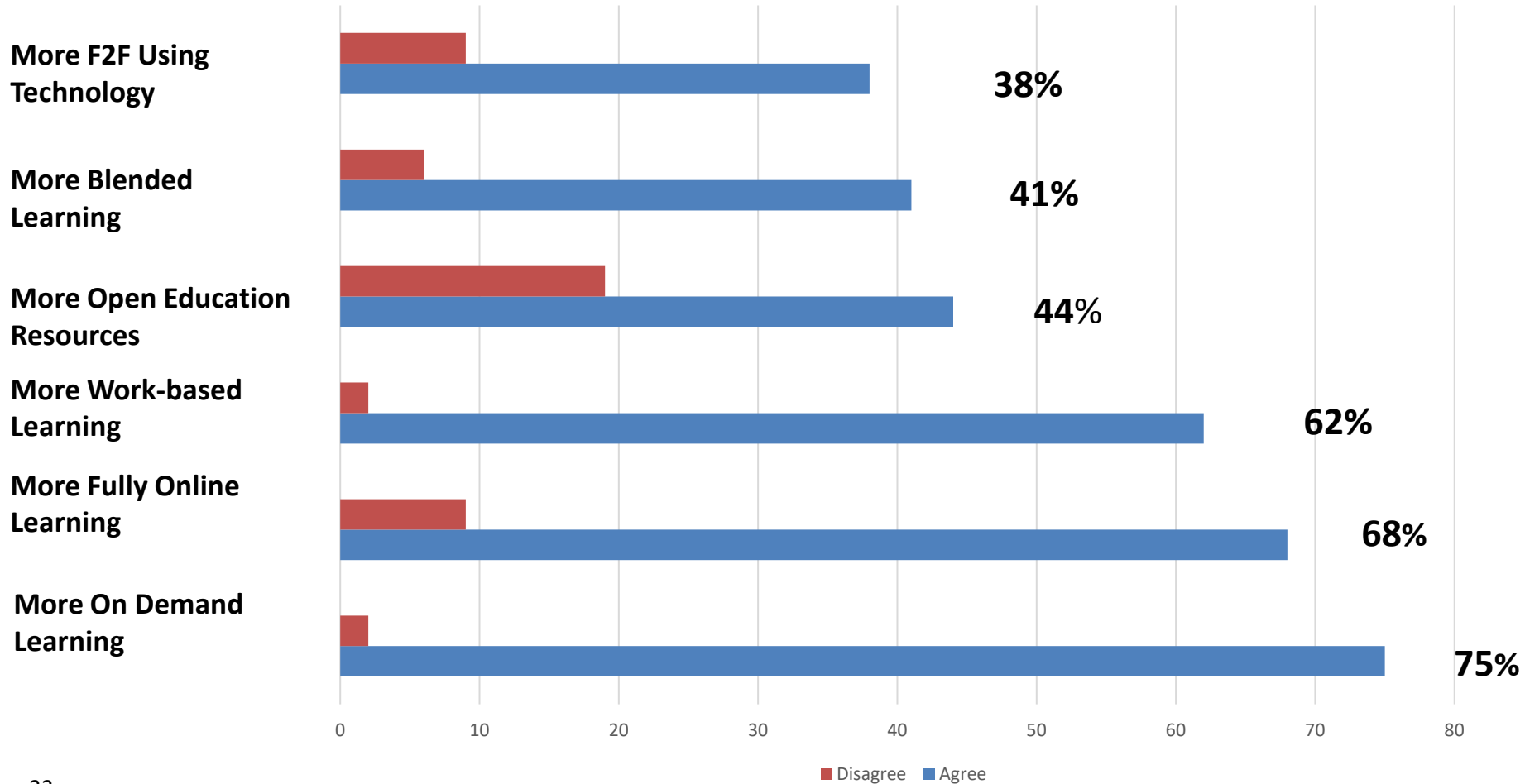
More Courses on Demand Rather than Waiting for the next Start Date



N=1,085

“I Would Like to See...”

Summary of Student Views About Learning Options

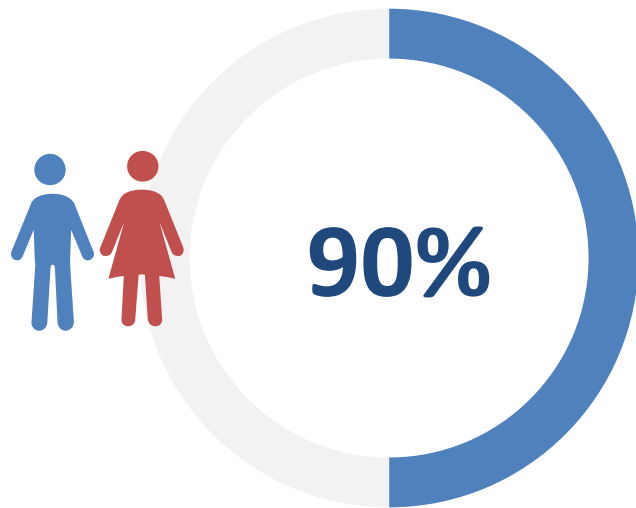




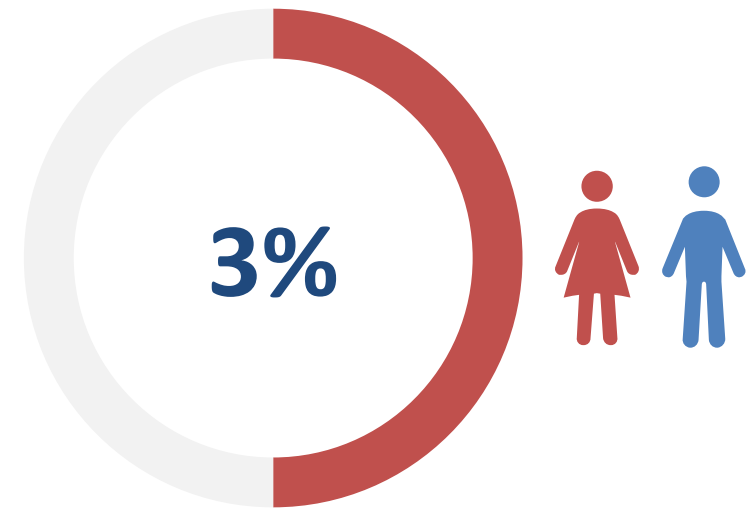
Satisfaction with Contact North | Contact Nord

Overall Satisfaction with Contact North | Contact Nord

Contact North | Contact Nord Provided Support in Order for Me to Achieve my Goals



VS



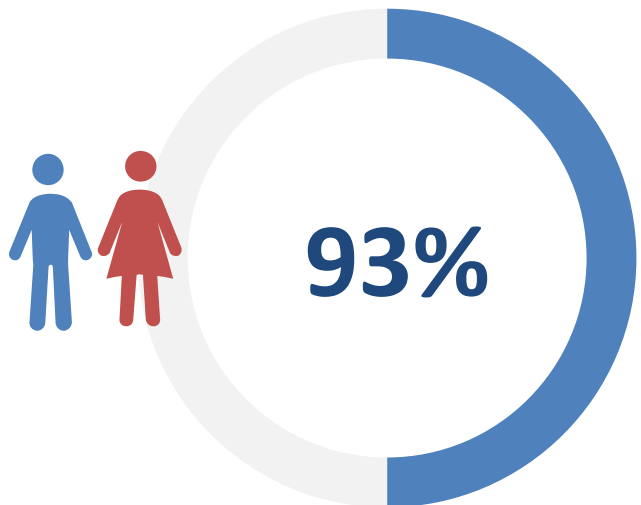
Strongly Agree / Agree

Strongly Disagree / Disagree

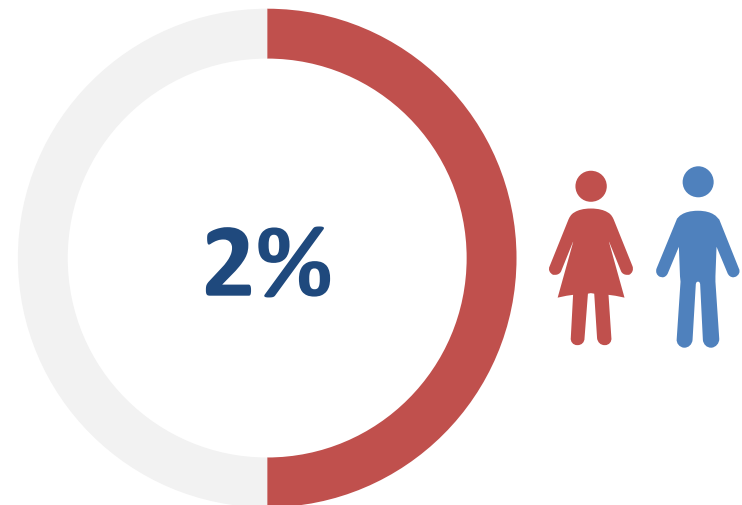
N=1,085

Willing to Recommend Contact North | Contact Nord

Willing to Recommend to Family and Friends



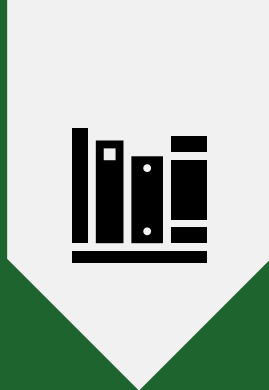
VS



Very Likely / Somewhat Likely

Very Unlikely / Somewhat Unlikely

N=1,085

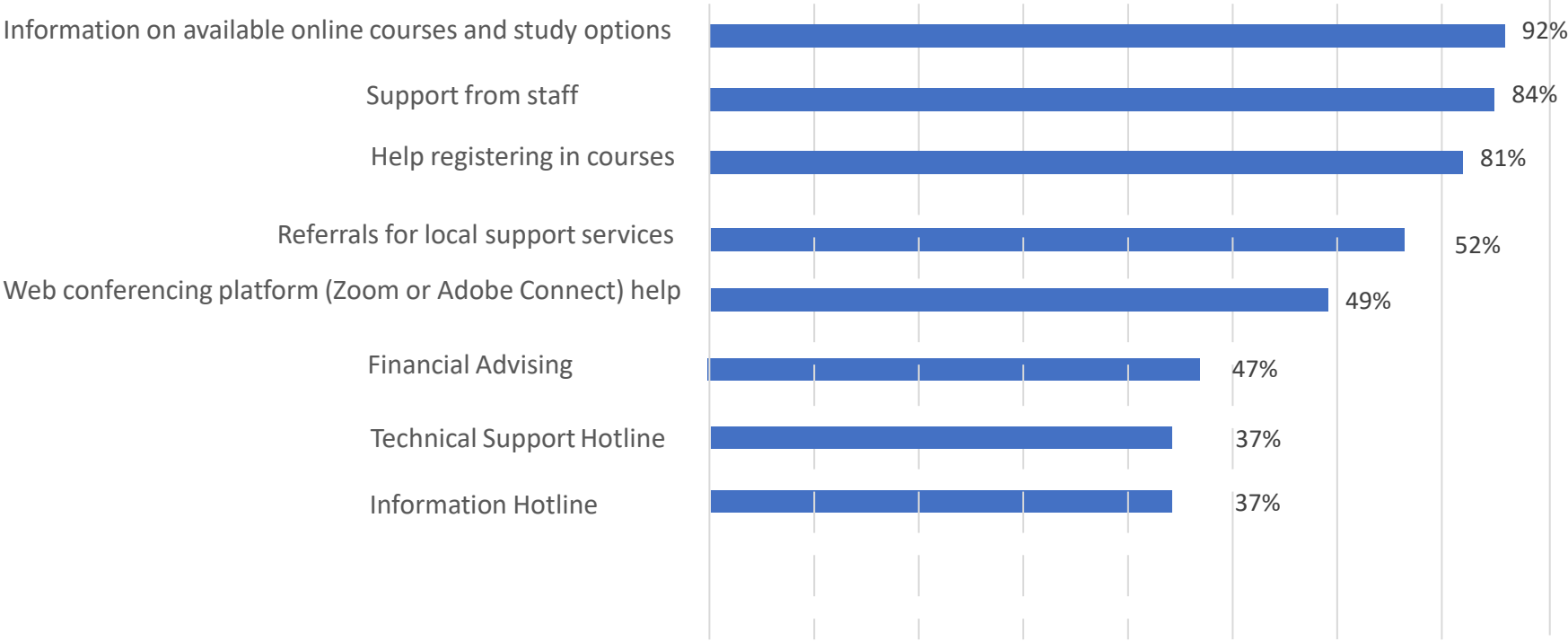


Service Satisfaction

How would you rate the following Contact North | Contact Nord services?

Services Used

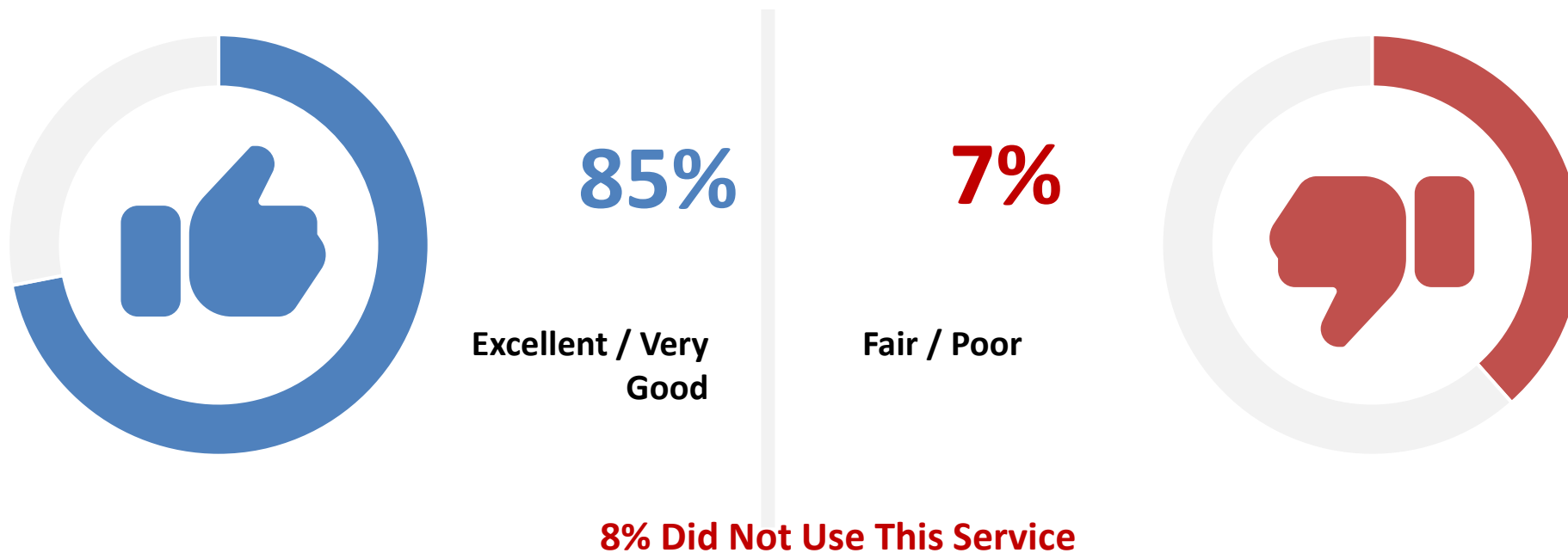
The top three most commonly used services are: Information on available online courses and study options (92%), Support from staff (84%), and help registering in courses (81%). Some services normally offered were not available due to public health restrictions – i.e., exam invigilation, access to technology at 116 online learning centres.



Based on the number of responses to each category of service, minus the “did not use the service” responses.

N=1,085

Course Availability and Study Options



N=1,085

Support from Staff Either in Person or Via Email, Text, Zoom



Help in Registering in Courses



73%

Excellent / Very Good

9%

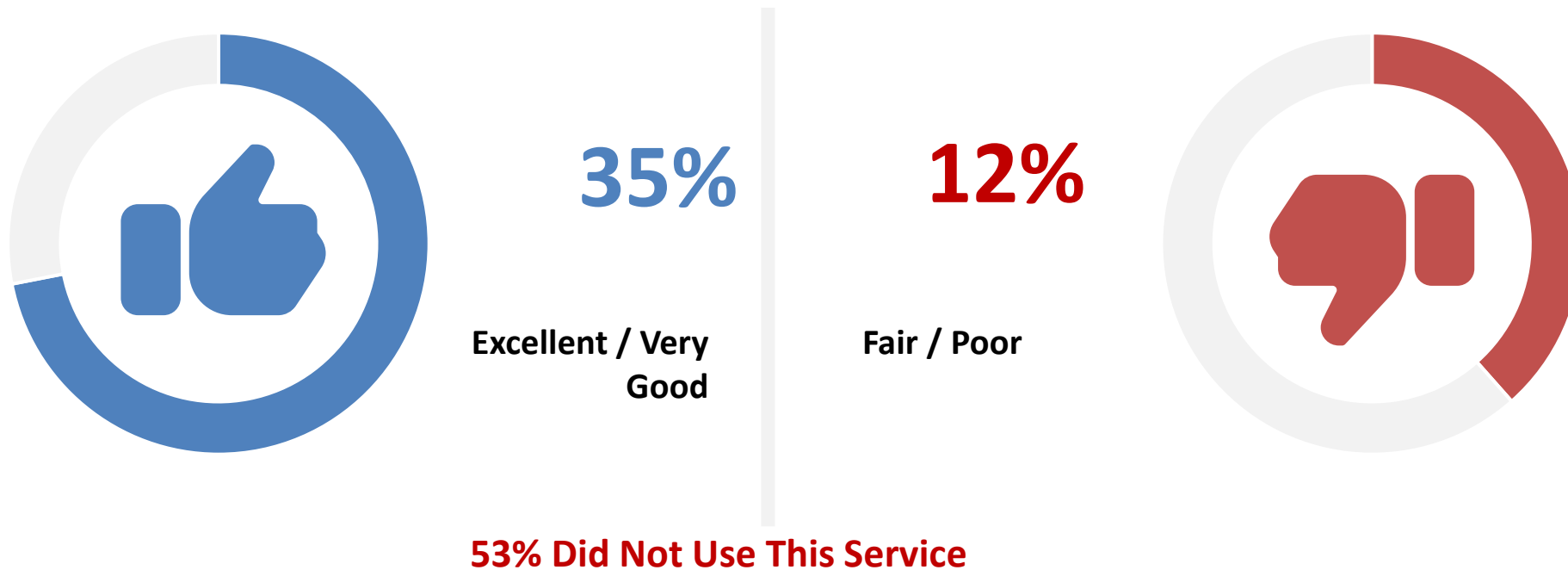
Fair / Poor



18% Did Not Use This Service

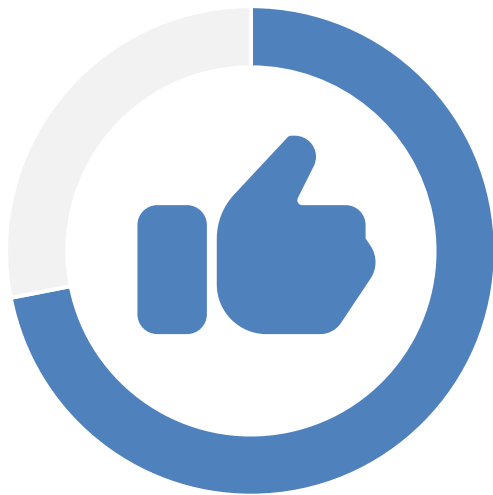
N=885

Information About Financial Aid Options



N=507

Referrals for Local Support Services



28%

Excellent / Very Good

9%

Fair / Poor

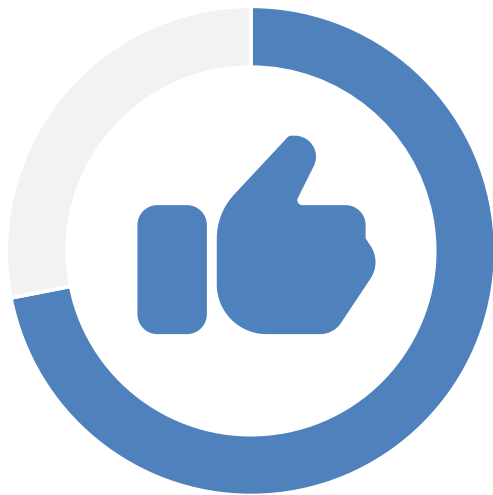


48% Did Not Use This Service

N=567

Use of Web Conferencing

Contact North | Contact Nord Makes Zoom and Adobe Connect Available to its Partners



39%

Excellent / Very Good

10%

Fair / Poor



51% Did Not Use This Service

N=530

Student Information Hotline

Telephone, e-mail or Live Chat



31%

Excellent / Very Good



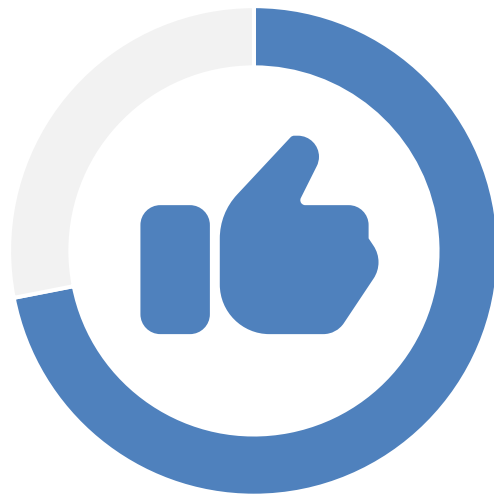
7%

Fair / Poor

62% Did Not Use This Service

N=407

Technical Support Hotline



25%

Excellent / Very Good

7%

Fair / Poor



63% Did Not Use This Service

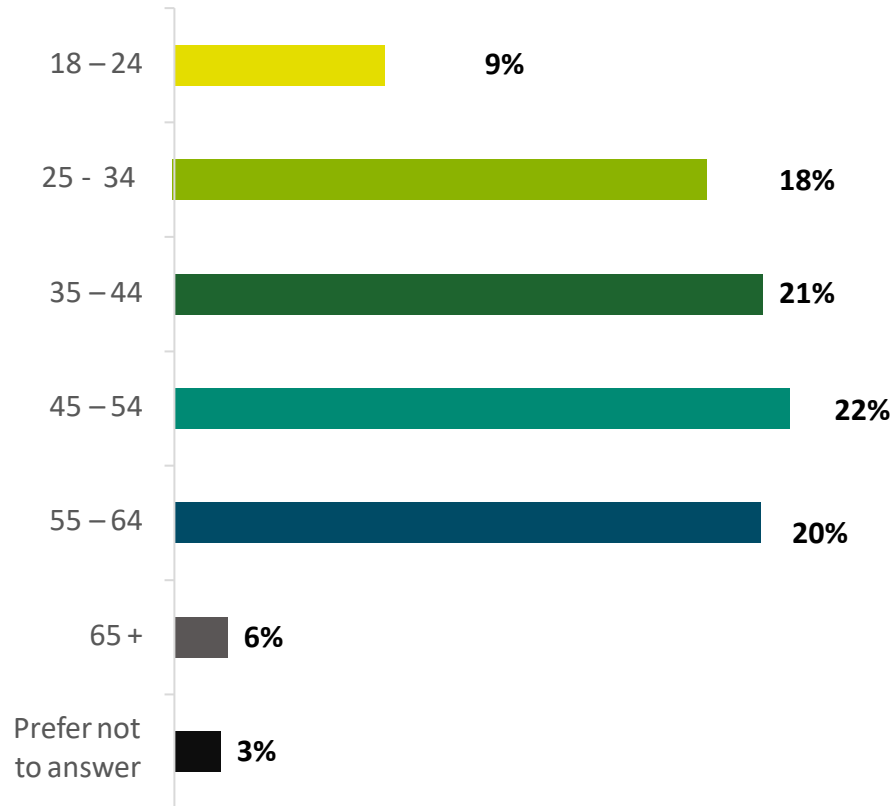
N=399



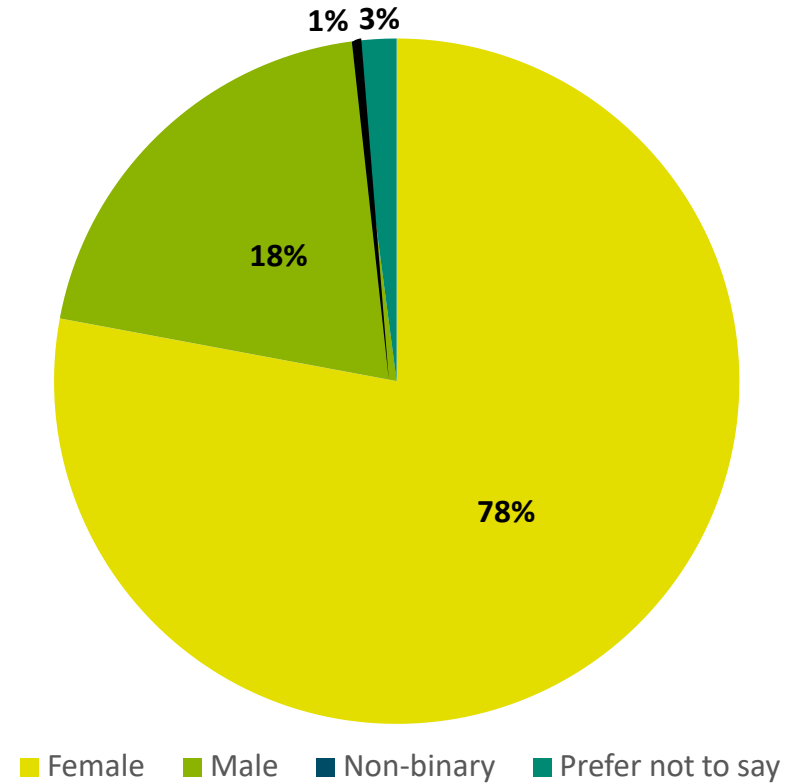
Demographics: Who Completed the Survey?

Age and Gender

Age Range

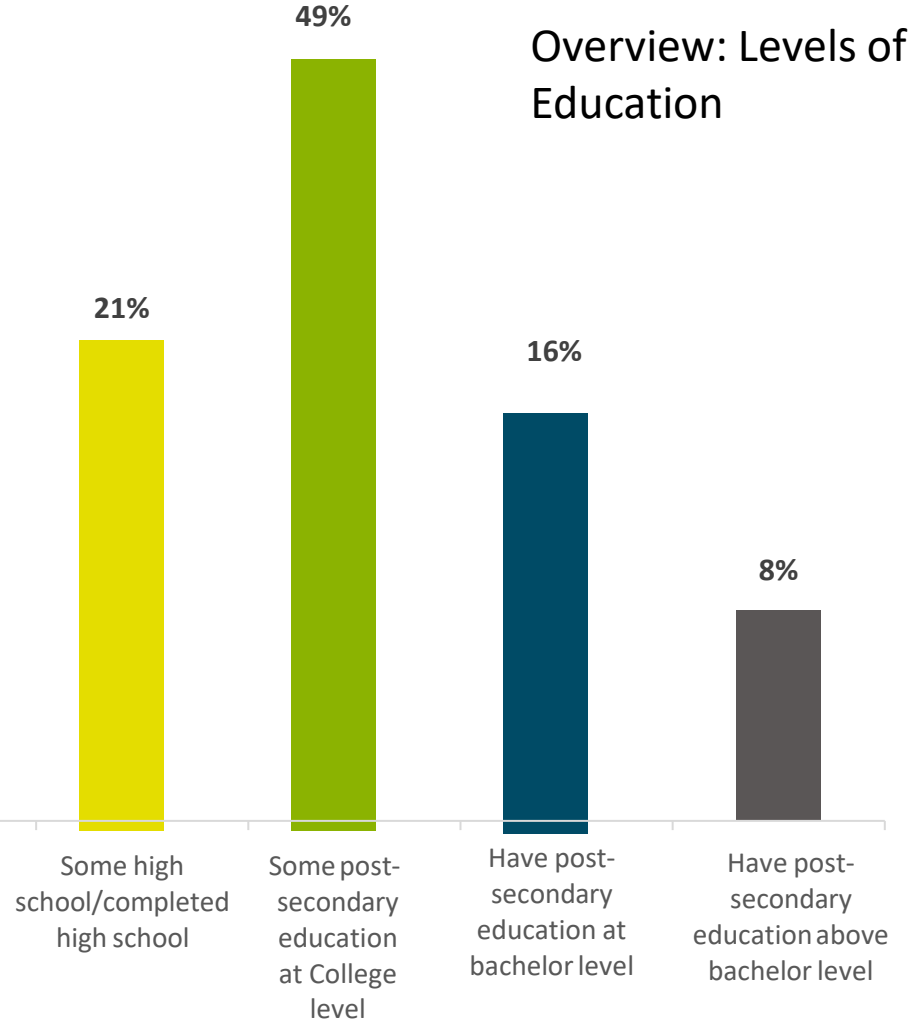


Gender

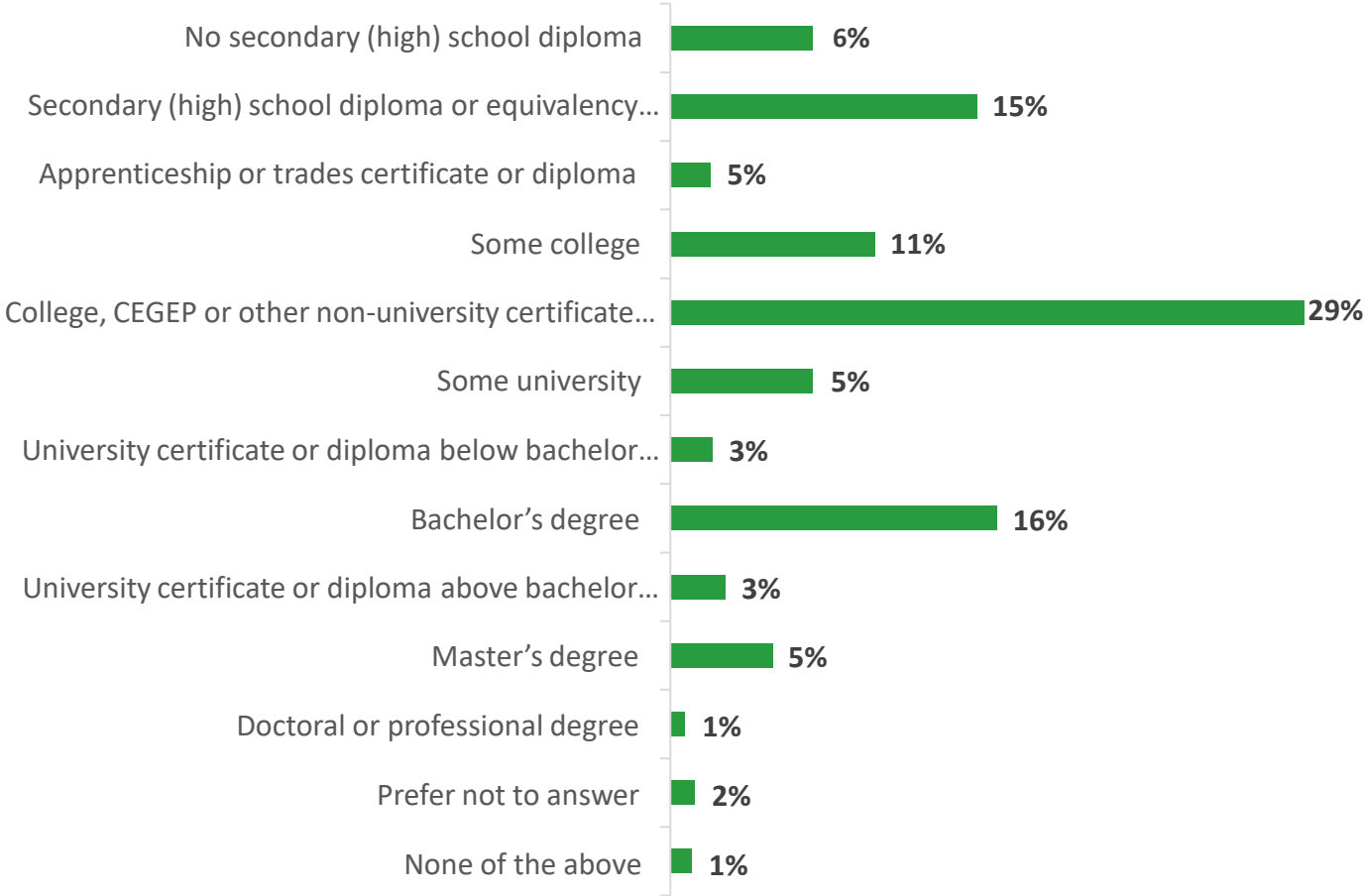


How would you describe your gender? (N=1,085)
What is your age? (N=1,085)

Education



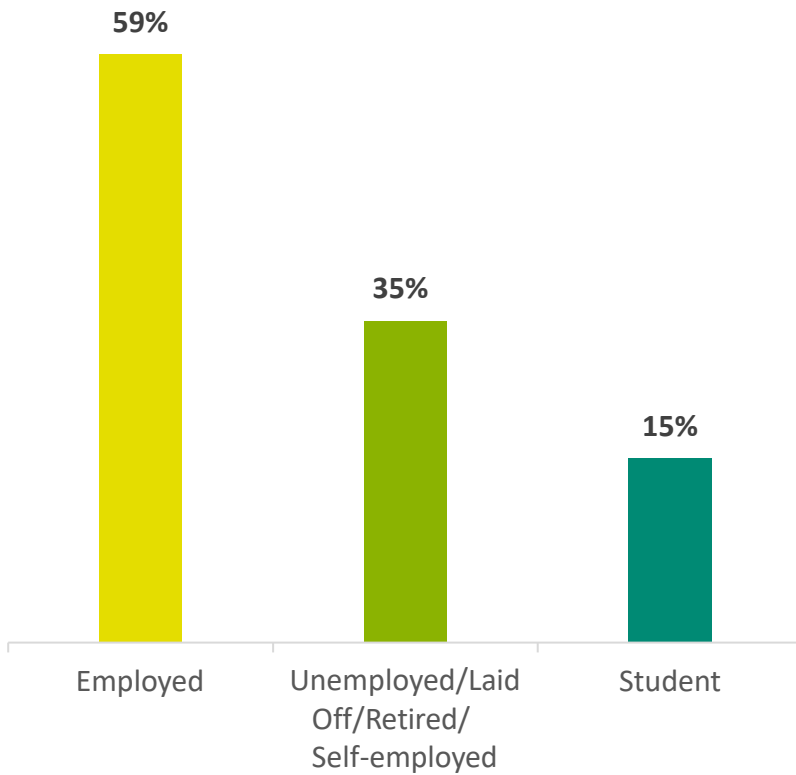
Breakdown: Level of Education



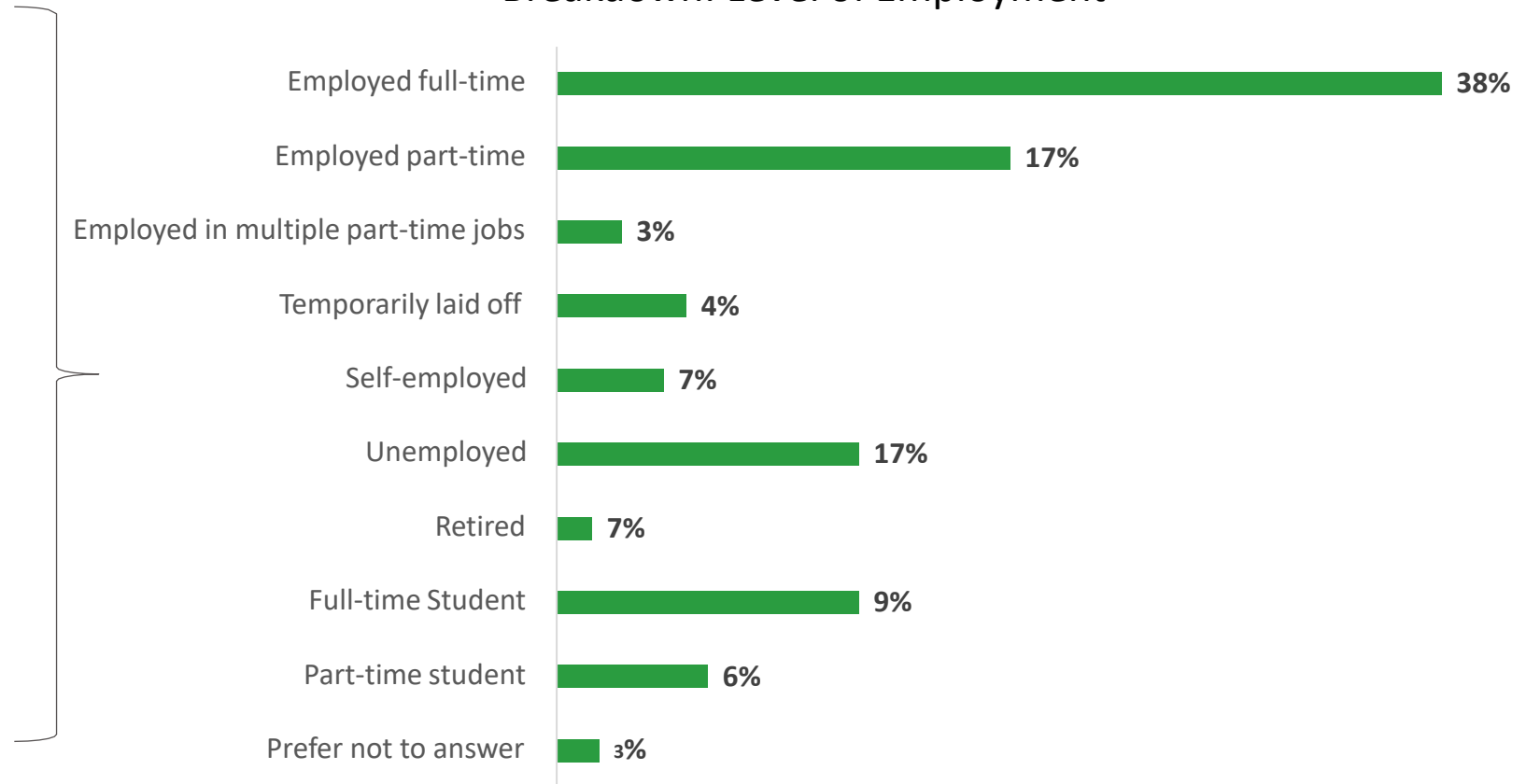
D3. What is the highest level of education or training you have completed? (N=1,085)

Employment

Overview: Level of Employment



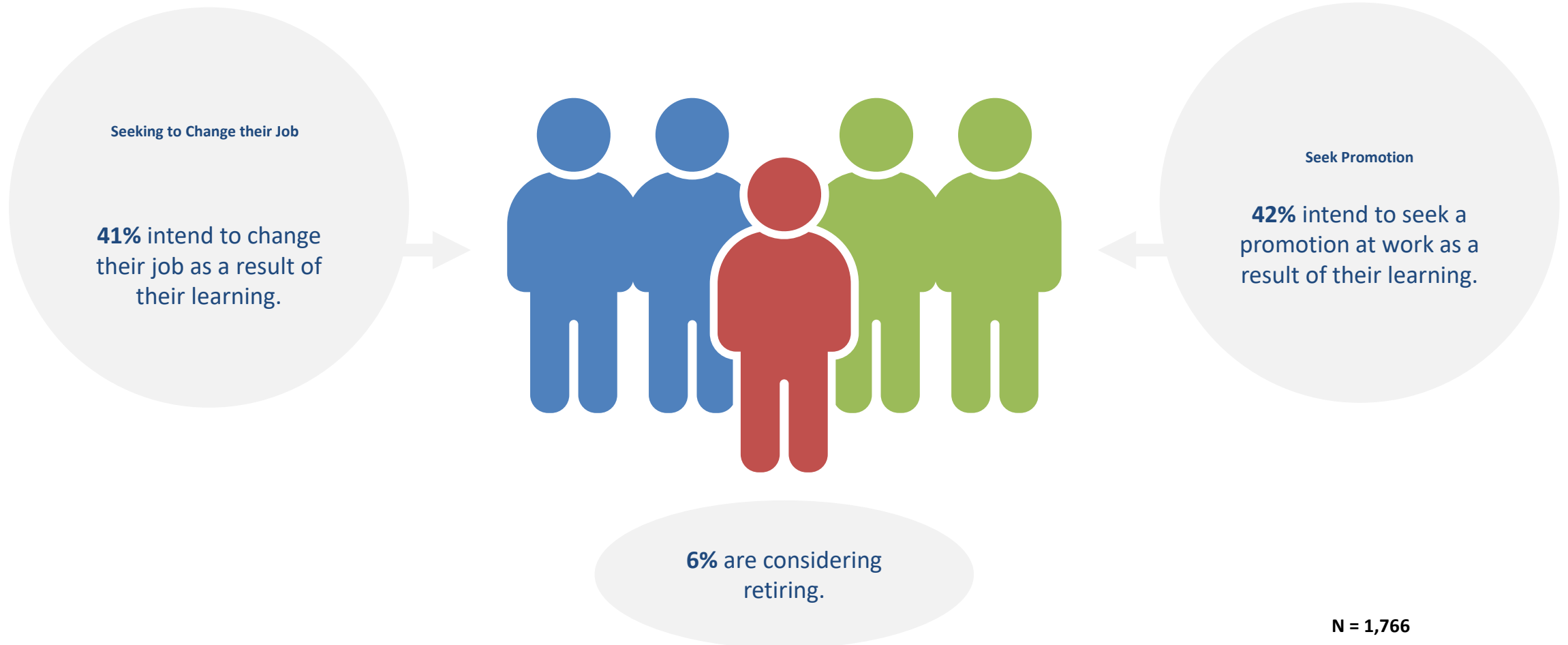
Breakdown: Level of Employment



Which of the following best describes your current employment status? Please select all that apply. (N=1,085)

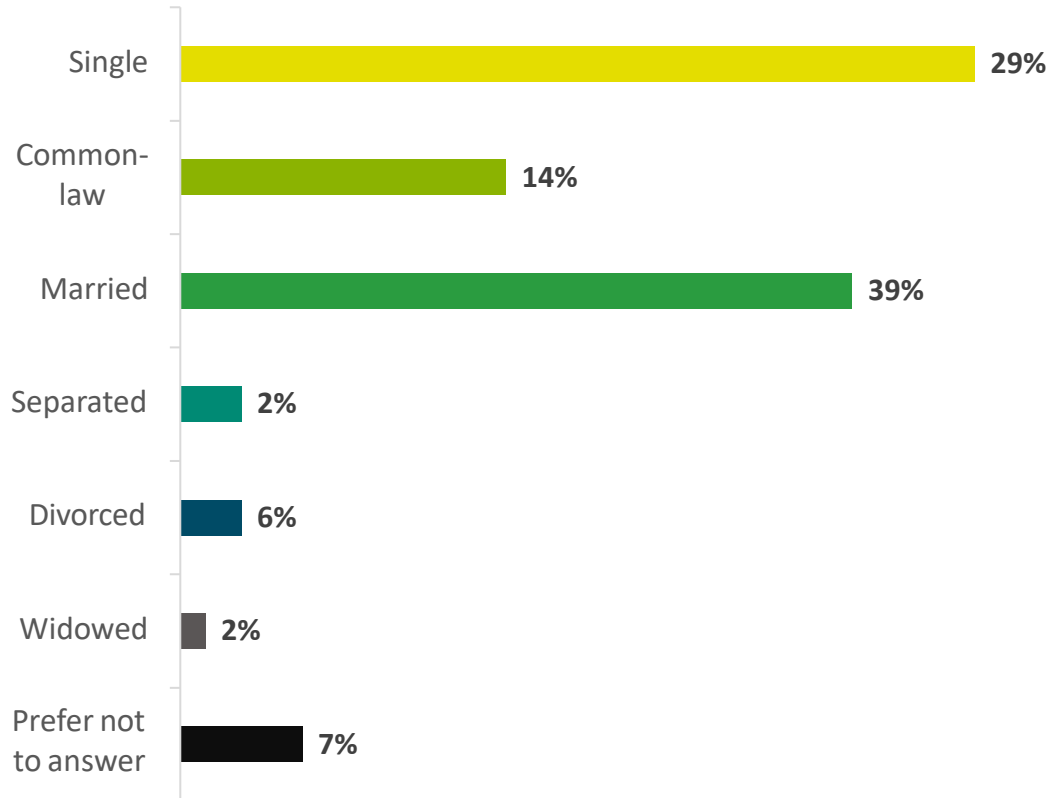
Learning and Job Prospects

Thinking about the possibilities at work

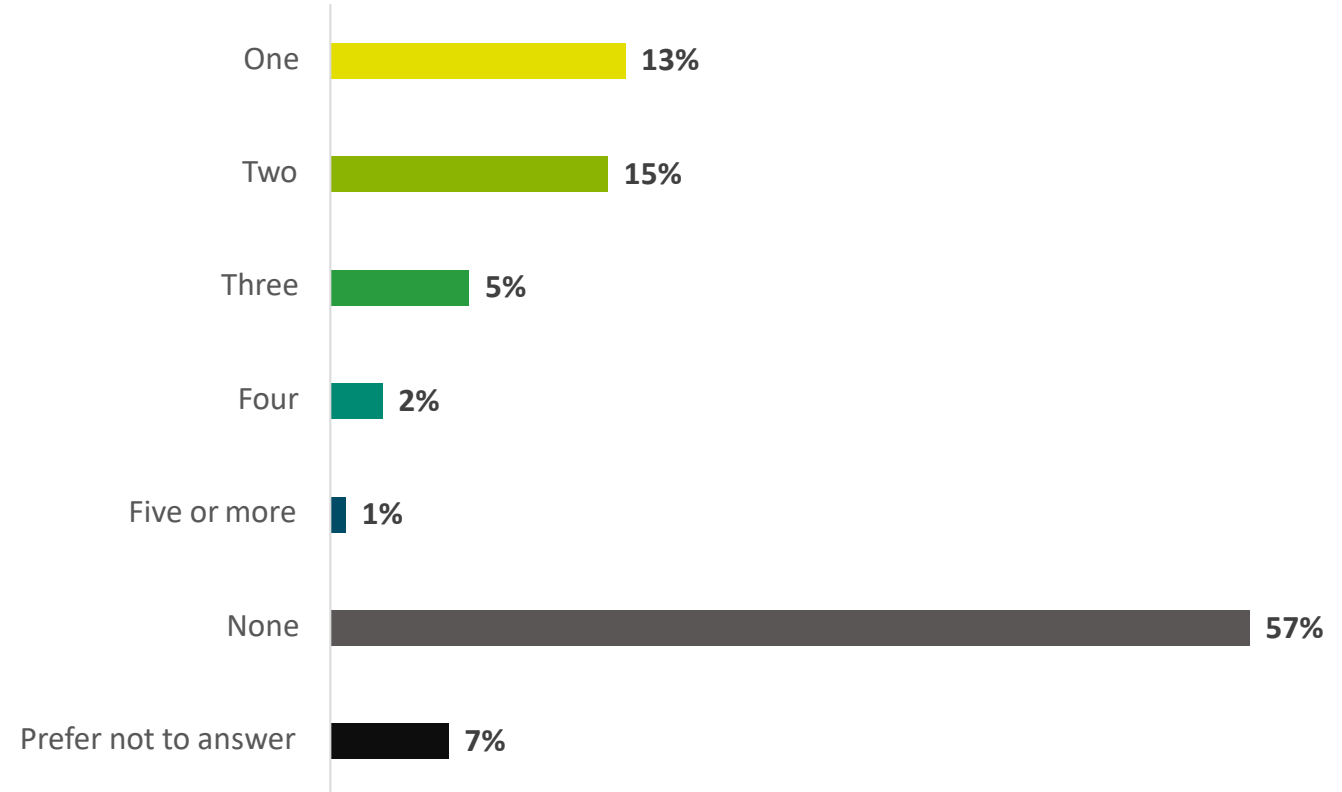


Relationship Status & Number of Children

Relationship Status



Number of Children Living at Home

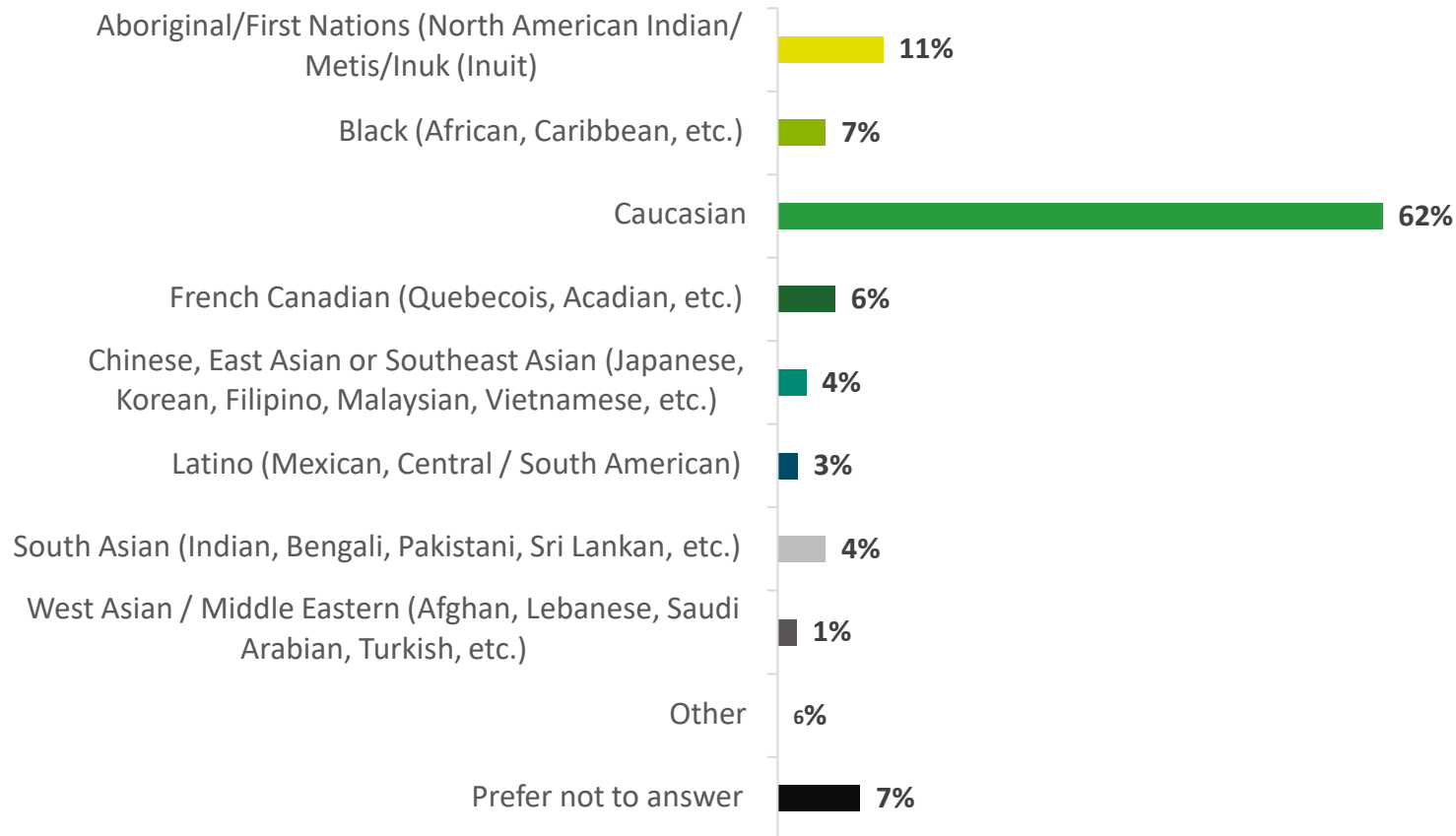


D5. What is your current relationship status? (N=1,085)

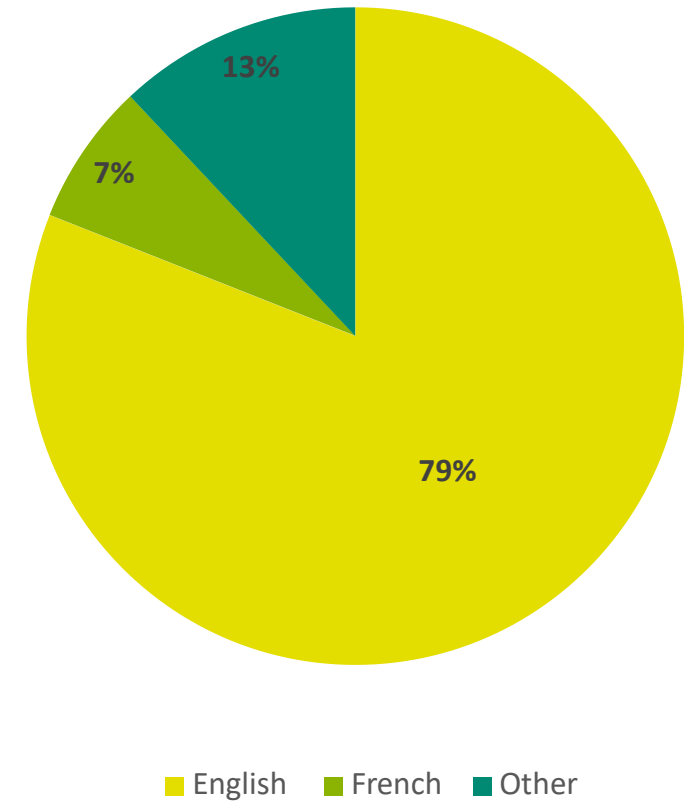
D6. How many children do you have, under the age of 18, living within your household? (N=1,085)

Language and Identity

Ethnic Identity

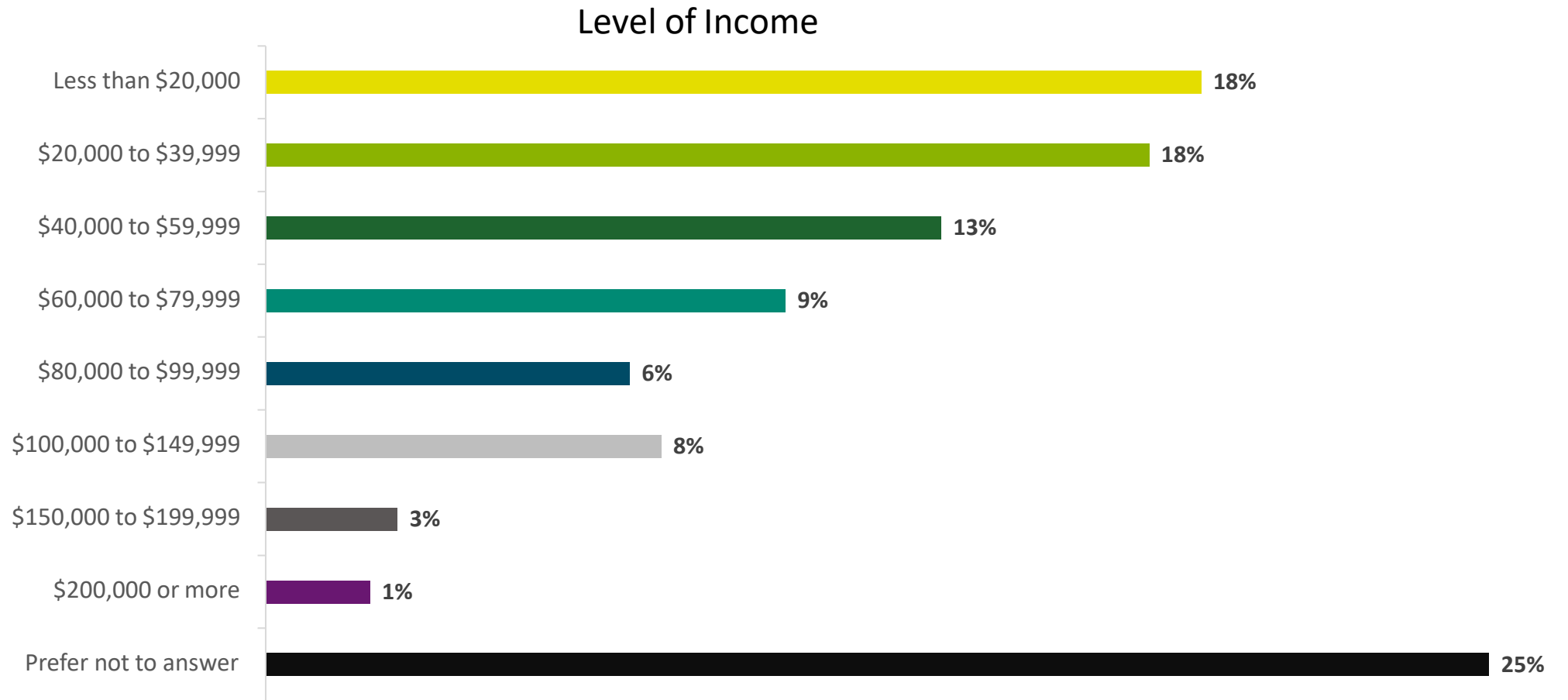


Language



D7. What was the first language you learned as a child and still understand? (N=1,085)
 D8. Do you identify with any of the following group(s)? Please select any that apply? (N=1,085)

Income



Which of the following categories best describes your household's annual income in 2020, before taxes? (N=1,085)

Appendix E – List of Communities Supported

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
Ardtree	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
Magnetawan 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
Matachewan 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
Omeme	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 Moberg First Nation	Pic Moberg 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
Rolphon	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
Theford	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
Wahnapiatae	Sudbury	Sudbury Region
Wahnapiatae 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
Waubauskene	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
Warton	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		