INTERIM REPORT
Q3 – 2019-2020

January 31, 2020

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

Ontario

CONTACT NORTH | NORD Online Learning Apprentissage en ligne

AS A COMMUNITY-BASED ORGANIZATION,
HELPS UNDERSERVED ONTARIANS
IN **600** SMALL, RURAL, REMOTE, INDIGENOUS AND FRANCOPHONE COMMUNITIES
GET JOBS BY MAKING IT POSSIBLE FOR THEM TO ACCESS EDUCATION AND TRAINING WITHOUT LEAVING THEIR COMMUNITIES

CONTACT NORTH | NORD Online Learning Apprentissage en ligne

A 33-YEAR OLD SHARED SERVICE TO PROVIDE ⅓ OF ONTARIANS
4 MILLION RESIDENTS
LOCAL ACCESS TO EDUCATION AND TRAINING OPPORTUNITIES

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

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

5 SUPPORT SERVICES FOR ONTARIO'S EDUCATION AND TRAINING PROVIDERS

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

SERVICES DELIVERED IN PARTNERSHIP WITH

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

ANNUAL OUTCOMES FOR ONTARIANS

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

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

60 PROVINCE-WIDE TARGETED LOCAL RECRUITMENT CAMPAIGNS EXECUTED

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

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

Ontario
FUNDED BY THE GOVERNMENT OF ONTARIO

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Table of Contents

Q3 2019-2020 Interim Report

Contact North | Contact Nord is pleased to present its Q3 2019-2020 Interim Report covering its activities during the period October 1, 2019, to December 31, 2019.

The Progress Report contains the following sections:

Further Information

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Contact North | Contact Nord
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Section 1 – How Contact North | Contact Nord Fulfilled the Project Activities in Q3 2019-2020

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Interim Report – December 31, 2019**

a. Operate and maintain free of charge, high-touch, local support services in English and French to students and prospective students of its Education and Training Providers that are within the Target Base using its 116 online learning centres and 195 Access Points. Each online learning centre and Access Point shall be operated in a manner conducive to academic study and shall offer the following free services to the Target Base, to be scaled according to demand:
i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms). and computers equipped with
ii. Internet access (using the highest connection speeds available).
iii. Advisory services including, without limitation:
   • assistance with registration in online courses and programs;
	During the period, Contact North	Contact Nord operated and maintained the 116 local online learning centres and 195 access points, providing free, high-touch local support services, in English and French, serving 600 small, remote, rural, Indigenous and Francophone communities in every corner of Ontario.
		
		Key Outcomes During the Period
		
		• **240,776** Requests for Services fulfilled during the period (See Appendix A for a snapshot).
		• Generated **10,541** student registrations in online courses (preliminary figure as data collection not complete for Fall 2019 semester) with the following breakdown:
		   o 1,729 College
		   o 362 University
		   o 599 School Board
		   o 368 Literacy and Basic Skills
		   o 7,492 Training
		College and university registrations are lower than Q1 and Q2 as there is no semester start in Q3. The majority of college and university registrations are captured in Q2 for September start.
		• **1,474** 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 240,776 figure in the first bullet point).
		   o October 2019: 667 requests
		   o November 2019: 518 requests
		   o December 2019: 289 requests

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – December 31, 2019
- the provision of current information on available online programs and courses; - the provision of current information on educational financial aid options; - referrals to colleges and universities for career and educational mapping; - referrals to other local educational and employment support services; and - moral support and encouragement. iv. Technical support in respect of the use of on-site computers, tools and equipment. v. A dedicated quiet study space. vi. Exam invigilation services.	**4,075** exams invigilated (invigilation of an exam can take up to 3 hours) for students from Ontario's colleges, universities, district school boards, Independent Learning Centre (ILC) and Indigenous institutes (included in the 240,776 figure in the first bullet point).
b. Secure the facilities for the online learning centres in rent-free space.	- All 116 local online learning centres housed in rent-free space provided by a local community partner. - This operating model generates estimated savings of $870,000 annually for space. - All partnership agreements for rent-free space up-to-date and managed in a database.
c. Staff and operate the Student Information Hotline as defined above	- Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern. - Inquiries received after operating hours responded to the next business day.

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – December 31, 2019

	• Student Information Officers responded to 1,360 inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry):
	  o 651 toll-free number
	  o 346 Live Chat
	  o 357 e-mail inquiries
	  o 6 walk-ins

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

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2019**

a. Provide its recruitment and local services as a core shared service.	• Recruitment and local support services to students available to Ontario's:
	    ○ 24 public colleges
	    ○ 22 public universities
	    ○ 76 district school boards
	    ○ 200 literacy and basic skills providers
	    ○ 50 skills development training providers
	• During the period, 10,541 student registrations in online courses generated for all categories of providers.

b. Provide Education and Training Providers with data on specific programs and courses not currently available online for which there is learner or labour market demand.	• 11 requests received for 9 different online programs and courses not currently available and shared with education and training providers. • See Appendix B for report.
c. Develop and implement targeted recruitment campaigns for its Education and Training Providers to maximize course and program registrations from the Target Base.	• Executed 9 province-wide Targeted Recruitment Campaigns for Ontario's public colleges and universities in 600 small, remote, rural, Indigenous and Francophone communities across Ontario, including: 1) Centennial College, Ophthalmic Medical Personnel 2) Centennial College, Thanatology (Death Studies) – A Practical Approach 3) Confederation College, Business Cluster 4) Confederation College, Child and Youth Care: Indigenous Specialization Accelerated 5) Georgian College, Business 6) Northern College, Project Management Certificate Program 7) Sault College, Early Childhood Education 8) University of Waterloo, Liberal Studies Degree (Bachelor of Arts) 9) York University, Certificate in Cloud Computing Strategy

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2019**
	• The 2019-2020 Annual Report will identify the outcomes from all Targeted Recruitment Campaigns for 2019-2020.

d. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into online courses and programs, as appropriate.	• During the period, Contact North | Contact Nord engaged with:
	  o 170 Ontario Works offices (65 of these offices are in First Nation communities)
	  o 188 Employment Ontario offices
	• An "engaged" Ontario Works or Employment Ontario office is a local office that:
	
	  1) Refers its clients, who need local access to education and training, to the closest Contact North | Contact Nord online learning centre for the following eight support services:
	    • Assistance with identifying online program and course options to meet the client's specific education and training needs
	    • Assistance with the registration process for the client's selected courses
	    • Assistance with information on additional funding options or special needs services from the education and training provider
	    • Use of computer workstations and Internet access to complete coursework in the client's chosen online programs and courses
	    • Orientation on using the computers at the online learning centre and how to navigate the client's programs and courses
	    • Use of the web conferencing or videoconferencing platforms to connect to live courses
	    • Exam invigilation service at a local Contact North | Contact Nord online learning centre

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2019**
	Reporting on attendance when required by Ontario Works or Employment Ontario (only when consent to share is in place with the client) 2) May make space available in their office for Contact North | Contact Nord staff to meet directly with their clients to determine how Contact North | Contact Nord can support the client with one or more of the services noted in 1) above 3) Receives referrals from Contact North | Contact Nord for clients who may need its services (this is primarily referrals to Employment Ontario but also includes additional resources that may be available via Ontario Works for their clients entering education or training such as assistance with childcare costs, course/training costs and/or supplies) 4) Facilitates consent to share agreement between Ontario Works, Contact North | Contact Nord and client and/or Employment Ontario to report on client attendance and course/training programming progress
e. Actively participate in the Higher Education Quality Council of Ontario (HEQCO) review of digital learning in Ontario as it relates the Recipient's programs, activities and outcomes; which review is to be submitted by HEQCO to the Province on or before October 31, 2019.	There were no interactions or submissions to the Higher Education Quality Council of Ontario (HEQCO) during the period. Copies of all submissions to HEQCO are posted on the About Us section of contactnorth.ca.
f. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:	3 Shared Service Learning Platforms Since 2003, Contact North | Contact Nord has offered 3 shared service learning platforms for Ontario's 24 public colleges, 22 public universities, 9 Indigenous

2. Shared and Collaborative Services

Activity	Interim Report – December 31, 2019
- Web conferencing platform (Recipient to phase out Saba Meeting in favour of Adobe Connect web-conferencing platform) - Videoconferencing platform - Moodle Learning Management System - Training for faculty and instructors of the Education and Training Providers in English and French, on use of the Recipient's technology platforms to deliver their online programs and courses - Technical support as further described in Section 3 (a).	institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers: - Web conferencing (Adobe Connect). - Videoconferencing platform available. - Moodle Learning Management System available. As part of the 2019-2020 Annual Report, Contact North | Contact Nord will identify the number of courses and exams supported by each platform, list of the users and number of registrations per platform. Platforms available 97.9% of the time for student use. Training for College and University Faculty and Instructors - Contact North I Contact Nord delivered training to 63 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the period:

Training Provider	Number of Instructors Trained
Canadore College	2
Community Living Dufferin	1
Confederation College	31
Contact North	2
Fanshawe College	4
Grand Erie Learning Alternatives	7
Innovation Initiatives Ontario North	1

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2019**
	<table><tr><td>Laurentian University</td><td>1</td></tr><tr><td>Niagara Folk Arts</td><td>1</td></tr><tr><td>Northern College</td><td>1</td></tr><tr><td>Oshki Pimache O Win / Oshki Wenjack</td><td>4</td></tr><tr><td>Ontario Good Roads Association</td><td>1</td></tr><tr><td>TheLearningHUB</td><td>1</td></tr><tr><td>Toronto District School Board - Business Development and Community Services - Next Steps</td><td>1</td></tr><tr><td>University of Guelph</td><td>5</td></tr><tr><td>Total</td><td>63</td></tr></table> 28 web conferencing resources available (a decrease from Q1 as both Adobe Connect and Saba Meeting resources available; only Adobe Connect resources available as of September 1, 2019). 11 videoconferencing resources available. Technical Support 1,474 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). - Examples of frequent technical support requests fulfilled from students for the web conferencing platform: - 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?

2. Shared and Collaborative Services	
Activity	Interim Report – December 31, 2019

	• Examples of frequent technical support requests from instructors using the web conferencing platform:
	
	   o How can I save the recording?
	   o How do I share my presentation?

3. Information Technology (IT) & Web Services

Activity	Interim Report – December 31, 2019

a. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required.	• Technical support provided for students, faculty, instructors from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers and other stakeholders as required during the advertised time during the period.
	
	• 1,474 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).
	
	• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
	  o How do I get to my class?
	  o Unable to login (need credentials).
	  o Don't see my class on my schedule.
	  o I need to change my password.
	  o I think I am logged into the class, but I don't see anything happening.
	  o I am connected but I don't hear anything.
	  o I am in a class, but they don't hear me when I am speaking.
	  o Where can I find the recording for my class?
	
	• Examples of frequent technical support requests fulfilled from instructors using the web conferencing platform:
	  o How can I save the recording?
	  o How do I share my presentation?

b. Manage and maintain the Recipient's online portals and websites. The Recipient shall ensure that the information presented on each of its online portals and websites remains current and up-to-date at all times. Recipient	• 3 Contact North | Contact Nord portals (English and French) available during the period for student and general public use. • During • the period, 61,660 users generated 199,957 pageviews on portals: o 49,505 users generated 168,803 pageviews on studyonline.ca / etudiezenligne.ca.

3. Information Technology (IT) & Web Services	
Activity	**Interim Report – December 31, 2019**
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.	○ 10,198 users generated 26,254 pageviews on contactnorth.ca / contactnord.ca. ○ 1,957 users generated 4,900 pageviews on e-channel.ca / apprentissageenligne.ca. - Collection of program and course information continued during the period for the Winter 2020 academic semesters for posting to studyonline.ca / etudiezenligne.ca. - Updating current information is an ongoing process to ensure portal is current and up-to-date. - Portals monitored continuously throughout the period to ensure posted content is current and up-to-date. - Contact North | Contact Nord acknowledges any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services are funded solely from the e-Channel Transfer Payment Agreement.
c. Manage, maintain and ensure the security, performance, stability and reliability of the Recipient's information technology infrastructure, including without limitation, Internet connectivity, telecommunications, hardware, software, web conferencing and videoconferencing platforms, and the Moodle learning management system.	- All information technology infrastructure managed appropriately during the period to ensure high quality services delivered for students and education and training providers. - All information technology infrastructure available 97.9% of the time during the period.
d. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection	Contact North | Contact Nord reported 97.9% uptime on its services during the period.

3. Information Technology (IT) & Web Services	
Activity	Interim Report – December 31, 2019
with the IT and Web Service resources utilized by students, faculty, instructors, staff, and other stakeholders to whom the Recipient is providing its services.	
e. Continually enhance broadband Internet access at online learning centres as service becomes available/improved in Target Base communities.	• No upgrades during the period.
f. Develop, manage and maintain the IT and communications infrastructure necessary to perform the Project activities described in this Agreement and to meet the objectives and obligations (including, without limitation, its reporting obligations) set out herein.	• All IT and communications infrastructure managed and maintained during the period to perform Project activities, including reporting requirements. • Implementation of the Action Plan to Modernize Contact North | Contact Nord Information Technology & Web Services commenced during the period. ○ Completed Phase 1 – Plan to migrate infrastructure starting in January 2020.

4. Communications and Marketing

Activity	Interim Report – September 30, 2019
a. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base.	During the period, Contact North | Contact Nord undertook the following strategies: • Continuous marketing and promotion of available online programs and courses in the 600 small, remote, rural, Indigenous and Francophone communities served via local recruitment activities by staff in 116 local online learning centres, via the province-wide Student Information Hotline, and its studyonline.ca / etudiezenligne.ca and e-channel.ca / apprentissageenligne.ca portals for students and prospective students. • Executed 9 province-wide Targeted Recruitment Campaigns for Ontario's public colleges and universities, including: 1) Centennial College, Ophthalmic Medical Personnel 2) Centennial College, Thanatology (Death Studies) – A Practical Approach 3) Confederation College, Business Cluster 4) Confederation College, Child and Youth Care: Indigenous Specialization Accelerated 5) Georgian College, Business 6) Northern College, Project Management Certificate Program 7) Sault College, Early Childhood Education 8) University of Waterloo, Liberal Studies Degree (Bachelor of Arts) 9) York University, Certificate in Cloud Computing Strategy
b. Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms (e.g., social media, GoogleAds, radio, print, etc.).	• Utilized Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. ○ During the period, 49,505 users generated 168,803 pageviews on both portals. • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students.

4. Communications and Marketing

Activity	Interim Report – September 30, 2019
	• Corporate LinkedIn page maintained to engage with students and prospective students. See Appendix C for the quarterly report on social media activity.
c. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers.	• Contact North | Contact Nord engages with 4,282 local organizations across Ontario to recruit and support underserved Ontarians.
d. Engage with stakeholders on the Recipient's activities and strategic direction.	• During the period, Contact North | Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including: ○ Ontario's education and training providers ○ Local partners who host the 114 local online learning centres and 195 access points ○ Provincial and local decision-makers
e. Track and analyze the results of marketing campaigns including, without limitation, engagement and conversion metrics related to its social media and digital marketing initiatives.	• During the period, 49,505 users generated 168,803 pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, 1,957 users generated 4,900 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. • See Appendix C for the quarterly report on social media activity.
f. Develop and adhere to the public communications protocol to be developed with the Province.	• All communications protocols adhered to.

5. Administration

Activity	Interim Report – September 30, 2019
a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations.	Staff • During the period, 1 new full-time staff member hired (to fill vacancy; no new positions created) and 2 staff members resigned. • As of December 31, 2019, Contact North | Contact Nord had 18 open recruitment processes, 16 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging and 2 are for full-time Online Learning Recruitment Officers. Operations Centres • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for 5 additional years) and Thunder Bay Operations Centre (expiry November 30, 2022 with option to renew for 5 additional years). Appropriate Equipment and Technology • All appropriate equipment in place for efficient operation of both operations centres. • Technology infrastructure operational 97.9% of the time during the period to support operations.
b. Travel expenditures for staff and members of the Board of Directors that are directly attributable to and necessary for achieving the objectives of the Project subject to the following: i. The Recipient shall develop and adhere to financial management policies for travel, meal, and	• 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 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 policy, staff apply appropriate conflict of interest rules that reflect the spirit of Regulation 381/07 of the *Public Service of Ontario Act*, 2006.

5. Administration	
Activity	**Interim Report – September 30, 2019**
hospitality expenses that meet the requirements and adhere to the principles of the Broader Public Sector Expenses Directive; and ii. The Recipient shall exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses ensuring that expenses of this type are directly attributable to and necessary for achieving the objectives of the Project.	
c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.).	• Professional services acquired in accordance with <u>Contact North	Contact Nord Financial Policy</u> as required to support its operations.
d. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.	• Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • 1 meeting of the Contact North	Contact Nord Board of Directors on October 22, 2019. • Three monthly CEO Updates to the Board of Directors on Operations during the period. • Audio briefing on operations with the Chair of the Board of Directors every two weeks. • 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.

5. Administration	
Activity	Interim Report – September 30, 2019
	• Prepared and submitted the Q2 2019-2020 Interim Report to the Ministry of Colleges and Universities.

Section 2 – Project Outcomes and Performance Measures

Note – Contact North | Contact Nord Q3 Response indicated under METRICS in bold.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: ensuring Ontario has a robust digital learning ecosystem that makes postsecondary education accessible to Ontarians in every corner of the province and at every stage of their lives. Program goal: provide learners of all ages within the Target Base, free, high-touch local support services in English and French to identify and optimize access to online education and training opportunities	Manage, host and maintain an online portal which facilitates enrolment information on online courses and program offerings from the Education and Training Providers. Provide student registration assistance using the Student Information Hotline to respond in English and French to academic and enrolment inquiries from students and prospective students within the Target Base.	Maximization of potential enrolment in online courses and programs offered by the Education and Training Providers within the Target Base. Reduction in administrative and navigational barriers experienced by students and prospective students within the Target Base when enrolling or looking to enrol in online courses and programs.	Number of student registrations in online courses and programs (offered by the Education and Training Providers) which are directly attributable to the Recipient's activities and supports and broken down by sector (e.g., college, university, literacy and basic skills, etc.) and age. Total target: 58,400 **Q3: Generated 10,541 student registrations in online courses with the following breakdown:** • **1,720 College** • **362 University** • **599 School Board** • **368 Literacy and Basic Skills** • **7,492 Training** **(Preliminary figure as data collection not complete for Fall 2019 semester)**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

without having to leave their communities.			Q1+Q2+Q3= 36,228, 62% of target
			
			Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline.
			
			Total target: 5,565
			
			• Q3: 1,360 inquiries:
			  o 651 toll-free number
			  o 346 Live Chat
			  o 357 e-mail inquiries
			  o 6 walk-ins
			
			Q1+Q2+Q3: 4,238 (76% of Target of 5,565)
			
			Each request can take up to 30 minutes to fulfill based on the nature of the request.
			
			Nature of Requests:
			
			• Book an exam
			• Request information on available online programs and courses

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			• Request information on closest online learning centre • Request for technical support (transferred to IT Technical Hotline) User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre. Q3: Contact North | Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020, starting in April 2020 to provide the demographic information. The results of the survey will be compared to the 2018-2019 survey and used to identify user trends. 2018-2019 is the baseline for user trends.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

Ministry mandate: meeting expectations that educational experiences be available without geographic barriers/boundaries and to use technology to facilitate this.
 	
Program goal: reduce economic and technological barriers for learners within the Target Base through the provision of online learning centres equipped with computers, Internet access and web conferencing and videoconferencing platforms.
	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.
	
	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.
		Target Base bridges geographic barriers by making use of equipment and technological infrastructure necessary to successfully participate in online courses.
		
		Target Base can make use of Recipient's technical support services free of charge to quickly and effectively resolve issues relating to the use of and access to, the Recipient's IT resources.
		
		Recipient's IT & web-based services are uninterrupted.
			Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics).
			
			Target: 311
			
			Q3: 311:
			
			• 116 online learning centres
			• 195 access points
			
			Number and nature of IT support requests fulfilled.
			
			Q3: 1,474 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.
			
			• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
			
			   o How do I get to my class?
			   o Unable to log in (need credentials)
			   o Don't see my class on my

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			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 from instructors using the web conferencing platform: ○ How can I save the recording? ○ How do I share my presentation? Up time on distance delivery platforms per operating system reports: Target: 95% Q3: 97.9% during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

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.	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.	Heightened awareness of the Recipient and its services within the Target Base.
		
		Increased engagement among the Recipient and the Target Base across various traditional and digital media platforms.
			Social media reach and engagement metrics supported by reports issued by each platform provider.
			
			Conversion and engagement metrics for each media and campaign.
			
			Detailed web traffic stats (categorized by site).
			
			See Appendix C for social media reach reports.
			
			• During the period, 61,660 users generated 199,957 pageviews on portals:
			  o 49,505 users generated 168,803 pageviews on studyonline.ca / etudiezenligne.ca.
			  o 10,198 users generated 26,254 pageviews on contactnorth.ca / contactnord.ca.
			  o 1,957 users generated 4,900 pageviews on e-channel.ca / apprentissageenligne.ca.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: educational experiences be available at every stage of Ontarians' lives and to meet demand for up-skilling or mid-career retraining. Program goal: provide advisory services to the Target Base including Employment Ontario and Ontario Works clients, in order to facilitate their enrolment into academic programs and courses.	Provide academic/career advisory services to Target Base through Student Information Hotline. Provide on-site advisory services to students and prospective students within the Target Base who attend the Recipient's online learning centres. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into academic courses and programs, as applicable.	Individuals of all ages within the Target Base are able to attain advice through engagement with the Recipient's Student Information Hotline and with staff at its online learning centres. As a direct result of the Recipient's services, Employment Ontario and Ontario Works clients within the Target base enrol in online courses/programs available to them and upgrade their skills and succeed in local labour markets.	Number of advisory requests received by the Student Information Hotline and by staff at its online learning centres. Number of office partnerships established. **Targets:** **Ontario Works: 50** **Employment Ontario: 25** **Q3:** **Ontario Works: 170** **Employment Ontario: 188** Number of Ontario Works and Employment Ontario clients served. **Targets:** **Ontario Works: 250** **Employment Ontario: 250** **Q3:** **Ontario Works: 119** **Employment Ontario: 362**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			Number of online course and program registrations by Ontario Works and Employment Ontario clients **(Targets: N/A)** **Q3:** **Ontario Works: 351** **Employment Ontario: 1,369**
			Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base. **Q3: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020. Questions to be included in omnibus survey and reported in June 2020.**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Program goal: support and assist faculty and instructors from the Education and Training Providers in their use of online learning through the provision of online, web conferencing and videoconferencing tools.	Provide online delivery tools (e.g., Moodle, web and video conferencing platforms) to faculty of the Education and Training Providers to facilitate and enhance online course delivery. Provide training for faculty and instructors of the Education and Training Providers in English and French on using the platforms to deliver their online programs and courses. Provide IT support to staff and faculty of the Education and Training Providers in connection with the use of the Recipient's IT resources as required.	Faculty and instructors of the Education and Training Providers use the Recipient's online delivery tools and resources. Faculty and instructors of the Education and Training Providers are competent and knowledgeable in how to maximize the use of the Recipient's online delivery tools and resources. Faculty and instructors of the Education and Training Providers seek training and IT support from the Recipient for issues relating to the use of its online delivery tools and resources.	Number and type of online and distance education delivery tools used by faculty and instructors of the Education and Training Providers to facilitate and enhance online and distance course delivery. Q3: Contact North | Contact Nord provides the following 3 tools for use by faculty and instructors: 1) Web conferencing platform (Adobe Connect) 2) Videoconferencing platform 3) Moodle Learning Management System Number of Faculty and Instructors trained on the Recipient's online delivery tools and resources. Q3: Contact North I Contact Nord delivered training to 63 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			Number and nature of IT support requests from faculty and instructors within the Target Base.
			Included in total of 1,474 for IT support requests.
			Typical support requests from faculty and instructors include:
			o **How can I save the recording?**
			o **How do I share my presentation?**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: Value for money.	Assess program uptake within the Target Base.	Increased uptake in the Recipient's services among eligible candidates;	Metrics based on independently verifiable data that:
Program goals: demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes- based, independently verifiable data.	Provide statistics on completion rates and employment placements for program graduates who made use of the Recipient's programs and services within the Target Base.	Increased academic program completion rates; and Increased employment rates in local labour markets.	• Confirm the percentage of the Recipient's eligible prospective clients within the Target Base who make use of the Recipient's services (i.e., uptake rate) **Q3: Contact North | Contact Nord updated the population data for the areas it serves to reflect Census 2016. It will report on this metric for the entire 2019-2020 fiscal year rather than quarterly.**
			• Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates **Q3: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020. Questions to be included in omnibus survey and reported in June 2020.**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			• Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base **Q3: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020. Questions to be included in omnibus survey and reported in June 2020.**

Outcome/Performance Indicator	2019-2020 Target	Q1	Q2	Q3
Requests for Services	699,398	221,285	215,646	247,776
Course Registrations	58,400	11,427 student registrations in online courses generated (preliminary figure as data collection not complete for Spring/Summer 2019 semester	15,881 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester	10,541 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester
Communities Served (See Appendix D for a list of the 807 communities)	800	636	636	807

Section 3 – Mitigation Strategies

Contact North | Contact Nord reviewed the Q3 results against the outcomes and performance measurements in the 2019-2020 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

Contact North | Contact Nord is meeting and/or exceeding its targets as noted below. Where appropriate, mitigation strategies and comments are included.

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q1+Q2+Q3 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies/Comments
Requests for Services	699,398	221,285	215,646	240,776	677,707	97%	No mitigation strategies required.
Course Registrations	58,400	11,427	15,881	10,541	36,228	62%	Data collection for synchronous courses offered via distance delivery platforms not complete for the period. Q3 result is lower than Q1 and Q2 as this is the only quarter without a semester start. Q2 includes the start of the Fall academic semester in September with the majority of college

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q1+Q2+Q3 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies/Comments
							and university registrations recorded in this period. Directors, Recruitment & Partnerships responsible for recruitment activities in the regions accelerating Targeted Recruitment Campaigns and other recruitment initiatives to achieve the target.
Communities Served	800	636	636	807		101%	No mitigation strategies required.
Ontario Works Office Engagement	25	170	170	170		680%	No mitigation strategies required.
Ontario Works Clients Supported	250			119	119	48%	Regional staff focusing on working with Ontario Works offices.
Registrations from Ontario Works	No Target in TPA			351	351	N/A	

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q1+Q2+Q3 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies/Comments
Clients							
Employment Ontario Office Engagement	25	188	188	188		752%	No mitigation strategies required.
Employment Ontario Clients Supported	250			362	362	145%	No mitigation strategies required.
Registrations from Employment Ontario Clients	No Target in TPA			1,369	1,369		
Calls to IT Technical Hotline	9,817	1,228	1,852	1,474	4,554	46%	Calls to the IT Technical Hotline are re-active based on user issues. The successful implementation of Adobe Connect and the Contact North | Contact Nord designed portal is resulting in less calls to the IT Technical Hotline. No mitigation strategies required.

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q1+Q2+Q3 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies/Comments
Calls to Student Information Hotline	5,565	1,389	1,498	1,360	4,247	76%	On track to achieve target. No mitigation strategies required.
Up time on distance delivery platforms	95%	98.9%	98.9%	97.9%		103%	No mitigation strategies required. Reduction in up-time is attributed to an error on Bell Canada's part that disabled the Voice-over-IP phone system and videoconferencing connectivity.
Targeted Recruitment Campaigns	60	8	14	9	31	52%	Directors, Recruitment & Partnerships ramping up Targeted Recruitment Campaigns for Winter 2020 semesters.
Users of Portals	216,786	59,307	60,042	61,600	180,949	83%	No mitigation strategies required.
Pageviews on Portals	674,398	191,179	194,435	199,957	585,571	87%	No mitigation strategies required.

Section 4 – Q3 2019-2020 Financial Report

Contact North | Contact Nord
MTCU Funding Financial Report at December 31, 2019

	Budget	Year-to-Date Actuals	Projection to Year-End	Variance
Revenue				
Base Grant	$ 9,751,469	$ 6,726,000	$ 9,751,469	$ -
Total Revenue	$ 9,751,469	$ 6,726,000	$ 9,751,469	
Eligiable Expenses				
Recruitment & Student Services				
Regional Services and Online Learning Centres	$ 3,972,360	2,821,399	$ 3,972,360	$ -
Promotion & Recruitment	793,932	488,527	793,932	-
Statistics Collection & Reporting	169,884	104,022	169,884	-
Student Information Hotline	189,393	120,886	189,393	-
Central Support Services	190,347	123,369	190,347	-
Total Recruitment & Student Services	$ 5,315,916	$ 3,658,203	$ 5,315,916	$ -
Information Technology (IT) & Web Services				
IT & Web Services Department	$ 1,761,813	$ 1,031,401	$ 1,761,813	$ -
Telecommunications	209,115	181,076	209,115	-
Capital	300,000	164,283	300,000	-
Total IT & Web Services	$ 2,270,928	$ 1,376,760	$ 2,270,928	$ -
Operations Support Services				
Regional Operations Centres	$ 904,839	$ 656,638	$ 904,839	$ -
e-Learning Support Services	98,928	65,122	98,928	-
CRM Data Integrity & Training	187,717	151,635	187,717	-
Total Operations Support Services	$ 1,191,484	$ 873,395	$ 1,191,484	$ -
Governance & Administration				
Financial Services	$ 295,289	$ 219,193	$ 295,289	$ -
Human Resources Services	325,221	251,349	325,221	-
Governance & CEO	352,631	284,647	352,631	-
Total Governance & Administration	$ 973,141	$ 755,189	$ 973,141	$ -
Total Eligible Expenses	$ 9,751,469	$ 6,663,547	$ 9,751,469	$ -
Surplus or (Shortfall)	$ -	$ 62,453	$ -	$ -
Interest Earned on TP Funds (only required at year end)				
Funds received on Disposal of Assets	$ -	$ -	$ -	$ -
Total Due to Province	$ -	$ -	$ -	$ -

Appendix A – Requests for Services Snapshot

Summary of Contact North | Contact Nord Request for Services - October 1, 2019 to December 31, 2019

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Total Requests	Source of Data
Requests Responded to at Online Learning Centres and Operations Centres						
Exam Invigilations	Number of exams invigilated at online learning centres and Operations Centres.	3,013	1,311	4,075	8,399	CN | CN CRM
Student Interactions	Number of student appointments recorded by Online Learning Recruitment Officers and Student Recruitment & Services Representatives in the CRM to provide information, present study options, provide orientations, provide referrals, follow-ups on information provided.	43,945	25,199	31,158	100,302	CN | CN CRM
Influencer Interactions	Number of influencer appointments recorded by Online Learning Recruitment Officers in the CRM such as presentations to groups of prospective students, information sessions with prospective referral partners, and networking events.	1,725	1,552	1,313	4,590	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.	2,789	4,600	18,432	25,821	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.	4,760	4,920	5,145	14,825	CN | CN CRM
	Sub Total	56,232	37,582	60,123	153,937	

Summary of Contact North | Contact Nord Request for Services - October 1, 2019 to December 31, 2019

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Total Requests	Source of Data
Requests Responded to Centrally						
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,389	1,498	1,360	4,247	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.	2,615	4,241	4,044	10,900	CN	CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	1,228	1,852	1,474	4,554	Bell Canada Call Tracking
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.	8	14	9	31	Internal Tracking
Requests for Instructor Training	Number of requests received for web conferencing training for instructors at colleges, universities, Indigenous institutes, school boards, literacy and basic skills providers and other training providers.	73	163	63	299	Internal Tracking
	Sub Total	5,313	7,768	6,950	20,031	

Summary of Contact North | Contact Nord Request for Services - October 1, 2019 to December 31, 2019

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Total Requests	Source of Data
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.	152,033	165,683	168,803	486,519	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.	7,707	4,613	4,900	17,220	Google Analytics
	Sub Total	159,740	170,296	173,703	503,739	
	Total Requests for Services	221,285	215,646	240,776	677,707	
	% of Target of 699,398 at 75% of Fiscal Year	32%	31%	34%	97%	+20%

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

Name	Type	Delivery Mode	Full or Part Time	Sector	Language	Number of Requests
Calibration Technician / Instrumentation - Control	Program	Blended	N/A	College	English	1
Certificate for Healing Environments Body, Mind and Spirit	Course	Synchronous	Part-Time	Other	English	1
Civil Engineering	Program	Not identified	Part-Time	University	English	1
Medical Lab Assistant	Program	Blended	N/A	College	English	1
Paralegal	Program	Asynchronous	Full-Time	College	English	2
Phlebotomy	Program	Blended	N/A	College	English	1
Registered Practical Nursing	Program	Asynchronous	N/A	College	English	2
Small Engine Mechanic	Course	Asynchronous	N/A	College	English	1
WETT certification	Course	Asynchronous	N/A	Other	English	1

Appendix C – Social Media Reports

Social Media Quarterly Report – Oct - Dec 2019

Impressions Breakdown

Channel	# of impressions
Facebook	109352
Twitter	59236
LinkedIn	8292

QUARTERLY COMPARISON		
Media	Oct-Dec '19	Oct-Dec '18
Facebook	109352	76073
Twitter	59236	41390
LinkedIn	8292	8415

Impressions by social media platform

Quarterly impressions comparison
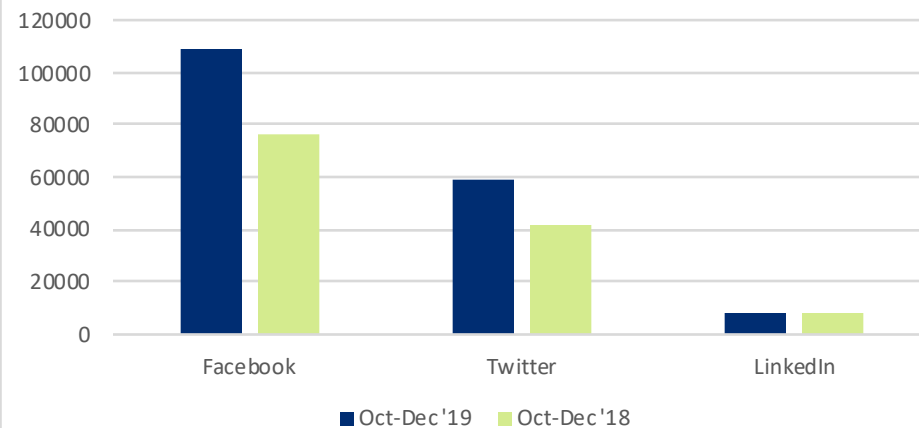
Follower Growth

Channel	End of last quarter	Oct.	Nov.	Dec.
Facebook	2448	2452	2466	2470
Twitter	2539	2551	2549	2546
LinkedIn	371	394	412	417
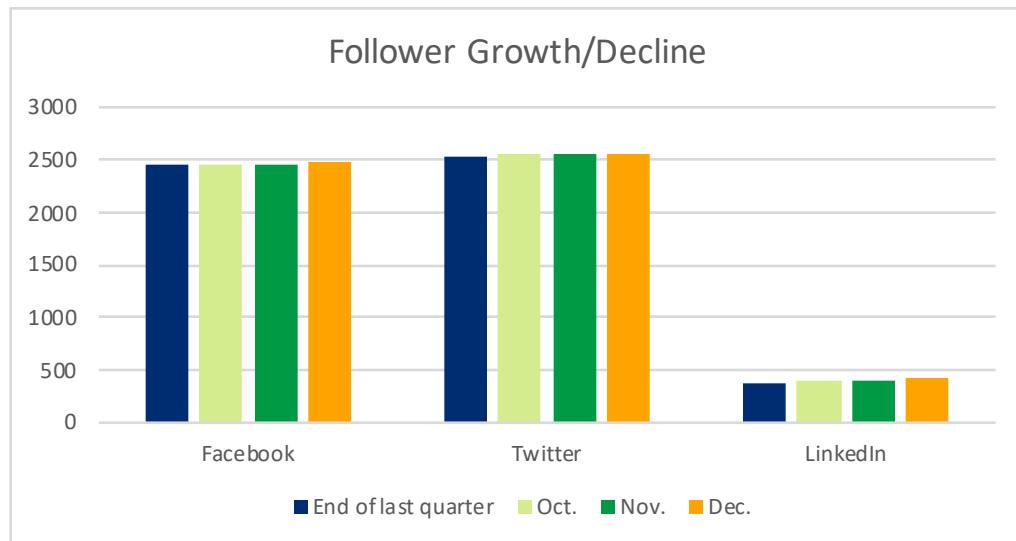
Gender Breakdown

Channel	Male	Female
Facebook	593	1853
Twitter	1400	1146
LinkedIn	no info available	

Follower Growth/Decline

Gender breakdown of followers

Number of posts

Channel	Oct-Dec '19	Oct-Dec '18
Facebook	124	82
Twitter	126	75
LinkedIn	107	72

Total number of post - 1st quarter comparison
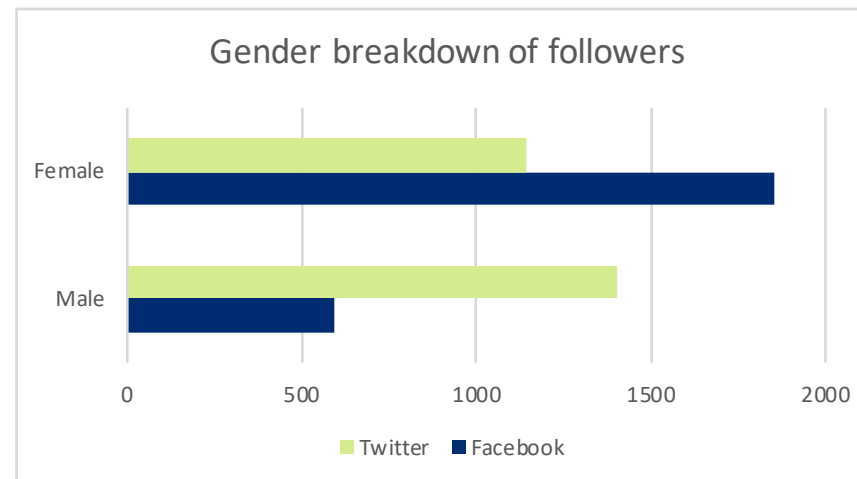
Engagement statistics

Likes/reactions

Channel	Oct-Dec '19	Oct-Dec '18
Facebook	2706	3101
Twitter	465	435
LinkedIn	573	347

Total number of reactions to posts - 1st quarter comparison
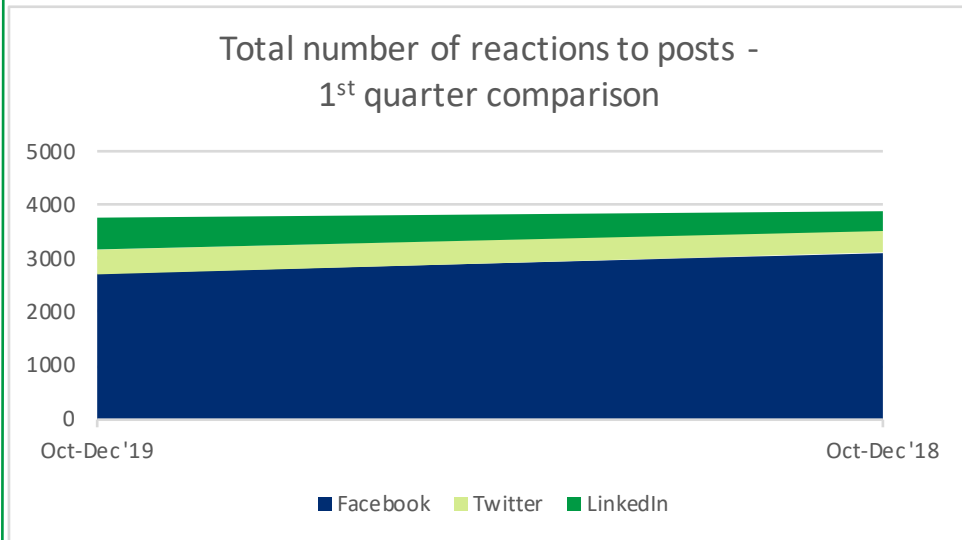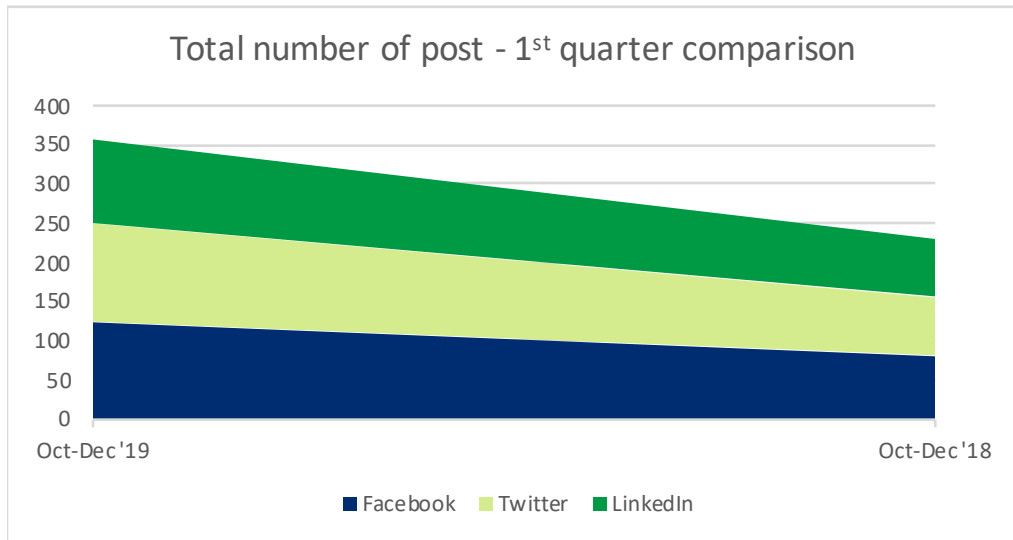
Appendix D – List of Communities Served

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

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

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

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

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

Community Name	Online Learning Centre	Region
Crediton	Clinton	Southwest Region
Creemore	Shelburne	South Central Region
Crooked Bay	Parry Sound	North Central Region
Crysler	Cornwall	Southeast Region
Crystal Beach	St. Catharines	South Central Region
Crystal Falls	Sturgeon Falls	North Central Region
Cumberland Beach	Bracebridge	Southeast Region
Curran	Hawkesbury	Southeast Region
Curve Lake First Nation	Cobourg	Southeast Region
Cutler	Espanola	North Central Region
Dane	Kirkland Lake	Northeast Region
Dashwood	Clinton	Southwest Region
Deep River	Mattawa	North Central Region
Delaware	St. Thomas	Southwest Region
Delhi	Brantford	South Central Region
Desbarat	Sault Ste. Marie	North 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

Community Name	Online Learning Centre	Region
Dwight	Bracebridge	Southeast 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

Community Name	Online Learning Centre	Region
Flesherton	Shelburne	South Central 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

Community Name	Online Learning Centre	Region
Grand Pointe	Wallaceburg	Southwest 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

Community Name	Online Learning Centre	Region
Huntsville	Bracebridge	Southeast 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

Community Name	Online Learning Centre	Region
Kingsville	Windsor	Southwest 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 Lac 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

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

Community Name	Online Learning Centre	Region
Minden	Haliburton	Southeast Region
Minett	Bracebridge	Southeast Region
Mississauga First Nation	Mississauga First Nation	North Central 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

Community Name	Online Learning Centre	Region
Nepean	Orleans	Southeast Region
Nester Falls	Kenora	Northwest Region
Nesterville	Thessalon First Nation	North Central 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
Noelville	St. Charles	North Central Region
Noëlville	St. Charles	North Central Region
Nolalu	Thunder Bay	Thunder Bay Region
Norland	Haliburton	Southeast Region
North Augusta	Cornwall	Southeast Region
North Bay	North Bay	North Central Region
North Bruce	Kincardine	South Central Region
North Caribou Lake First Nation	North Caribou Lake First Nation	Northwest Region
North Cobalt	Haileybury	Northeast Region
North Kawartha	Madoc	Southeast Region
North Lancaster	Cornwall	Southeast Region
North Portage	Bracebridge	Southeast Region
Northbrook	Madoc	Southeast Region
Norwood	Madoc	Southeast Region
Novar	South River	North Central Region
Odessa	Madoc	Southeast Region
Ohsweken	Brantford	South Central Region
Oliphant	Kincardine	South Central Region
Omemee	Cobourg	Southeast Region
Onaping	Sudbury	Sudbury Region
Oneida of the Thames First Nation	St. Thomas	Southwest Region
Opasatika	Kapuskasing	Northeast Region

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

Community Name	Online Learning Centre	Region
Porcupine	South Porcupine	Northeast Region
Porquis Junction	Iroquois Falls	Northeast Region
Port Bolster	Georgina	South Central Region
Port Bruce	St. Thomas	Southwest 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

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

Community Name	Online Learning Centre	Region
Schumacher	South Porcupine	Northeast Region
Scugog	Georgina	South Central Region
Seaforth	Clinton	Southwest Region
Searchmont	Sault Ste. Marie	North Central 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
Sheguiandah First Nation	Wikwemikong First Nation	North Central 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

Community Name	Online Learning Centre	Region
Smooth Rock Falls	Smooth Rock Falls	Northeast Region
Sombra	Wallaceburg	Southwest Region
South Bay Mouth	M'Chigeeng First Nation	North Central Region
South Baymouth	M'Chigeeng First Nation	North Central Region
South Bruce Peninsula	Kincardine	South Central Region
South Glengarry	Cornwall	Southeast 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

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

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

Community Name	Online Learning Centre	Region
Waterford	Brantford	South Central Region
Watford	Wallaceburg	Southwest Region
Waubaushene	Parry Sound	North Central Region
Wawa	Wawa	Northwest Region
Webbwood	Espanola	North Central Region
Welland	St. Catharines	South Central Region
Wellesley	Woodstock	Southwest Region
Wendover	Hawkesbury	Southeast Region
West Guilford	Haliburton	Southeast Region
West Lincoln	St. Catharines	South Central Region
West Lorne	St. Thomas	Southwest Region
Wheatley	Wallaceburg	Southwest Region
Whitchurch-Stouffville	Georgina	South Central Region
White River	White River	Northwest Region
Whitefish	Sudbury	Sudbury Region
Whitefish Falls	Espanola	North Central Region
Whitefish River First Nation	Espanola	North Central Region
Whitestone	Parry Sound	North Central Region
Wiarton	Kincardine	South Central Region
Wikwemikong First Nation	Wikwemikong First Nation	North Central Region
Wilberforce	Haliburton	Southeast Region
Williamsburg	Cornwall	Southeast Region
Williamstown	Cornwall	Southeast Region
Wilno	Haliburton	Southeast Region
Winchester	Cornwall	Southeast Region
Windermere	Bracebridge	Southeast Region
Windsor	Windsor	Southwest Region
Wingham	Clinton	Southwest Region
Woodington	Bracebridge	Southeast Region
Woodstock	Woodstock	Southwest Region
Worthington	Espanola	North Central Region
Wunnumun Lake First Nation	Wunnumun Lake First Nation	Northwest Region
Wyoming	Wallaceburg	Southwest Region
Zephyr	Georgina	South Central Region
Zurich	Clinton	Southwest Region
Updated - January 30, 2020		