CONTACT NORTH | NORD Supporting Rural & Remote Ontario
Soutenant l'Ontario rural et éloigné

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January 29, 2021

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

Mr. Marc Betsworth
Senior Policy Advisor
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 Q3 Interim 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 Q3 Interim Report.

Good news! Contact North I Contact North is on track to exceed its key targets by a wide margin in 2020-2021.

In keeping with our customary review schedule, I suggest we meet virtually during the week of February 23, 2021. Please advise your availability as well as a list of any specific questions you have related to the Q3 Interim 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,

Maxim Jean-Louis
President – Chief Executive Officer

Attachment (1)

Contact **N**ORTH **N**ORD
Supporting Rural & Remote Ontario
Soutenant l'Ontario rural et éloigné

INTERIM REPORT
Q3 – 2020-2021

January 29, 2021

Ontario's community-based bilingual distance education and training network helping underserved residents in 800 small, rural, remote, Indigenous and Francophone communities get jobs by providing equitable access to education and training without leaving their communities

Ontario

CONTACT NORTH | NORD
Supporting
Rural & Remote Ontario

Ontario's Community-Based Bilingual Distance Education and Training Network Which Helps Underserved Residents in

800 SMALL, RURAL, REMOTE, INDIGENOUS AND FRANCOPHONE COMMUNITIES

GET JOBS by Making It Possible for Them to Access Online Education and Training Without Leaving Their Communities

It provides 5 Local Support Services for Ontarians Delivered at 116 Locations (Online Learning Centres) and the Student Information Hotline

5 Local Support Services for Ontario's Education and Training Providers

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
170	Ontario Works Offices
188	Employment Ontario Offices
114	Community Organizations Hosting Our Online Learning Centres
4,282	Community-Based Organizations

ANNUAL RESULTS FOR ONTARIANS

62,000+ student registrations generated and supported in online courses from Ontario's education and training providers

1,000,000 requests for services fulfilled, including inquiries to the Student Information Hotline and Technical Support Hotline

40 province-wide campaigns to recruit students for online programs and courses from Ontario's colleges and universities

295,000+ visitors generate 920,000 pageviews of Contact North | Contact Nord portals

92% of clients satisfied with their experiences with Contact North | Contact Nord

CONTACT NORTH | NORD
Supporting
Rural & Remote Ontario

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

• studyonline.ca for information for Ontarians on 2,100 online programs and 34,000 online courses
• e-channel.ca for information for Ontarians on online literacy and basic skills courses
• teachonline.ca for resources for faculty and instructors teaching online

contactnorth.ca

Ontario

Funded by the Government of Ontario

Table of Contents

Q3 2020-2021 Interim Report

Contact North | Contact Nord is pleased to present its Q3 2020-2021 Interim Report covering its activities during the period October 1, 2020, to December 31, 2020.

The Interim Report contains the following sections:

Section 1   Contact North | Contact Nord Outcomes – Performance Indicator Snapshot, December 31, 2020

Section 2   How Contact North | Contact Nord Fulfilled the Project Activities in Q3 2020-2021

Section 3   Project Outcomes and Performance Measurement

Section 4   Mitigation Strategies

Section 5   Q3 2020-2021 Financial Report

Appendix A   Requests for Services Snapshot

Appendix B   List of Requests for Programs and Courses Not Currently Available

Appendix C   Algoma University's Rapid and Successful Pivot to Online Learning in Record Time – A Snapshot

Appendix D   Social Media Reports

Appendix E   List of Communities Served

Further Information

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

Section 1 – Contact North | Contact Nord Outcomes – Performance Indicator Snapshot, December 31, 2020

Outcome – Performance Indicator	2020-2021 Target	As of December 31, 2020	% of Target at 75% of Fiscal Year
Requests for Services	917,555	930,849	101%
Student Course Registrations	62,400	53,757	86%
Communities Served	800	807	101%
Ontario Works Office Engagement	170	170	100%
Ontario Works Clients Supported	175	234	138%
Registrations from Ontario Works Clients	1,500	992	66%
Employment Ontario Office Engagement	188	188	100%
Employment Ontario Clients Supported	400	1,172	293%
Registrations from Employment Ontario Clients	3,000	6,843	228%
Calls to IT Technical Hotline	4,984	6,588	132%
Calls to Student Information Hotline	6,480	4,279	66%
Up time on distance delivery platforms	95%	98.5%	104%
Educational Partner Information Sessions	65	88	133%
Users of Portals	238,465	280,299	118%
Pageviews on Portals	708,398	856,500	121%

Section 2 – How Contact North | Contact Nord Fulfilled the Project Activities in Q3 2020-2021

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Interim Report – December 31, 2020**
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: 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); ii. Advisory services including, without limitation: • assistance with registration in online courses and programs;	On December 23, 2020, Contact North	Contact Nord temporarily closed all online learning centres and operations centres in response to the Government of Ontario's province-wide shutdown that went into effect at 12:01 a.m. on Saturday, December 26, 2020. As of December 31, 2020, all online learning centres and operations centres remained temporarily closed and staff commenced working from home on Monday, January 4, 2021, the first working day of the new year. Although the locations are closed for in-person services, staff members continue to provide services virtually, Monday to Friday, by phone, e-mail, Zoom or Facebook Messenger to help students and prospective students with their educational needs. As of the date of this Interim Report, all online learning centres and operations centres remain closed, pending the government's lifting of the province-wide shutdown. Once the shutdown is lifted, Contact North	Contact Nord will implement its process to safely reopen the 37 online learning centres and two operations centres that were open on December 23, 2020. It will also explore all opportunities to safely reopen the balance of the 116 online learning centres that had not reopened prior to the December 26, 2020, shutdown. Contact North	Contact Nord continues to update 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.

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Interim Report – December 31, 2020**

• the provision of current information on available online programs and courses;
• the provision of current information on educational financial aid options;
• referrals to colleges and universities for career and educational mapping;
• referrals to other local educational and employment support services; and
• moral support and encouragement.
iii. Technical support in respect of the use of on-site computers, tools and equipment;
iv. A dedicated quiet study space;
v. Exam invigilation services (some provided on a cost recovery basis).
	As of the date of this report, no Contact North | Contact Nord staff reported having contracted COVID-19.
	
	Key Outcomes During the Period
	
	• **269,761** Requests for Services fulfilled during the period (See Appendix A for a snapshot).
	• Generated **11,286** student registrations in online courses with the following breakdown:
	  o 2,810 College
	  o 650 University
	  o 591 School Board
	  o 367 Literacy and Basic Skills
	  o 6,868 Training
	• **1,498** 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 269,761 figure in the first bullet point).
	  o October 2020: 703 requests
	  o November 2020: 523 requests
	  o December 2020: 272 requests
	  o Starting September 2020, Contact North | Contact Nord added Zoom as an option for students, faculty and instructions to contact the IT Technical Hotline.

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. o This operating model generates estimated savings of $870,000 annually. • All partnership agreements for rent-free space up-to-date and managed in a database. • All online learning centres closed as of December 23, 2020, in accordance with the province-wide shutdown announced on December 21, 2020.

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Interim Report – December 31, 2020**

c. Staff and operate the **Student Information Hotline** as defined in Schedule B; and	• 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.
	• Student Information Officers responded to **1,031** inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry):
	  o 391 toll-free number
	  o 338 Live Chat
	  o 301 e-mail inquiries
	  o 1 walk-in
	  o 0 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.	• Contact North | Contact Nord will prepare and deliver a Performance Report as outlined in Schedule "F" of the 2020-2021 Transfer Payment Agreement by June 30, 2021, covering its activities during the period April 1, 2020, to March 31, 2021.

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2020**
a. Provide its recruitment and local services as a core shared service;	- Recruitment and local support services to students available to Ontario's: ○ 24 public colleges ○ 22 public universities ○ 9 Indigenous institutes ○ 76 district school boards ○ 200 literacy and basic skills providers ○ 50 skills development training providers - During the period, **11,286** 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;	16 requests received for 15 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;	- The closure of non-essential businesses in March 2020 required Contact North | Contact Nord to change the focus of its targeted recruitment campaigns as the traditional strategies employed in a campaign were not possible due to the restrictions. - In April 2020, Contact North | Contact Nord launched the Educational Partner Information Session, inviting its post-secondary education partners to present two of their online programs directly to student recruitment staff throughout the province via an online live information session. The information session provides an opportunity for our Online Learning Recruitment Officers and Student Recruitment & Services Representatives throughout the province to interact directly with the college and university partners to learn all pertinent details to recruit students for the respective programs. - The weekly information sessions help build staff's cumulative knowledge of online program and course information from the education partners.

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2020**
	• 18 Educational Partner Information Sessions for the following colleges, universities and Indigenous institutes: Collège Boréal Centennial College Confederation College Collège La Cité McMaster University Nipissing University Lambton College Northern College Oshki Pimache O Win (Oshki Wenjack) Ryerson University

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; and	• During the period, Contact North | Contact Nord engaged with:
	  o 170 Ontario Works offices (65 of these offices are in Indigenous communities)
	  o 188 Employment Ontario offices
	• An "engaged" Ontario Works or Employment Ontario office is a local office that:
	
	1) Refers 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

2. Shared and Collaborative Services	
Activity	Interim Report – December 31, 2020
	• 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 • 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 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. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:
  ○ Web conferencing platform;
  ○ Videoconferencing platform;
	<u>3 Shared Service Learning Platforms</u>
	
	Since 2003, Contact North | Contact Nord has offered three 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:

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2020**
o Moodle Learning Management System; o 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 o Technical support as further described in Section 5 (a) below.	• Web conferencing (currently Adobe Connect and Zoom) • Videoconferencing platform • Moodle Learning Management System During the period, Contact North | Contact Nord upgraded to [Adobe Connect 11](#), the most current version of Adobe Connect. The upgrade was completed over the holiday period and available for use on January 4, 2021. As part of the upgrade, Contact North| Contact Nord developed 15 new resources for faculty and instructors on the new features available in Adobe Connect 11. Platforms available **97.8%** of the time for student use. During this period, Contact North | Contact Nord supported the delivery of University of Ottawa courses on Adobe Connect in response to the university's request. Contact North | Contact Nord manages Adobe Connect licenses on behalf of University of Ottawa and provides technical support services to students and faculty. Registration information was reported in the Q2 Interim Report. During the period, Contact North | Contact Nord support the delivery of Algoma University courses using its Moodle learning management system and Zoom platform in response to the university's request. Contact North | Contact Nord also provided technical support services to students and faculty. Registration information was reported in the Q2 Interim Report. As of December 31, 2020, Contact North | Contact Nord completed its instructional design support to Algoma University. During the period April 1, 2020 to December 31, 2020, Contact North | Contact Nord supported Algoma University

2. Shared and Collaborative Services	
Activity	Interim Report – December 31, 2020
	to transition 54 courses with 1,754 registrations for online delivery in Spring/Summer 2020 and 192 courses with 5,364 registrations for Fall 2020. A copy of "Algoma University's Rapid and Successful Pivot to Online Learning in Record Time," a snapshot of the partnership between Algoma University and Contact North | Contact Nord, is attached as Appendix C. Contact North | Contact Nord continues to provide the Moodle learning management system, the Zoom platform and technical support services to Algoma University as part of the shared services available to Ontario's public colleges and universities. Training for Faculty and Instructors • Contact North I Contact Nord delivered live training to **30** faculty and instructors during the period on How to Use the Web Conferencing Platform to Teach Effectively. <table><tr><td>Confederation College</td><td>3</td></tr><tr><td>the LearningHUB</td><td>20</td></tr><tr><td>Ministry of the Solicitor General</td><td>1</td></tr><tr><td>Ryerson University</td><td>1</td></tr><tr><td>Sault College</td><td>4</td></tr><tr><td>University of Ottawa</td><td>1</td></tr></table> • **27** faculty and instructors accessed recordings of instructor training sessions during the period

2. Shared and Collaborative Services	
Activity	Interim Report – December 31, 2020
	3 faculty and instructors participated in Zoom training and **19** viewed recordings of Zoom webinars **64** web conferencing resources available, including 15 new resources developed for the launch of Adobe Connect 11 on January 4, 2021 **11** videoconferencing resources available **2,333** registrations in **19** live webinars for faculty and instructors delivered by **15** world exports as part of the Contact North | Contact Nord Webinar Series and **3,196** views of the webinar recordings during the period - For the period April 1, 2020, to December 31, 2020, **11,586** registrations in **65** webinars delivered by 36 expert presenters and **15,522** views of the recordings Technical Support **1,498** 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 log in (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 from instructors using the web conferencing platform:

2. Shared and Collaborative Services	
Activity	**Interim Report – December 31, 2020**

	o How can I save the recording?
	     o How do I share my presentation?
	
	• Examples of frequent technical support requests from University of Ottawa students:
	     o Where do I find my schedule for my classes?
	     o How do I get Adobe Connect installed?
	     o Where can I find recordings for previous classes?
	     o How do I use Adobe Connect?
	     o I cannot connect to Adobe Connect
	
	• Examples of frequent technical support requests from faculty at the University of Ottawa:
	     o How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access?
	     o When will my classes show up in my session?
	     o How do I get my classes on your Adobe Connect?
	     o How do I use the Adobe platform?
	     o How do I get recordings to my students?
	     o How can I extend my Zoom session beyond 40 minutes?
	     o Can a class recording be made available offline and where are they stored?
	     o I don't have Host privileges
	
	• Examples of frequent technical support requests from Algoma University students:
	     o How do I register for my Moodle classes?
	     o How do I reset my password?
	     o How do I use your platform?

3. Information Technology (IT) & Web Services

Activity	Interim Report – December 31, 2020

a. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required;	• Technical support provided for students, faculty, instructors from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers and other stakeholders as required during the advertised time during the period.
	
	• **1,498** 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	• Three Contact North | Contact Nord portals (English and French) available during the period for student and general public use.
	• During the period, 68,972 users generated 240,853 pageviews on portals:
	  o 53,990 users generated 198,526 pageviews on studyonline.ca / etudiezenligne.ca.
	  o 10,598 users generated 33,030 pageviews on contactnorth.ca / contactnord.ca.

3. Information Technology (IT) & Web Services	
Activity	**Interim Report – December 31, 2020**
acknowledges that unless otherwise approved by the Province in writing, any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services shall be funded solely from the e-Channel Transfer Payment Agreement.	○ 4,384 users generated 9,297 pageviews on e-channel.ca / apprentissageenligne.ca. - Collection of program and course information continued during the period for the Winter 2021 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 97.8% of the time during the period.
d. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection with the IT and Web Service resources utilized by students,	- Contact North | Contact Nord reported 97.8% uptime on its services during the period. - Transition of the major business systems to the cloud in 2019-2020 supported the delivery of external (students, education and training providers) and internal (staff) support services during the mandatory closure during the period.

3. Information Technology (IT) & Web Services	
Activity	**Interim Report – December 31, 2020**
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; and	• 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.

4. Communications and Marketing

Activity	Interim Report – December 31, 2020
a. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base;	During the period, Contact North | Contact Nord undertook the following strategies: • Continuous marketing and promotion of available online programs and courses in the 800 small, remote, rural, Indigenous and Francophone communities. These communities are 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. • Organized and hosted 18 Educational Partner Information Sessions during the period.
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.);	• Used Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. o During the period, 53,990 users generated 198,256 pageviews on both portals • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students. • Corporate LinkedIn page maintained to engage with students and prospective students. See Appendix D 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.

4. Communications and Marketing	
Activity	**Interim Report – December 31, 2020**

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

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; and	• During the period, 53,990 users generated 198,526 pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, 4,384 users generated 9,297 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. • See Appendix D for the quarterly report on social media activity.
f. Adhere to the public communications protocol with the Province attached as Schedule "H".	• All communications protocols adhered to.

5. Capital Enhancements and Expanded Services	
Activity	**Interim Report – December 31, 2020**
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;	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will 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 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;	• Implementation plan developed. • Computers purchased in Q1 to Q3 to meet urgent needs. • Contact North | Contact Nord plans to purchase 100 new workstations prior to March 31, 2021.
c. Replacement of ten (10) HDX7000 videoconferencing units and two (2) HDX8000 videoconferencing units reaching end-of-life in online learning centres;	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will 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 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. • Contact North | Contact Nord plans to evaluate what equipment is required for online learning centres post-COVID-19 based on student requirements.

5. Capital Enhancements and Expanded Services	
Activity	**Interim Report – December 31, 2020**
d. Replacement of twenty (20) EX90 videoconferencing desktop units reaching end- of-life in online learning centres; and	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will 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 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. • Contact North | Contact Nord plans to evaluate what equipment is required for online learning centres post-COVID-19 based on student requirements.
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.	• No action taken during the period. • Contact North | Contact Nord will not complete the replacement of the CRM in 2020-2021. Phase 1 work was planned for completion in Q4 2019-2020, however, work postponed due to COVID-19. Phase 1 work to resume in Q4 2020-2021 in preparation to relaunch the project in 2021-2022. Funds allocated to the replacement 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.

6. Digital Learning Strategy	
Activity	**Interim Report – December 31, 2020**
The Recipient will actively collaborate with the Province on the development of a digital learning strategy for postsecondary education.	• Contact North | Contact Nord is available to collaborate at the Province's request. • 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.

7. Survey	
Activity	**Interim Report – December 31, 2020**
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.	• Contact North | Contact Nord to engage an independent expert firm in February 2021 to conduct survey in April 2021.

8. Administration	
Activity	**Interim Report – December 31, 2020**
a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations;	<u>Staff</u> • During the period, two new full-time staff members hired (to fill vacancies; no new positions created) and two full-time staff members resigned. • As of December 31, 2020, Contact North | Contact Nord had 13 open recruitment processes, 12 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging. <u>Operations Centres</u> • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for five additional years) and Thunder Bay Operations Centre (expiry November 30, 2022, with option to renew for five additional years). • Both operations centres closed to the public starting March 17, 2020, and full closure on March 24, 2020, to comply with Ontario Government order. • The Sudbury Operations Centre reopened on September 1, 2020, with full COVID-19 health and safety protocols in place. • The Thunder Bay Operations Centre reopened on August 28, 2020, with full COVID-19 health and safety protocols in place. • Both operations centres closed on December 23, 2020 in accordance with the province-wide shutdown. <u>Appropriate Equipment and Technology</u> • All appropriate equipment in place for efficient operation of both operations centres, including during the COVID-19 closure. With the approval of the Director, IT, Web Services & Organizational Development, IT & Web Services staff have access to both operations centres to perform any tasks that cannot be performed remotely.

8. Administration	
Activity	**Interim Report – December 31, 2020**
	• Technology infrastructure operational 97.8% of the time during the period to support operations.
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: i. The Recipient will develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements under the *Broader Public Sector Expenses Directive, 2020* effective January 1, 2020, including adhering to the principles of this directive; and ii. The Recipient will exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses.	• 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.
c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.);	• Professional services acquired in accordance with Contact North | Contact Nord Financial Policy as required to support its operations.
a. Administration necessary to carry out the Project work and to meet	• Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies.

8. Administration	
Activity	**Interim Report – December 31, 2020**
the reporting obligations set out herein.	• One monthly CEO Update 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. • Starting March 16, 2020, Operations Team met daily at 9:00 a.m. and 4:00 p.m. (4:00 p.m. meetings discontinued in Q1) to address any operational issues as a result of the closure to the public and subsequent full closure of all physical locations.

Section 3 – Project Outcomes and Performance Measures

Note – Contact North | Contact Nord 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: 62,400 **Q3: Generated 11,286 student registrations in online courses with the following breakdown:** • **2,810 College** • **650 University** • **591 School Board** • **367 Literacy and Basic Skills** • **6,868 Training** **(Preliminary data for Q3 as data collection not complete.)**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

without having to leave their communities.			Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline.
			
			Total target: 6,480
			
			• Q3: 1,031 inquiries:
			  o 391 toll-free number
			  o 338 Live Chat
			  o 301 e-mail inquiries
			  o 1 walk-in
			  o 0 Facebook Messenger
			
			Each request can take up to 30 minutes to fulfill based on the nature of the request.
			
			Nature of Requests:
			
			• Book an exam
			• Request information on available online programs and courses
			• Request information on closest online learning centre
			• Request for technical support (transferred to IT Technical Hotline)

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre. Q3: Contact North | Contact Nord will contract Forum Research to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey to be completed in April 2021.
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	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	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	Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics). Target: 311 Q3: 329: • 116 online learning centres • 213 access points All online learning centres and access points temporarily closed as of December 23, 2020 in

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
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.	technology resources used by students, faculty, instructors and any other stakeholders, as required.	services are uninterrupted.	**response to province-wide shutdown.** Number and nature of IT support requests fulfilled. **Target: 4,984** **Q3: 1,498 support requests to the IT Technical Hotline fulfilled. Each request can take up to 30 minutes to fulfill depending on the nature of the request.** Up time on distance delivery platforms per operating system reports: **Target: 95%** **Q3: 97.8% during the period.**
Program goal: promote awareness within the Target Base of services offered by the Recipient through targeted marketing and recruitment campaigns across	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.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

traditional and digital platforms.			Detailed web traffic stats (categorized by site).
			
			See Appendix D for social media reach reports.
			
			• During the period, 68,972 users generated 240,853 pageviews on portals:
			  o 53,990 users generated 198,526 pageviews on studyonline.ca / etudiezenligne.ca.
			  o 10,598 users generated 33,030 pageviews on contactnorth.ca / contactnord.ca.
			  o 4,384 users generated 9,297 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. Target: 917,555 Q3: 269,761 Number of office partnerships established. Targets: Ontario Works: 170 Employment Ontario: 188 Q3: Ontario Works: 170 Employment Ontario: 188 Number of Ontario Works and Employment Ontario clients served. Targets: Ontario Works: 175 Employment Ontario: 400

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			Q3: Ontario Works: 77 Employment Ontario: 455
			Number of online course and program registrations by Ontario Works and Employment Ontario clients Targets: Ontario Works: 1,500 Employment Ontario: 3,000 Q3: Ontario Works: 381 Employment Ontario: 3,003
			Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base. Q3: Contact North | Contact Nord will contract an independent expert firm to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			to be completed in April 2021.

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 three tools for use by faculty and instructors: 1) Web conferencing platforms (Adobe Connect and Zoom) 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 live training to 57 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			An additional 27 faculty accessed recorded training sessions during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes based, independently verifiable data.		Evidence of increased academic program completion rates; and Evidence of increased employment rates.	Metrics based on independently conducted survey data that: • 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. **Q3: Contact North | Contact Nord will contract an independent expert firm to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey to be completed in April 2021.**

Section 4 – Mitigation Strategies

Contact North | Contact Nord reviewed the Q3 results against the outcomes and performance measurements in the 2020-2021 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies
Requests for Services	917,555	383,378	278,229	269,761		930,849	101%	No strategies required.
Course Registrations	62,400	10,693	31,778	11,286		53,757	86%	Preliminary data for Q3 as data collection not complete. Q2 number adjusted higher as a result of data report received for activity in Q2 not received in time for inclusion in the Q2 report.
Communities Served	800	807	807	807			101%	No strategies required.
Ontario Works Office Engagement	170	170	170	170			100%	No strategies required.
Ontario Works Clients Supported	175	74	83	77		234	138%	No strategies required.
Registrations from Ontario Works Clients	1,500	213	398	381		992	66%	Focus on maximizing engagements with Ontario Works offices and reminding them of the availability of our services continues.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies
Employment Ontario Office Engagement	188	188	188	188			100%	No strategies required.
Employment Ontario Clients Supported	400	309	408	455		1,172	293%	No strategies required.
Registrations from Employment Ontario Clients	3,000	1,201	2,639	3,003		6,843	228%	No strategies required.
Calls to IT Technical Hotline	4,984	2,800	2,290	1,498		6,588	132%	No strategies required. Decrease in number of calls from Q2 to Q3 is due to the fact there is no semester start in Q3. The start of a new semester is the busiest period for calls to the IT Technical Hotline.
Calls to Student Information Hotline	6,480	1,927	1,321	1,031		4,279	66%	Call volumes reduced in Q3 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%		98.5% (average of Q1-Q3)	104%	No strategies required.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 75% of Fiscal Year	Mitigation Strategies
Educational Partner Information Sessions (formerly Targeted Recruitment Campaigns)	65	39	31	18		88	135%	No strategies required. Data for Q1 and Q2 revised to correct data reporting error.
Users of Portals	238,465	131,466	79,861	68,972		280,299	118%	No strategies required.
Pageviews on Portals	708,398	372,278	243,369	240,853		856,500	121%	No strategies required.

Section 5 – Q3 2020-2021 Financial Report

Contact North | Contact Nord
MCU Funding Financial Report at December 31, 2020

	Budget	Year-to-Date Actual	Projection to Year-End	Variance
Revenue				
Base Grant	$ 9,877,443	$ 9,877,443	$ 9,877,443	$ -
Total Revenue	**$ 9,877,443**	**$ 9,877,443**	**$ 9,877,443**	**$ -**
Expenditures				
Recruitment & Student Services				
Regional Services and Online Learning Centres	$ 3,871,903	$ 2,586,834	$ 3,551,246	$ (320,657)
Recruitment & Marketing	587,203	561,149	$ 785,808	198,605
Statistics Collection & Reporting	247,479	133,628	$ 195,533	(51,946)
Student Information Hotline	195,374	152,111	$ 208,749	13,375
Central Support Services	182,195	138,295	$ 187,518	5,323
Special Support Project (COVID)	-	187,835	192,866	192,866
Travel (direct)	337,900	49,263	$ 91,978	(245,922)
Total Recruitment & Student Services	**$ 5,422,054**	**$ 3,809,115**	**$ 5,213,698**	**$ (208,356)**
Information Technology (IT) & Web Services				
IT & Web Services Department	$ 1,642,410	$ 1,314,957	$ 1,843,603	$ 201,193
Telecommunications	163,239	169,894	$ 208,958	45,719
Travel (direct)	71,800	30	$ 30	(71,770)
Total Information Technology (IT) & Web Services	**$ 1,877,449**	**$ 1,484,881**	**$ 2,052,591**	**$ 175,142**
Operations Support Services				
Regional Operations Centres	$ 876,007	$ 633,452	$ 860,995	$ (15,012)
COVID Supplies/Additional Cleaning		139,509	183,739	183,739
e-Learning Support Services	95,739	68,274	$ 99,190	3,451
CRM Data Integrity & Training	184,300	147,584	$ 200,198	15,898
Travel (direct)	10,100	18	$ 18	(10,082)
Total Operations Support Services	**$ 1,166,146**	**$ 988,837**	**$ 1,344,140**	**$ 177,994**
Governance & Administration				
Financial Services	$ 292,584	$ 206,006	$ 276,298	$ (16,286)
Human Resources Services	329,219	232,688	$ 306,198	(23,021)
Governance & CEO	296,017	201,741	$ 259,650	(36,367)
Travel & Hospitlity (indirect)	68,000	27,664	$ 36,664	(31,336)
Total Governance & Administration	**$ 985,820**	**$ 668,100**	**$ 878,810**	**$ (107,010)**
Capital				
Computer and Laptop Renewal	$ 110,000	$ 37,434	$ 138,911	$ 28,911
Expenses to Equip Home Offices for Staff (COVID)		$ 92,604	$ 92,604	92,604
Additional Adobe Connect Licensing (COVID)		$ 120,429	$ 120,429	120,429
CRM Replacement Phase 2A	$ 150,000	$ -	$ 36,260	(113,740)
Fibre Connectivity	$ 21,600	$ -	-	(21,600)
Videoconference equipment renewal	$ 144,374	$ -	-	(144,374)
Total Capital	**$ 425,974**	**$ 250,467**	**$ 388,204**	**$ (37,770)**
Total Expenditures	**$ 9,877,443**	**$ 7,201,399**	**$ 9,877,443**	**$ -**
Surplus or (shortfall)	**$ -**	**$ 2,676,044**	**$ -**	**$ -**

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.

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		1,299	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		158,177	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		7,645	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		1,029	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		7,895	CN	CN CRM

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2020-2021	Source of Data
	Sub Total	58,639	60,350	57,056		176,045	
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		4,279	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		7,768	CN | CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	2,800	2,290	1,498		6,588	Bell Canada Call Tracking
Educational Partner Information Sessions (formerly 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		88	Internal Tracking

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2020-2021	Source of Data
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	98	57		333	Internal Tracking
	Sub Total	6,265	7,909	4,882		19,056	
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.	307,406	200,473	198,526		706,405	Google Analytics

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
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		29,343	Google Analytics
	Sub Total	317,963	209,962	207,823	0	735,748	
	Total Requests for Services	382,867	278,221	269,761	0	930,849	
	% of Target of 917,555 at 75% of Fiscal Year					101%	

* Q1 Exam Invigilations are all for the Ministry of the Solicitor General completed by Adobe Connect. Q2 and Q3 represents exam invigilations at reopened online learning centres. The first online learning centre reopened on August 14, 2020. All online learning centres closed on December 23, 2020.

** Coursework appointments reflect only the reopened online learning centres. The first online learning centre reopened on August 14, 2020. All online learning centres closed on December 23, 2020.

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

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
Architecture (French)	Program	Asynchronous	N/A	University	French	1
Crime Scene and Trauma Technician	Program	Asynchronous	N/A	Others	English	1
Gestion Project PMP	Program	Asynchronous	N/A	University	French	1
Mortgage Broker for Quebec	Program	Asynchronous	N/A	College/University Collaboration	English	1
Nail Technician	Program	Asynchronous	N/A	College	English	1
Nursing	Program	Asynchronous	N/A	NA	English	1
Paramedic - Out of Province	Program	Asynchronous	N/A	College	English	1
Personal Support Worker International	Program	Asynchronous	N/A	College	English	1
Personal Support Worker International	Program	Asynchronous	N/A	College	French	2
Pharmacy Technician	Program	Asynchronous	Full-time	College	English	1
Phlebotomy in French	Program	Asynchronous	N/A	College	French	1
Practical Nursing (Out of Province)	Program	Asynchronous	N/A	College	English	1
Registered Practical Nurse	Program	Asynchronous	N/A	College	English	1
Security (International)	Program	Asynchronous	N/A	College	English	1
Sonography	Program	Asynchronous	N/A	College	French	1
Tire technician	Program	Asynchronous	N/A	College	English	1
						17

Appendix C – Algoma University's Rapid and Successful Pivot to Online Learning in Record Time – A Snapshot

Algoma University's

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

**Algoma University's
Rapid and Successful Pivot
to Online Learning
in Record Time**

Spring/Summer and Fall 2020
In Partnership with Contact North I Contact Nord

A SNAPSHOT

ALGOMA UNIVERSITY SPRING/SUMMER AND FALL 2020 SEMESTERS

Semester	Courses Moved Online	FTE Students	Registrations	Faculty Involved
Spring/ Summer	54	300	1,754	77
Fall	192		5,364	103

Algoma University's faculty, with very little experience teaching outside the traditional classroom, successfully moved 54 Spring/Summer courses and 192 Fall courses from face-to-face to online over a 12-week period.

With support from Contact North | Contact Nord, the university succeeded not only in meeting students' needs in the short term, but also in laying the foundation for long-term success in online learning.

A. WHAT ALGOMA UNIVERSITY ACCOMPLISHED

Building on a strong commitment to engaged face-to-face teaching, a special commitment to Indigenous knowledge and ways of knowing, and creative engagement of students, Algoma University pivoted quickly to respond to the COVID-19 challenges in March 2020:

1. Transitioned from a predominantly face-to-face teaching model to a wholly online-delivery model with 246 courses online for Spring/Summer and Fall 2020 semesters.

2. Provided technical support through both Zoom and Moodle for 7,118 course registrants.

3. Moved from an internally hosted Moodle learning management system (LMS) to a cloud-hosted Moodle with no loss of service.

4. Provided professional development and training related to teaching, learning, assessment, student support, and the use of Moodle and Zoom to all faculty.

5. Strengthened its internal capacity to support online and flexible learning, and instructional design.

6. Intensified collaboration and co-operation across the university amongst leadership, faculty and support staff.

7. Raised the level of engagement with partners in the community.

8. Maintained its position and momentum as a responsive, innovative, small university that makes a difference for its students.

B. WHAT CONTACT NORTH I CONTACT NORD CONTRIBUTED

Building on its shared service offerings for colleges and universities in support of online learning, Contact North | Contact Nord:

1. Worked one-on-one with faculty — by phone and via Zoom — during both semesters to redesign on-campus courses for online delivery.

2. Provided pedagogical coaches who hosted multiple sessions throughout the design process.

3. Delivered more than 15 webinars to help faculty design online courses, consider new methods of assessment, deliver courses using Moodle and live platforms such as Adobe Connect and Zoom, and provide effective student supports.

4. Provided instructional design expertise to create new online courses in the Moodle LMS.

5. Provided a cloud-hosted version of Moodle for students to access their courses, with full technical support for both students and faculty.

6. Provided Adobe Connect and Zoom platforms for students to participate in live components of their classes, with full technical support.

7. Helped Algoma University experiment with new approaches to assessment, making more extensive use of quizzes in Moodle and case-based approaches to learning and assessment.

8. Coached Algoma University to build internal capacity to design and build online courses on its own.

C. HOW ALGOMA UNIVERSITY STUDENTS AND FACULTY BENEFITED

Despite the many challenges inherent in the switch to 100% online delivery, Algoma University and Contact North | Contact Nord uncovered many ways students and faculty benefited from a renewed focus on quality teaching and learning:

1. Faculty found new ways to strengthen inclusion and ensure a level playing field for all students and to be flexible while respecting university policies.

2. As the semesters progressed, each course found its own "rhythm" and way of working that was effective.

3. Students found sharing online in the LMS easier and "safer" than sharing on Zoom or Adobe Connect.

4. Students engaging in active learning, especially in science, technology, mathematics and fine arts, benefited from "work-arounds," including virtual labs, case studies, Zoom music rehearsals, and challenge-based learning.

5. When technology proved a challenge, peer-to-peer assistance was a major source of support.

6. Although some faculty members relied heavily on synchronous learning — making minimal use of the LMS to share materials and resources — others used the LMS extensively and saw the synchronous sessions as opportunities for student sharing, student presentations, and group work rather than an opportunity to present and "lecture"; this model, "the flipped classroom," is one that has proven highly effective to student engagement and meaningful learning.

7. In a recent high-level descriptive comparison of student performance, indicated in the table below, between the past two spring semesters and the 2020 spring semester, it was noted that students did as well in the first full semester delivered online as under regular conditions in previous years. Noting this consistent student performance and success has highlighted for the AU community the importance of the partnership with Contact North | Contact North.

TERM	FAILURE RATE	CUMULATIVE AVERAGE
20SP	8.30%	76.40
19SP	10.40%	72.40
18SP	7.13%	74.64

8. Algoma University's Student Success team implemented a comprehensive strategy that included assessment on each student's mental health and wellness. Overwhelmingly, students reported an overall positive well-being and, during the mid-term checks, shared with the Student Success team the increased awareness to access additional support services.

9. Students are continuing their studies at Algoma University at higher rates than in previous years. About 64% of students enrolled in Spring 2020 courses were students continuing in their program. This is an increase from about 55% in Spring 2019. Students were evidently excited about the online platform, and the quality of online delivery that was offered, with the essential support of Contact North | Contact North.

"I am new to online teaching and was nervous about making sure my courses would be engaging to my students. The training provided by Contact North | Contact Nord over the spring and summer gave me skills and confidence and was instrumental to the success of my fall courses. In addition, the way my course page was set up helped organize my course effectively and made the transition seamless."

– *Dr. Jennifer Foote, Associate Professor, School of Life Sciences and the Environment*

"Contact North | Contact Nord support has been extremely responsive, timely and clear in their approach to helping me deliver my courses on Moodle. "The training provided by Contact North | Contact Nord examines a holistic approach to online pedagogy that includes: philosophy, techniques/approaches, classroom management, course organization, engaging students, examining various methodologies, and troubleshooting."

– *Dr. Jody-Lynn Rebek, Assistant Professor, School of Business and Economics*

D. FIVE LESSONS FROM ALGOMA UNIVERSITY'S SUCCESSFUL PIVOT

1. Professional learning is an investment in the future.

Ongoing professional learning is the key investment that needs to be made for faculty to benefit from the work they've already put in. Webinars, one-on-one coaching, small-group work, and studying sample courses helped Algoma University faculty understand and explore just what they needed and wanted to do online.

Design templates, coaching on the use of the LMS, and direct support for moving their course outlines into the LMS ("we will do this for you") helped. The creation of a master template for the LMS, which could be quickly adjusted to meet specific needs, also helped considerably, especially for large-scale conversions in the fall semester. All of these activities strengthened student engagement

The partnership between Contact North | Contact Nord and Algoma University will continue to positively impact the AU community for years to come, aligning with its strategic priority of developing e-learning programs and certificates. The training opportunities given to faculty members will be invaluable to future e-learning courses; Contact North | Contact Nord has foundationally assisted Algoma University in developing a valuable skill set for our faculty, staff and administrators that will help us to meet strategic priorities with experience and insight.

2. Management and professors can work together to solve problems and celebrate success.

The leadership team at Algoma University worked closely with faculty to problem solve. Financial incentives for their investment in professional learning were provided, work schedule adjustments made, and new supports for faculty provided. Issues of quality, academic freedom and workload were addressed, and specific personal circumstances taken into account in workload allocations. There were challenges and tensions, but the Algoma University community responded to these together. Leadership demonstrated its ability to pivot alongside faculty.

Management and faculty also celebrated some notable successes, taking examples of excellent work to the wider Algoma University community. For example, a course on COVID-19 was showcased, with instructors looking at each week of the course from a different "angle" — economics, psychology, biology and other disciplines — to better understand the pandemic's effects. Another course on land use and Indigenous peoples was also widely seen as an example of success.

3. Assessment is not what it used to be.

Before the pandemic hit, many courses featured a mid-term and end-of-term examination as the basis for assessment. While technology for remote proctoring exists, Algoma University agreed this was an opportunity to rethink and re-examine how learning could be assessed in more authentic and meaningful ways.

Experimenting with traditional assessment helps. Peer assessment and project-based assessments work, allowing students to reflect and consider a response to a reading, case or challenging question rather than having a "one shot at an answer" type of assessment.

4. Students and staff members' creative use of technology makes a difference.

Although many students made use of IT technical support services provided by Contact North | Contact Nord and Algoma University, others were able to solve some of their own technology challenges. For example, students in Fine Arts Drawing classes shared their work with each other and for assessment using smartphones and a Google drive file.

Even when a specific LMS and synchronous platform are recommended and installed, other resources and technologies can be quickly deployed for certain aspects of a course. In some courses, alternative technologies such as Google Classrooms were introduced for video streaming, and some students and staff made use of open educational resources (OER) to supplement course texts.

5. Subjects often taught solely in class (e.g. music, drawing) can be taught online.

Algoma University demonstrated its ability to innovate and change quickly. This produced some creative designs, imaginative approaches to teaching subjects often taught solely in class (e.g. music, drawing) and some project-based courses.

E. WHAT'S NEXT FOR ALGOMA UNIVERSITY

Algoma University successfully overcame most of the challenges it faced in rapidly moving all its courses online for Spring/Summer and Fall 2020 semesters.

Algoma has since strengthened its internal capacity and is developing a centre for teaching and learning so it is better able to respond to fast-changing demands for learning, whether for degree programs or short courses and skills development. Its capabilities are evolving, as faculty and students navigate a new reality.

Contact North | Contact Nord's direct pedagogical and instructional design supports end in December 2020, but it will continue to provide shared services for the Zoom, Adobe Connect and Moodle platforms, as it does for public colleges and universities in Ontario.

In the Winter 2021 semester, although aspects of some courses (lab work, library work, studio work) may be possible on campus on a restricted basis, online will have been the delivery mode for Algoma University courses for a full cycle of semesters.

Appendix D – Social Media Reports

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

Facebook ■ Twitter ■ LinkedIn ■ Intagram ■
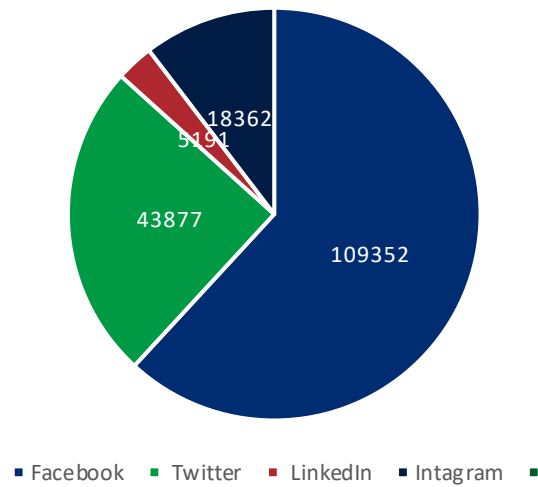
Quarterly impressions comparison
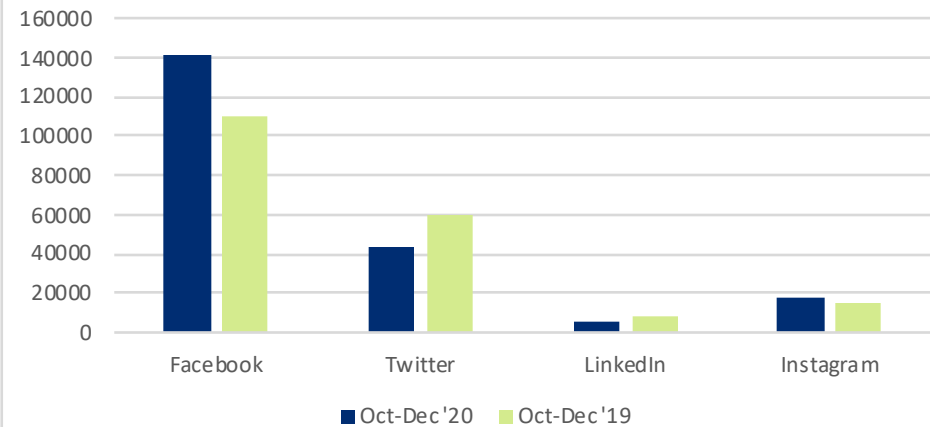
■ Oct-Dec'20 ■ Oct-Dec'19

Follower 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

Follower Growth/Decline

End of last quarter ■ Oct. ■ Nov. ■ Dec.

Followers by social media type
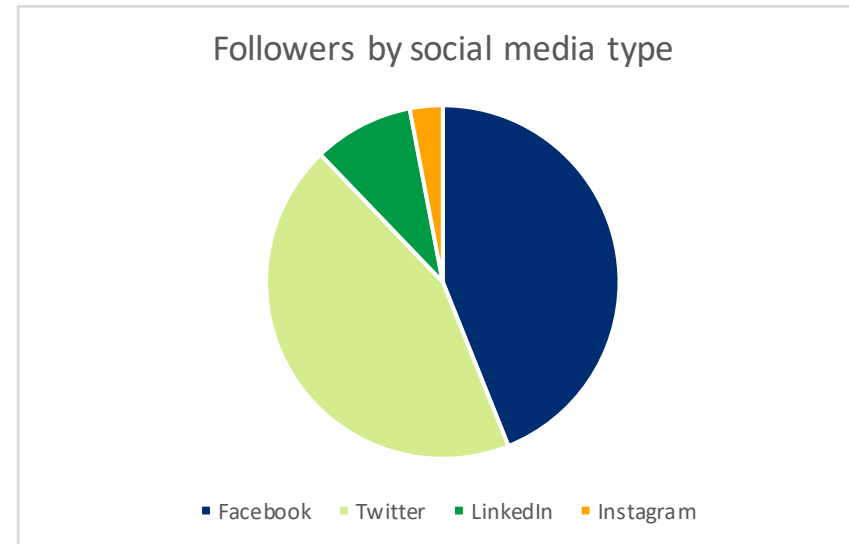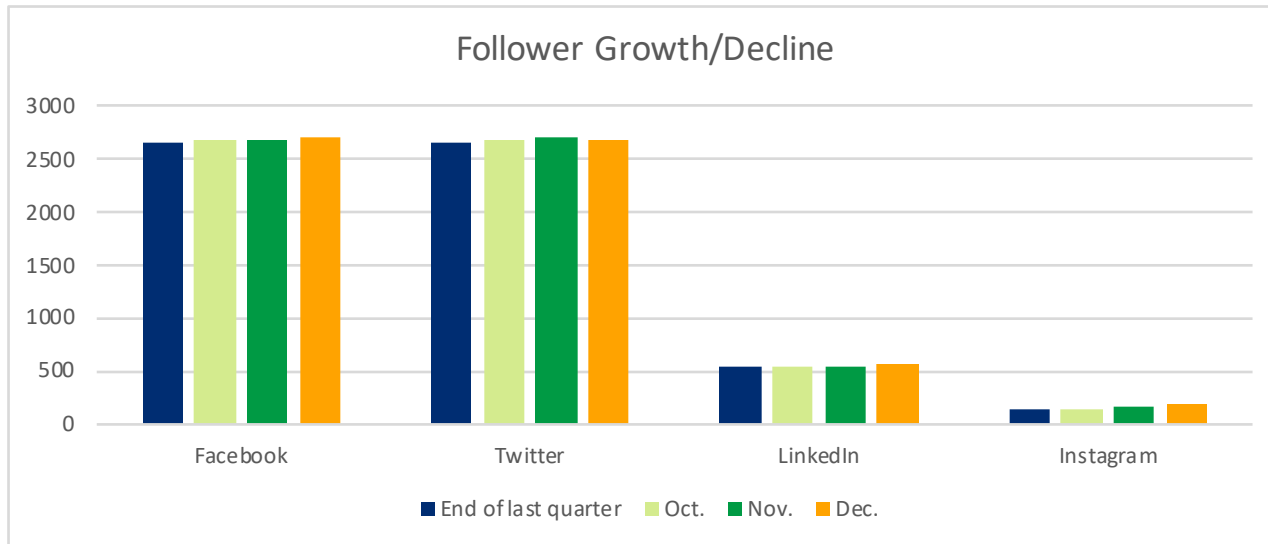
■ Facebook ■ Twitter ■ LinkedIn ■ Instagram

Number of posts

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

Engagement statistics

Likes/reactions

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

Number of posts - 3rd quarter comparison

Legend: ■ Oct-Dec '20 ■ Oct-Dec '19
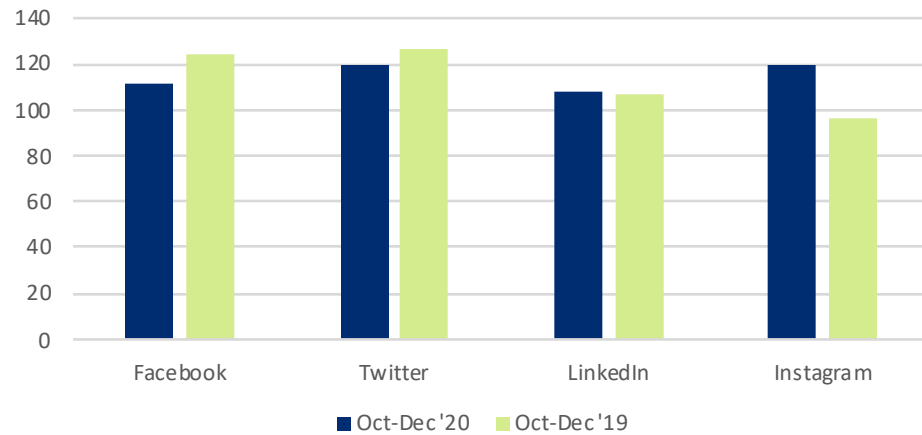
Engagement statistics - 3rd quarter comparison

Legend: ■ Oct-Dec '20 ■ Oct-Dec '19
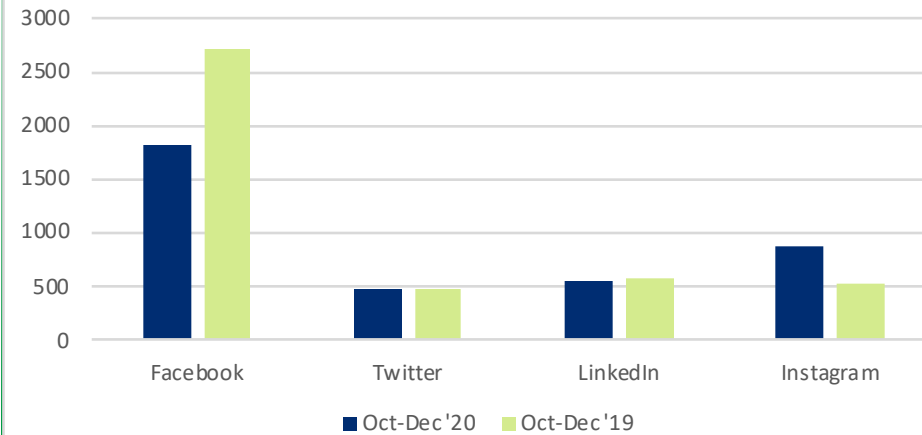
Appendix E – List of Communities Served

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 – March 31, 2020		