

INTERIM REPORT Q4 – 2019-2020

April 30, 2020

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



CONTACT NORTH Online Learning
 NORD Apprentissage en ligne

AS A COMMUNITY-BASED ORGANIZATION, HELPS UNDERSERVED ONTARIANS

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

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



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

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

5 SUPPORT SERVICES FOR ONTARIO'S EDUCATION AND TRAINING PROVIDERS

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

SERVICES DELIVERED IN PARTNERSHIP WITH

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

CONTACT NORTH Online Learning
 NORD Apprentissage en ligne

A 33-YEAR OLD SHARED SERVICE TO PROVIDE 1/3 OF ONTARIANS
4 MILLION RESIDENTS
 LOCAL ACCESS TO EDUCATION AND TRAINING OPPORTUNITIES



ANNUAL OUTCOMES FOR ONTARIANS

58,000+

STUDENT REGISTRATIONS GENERATED AND SUPPORTED
 IN COURSES FROM ONTARIO'S EDUCATION AND
 TRAINING PROVIDERS

800,000+

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

60 PROVINCE-WIDE TARGETED LOCAL
 RECRUITMENT CAMPAIGNS EXECUTED

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

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



Ontario

FUNDED BY THE GOVERNMENT OF ONTARIO

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 NORD Apprentissage en ligne
 CONTACTNORTH.CA

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Q4 2019-2020 Interim Report

Contact North | Contact Nord is pleased to present its Q4 2019-2020 Interim Report covering its activities during the period January 1, 2020 to March 31, 2020.

The Progress Report contains the following sections:

Section 1 How Contact North | Contact Nord Fulfilled the Project Activities in Q4 2019-2020

Section 2 Project Outcomes and Performance Measurement

Section 3 Mitigation Strategies

Section 4 Q4 2019-2020 Financial Report

Appendix A Requests for Services Snapshot

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

Appendix C Social Media Reports

Appendix D List of Communities Served

Further Information

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Section 1 – How Contact North | Contact Nord Fulfilled the Project Activities in Q4 2019-2020

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – March 31, 2020
<p>a. Operate and maintain free of charge, high-touch, local support services in English and French to students and prospective students of its Education and Training Providers that are within the Target Base using its 116 online learning centres and 195 Access Points. Each online learning centre and Access Point shall be operated in a manner conducive to academic study and shall offer the following free services to the Target Base, to be scaled according to demand:</p> <ol style="list-style-type: none"> i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms). and computers equipped with ii. Internet access (using the highest connection speeds available). iii. Advisory services including, without limitation: <ul style="list-style-type: none"> • assistance with registration in online courses and programs; 	<p>During the period January 1 to March 16, 2020, Contact North Contact Nord operated and maintained the 116 local online learning centres and 195 access points, providing free, high-touch local support services, in English and French, serving 800 small, remote, rural, Indigenous and Francophone communities in every corner of Ontario.</p> <p>Out of an abundance of caution to protect the health, safety and well-being of its employees and clients in response to the COVID-19 pandemic, on March 17, 2020, Contact North Contact Nord closed its operations centres and online learning centres to the public.</p> <p>The Ontario Government ordered the mandatory closure of all non-essential workplaces effective as of March 24, 2020 at 11:59 p.m. Contact North Contact Nord complied with the order, closed its two operations centres and all online learning centres, and related staff to home offices in accordance with Contact North Contact Nord's COVID-19 Operational Continuity Plan.</p> <p>The 195 Access Points were closed in according with the mandatory closure order.</p> <p><u>Key Outcomes During the Period</u></p> <ul style="list-style-type: none"> • 371,547 Requests for Services fulfilled during the period (See Appendix A for a snapshot).

1. Registration, Advisory Services and Online Learning Centres

Activity	Interim Report – March 31, 2020
<ul style="list-style-type: none"> • the provision of current information on available online programs and courses; • the provision of current information on educational financial aid options; • referrals to colleges and universities for career and educational mapping; • referrals to other local educational and employment support services; and • moral support and encouragement. <p>iv. Technical support in respect of the use of on-site computers, tools and equipment.</p> <p>v. A dedicated quiet study space.</p> <p>vi. Exam invigilation services.</p>	<ul style="list-style-type: none"> • Generated 20,328 student registrations in online courses (preliminary figure as data collection not complete for Winter 2020 semester) with the following breakdown: <ul style="list-style-type: none"> ○ 10,023 College ○ 2,127 University ○ 494 School Board ○ 387 Literacy and Basic Skills ○ 7,297 Training • 1,952 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 371,547 figure in the first bullet point). <ul style="list-style-type: none"> ○ January 2020: 804 requests ○ February 2020: 519 requests ○ March 2020: 918 requests • 1,925 exams invigilated (invigilation of an exam can take up to 3 hours) for students from Ontario’s colleges, universities, district school boards, Independent Learning Centre (ILC) and Indigenous institutes (included in the 371,547 figure in the first bullet point).
<p>b. Secure the facilities for the online learning centres in rent-free space.</p>	<ul style="list-style-type: none"> • All 116 local online learning centres housed in rent-free space provided by a local community partner. <ul style="list-style-type: none"> ○ This operating model generates estimated savings of \$870,000 annually for space. • All partnership agreements for rent-free space up-to-date and managed in a database.
<p>c. Staff and operate the Student Information Hotline as defined above</p>	<ul style="list-style-type: none"> • Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern. • Inquiries received after operating hours responded to the next business day.

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – March 31, 2020
	<ul style="list-style-type: none"> • Student Information Officers responded to 1,933 inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry): <ul style="list-style-type: none"> ○ 775 toll-free number ○ 482 Live Chat ○ 671 e-mail inquiries ○ 5 walk-ins
d. Prepare and deliver a Performance Report to the Province covering the Term in accordance with the reporting requirements outlined in Schedule “F”, which reports on the goals, activities, performance measures and metrics set out in the “Project Outcomes and Performance Measurement” section.	<ul style="list-style-type: none"> • Contact North Contact Nord will prepare and deliver a Performance Report as outlined in Schedule “F” by June 30, 2020, covering its activities during the period April 1, 2019, to March 31, 2020.

2. Shared and Collaborative Services	
Activity	Interim Report – March 31, 2020
a. Provide its recruitment and local services as a core shared service.	<ul style="list-style-type: none"> • Recruitment and local support services to students available to Ontario's: <ul style="list-style-type: none"> ○ 24 public colleges ○ 22 public universities ○ 76 district school boards ○ 200 literacy and basic skills providers ○ 50 skills development training providers • During the period, 20,328 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.	<ul style="list-style-type: none"> • 26 requests received for 23 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.	<ul style="list-style-type: none"> • Executed 5 province-wide Targeted Recruitment Campaigns for Ontario's public colleges and universities in 800 small, remote, rural, Indigenous and Francophone communities across Ontario, including: <ol style="list-style-type: none"> 1) Cambrian College, Applied Learning Disability Graduate Certificate 2) Confederation College, College Access 3) Georgian College, Human Resources Management Graduate Certificate 4) University of Waterloo, Data Science Certificate 5) Western University, Diploma in Pedorthics • The 2019-2020 Annual Report will identify the outcomes from all Targeted Recruitment Campaigns for 2019-2020.
d. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote,	<ul style="list-style-type: none"> • During the period, Contact North Contact Nord engaged with: <ul style="list-style-type: none"> ○ 170 Ontario Works offices (65 of these offices are in First Nation communities) ○ 188 Employment Ontario offices

2. Shared and Collaborative Services

Activity	Interim Report – March 31, 2020
<p>advise and facilitate their clients' enrolment into online courses and programs, as appropriate.</p>	<ul style="list-style-type: none">• An “engaged” Ontario Works or Employment Ontario office is a local office that:<ol style="list-style-type: none">1) Refers its clients, who need local access to education and training, to the closest Contact North Contact Nord online learning centre for the following eight support services:<ul style="list-style-type: none">• Assistance with identifying online program and course options to meet the client’s specific education and training needs• Assistance with the registration process for the client’s selected courses• Assistance with information on additional funding options or special needs services from the education and training provider• Use of computer workstations and Internet access to complete coursework in the client’s chosen online programs and courses• Orientation on using the computers at the online learning centre and how to navigate the client’s programs and courses• Use of the web conferencing or videoconferencing platforms to connect to live courses• Exam invigilation service at a local Contact North Contact Nord online learning centre• 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

2. Shared and Collaborative Services	
Activity	Interim Report – March 31, 2020
	<p>their clients entering education or training such as assistance with childcare costs, course/training costs and/or supplies).</p> <p>4) Facilitates consent to share agreement between Ontario Works, Contact North Contact Nord and client and/or Employment Ontario to report on client attendance and course/training programming progress.</p>
<p>e. Actively participate in the Higher Education Quality Council of Ontario (HEQCO) review of digital learning in Ontario as it relates the Recipient’s programs, activities and outcomes; which review is to be submitted by HEQCO to the Province on or before October 31, 2019.</p>	<ul style="list-style-type: none"> • Reviewed the HEQCO Report, <i>Government’s Role in Digital Learning: Review and Recommendations for the Ontario Ministry of Colleges and Universities</i>, released January 6, 2020. • Briefed the Contact North Contact Nord Board of Directors via special CEO Update to the Board of Directors and during the February 25, 2020 meeting of the Board of Directors. • Prepared and circulated Contact North Contact Nord’s 10 Preliminary Observations and Thoughts on the HEQCO Report. <p>Copies of all submissions to HEQCO are posted on the About Us section of contactnorth.ca.</p>
<p>f. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:</p> <ul style="list-style-type: none"> ○ Web conferencing platform (Recipient to phase out Saba Meeting in favour of Adobe Connect web-conferencing platform) ○ Videoconferencing platform ○ Moodle Learning Management System 	<p><u>3 Shared Service Learning Platforms</u></p> <p>Since 2003, Contact North Contact Nord has offered 3 shared service learning platforms for Ontario’s 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers:</p> <ul style="list-style-type: none"> • Web conferencing (Adobe Connect). • Videoconferencing platform available. • Moodle Learning Management System available.

2. Shared and Collaborative Services

Activity	Interim Report – March 31, 2020																
<ul style="list-style-type: none"> ○ Training for faculty and instructors of the Education and Training Providers in English and French, on use of the Recipient’s technology platforms to deliver their online programs and courses ○ Technical support as further described in Section 3 (a). 	<p>During the period, at the request of the University of Ottawa, Contact North Contact Nord provided support to the university as it transitioned its courses to Adobe Connect. The University of Ottawa subsequently purchased additional Adobe Connect licenses to support their activity as Contact North Contact Nord did not have sufficient licenses to support the activity. Contact North Contact Nord manages these licenses on behalf of University of Ottawa and provides support services to students and faculty.</p> <p>As part of the 2019-2020 Annual Report, Contact North Contact Nord will identify the number of courses and exams supported by each platform, list of the users and number of registrations per platform.</p> <p>Platforms available 99.9% of the time for student use.</p> <p><u>Training for College and University Faculty and Instructors</u></p> <ul style="list-style-type: none"> ● Contact North Contact Nord delivered live training to 70 faculty and instructors during the period on How to Use the Web Conferencing Platform to Teach Effectively: <table border="1" data-bbox="871 1047 1850 1409"> <thead> <tr> <th>Institution</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Avon Maitland District School Board</td> <td>3</td> </tr> <tr> <td>Cochrane District Social Planning Council</td> <td>1</td> </tr> <tr> <td>Confederation College</td> <td>10</td> </tr> <tr> <td>Fanshawe College</td> <td>5</td> </tr> <tr> <td>Lakehead Adult Education Centre</td> <td>5</td> </tr> <tr> <td>Lambton College</td> <td>1</td> </tr> <tr> <td>McMaster University</td> <td>12</td> </tr> </tbody> </table>	Institution	Number	Avon Maitland District School Board	3	Cochrane District Social Planning Council	1	Confederation College	10	Fanshawe College	5	Lakehead Adult Education Centre	5	Lambton College	1	McMaster University	12
Institution	Number																
Avon Maitland District School Board	3																
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McMaster University	12																

2. Shared and Collaborative Services

Activity	Interim Report – March 31, 2020	
	Northern College	3
	Ontario Trillium Foundation	1
	Oshki Pimache O Win	5
	Regional Geriatric Programs of Ontario - Caregiver Education and Training Project	3
	Sault College	1
	Toronto District School Board	12
	University of Ottawa	8
	<ul style="list-style-type: none"> • Contact North Contact Nord created recorded training sessions for Adobe Connect, that could be accessed 24/7, to support the University of Ottawa to quickly train a large number of their faculty to use Adobe Connect. A total of 386 faculty accessed the recordings during the period. • 40 web conferencing resources available • 11 videoconferencing resources available. 	
	<u>Technical Support</u>	
	<ul style="list-style-type: none"> • 1,952 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: <ul style="list-style-type: none"> ○ 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 	

2. Shared and Collaborative Services

Activity	Interim Report – March 31, 2020
	<ul style="list-style-type: none"> ○ I am in a class, but they don't hear me when I am speaking ○ Where can I find the recording for my class? ● In March 2020, Contact North Contact Nord supported the University of Ottawa to transition its courses to an online delivery format as a result of COVID-19, which resulted in an increase in the overall number of support requests in the month and a different set of requests: <ul style="list-style-type: none"> ○ Where do I find my schedule for classes? ○ How do I get Adobe Connect installed? ○ Where can I find recordings for previous classes? ○ How do I use Adobe Connect? ○ I cannot connect to Adobe Connect? ● Examples of frequent technical support requests from instructors using the web conferencing platform: <ul style="list-style-type: none"> ○ How can I save the recording? ○ How do I share my presentation? ● University of Ottawa faculty had a different set of support requests: <ul style="list-style-type: none"> ○ How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access? ○ When will my classes show up in my session? ○ How do I get my classes on your Adobe Connect? ○ How do I use the Adobe platform? ○ How do I get recordings to my students? ○ How can I extend my Zoom session beyond 40 minutes? ○ Can recording be made available offline and where are they stored? ○ How do I get my classes in faster and who has priority? ○ Will the University provide me with a Zoom Pro license ○ What can I use for "office hours" or student tutoring if I can't schedule these on Adobe Connect ○ Questions or issues related to courses on the University of Ottawa's Adobe Connect platform (not Contact North Contact Nord version)

3. Information Technology (IT) & Web Services

Activity	Interim Report – March 31, 2020
<p>a. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient’s information technology resources used by students, faculty, instructors and any other stakeholders, as required.</p>	<ul style="list-style-type: none"> • Technical support provided for students, faculty, instructors from Ontario’s 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers and other stakeholders as required during the advertised time during the period. • 1,952 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: <ul style="list-style-type: none"> ○ How do I get to my class? ○ Unable to login (need credentials). ○ Don’t see my class on my schedule. ○ I need to change my password. ○ I think I am logged into the class, but I don’t see anything happening. ○ I am connected but I don’t hear anything. ○ I am in a class, but they don’t hear me when I am speaking. ○ Where can I find the recording for my class? • Examples of frequent technical support requests fulfilled from instructors using the web conferencing platform: <ul style="list-style-type: none"> ○ How can I save the recording? ○ How do I share my presentation? • In March 2020, Contact North Contact Nord supported the University of Ottawa to transition its courses to an online delivery format as a result of COVID-19, which resulted in an increase in the overall number of support requests in the month and a different set of requests: <ul style="list-style-type: none"> ○ Where do I find my schedule for classes? ○ How do I get Adobe Connect installed? ○ Where can I find recordings for previous classes?

3. Information Technology (IT) & Web Services

Activity	Interim Report – March 31, 2020
	<ul style="list-style-type: none"> ○ How do I use Adobe Connect? ○ I cannot connect to Adobe Connect? ● Examples of frequent technical support requests from instructors using the web conferencing platform: <ul style="list-style-type: none"> ○ How can I save the recording? ○ How do I share my presentation? ● University of Ottawa faculty had a different set of support requests: <ul style="list-style-type: none"> ○ How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access? ○ When will my classes show up in my session? ○ How do I get my classes on your Adobe Connect? ○ How do I use the Adobe platform? ○ How do I get recordings to my students? ○ How can I extend my Zoom session beyond 40 minutes? ○ Can recording be made available offline and where are they stored? ○ How do I get my classes in faster and who has priority? ○ Will the University provide me with a Zoom Pro license ○ What can I use for “office hours” or student tutoring if I can’t schedule these on Adobe Connect ○ Questions or issues related to courses on the University of Ottawa’s Adobe Connect platform (not Contact North Contact Nord version)
<p>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 acknowledges that unless otherwise</p>	<ul style="list-style-type: none"> ● 3 Contact North Contact Nord portals (English and French) available during the period for student and general public use. ● During the period, 112,894 users generated 335,647 pageviews on portals: <ul style="list-style-type: none"> ○ 95,964 users generated 294,312 pageviews on studyonline.ca / etudiezenligne.ca. ○ 13,356 users generated 33,529 pageviews on contactnorth.ca / contactnord.ca. ○ 3,574 users generated 7,806 pageviews on e-channel.ca / apprentissageenligne.ca.

3. Information Technology (IT) & Web Services	
Activity	Interim Report – March 31, 2020
<p>approved by the Province in writing, any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services shall be funded solely from the e-Channel Transfer Payment Agreement.</p>	<ul style="list-style-type: none"> • Collection of program and course information continued during the period for the Spring-Summer 2020 academic semesters for posting to studyonline.ca / etudiezenligne.ca. • Updating current information is an ongoing process to ensure portal is current and up-to-date. • Portals monitored continuously throughout the period to ensure posted content is current and up-to-date. • Contact North Contact Nord acknowledges any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services are funded solely from the e-Channel Transfer Payment Agreement.
<p>c. Manage, maintain and ensure the security, performance, stability and reliability of the Recipient’s information technology infrastructure, including without limitation, Internet connectivity, telecommunications, hardware, software, web conferencing and videoconferencing platforms, and the Moodle learning management system.</p>	<ul style="list-style-type: none"> • All information technology infrastructure managed appropriately during the period to ensure high quality services delivered for students and education and training providers. • All information technology infrastructure available 99.9% of the time during the period.
<p>d. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection with the IT and Web Service resources utilized by students, faculty, instructors, staff, and other</p>	<ul style="list-style-type: none"> • Contact North Contact Nord reported 99.9% uptime on its services during the period. • Six major business systems were migrated to the new cloud hosting provider during the period, resulting in significantly improved uptime performance of 99.9% during the period (97.9% in Q3 2019-2020). • The transition of the major business systems to the cloud allowed for a seamless transition of all external (students, education and training providers)

3. Information Technology (IT) & Web Services	
Activity	Interim Report – March 31, 2020
stakeholders to whom the Recipient is providing its services.	and internal (staff) support services from our operations centres to home offices and continued delivery of critical services.
e. Continually enhance broadband Internet access at online learning centres as service becomes available/improved in Target Base communities.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • All IT and communications infrastructure managed and maintained during the period to perform Project activities, including reporting requirements. • Implementation of the Action Plan to Modernize Contact North Contact Nord Information Technology & Web Services continued during the period. <ul style="list-style-type: none"> ○ Six major business systems were migrated to the new cloud hosting provider during the period, resulting in significantly improved uptime performance of 99.9% during the period (97.9% in Q3 2019-2020). ○ The transition of the major business systems to the cloud allowed for a seamless transition of all external (students, education and training providers) and internal (staff) support services from our operations centres to home offices and continued delivery of critical services.

4. Communications and Marketing	
Activity	Interim Report – March 31, 2020
<p>a. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base.</p>	<p>During the period, Contact North Contact Nord undertook the following strategies:</p> <ul style="list-style-type: none"> • Continuous marketing and promotion of available online programs and courses in the 800 small, remote, rural, Indigenous and Francophone communities served via local recruitment activities by staff in 116 local online learning centres, via the province-wide Student Information Hotline, and its studyonline.ca / etudiezenligne.ca and e-channel.ca / apprentissageenligne.ca portals for students and prospective students. • Executed 5 province-wide Targeted Recruitment Campaigns for Ontario’s public colleges and universities in 800 small, remote, rural, Indigenous and Francophone communities across Ontario, including: <ol style="list-style-type: none"> 1) Cambrian College, Applied Learning Disability Graduate Certificate 2) Confederation College, College Access 3) Georgian College, Human Resources Management Graduate Certificate 4) University of Waterloo, Data Science Certificate 5) Western University, Diploma in Pedorthics
<p>b. Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient’s services within the Target Base using a combination of traditional and digital media platforms (e.g., social media, GoogleAds, radio, print, etc.).</p>	<ul style="list-style-type: none"> • Utilized Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. <ul style="list-style-type: none"> ○ During the period, 95,964 users generated 294,312 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. <p>See Appendix C for the quarterly report on social media activity.</p>

4. Communications and Marketing	
Activity	Interim Report – March 31, 2020
c. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers.	<ul style="list-style-type: none"> • Contact North Contact Nord engages with 4,282 local organizations across Ontario to recruit and support underserved Ontarians.
d. Engage with stakeholders on the Recipient’s activities and strategic direction.	<ul style="list-style-type: none"> • During the period, Contact North Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including: <ul style="list-style-type: none"> ○ Ontario’s education and training providers ○ Local partners who host the 114 local online learning centres and 195 access points ○ Provincial and local decision-makers • Contact North Contact Nord promptly communicated with its stakeholders on March 17, 2020 when it closed its operations centres and online learning centres to the public and on March 24, 2020, when it closed its operation centres and online learning centres in response to the Ontario Government order.
e. Track and analyze the results of marketing campaigns including, without limitation, engagement and conversion metrics related to its social media and digital marketing initiatives.	<ul style="list-style-type: none"> • During the period, 95,964 users generated 294,312 pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, 3,574 users generated 7,806 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. • See Appendix C for the quarterly report on social media activity.
f. Develop and adhere to the public communications protocol to be developed with the Province.	<ul style="list-style-type: none"> • All communications protocols adhered to.

5. Administration	
Activity	Interim Report – March 31, 2020
<p>a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations.</p>	<p><u>Staff</u></p> <ul style="list-style-type: none"> • During the period, 4 new full-time staff members hired (to fill vacancies; no new positions created) and 1 full-time staff member resigned. • As of March 31, 2020, Contact North Contact Nord had 15 open recruitment processes, 11 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging, 3 are for full-time IT positions and 1 is for a full-time Online Learning Recruitment Officer. <p><u>Operations Centres</u></p> <ul style="list-style-type: none"> • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for 5 additional years) and Thunder Bay Operations Centre (expiry November 30, 2022 with option to renew for 5 additional years). • Both operations centres closed to the public starting March 17, 2020, and full closure on March 24, 2020 to comply with Ontario Government order. <p><u>Appropriate Equipment and Technology</u></p> <ul style="list-style-type: none"> • All appropriate equipment in place for efficient operation of both operations centres, including during the COVID-19 closure. With the approval of the Director, IT, Web Services & Organizational Development, IT & Web Services staff have access to both operations centres to perform any tasks that cannot be performed remotely. • Technology infrastructure operational 99.9% of the time during the period to support operations.
<p>b. Travel expenditures for staff and members of the Board of Directors that are directly attributable to and necessary for achieving the</p>	<ul style="list-style-type: none"> • All travel expenditures for staff and members of the Board of Directors directly attributable to and necessary for achieving the objectives of the Project and incurred in accordance with Contact North Contact Nord Financial Policy.

5. Administration	
Activity	Interim Report – March 31, 2020
<p>objectives of the Project subject to the following:</p> <p>i. The Recipient shall develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements and adhere to the principles of the Broader Public Sector Expenses Directive; and</p> <p>ii. The Recipient shall exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses ensuring that expenses of this type are directly attributable to and necessary for achieving the objectives of the Project.</p>	<ul style="list-style-type: none"> • 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 <i>Public Service of Ontario Act, 2006</i>.
<p>c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.).</p>	<ul style="list-style-type: none"> • Professional services acquired in accordance with Contact North Contact Nord Financial Policy as required to support its operations.
<p>d. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.</p>	<ul style="list-style-type: none"> • Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • 1 meeting of the Contact North Contact Nord Board of Directors on February 25, 2020. • Three monthly CEO Updates to the Board of Directors on Operations during the period.

5. Administration	
Activity	Interim Report – March 31, 2020
	<ul style="list-style-type: none"> • Audio briefing on operations with the Chair of the Board of Directors every two weeks; frequency of audio briefings increased in March 2020 in response to decisions taken with respect to the COVID-19 pandemic. • Weekly Updates by each member of the operations and management team on their respective deliverables. • Daily updates on operations by front end recruitment and service departments. • Prepared and submitted the Q3 2019-2020 Interim Report to the Ministry of Colleges and Universities. • Starting March 16, 2020, Operations Team met daily at 9:00 a.m. and 4:00 p.m. to address any operational issues as a result of the closure to the public and subsequent full closure of all physical locations.

Section 2 – Project Outcomes and Performance Measures

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

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Ministry mandate: ensuring Ontario has a robust digital learning ecosystem that makes postsecondary education accessible to Ontarians in every corner of the province and at every stage of their lives.</p> <p>Program goal: provide learners of all ages within the Target Base, free, high-touch local support services in English and French to identify and optimize access to online education and training opportunities</p>	<p>Manage, host and maintain an online portal which facilitates enrolment information on online courses and program offerings from the Education and Training Providers.</p> <p>Provide student registration assistance using the Student Information Hotline to respond in English and French to academic and enrolment inquiries from students and prospective students within the Target Base.</p>	<p>Maximization of potential enrolment in online courses and programs offered by the Education and Training Providers within the Target Base.</p> <p>Reduction in administrative and navigational barriers experienced by students and prospective students within the Target Base when enrolling or looking to enrol in online courses and programs.</p>	<p>Number of student registrations in online courses and programs (offered by the Education and Training Providers) which are directly attributable to the Recipient’s activities and supports and broken down by sector (e.g., college, university, literacy and basic skills, etc.) and age.</p> <p>Total target: 58,400</p> <p>Q4: Generated 20,328 student registrations in online courses with the following breakdown:</p> <ul style="list-style-type: none"> • 10,023 College • 2,127 University • 494 School Board • 387 Literacy and Basic Skills • 7,297 Training <p>(Preliminary figure as data collection not complete for Winter 2020 semester and any required adjustments as a result of regular</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>without having to leave their communities.</p>			<p>reviews of registrations)</p> <p>Q1+Q2+Q3+Q4 = 56,556, 97% of target</p> <p>Final registration number to be reported in the 2019-2020 Annual Report.</p> <p>Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline.</p> <p>Total target: 5,565</p> <ul style="list-style-type: none"> • Q4: 1,933 inquiries: <ul style="list-style-type: none"> ○ 775 toll-free number ○ 482 Live Chat ○ 671 e-mail inquiries ○ 5 walk-ins <p>There was an increase in the number of inquiries to the Student Information Hotline starting March 17, 2020, with the closure to the public of operations centres and online learning centres, primarily related to appointments to write exams at the now closed</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>operations centres and online learning centres.</p> <p>Q1+Q2+Q3+Q4: 6,180 (111% of Target of 5,565)</p> <p>Each request can take up to 30 minutes to fulfill based on the nature of the request.</p> <p>Nature of Requests:</p> <ul style="list-style-type: none"> • Book an exam • Request information on available online programs and courses • Request information on closest online learning centre • Request for technical support (transferred to IT Technical Hotline) <p>User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre.</p> <p>Q4: Contact North Contact Nord contracted Forum</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>Research to do an omnibus quantitative survey of the users of its services in 2019-2020.</p> <p>In consultation with Forum Research, Contact North Contact Nord delayed the launch of the survey to a later date in 2020 for the following reasons:</p> <ol style="list-style-type: none"> 1. We are asking a question about course completion. It will come across as insensitive given some clients may not be able to complete their courses given the current circumstances and the data will not be an accurate reflection of the outcome. We also look uninformed. 2. We are asking a question about whether or not the course(s) the client took helped them get a job or a better job. It will come across as insensitive if we call a client who was just recently laid off or is looking for a job in this current environment.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>Additionally, the data will not be an accurate reflection of this outcome.</p> <p>3. It will appear insensitive if we are calling clients to survey them about their satisfaction with our services when they are not able to access our in-location services at the online learning centres.</p> <p>4. We are not going to get valid data on their satisfaction / use of the in-location services as many will note they can't access the online learning centres for these and will not accurately reflect on their past experience.</p> <p>Contact North Contact Nord will consult with Forum on the appropriate time in the next three months to undertake the survey. Depending on the timing, Contact North Contact Nord may submit a preliminary Annual Report on June 30, 2020 without the data on the outcomes Forum is surveying and submit an amended report when the survey is complete.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Ministry mandate: meeting expectations that educational experiences be available without geographic barriers/boundaries and to use technology to facilitate this.</p> <p>Program goal: reduce economic and technological barriers for learners within the Target Base through the provision of online learning centres equipped with computers, Internet access and web conferencing and videoconferencing platforms.</p>	<p>Operate staffed local online learning centres which provide workstations with high speed internet connectivity along with access to web and videoconferencing platforms to the Target Base.</p> <p>Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required.</p>	<p>Target Base bridges geographic barriers by making use of equipment and technological infrastructure necessary to successfully participate in online courses.</p> <p>Target Base can make use of Recipient's technical support services free of charge to quickly and effectively resolve issues relating to the use of and access to, the Recipient's IT resources.</p> <p>Recipient's IT & web-based services are uninterrupted.</p>	<p>Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics).</p> <p>Target: 311</p> <p>Q4: 311:</p> <ul style="list-style-type: none"> • 116 online learning centres • 195 access points <p>Number and nature of IT support requests fulfilled.</p> <p>Q4: 2,241 support requests to the IT Technical Hotline fulfilled. Each request can take up to 30 minutes to fulfill depending on the nature of the request.</p> <p>Up time on distance delivery platforms per operating system reports:</p> <p>Target: 95%</p> <p>Q4: 99.9% during the period.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Program goal: promote awareness within the Target Base of services offered by the Recipient through targeted marketing and recruitment campaigns across traditional and digital platforms.</p>	<p>Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms.</p>	<p>Heightened awareness of the Recipient and its services within the Target Base.</p> <p>Increased engagement among the Recipient and the Target Base across various traditional and digital media platforms.</p>	<p>Social media reach and engagement metrics supported by reports issued by each platform provider.</p> <p>Conversion and engagement metrics for each media and campaign.</p> <p>Detailed web traffic stats (categorized by site).</p> <p>See Appendix C for social media reach reports.</p> <ul style="list-style-type: none"> • During the period, 112,894 users generated 335,647 pageviews on portals: <ul style="list-style-type: none"> ○ 95,964 users generated 294,312 pageviews on studyonline.ca / etudiezenligne.ca. ○ 13,356 users generated 33,529 pageviews on contactnorth.ca / contactnord.ca. ○ 3,574 users generated 7,806 pageviews on e-channel.ca / apprentissageenligne.ca.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Ministry mandate: educational experiences be available at every stage of Ontarians' lives and to meet demand for up-skilling or mid-career retraining.</p> <p>Program goal: provide advisory services to the Target Base including Employment Ontario and Ontario Works clients, in order to facilitate their enrolment into academic programs and courses.</p>	<p>Provide academic/career advisory services to Target Base through Student Information Hotline.</p> <p>Provide on-site advisory services to students and prospective students within the Target Base who attend the Recipient's online learning centres.</p> <p>Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into academic courses and programs, as applicable.</p>	<p>Individuals of all ages within the Target Base are able to attain advice through engagement with the Recipient's Student Information Hotline and with staff at its online learning centres.</p> <p>As a direct result of the Recipient's services, Employment Ontario and Ontario Works clients within the Target base enrol in online courses/programs available to them and upgrade their skills and succeed in local labour markets.</p>	<p>Number of advisory requests received by the Student Information Hotline and by staff at its online learning centres.</p> <p>Number of office partnerships established.</p> <p>Targets: Ontario Works: 50 Employment Ontario: 25</p> <p>Q4:</p> <p>Ontario Works: 170 Employment Ontario: 188</p> <p>Number of Ontario Works and Employment Ontario clients served.</p> <p>Targets: Ontario Works: 250 Employment Ontario: 250</p> <p>Q4:</p> <p>Ontario Works: 107 Employment Ontario: 356</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>Number of online course and program registrations by Ontario Works and Employment Ontario clients (Targets: N/A)</p> <p>Q4:</p> <p>Ontario Works: 645 Employment Ontario: 2,767</p>
			<p>Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base.</p> <p>Q4: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020. Questions to be included in omnibus survey.</p> <p>Survey delayed as reported on page 23.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
<p>Program goal: support and assist faculty and instructors from the Education and Training Providers in their use of online learning through the provision of online, web conferencing and videoconferencing tools.</p>	<p>Provide online delivery tools (e.g., Moodle, web and video conferencing platforms) to faculty of the Education and Training Providers to facilitate and enhance online course delivery.</p> <p>Provide training for faculty and instructors of the Education and Training Providers in English and French on using the platforms to deliver their online programs and courses.</p> <p>Provide IT support to staff and faculty of the Education and Training Providers in connection with the use of the Recipient's IT resources as required.</p>	<p>Faculty and instructors of the Education and Training Providers use the Recipient's online delivery tools and resources.</p> <p>Faculty and instructors of the Education and Training Providers are competent and knowledgeable in how to maximize the use of the Recipient's online delivery tools and resources.</p> <p>Faculty and instructors of the Education and Training Providers seek training and IT support from the Recipient for issues relating to the use of its online delivery tools and resources.</p>	<p>Number and type of online and distance education delivery tools used by faculty and instructors of the Education and Training Providers to facilitate and enhance online and distance course delivery.</p> <p>Q4: Contact North Contact Nord provides the following 3 tools for use by faculty and instructors:</p> <ol style="list-style-type: none"> 1) Web conferencing platform (Adobe Connect) 2) Videoconferencing platform 3) Moodle Learning Management System <p>Number of Faculty and Instructors trained on the Recipient's online delivery tools and resources.</p> <p>Q4: Contact North Contact Nord delivered live training to 70 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the period.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<p>An additional 386 faculty accessed recorded training sessions during the period.</p> <p>Number and nature of IT support requests from faculty and instructors within the Target Base.</p> <p>Included in total of 2,241 for IT support requests.</p> <p>Typical support requests from faculty and instructors include:</p> <ul style="list-style-type: none"> ○ How can I save the recording? ○ How do I share my presentation?

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: Value for money.	Assess program uptake within the Target Base.	Increased uptake in the Recipient's services among eligible candidates;	Metrics based on independently verifiable data that:
Program goals: demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes- based, independently verifiable data.	Provide statistics on completion rates and employment placements for program graduates who made use of the Recipient's programs and services within the Target Base.	Increased academic program completion rates; and Increased employment rates in local labour markets.	<ul style="list-style-type: none"> • Confirm the percentage of the Recipient's eligible prospective clients within the Target Base who make use of the Recipient's services (i.e., uptake rate) <p>Q4: Contact North Contact Nord updated the population data for the areas it serves to reflect Census 2016. It will report on this metric for the entire 2019-2020 fiscal year rather than quarterly.</p>
			<ul style="list-style-type: none"> • Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates <p>Q4: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020.</p> <p>Survey delayed as reported on page 23.</p>

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			<ul style="list-style-type: none"> • Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base <p>Q4: Contact Nord contracted Forum Research to do an omnibus quantitative survey of the users of its services in 2019-2020.</p> <p>Survey delayed as reported on page 23.</p>

Outcome/Performance Indicator	2019-2020 Target	Q1	Q2	Q3	Q4	Total Q1-Q4
Requests for Services	699,398	221,285	215,646	247,776	371,547	1,049,254
Course Registrations	58,400	11,427 student registrations in online courses generated (preliminary figure as data collection not complete for Spring /Summer 2019 semester	15,881 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester	10,541 student registrations in online courses generated (preliminary figure as data collection not complete for Fall 2019 semester	20,328 student registrations in online courses generated (preliminary figure as data collection not complete for Winter 2020 semester and year-end adjustments	56,556 (preliminary)
Communities Served (See Appendix D for a list of the 807 communities)	800	636	636	807	807	

Section 3 – Mitigation Strategies

Contact North | Contact Nord reviewed the Q4 results against the outcomes and performance measurements in the 2019-2020 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

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

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Requests for Services	699,398	221,285	215,646	240,776	371,547	1,049,254	150%	
Course Registrations	58,400	11,427	15,881	10,541	20,328	56,556	97%	Preliminary figure for both Q4 and Total Q1-Q4. Data collection not complete for the period. Year-end adjustments pending based on final review. Final total reported in 2019-2020 Annual Report
Communities Served	800	636	636	807	807		101%	
Ontario Works Office Engagement	25	170	170	170	170		680%	
Ontario Works Clients Supported	250			119	107	226	90%	
Registrations from Ontario Works Clients	No Target in TPA			351	645	996	N/A	

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Employment Ontario Office Engagement	25	188	188	188	188		752%	
Employment Ontario Clients Supported	250			362	356	718	287%	
Registrations from Employment Ontario Clients	No Target in TPA			1,369	2,767	4,136		
Calls to IT Technical Hotline	9,817	1,228	1,852	1,474	2,241	6,795	69%	Calls to the IT Technical Hotline are re-active based on user issues. The successful implementation of Adobe Connect, the Contact North Contact Nord designed portal for Adobe Connect access and the migration of key business systems to the cloud resulted in less calls to the IT Technical Hotline.
Calls to Student Information Hotline	5,565	1,389	1,498	1,360	1,952	6,199	111%	Increase in number of inquiries starting March 17, 2020, with the closure of the operations centres and online learning centres.
Up time on distance delivery platforms	95%	98.9%	98.9%	97.9%	99.9%		105%	Six major business systems migrated to the new cloud hosting provider during the period, resulting in significantly improved uptime.
Targeted Recruitment	60	8	14	9	5	36	60%	Colleges and universities were not engaging in targeted recruitment campaigns during the

Outcome - Performance Indicator	2019-2020 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Comments
Campaigns								period. All TRCs planned for March 2020 were cancelled due to COVID-19. No TRCs are planned for Q1 2020-2021.
Users of Portals	216,786	59,307	60,042	61,600	112,894	293,843	136%	Significant increase in activity in March 2020.
Pageviews on Portals	674,398	191,179	194,435	199,957	335,647	921,218	137%	Significant increase in activity in March 2020.

Section 4 - Q3 2019-20 Financial Report

Contact North | Contact Nord MTCU Funding Financial Report at March 31, 2020

	Budget	Year-to-Date Actuals	Projection to Year-End	Variance
Revenue				
Base Grant	\$ 9,751,469	\$ 8,776,322	\$ 9,751,469	\$ -
Total Revenue	\$ 9,751,469	\$ 8,776,322	\$ 9,751,469	
Eligible Expenses				
Recruitment & Student Services				
Regional Services and Online Learning Centres	\$ 3,972,360	3,912,062	3,912,061	\$ (60,299)
Promotion & Recruitment	793,932	856,655	856,655	62,723
Statistics Collection & Reporting	169,884	168,524	168,524	(1,360)
Student Information Hotline	189,393	172,171	172,171	(17,222)
Central Support Services	190,347	181,905	181,905	(8,442)
Total Recruitment & Student Services	\$ 5,315,916	\$ 5,291,317	\$ 5,291,316	\$ (24,600)
Information Technology (IT) & Web Services				
IT & Web Services Department	\$ 1,761,813	\$ 1,654,579	\$ 1,654,579	\$ (107,234)
Telecommunications	209,115	225,904	225,904	16,789
Capital	300,000	361,277	361,277	61,277
Total IT & Web Services	\$ 2,270,928	\$ 2,241,760	\$ 2,241,760	\$ (29,168)
Operations Support Services				
Regional Operations Centres	\$ 904,839	\$ 905,608	\$ 905,608	\$ 769
e-Learning Support Services	98,928	90,456	90,456	(8,472)
CRM Data Integrity & Training	187,717	198,663	198,663	10,946
Total Operations Support Services	\$ 1,191,484	\$ 1,194,727	\$ 1,194,727	\$ 3,243
Governance & Administration				
Financial Services	\$ 295,289	\$ 298,005	\$ 298,005	\$ 2,716
Human Resources Services	325,221	307,107	307,107	(18,114)
Governance & CEO	352,631	343,759	343,759	(8,872)
Total Governance & Administration	\$ 973,141	\$ 948,871	\$ 948,871	\$ (24,270)
Total Eligible Expenses				
	\$ 9,751,469	\$ 9,676,675	\$ 9,676,674	\$ (74,795)
Surplus or (Shortfall)				
	\$ -	\$ (900,353)	\$ 74,795	
Interest Earned on TP Funds (only required at year end)				
			\$ 16,055	
Funds received on Disposal of Assets				
	\$ -	\$ -	\$ -	
Total Due to Province	\$ -	\$ -	\$ 90,850	

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	Total Requests	Source of Data
Requests Responded to at Online Learning Centres and Operations Centres							
Exam Invigilations	Number of exams invigilated at online learning centres and Operations Centres.	3,013	1,311	4,075	1,925	10,324	CN CN CRM
Student Interactions	Number of student appointments recorded by Online Learning Recruitment Officers and Student Recruitment & Services Representatives in the CRM to provide information, present study options, provide orientations, provide referrals, follow-ups on information provided.	43,945	25,199	31,158	41,159	141,461	CN CN CRM
Influencer Interactions	Number of influencer appointments recorded by Online Learning Recruitment Officers in the CRM such as presentations to groups of prospective students, information sessions with prospective referral partners, and networking events.	1,725	1,552	1,313	1,464	6,054	CN CN CRM
Course Work Appointments	Number of appointments for students to use computers and Internet access at online learning centres to complete their coursework and use of web conferencing, videoconferencing and audioconferencing platforms to connect to their courses.	2,789	4,600	18,432	10,866	36,687	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	4,760	4,920	5,145	4,348	19,173	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	Total Requests	Source of Data
	requesting a service not recorded under one of the other categories in the CRM.						
	Sub Total	56,232	37,582	60,123	59,762	213,699	
Requests Responded to Centrally							
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,389	1,498	1,360	1,933	6,180	Internal Tracking
Online Booking Tool (OBT) Bookings for the Use of Web Conferencing, Videoconferencing and Audioconferencing Platforms and Requests for Changes to Bookings	The number of bookings for the use of CN CN's 3 distance delivery platforms (web conferencing, videoconferencing and audioconferencing) by education and training providers and the number of changes to bookings processed.	2,615	4,241	4,044	5,418	16,318	CN CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	1,228	1,852	1,474	2,241	6,795	Bell Canada Call Tracking

Summary of Contact North | Contact Nord Request for Services

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	Total Requests	Source of Data
Targeted Recruitment Campaigns	Number of targeted recruitment campaigns undertaken by CN CN to generate awareness of, and registrations in, specific online programs and courses for public colleges and universities. Campaigns executed by Online Learning Recruitment Officers in communities across Ontario for one month with detailed reports submitted to college or university partner.	8	14	9	5	36	Internal Tracking
Requests for Instructor Training	Number of requests received for web conferencing training for instructors at colleges, universities, Indigenous institutes, school boards, literacy and basic skills providers and other training providers.	73	163	63	70	369	Internal Tracking
	Sub Total	5,313	7,768	6,950	9,667	29,698	
Requests Responded to via Portals							
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	152,033	165,683	168,803	294,312	780,831	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	Total Requests	Source of Data
	viewing the pages are located in and the number of users per city or town.						
Pageviews 2	Number of unique views to pages on e-channel.ca providing services to students and prospective students such as requesting information on programs or courses through a search, information on services available at online learning centres/where they are located or information on support services from literacy and basic skills providers. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	7,707	4,613	4,900	7,806	25,026	Google Analytics
	Sub Total	159,740	170,296	173,703	302,118	805,857	
	Total Requests for Services	221,285	215,646	240,776	371,547	1,049,254	
		% of Target of 699,398 at 100% of Fiscal Year				150%	

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

Name	Type	Delivery Mode	Full or Part Time	Sector	Language	Number of Requests
Achieving Top Search Engine Positions	Course	Asynchronous	N/A	NA	English	1
Advanced Web Pages	Course	Asynchronous	N/A	NA	English	1
Agricultural Engineering	Program	Asynchronous	N/A	University	English	1
Animal Care	Program	Synchronous	N/A	College	English	1
BA in general arts	Program	Asynchronous	N/A	University	French	1
Certified general accountant	Program	Asynchronous	N/A	University	English	1
Civic Engineering	Program		Part-Time	University		1
Customer Relations	Course	Asynchronous	Part-Time	College	English	1
Dental Hygiene	Program	Asynchronous	N/A	College	English	1
DSW Standards of Practice	Course	Asynchronous	N/A	College	English	1
Echocardiography	Program	Asynchronous	N/A	College	English	1
Esthetics program				College		1
Fashion Design	Program	Asynchronous	N/A	College	English	1
Industrial Mechanic Millwright (apprenticeship)	Program	Asynchronous	N/A	College	English	1
Médecine	Program	Asynchronous	N/A	University	English	1
Medical Laboratory Technician	Program			College	English	4
Nail technician				College		1
Nutritional Science	Program	Asynchronous	N/A	University	English	1
Remote and Rural Nursing	Program	Asynchronous	Part-Time	College	English	1
Responsive Web Pages	Course	Asynchronous	N/A	NA	English	1
Thérapie Recreative en ligne	Program	Asynchronous	Full-Time	College	French	1
Welding	Course			College	English	1
Zoology / Herpetology	Program	Asynchronous	N/A	University	English	1

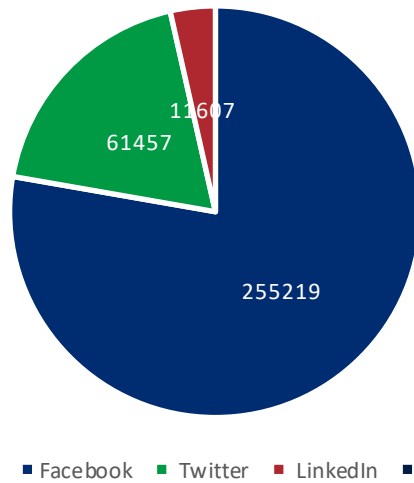
Appendix C – Social Media Reports

Social Media Quarterly Report – Jan - Mar 2020

Impressions Breakdown

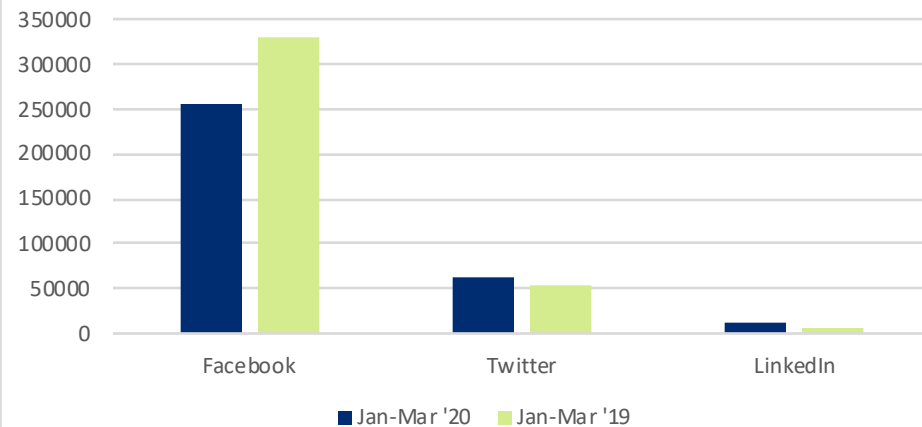
Channel	# of impressions
Facebook	255219
Twitter	61457
LinkedIn	11607

Impressions by social media platform



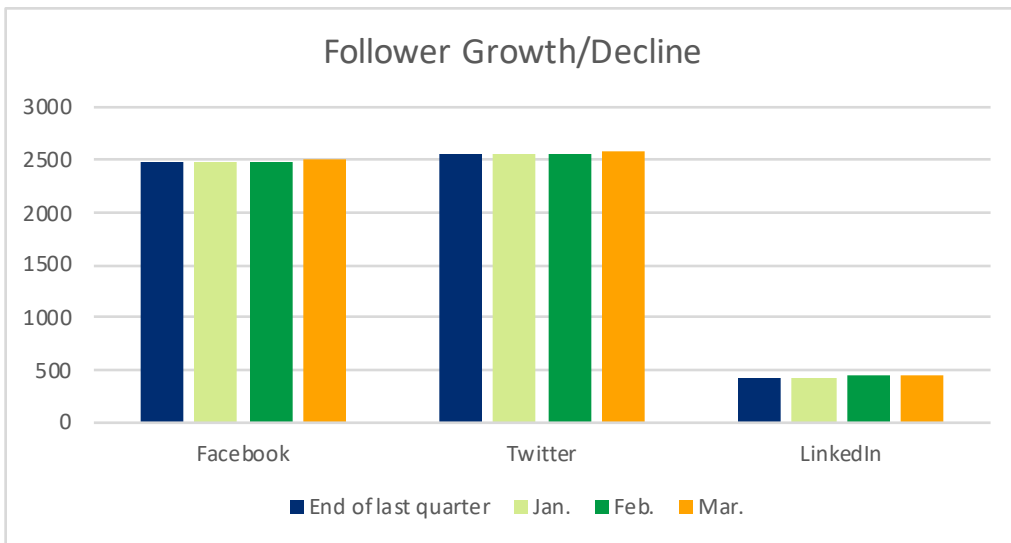
QUARTERLY COMPARISON		
Media	Jan-Mar '20	Jan-Mar '19
Facebook	255219	330717
Twitter	61457	54354
LinkedIn	11607	5911

Quarterly impressions comparison



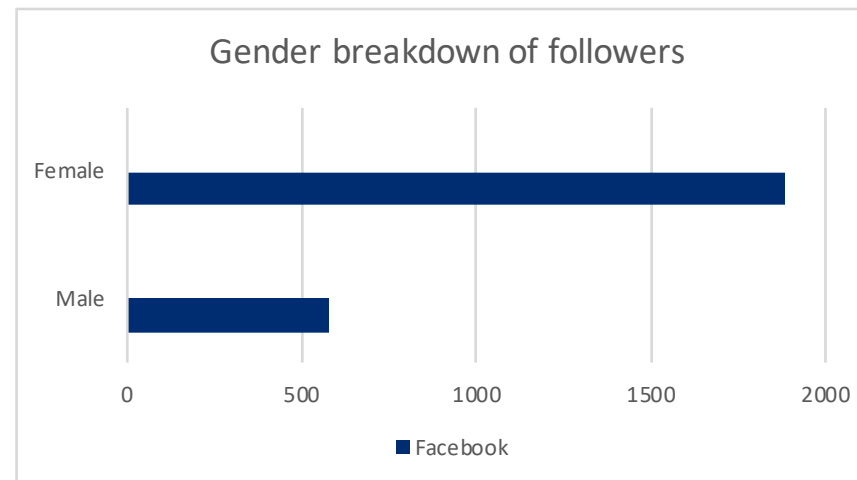
Follower Growth

Channel	End of last quarter	Jan.	Feb.	Mar.
Facebook	2470	2481	2486	2514
Twitter	2546	2550	2560	2572
LinkedIn	417	427	441	448



Gender Breakdown

Channel	Male	Female	Unspecified
Facebook	578	1886	75
Twitter	info no longer available		
LinkedIn	no info available		



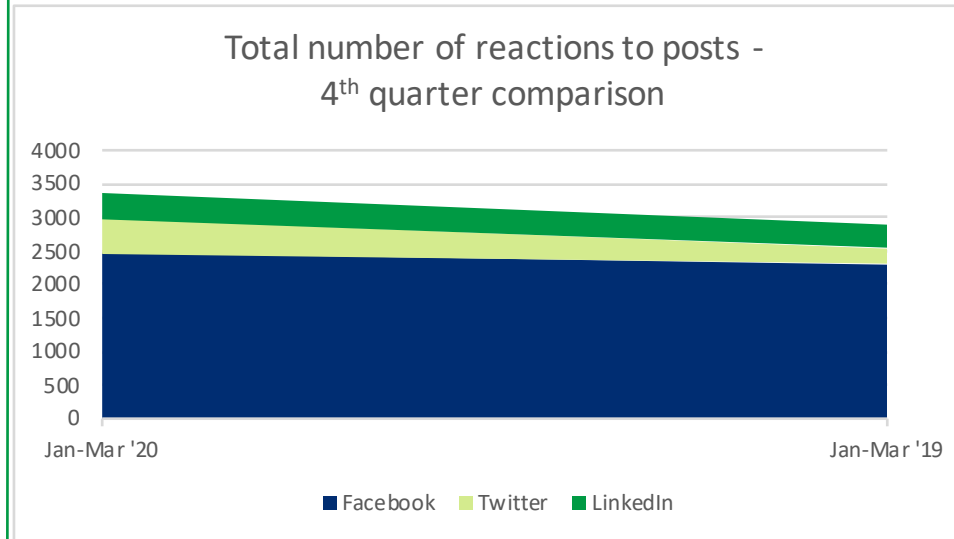
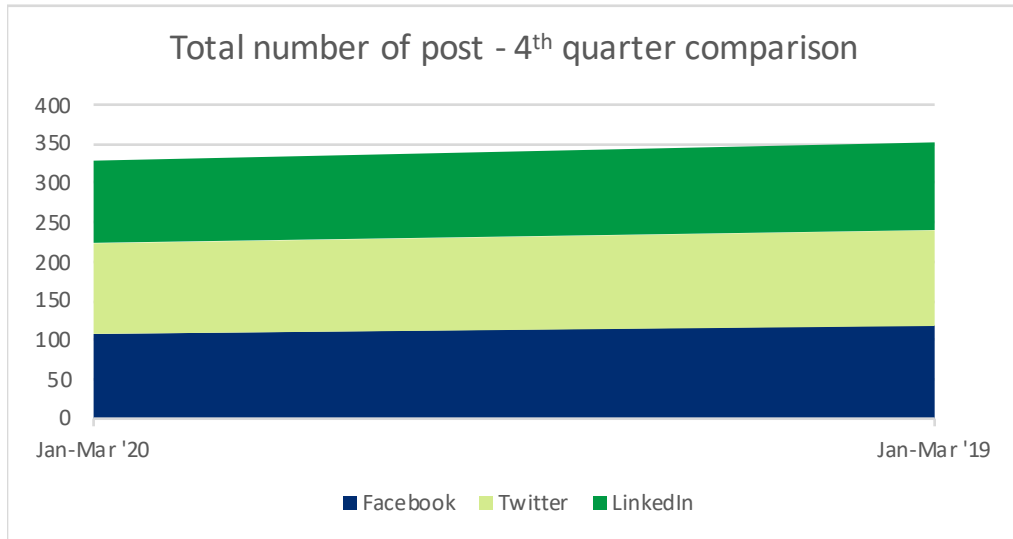
Number of posts

Engagement statistics

Channel	Jan-Mar '20	Jan-Mar '19
Facebook	108	119
Twitter	116	121
LinkedIn	105	112

Likes/reactions

Channel	Jan-Mar '20	Jan-Mar '19
Facebook	2473	2310
Twitter	513	238
LinkedIn	377	332



Appendix D – List of Communities Served

Community Name	Online Learning Centre	Region
Aberfoyle	Woodstock	Southwest Region
Ailsa Craig	Clinton	Southwest Region
Akwesasne	Akwesasne	Southeast Region
Alban	St. Charles	North Central Region
Alcona	Georgina	South Central Region
Alderville	Cobourg	Southeast Region
Alexandria	Cornwall	Southeast Region
Alfred	Hawkesbury	Southeast Region
Algoma Mills	Mississauga First Nation	North Central Region
Alisa Craig	Clinton	Southwest Region
Allan	Gore Bay	North Central Region
Allenford	Kincardine	South Central Region
Allensville	Bracebridge	Southeast Region
Alliston	Shelburne	South Central Region
Almonte	Orleans	Southeast Region
Alnwick	Cobourg	Southeast Region
Alvinston	Wallaceburg	Southwest Region
Amaranth	Shelburne	South Central Region
Amherst	Cobourg	Southeast Region
Amherstburg	Windsor	Southwest Region
Amherstview	Madoc	Southeast Region
Ancaster	Brantford	South Central Region
Angus	Shelburne	South Central Region
Anishinaabeg Of Naongashing First Nation	Big Grassy River First Nation	Northwest Region
Apple Hill	Cornwall	Southeast Region
Apsley	Haliburton	Southeast Region
Archipelago	Parry Sound	North Central Region
Ardrea	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-Label	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
Matachewan Township	Kirkland Lake	Northeast Region
Matachewan First Nation	Kirkland Lake	Northeast Region
Matheson	Matheson	Northeast Region
Mattagami First Nation	South Porcupine	Northeast Region
Mattawa	Mattawa	North Central Region
Mattice	Hearst	Northeast Region
Maxville	Cornwall	Southeast Region
Maynooth	Haliburton	Southeast Region
McDougall	Parry Sound	North Central Region
McGarry	Kirkland Lake	Northeast Region
McKellar	Parry Sound	North Central Region
McKerrow	Espanola	North Central Region
Meaford	Kincardine	South Central Region
Melissa	Bracebridge	Southeast Region
Merickville	Orleans	Southeast Region
Merlin	Wallaceburg	Southwest Region
Michipicoten First Nation	Wawa	Northwest Region
Midland	Parry Sound	North Central Region
Milford Bay	Bracebridge	Southeast Region
Mindemoya	M'Chigeeng First Nation	North Central Region

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
Rolphon	Mattawa	North Central Region
Rosemont	Shelburne	South Central Region
Roseneath	Cobourg	Southeast Region
Rosseau	Parry Sound	North Central Region
Russell	Orleans	Southeast Region
Rutherglen	Mattawa	North Central Region
Sagamok Anishnawbek First Nation	Espanola	North Central Region
Saint Isidore	Hawkesbury	Southeast Region
Salem	Shelburne	South Central Region
Sandfield	M'Chigeeng First Nation	North Central Region
Sandusk	Brantford	South Central Region
Sandy Lake First Nation	Sandy Lake First Nation	Northwest Region
Sarnia	Wallaceburg	Southwest Region
Sauble Beach	Kincardine	South Central Region
Saugeen First Nation	Kincardine	South Central Region
Saugeen Shores	Kincardine	South Central Region
Sault Ste. Marie	Sault Ste. Marie	North Central Region
Savant Lake	Sioux Lookout	Northwest Region
Schreiber	Schreiber	Northwest Region

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
Theford	Clinton	Southwest Region
Thessalon	Thessalon First Nation	North Central Region
Thessalon First Nation	Thessalon First Nation	North Central Region
Thorne	North Bay	North Central Region
Thornloe	Englehart	Northeast Region
Thorold	St. Catharines	South Central Region
Thunder Bay	Thunder Bay	Thunder Bay Region
Tilbury	Wallaceburg	Southwest Region
Tillsonburg	Woodstock	Southwest Region
Timmins	South Porcupine	Northeast Region
Tiverton	Kincardine	South Central Region
Tobermory	Kincardine	South Central Region
Torrance	Bracebridge	Southeast Region
Tory Hill	Haliburton	Southeast Region
Tottenham	Shelburne	South Central Region

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
Wahnapiatae	Sudbury	Sudbury Region
Wahnapiatae First Nation	Sudbury	Sudbury Region
Wainfleet	St. Catharines	South Central Region
Walford	Massey	North Central Region
Walkerton	Kincardine	South Central Region
Wallaceburg	Wallaceburg	Southwest Region
Walpole Island First Nation	Wallaceburg	Southwest Region
Wardsville	St. Thomas	Southwest Region
Warkworth	Cobourg	Southeast Region
Warminster	Bracebridge	Southeast Region
Warren	St. Charles	North Central Region
Wasaga Beach	Shelburne	South Central Region
Wasauksing First Nation	Wasauksing First Nation	Northwest Region
Washago	Bracebridge	Southeast Region

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