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

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April 30, 2021

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

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

Dear Marc:

Re: Contact North | Contact Nord 2020-2021 Q4 Interim Report

In accordance with Schedule "F" of the 2020-2021 Transfer Payment Agreement between the Ministry of Colleges and Universities and Contact North | Contact Nord, I am pleased to attach Contact North | Contact Nord's Q4 Interim Report.

I am pleased to report Contact North | Contact Nord had another strong quarter with 420,596 requests for services fulfilled, 68,704 registrations generated and 807 small, remote, rural Indigenous and Francophone communities served. Based on the Q4 results, Contact North I Contact North exceeded its key targets by a wide margin in 2020-2021. The 2020-2021 Performance Report will be submitted on June 30, 2021, reporting on our full year results.

In keeping with our customary review schedule, I suggest we meet virtually during the week of May 24, 2021. Please advise your availability as well as a list of any specific questions you have related to the Q4 Interim Report so we can address during the review session.

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

Sincerely,

Maxim Jean-Louis
President – Chief Executive Officer

Attachment (1)

Contact NORTH Nord
Supporting Rural & Remote Ontario
Soutenant l'Ontario rural et éloigné

INTERIM REPORT
Q4 – 2020-2021

April 30, 2021

Strong Quarterly Performance

- Fulfilled 402,596 requests for services
- Generated 68,704 registrations from underserved Ontarians
- Supported 807 small, remote, rural, Indigenous and Francophone communities throughout Ontario

Ontario

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

800 SMALL, RURAL, REMOTE, INDIGENOUS AND FRANCOPHONE COMMUNITIES

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

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

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

CONTACT **N**ORTH **N**ORD
Supporting Rural & Remote Ontario

SERVICES DELIVERED IN PARTNERSHIP WITH

24	Public Colleges
22	Public Universities
9	Indigenous Institutes
76	District School Boards
200	Literacy and Basic Skills Providers
50	Skills Development Training Providers
170	Ontario Works Offices
188	Employment Ontario Offices
114	Community Organizations Hosting Our Online Learning Centres
4,282	Community-Based Organizations

ANNUAL RESULTS FOR ONTARIANS

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

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

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

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

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

CONTACT **N**ORTH **N**ORD
Supporting Rural & Remote Ontario

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

· studyonline.ca for information for Ontarians on 2,300+ online programs and 40,000+ online courses

· e-channel.ca for information for Ontarians on online literacy and basic skills courses

· teachonline.ca for resources for faculty and instructors teaching online

contactnorth.ca

Ontario ▼

Funded by the Government of Ontario

Table of Contents

Q4 2020-2021 Interim Report

Contact North | Contact Nord is pleased to present its Q4 2020-2021 Interim Report covering its activities during the period January 1, 2021, to March 31, 2021.

The Interim Report contains the following sections:

Section 1   Contact North | Contact Nord Outcomes – Performance Indicator Snapshot, March 31, 2021

Section 2   How Contact North | Contact Nord Fulfilled the Project Activities in Q4 2020-2021

Section 3   Project Outcomes and Performance Measurement

Section 4   Mitigation Strategies

Section 5   Q4 2020-2021 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

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

Section 1 – Contact North | Contact Nord Outcomes – Performance Indicator Snapshot, March 31, 2021

Outcome – Performance Indicator	2020-2021 Target	As of March 31, 2021	% of Target at 100% of Fiscal Year
Requests for Services	917,555	1,333,445	145%
Student Course Registrations	62,400	178,717	286%
Communities Served	800	807	101%
Ontario Works Office Engagement	170	170	100%
Ontario Works Clients Supported	175	309	177%
Registrations from Ontario Works Clients	1,500	1,464	98%
Employment Ontario Office Engagement	188	188	100%
Employment Ontario Clients Supported	400	1,509	377%
Registrations from Employment Ontario Clients	3,000	10,379	346%
Calls to IT Technical Hotline	4,984	9,908	199%
Calls to Student Information Hotline	6,480	5,747	89%
Up time on distance delivery platforms	95%	98.4%	104%
Educational Partner Information Sessions	65	99	151%
Users of Portals	238,465	376,159	157%
Pageviews on Portals	708,398	1,181,908	167%

Section 2 – How Contact North | Contact Nord Fulfilled the Project Activities in Q4 2020-2021

1. Registration, Advisory Services and Online Learning Centres	
Activity	**Interim Report – March 31, 2021**
a. Operate and maintain free of charge, high-touch, local support services in English and French to students and prospective students of Education and Training Providers that are within the Target Base using its 116 online learning centres and 195 Access Points. Each online learning centre and Access Point will be operated in a manner conducive to academic study and will offer the following free services to the Target Base, to be scaled according to demand: i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms) and computers equipped with Internet access (using the highest connection speeds available); ii. Advisory services including, without limitation: • assistance with registration in online courses and programs;	Contact North | Contact Nord started reopening its online learning centres on March 1, 2021, as a result of Government of Ontario's February 12, 2021 announcement that 27 public health regions were returning to the COVID-19 Response Framework. As of March 31, 2021, Contact North | Contact Nord safely reopened 27 online learning centres across the province to provide on-site support services to students with comprehensive COVID-19 health and safety protocols in place to protect clients and staff. Closed locations continued to provide services virtually, Monday to Friday, by phone, e-mail, Zoom and Facebook Messenger to help students and prospective students with their educational needs. The President – Chief Executive Officer personally visited each re-opened online learning centre to meet with the front-line staff, get a tour and briefing on the operations, and signal the fact that Contact North | Contact Nord is focused on local recruitment and direct services to underserved residents in the rural and remote communities throughout Ontario. The following 13 online learning centres were visited during the period: 1. Bracebridge 2. Clinton 3. Cochrane 4. Georgina 5. Haliburton 6. Hearst 7. Kapuskasing 8. Kincardine

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – March 31, 2021
- the provision of current information on available online programs and courses; - the provision of current information on educational financial aid options; - referrals to colleges and universities for career and educational mapping; - referrals to other local educational and employment support services; and - moral support and encouragement. iii. Technical support in respect of the use of on-site computers, tools and equipment; iv. A dedicated quiet study space; v. Exam invigilation services (some provided on a cost recovery basis).	9. Shelburne 10. South Porcupine 11. St. Thomas 12. Wallaceburg 13. Windsor As of the date of this Interim Report, all online learning centres and operations centres were closed in response to the Government of Ontario's province-wide shutdown announced on April 1, 2021. All staff relocated to their home offices and are providing services virtually, Monday to Friday, by phone, e-mail, Zoom and Facebook Messenger to help students and prospective students with their educational needs. Contact North | Contact Nord continues to update its COVID-19 Operational Continuity Plan to reflect the evolving circumstances and any new government public health measures. The corporation's priority is protecting the health and safety of its staff, students and visitors accessing its locations. A total of 14 updates were completed and circulated to staff during the period. The most current version of the Operational Continuity Plan is available on Contact North | Contact Nord's corporate portal. As of the date of this report, no Contact North | Contact Nord staff reported having contracted COVID-19. Key Outcomes During the Period **402,596** Requests for Services fulfilled during the period (See Appendix A for a snapshot). - Generated **68,704** student registrations in online courses with the following breakdown: 14,793 College

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – March 31, 2021
	31,779 University 807 School Board 470 Literacy and Basic Skills 20,855 Training - Of the **68,704** registrations, **41,365** were generated by staff and **27,339** were generated through the use of Contact North I Contact Nord's online learning platforms by Algoma University, Saint-Paul University, and University of Ottawa to deliver their courses in response to the COVID-19 pandemic. All registrations are reflected in the University total. **2,404** 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 **402,596** figure in the first bullet point). - January 2021: 1,395 requests - February 2021: 530 requests - March 2021: 479 requests
b. Secure the facilities for the online learning centres in rent-free space;	- All 116 local online learning centres housed in rent-free space provided by a local community partner. - This operating model generates estimated savings of $870,000 annually. - All partnership agreements for rent-free space up-to-date and managed in a database. 27 online learning centres safely reopened as of March 31, 2021.
c. Staff and operate the **Student Information Hotline** as defined in Schedule B; and	- Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern. - Inquiries received after operating hours responded to the next business day. - Student Information Officers responded to **1,468** inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry): 581 toll-free number 413 Live Chat

1. Registration, Advisory Services and Online Learning Centres	
Activity	Interim Report – March 31, 2021
	443 e-mail inquiries 10 walk-ins 21 Facebook Messenger inquiries
d. Prepare and deliver a Performance Report to the Province covering the Project activities carried out between April 1, 2020 and March 31, 2021 in accordance with the reporting requirements outlined in Schedule "F", which reports on the goals, activities, performance measures and metrics set out in the "Project Outcomes and Performance Measurement" section below.	Contact North | Contact Nord will prepare and deliver a Performance Report as outlined in Schedule "F" of the 2020-2021 Transfer Payment Agreement by June 30, 2021, covering its activities during the period April 1, 2020, to March 31, 2021.

2. Shared and Collaborative Services	
Activity	**Interim Report – March 31, 2021**

a. Provide its recruitment and local services as a core shared service;	• Recruitment and local support services to students available to Ontario's:
	  • 24 public colleges
	  • 22 public universities
	  • 9 Indigenous institutes
	  • 76 district school boards
	  • 200 literacy and basic skills providers
	  • 50 skills development training providers
	• During the period, **68,704** 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;	• 12 requests received for 12 different online programs and courses not currently available and shared with education and training providers. • See Appendix B for report.
c. Develop and implement targeted recruitment campaigns for its Education and Training Providers to maximize course and program registrations from the Target Base;	• The closure of non-essential businesses in March 2020 required Contact North | Contact Nord to change the focus of its targeted recruitment campaigns as the traditional strategies employed in a campaign were not possible due to the restrictions. • In April 2020, Contact North | Contact Nord launched the Educational Partner Information Session, inviting its post-secondary education partners to present two of their online programs directly to student recruitment staff throughout the province via an online live information session. The information session provides an opportunity for our Online Learning Recruitment Officers and Student Recruitment & Services Representatives throughout the province to interact directly with the college and university partners to learn all pertinent details to recruit students for the respective programs. • The weekly information sessions help build staff's cumulative knowledge of online program and course information from the education partners.

2. Shared and Collaborative Services	
Activity	**Interim Report – March 31, 2021**
	• 11 Educational Partner Information Sessions for the following colleges and universities: <table><tr><td>Cambrian College</td></tr><tr><td>Centennial College</td></tr><tr><td>Conestoga College (2 sessions)</td></tr><tr><td>Confederation College</td></tr><tr><td>Northern College (2 sessions)</td></tr><tr><td>Sault College</td></tr><tr><td>Seneca College</td></tr><tr><td>Wilfrid Laurier University</td></tr><tr><td>York University</td></tr></table>

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

2. Shared and Collaborative Services	
Activity	**Interim Report – March 31, 2021**
	• Use of computer workstations and Internet access to complete coursework in the client's chosen online programs and courses • Orientation on using the computers at the online learning centre and how to navigate the client's programs and courses • Use of the web conferencing or videoconferencing platforms to connect to live courses • Exam invigilation service • Reporting on attendance when required by Ontario Works or Employment Ontario (only when consent to share is in place with the client) 2) May make space available in their office for Contact North | Contact Nord staff to meet directly with their clients to determine how Contact North | Contact Nord can support the client with one or more of the services noted in 1) above. 3) Receives referrals from Contact North | Contact Nord for clients who may need its services (this is primarily referrals to Employment Ontario but also includes additional resources that may be available via Ontario Works for clients entering education or training such as assistance with childcare costs, course/training costs and/or supplies). 4) Facilitates consent to share agreement between Ontario Works, Contact North | Contact Nord and client and/or Employment Ontario to report on client attendance and course/training programming progress.

e. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:
  o Web conferencing platform;
  o Videoconferencing platform;
	3 Shared Service Learning Platforms
	
	Since 2003, Contact North | Contact Nord has offered three shared service learning platforms for Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers:

2. Shared and Collaborative Services	
Activity	**Interim Report – March 31, 2021**
o Moodle Learning Management System; o Training for faculty and instructors of the Education and Training Providers in English and French, on use of the Recipient's technology platforms to deliver their online programs and courses; and o Technical support as further described in Section 5 (a) below.	• Web conferencing (currently Adobe Connect and Zoom) • Videoconferencing platform • Moodle Learning Management System Contact North | Contact Nord generated **20,633** student registrations in **148** courses using the Adobe Connect platform through a special collaboration between Contact North | Contact Nord and University of Ottawa during the period. Contact North | Contact Nord generated **5,137** registrations in **192** courses using the Moodle learning management system through a special collaboration between Contact North | Contact Nord and Algoma University during the period. Contact North | Contact Nord generated **1,569** registrations in **81** courses using the Zoom platform through a special collaboration between Contact North | Contact Nord and Saint-Paul University during the period. Platforms available **98.2%** of the time for student use. Training for Faculty and Instructors • Contact North I Contact Nord delivered live training to **21** faculty and instructors during the period on How to Use the Web Conferencing Platform to Teach Effectively. | Confederation College | 5 | | Ministry of the Solicitor General | 4 |

2. Shared and Collaborative Services	
Activity	**Interim Report – March 31, 2021**

Canadore College	2
Oshki Pimache O Win	2
Algoma University	2
Ontario Good Roads Association	2
Lakehead Adult Education Ctr LAEC	1
Northern College	1
Sault College	1
Laurentian University	1

- **21** faculty and instructors accessed recordings of Adobe Connect instructor training sessions during the period
- **5** faculty and instructors participated in Zoom training and **14** viewed recordings of Zoom webinars
- **64** web conferencing resources available, including 15 new Adobe Connect 11 resources
- **11** videoconferencing resources available
- **3,653** registrations in **25** live webinars for faculty and instructors delivered by **18** world exports as part of the Contact North | Contact Nord Webinar Series and **3,479** views of the webinar recordings during the period
  - For the period April 1, 2020, to March 31, 2021, **15,239** registrations in **90** webinars delivered by **42** expert presenters and **19,001** views of the recordings

2. Shared and Collaborative Services	
Activity	Interim Report – March 31, 2021

	<u>Technical Support</u>
	
	• **2,404** support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request).
	• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
	    • How do I get to my class?
	    • Unable to log in (need credentials)
	    • Don't see my class on my schedule
	    • I need to change my password
	    • I think I am logged into the class, but I don't see anything happening
	    • I am connected but I don't hear anything
	    • I am in a class, but they don't hear me when I am speaking
	    • Where can I find the recording for my class?
	• Examples of frequent technical support requests from instructors using the web conferencing platform:
	    • How can I save the recording?
	    • How do I share my presentation?
	• Examples of frequent technical support requests from University of Ottawa students:
	    • Where do I find my schedule for my 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

2. Shared and Collaborative Services	
Activity	Interim Report – March 31, 2021

	• Examples of frequent technical support requests from faculty at the University of Ottawa:
	   • 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 a class recording be made available offline and where are they stored?
	   • I don't have Host privileges
	• Examples of frequent technical support requests from Algoma University students:
	   • How do I register for my Moodle classes?
	   • How do I reset my password?
	   • How do I use your platform?

3. Information Technology (IT) & Web Services

Activity	Interim Report – March 31, 2021

a. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required;	• Technical support provided for students, faculty, instructors from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers and other stakeholders as required during the advertised time during the period.
	
	• **2,404** support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request).
	
	• Examples of frequent technical support requests fulfilled from students for the web conferencing platform:
	
	  • How do I get to my class?
	  • Unable to login (need credentials)
	  • Don't see my class on my schedule
	  • I need to change my password
	  • I think I am logged into the class, but I don't see anything happening
	  • I am connected but I don't hear anything
	  • I am in a class, but they don't hear me when I am speaking
	  • Where can I find the recording for my class?
	
	• Examples of frequent technical support requests fulfilled from instructors using the web conferencing platform:
	
	  • How can I save the recording?
	  • How do I share my presentation?

b. Manage and maintain the Recipient's online portals and websites. The Recipient shall ensure that the information presented on each of its online portals and websites remains current and up-to-	• Three Contact North | Contact Nord portals (English and French) available during the period for student and general public use. • During the period, **96,850** users generated **381,668** pageviews on portals: ○ 78,672 users generated 325,408 pageviews on studyonline.ca / etudiezenligne.ca.

3. Information Technology (IT) & Web Services	
Activity	**Interim Report – March 31, 2021**
date at all times. Recipient acknowledges that unless otherwise approved by the Province in writing, any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services shall be funded solely from the e-Channel Transfer Payment Agreement.	○ **13,305** users generated **45,397** pageviews on contactnorth.ca / contactnord.ca. ○ **4,873** users generated **10,863** pageviews on e-channel.ca / apprentissageenligne.ca. - Collection of online program and course information continued during the period for the Spring/Summer 2021 academic semester for posting to studyonline.ca / etudiezenligne.ca. - Collection of information on micro-credential programs and courses from Ontario's colleges, universities and Indigenous institutes for inclusion in the search tool on studyonline.ca / etudiezenligne.ca in response to requests from students and education and training providers. - Updating current information is an ongoing process to ensure portal is current and up to date. - Portals monitored continuously throughout the period to ensure posted content is current and up to date. - Contact North | Contact Nord acknowledges any and all costs related to the delivery of e-Channel or other Learning and Basic Skills services are funded solely from the e-Channel Transfer Payment Agreement.
c. Manage, maintain and ensure the security, performance, stability and reliability of the Recipient's information technology infrastructure, including without limitation, Internet connectivity, telecommunications, hardware, software, web conferencing and videoconferencing platforms, and the Moodle learning management system;	- All information technology infrastructure managed appropriately during the period to ensure high quality services delivered for students and education and training providers. - All information technology infrastructure available **98.2%** of the time during the period.

3. Information Technology (IT) & Web Services	
Activity	**Interim Report – March 31, 2021**
d. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection with the IT and Web Service resources utilized by students, faculty, instructors, staff, and other stakeholders to whom the Recipient is providing its services.	• Contact North | Contact Nord reported **98.2%** uptime on its services during the period. • Transition of the major business systems to the cloud in 2019-2020 supported the delivery of external (students, education and training providers) and internal (staff) support services during the mandatory closure during the period.
e. Continually enhance broadband Internet access at online learning centres as service becomes available/improved in Target Base communities; and	• No upgrades during the period.
f. Develop, manage and maintain the IT and communications infrastructure necessary to perform the Project activities described in this Agreement and to meet the objectives and obligations (including, without limitation, its reporting obligations) set out herein.	• All IT and communications infrastructure managed and maintained during the period to perform Project activities, including reporting requirements.

4. Communications and Marketing

Activity	Interim Report – March 31, 2021
a. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base;	During the period, Contact North | Contact Nord undertook the following strategies: • Continuous marketing and promotion of available online programs and courses in the 807 small, remote, rural, Indigenous and Francophone communities. These communities are served via local recruitment activities by staff in 116 local online learning centres, via the province-wide Student Information Hotline, and its studyonline.ca / etudiezenligne.ca and e-channel.ca / apprentissageenligne.ca portals for students and prospective students. • Organized and hosted 11 Educational Partner Information Sessions during the period.
b. Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms (e.g., social media, GoogleAds, radio, print, etc.);	• Used Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. o During the period, 78,672 users generated 325,408 pageviews on both portals • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students. • Corporate LinkedIn page maintained to engage with students and prospective students. See Appendix C for the quarterly report on social media activity.
c. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers;	• Contact North | Contact Nord engages with 4,282 local organizations across Ontario to recruit and support underserved Ontarians.

4. Communications and Marketing	
Activity	**Interim Report – March 31, 2021**

d. Engage with stakeholders on the Recipient's activities and strategic direction;	• During the period, Contact North | Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including:
	  o Ontario's education and training providers
	  o Local partners who host the 114 local online learning centres and 216 access points
	  o Provincial and local decision-makers

e. Track and analyze the results of marketing campaigns including, without limitation, engagement and conversion metrics related to its social media and digital marketing initiatives; and	• During the period, **78,672** users generated **325,408** pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, **4,873** users generated **10,863** 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. Adhere to the public communications protocol with the Province attached as Schedule "H".	• All communications protocols adhered to.

5. Capital Enhancements and Expanded Services	
Activity	**Interim Report – March 31, 2021**
a. Preparation of thirty-six (36) online learning centres for fibre connectivity. Replacement of routers at thirty-six (36) online learning centres with pfSense and fibre connectors where fibre connections are available and/or anticipated to be available in the near future;	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will not complete the upgrade in 2020-2021 due to the number of online learning centres closed and health and safety concerns for IT staff having to travel to the online learning centres to complete upgrades. Funds allocated to the replacement used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North | Contact Nord's physical locations.
b. Replacement of end-of-life computer workstations and laptops. Replacement of one hundred (100) of its computers reaching their end of life;	• Implementation plan developed. • Computers purchased in Q1 to Q4 to meet urgent needs.
c. Replacement of ten (10) HDX7000 videoconferencing units and two (2) HDX8000 videoconferencing units reaching end-of-life in online learning centres;	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will not complete the replacement in 2020-2021 due the number of online learning centres closed and health and safety concerns for IT staff having to travel to the online learning centres to complete upgrades. Funds allocated to the replacement used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North | Contact Nord's physical locations. • Contact North | Contact Nord plans to evaluate what equipment is required for online learning centres post-COVID-19 based on student requirements.

5. Capital Enhancements and Expanded Services	
Activity	Interim Report – March 31, 2021
d. Replacement of twenty (20) EX90 videoconferencing desktop units reaching end- of-life in online learning centres; and	• Implementation plan developed, including requests for proposals for equipment. • Contact North | Contact Nord will not complete the replacement in 2020-2021 due the number of online learning centres closed and health and safety concerns for IT staff having to travel to the online learning centres to complete upgrades. Funds allocated to the replacement used to purchase additional Adobe Connect licenses to support an increase in the number of students accessing their online courses from their home computer from existing college and university partners (not related to University of Ottawa) and to equip home offices for staff who relocated from Contact North | Contact Nord's physical locations. • Contact North | Contact Nord plans to evaluate what equipment is required for online learning centres post-COVID-19 based on student requirements.
e. Purchase replacement of the Recipient's Customer Relationship Management Tool (CRM) and begin customization to meet Recipient's client tracking, client support and statistics reporting requirements.	• Phase 1 work completed during the period in preparation to relaunch the project in 2021-2022, including staff engagement through Zoom sessions and surveys, presentation of results to staff and preparation of requirements for new CRM for request for proposals process.

6. Digital Learning Strategy	
Activity	Interim Report – March 31, 2021
The Recipient will actively collaborate with the Province on the development of a digital learning strategy for postsecondary education.	• Contact North | Contact Nord is available to collaborate at the Province's request. • Contact North | Contact Nord participated in a briefing session on the Digital Learning Strategy with the Ministry of Colleges and Universities on October 14, 2020.

7. Survey	
Activity	**Interim Report – December 31, 2020**
The Recipient will engage a third party to conduct a survey to assess and evaluate the impact of the Recipient's services on its clients' academic program completion rates and employment rates.	• Independent expert firm engaged to complete 2020-2021 outcomes survey. • 2019-2020 questions reviewed and revised to reflect the 2020-2021 operating environment. • Survey to launch on Wednesday, May 12, 2021.

8. Administration	
Activity	**Interim Report – March 31, 2021**
a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations;	<u>Staff</u> • During the period, three new full-time staff members hired (to fill vacancies; no new positions created) and five full-time staff members resigned. • As of March 31, 2021, Contact North | Contact Nord had 16 open recruitment processes, 13 of which are for part-time Student Recruitment & Services Representatives in communities where recruiting staff is challenging. <u>Operations Centres</u> • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for five additional years) and Thunder Bay Operations Centre (expiry November 30, 2022, with option to renew for five additional years). • The Sudbury Operations Centre reopened on March 1, 2021, with full COVID-19 health and safety protocols in place and closed on March 12, 2021, as the Sudbury & District Health Unit moved into the Grey – Lockdown category of the COVID-19 Response Framework. • The Thunder Bay Operations Centre did not reopen during the period as the Thunder Bay District Health Unit remained in the Grey – Lockdown category COVID-19 Response Framework. <u>Appropriate Equipment and Technology</u> • All appropriate equipment in place for efficient operation of both operations centres, including during the COVID-19 closure. With the approval of the Director, IT, Web Services & Organizational Development, IT & Web Services staff have access to both operations centres to perform any tasks that cannot be performed remotely. • Technology infrastructure operational **98.2%** of the time during the period to support operations.

8. Administration	
Activity	**Interim Report – March 31, 2021**
b. Travel, meal and hospitality expenditures for staff and members of the Board of Directors across all categories set out in the Budget (Schedule "D"), are subject to the following: i. The Recipient will develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements under the *Broader Public Sector Expenses Directive, 2020* effective January 1, 2020, including adhering to the principles of this directive; and ii. The Recipient will exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses.	• All travel expenditures for staff and members of the Board of Directors directly attributable to and necessary for achieving the objectives of the Project and incurred in accordance with Contact North	Contact Nord Financial Policy. • The Financial Policy, approved by the Contact North	Contact Nord Board of Directors, meets the requirements of the Broader Public Sector Expenses Directive, 2020. • In applying Contact North	Contact Nord policy, staff apply appropriate conflict of interest rules that reflect the spirit of Regulation 381/07 of the *Public Service of Ontario Act*, 2006.
c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.);	• Professional services acquired in accordance with Contact North	Contact Nord Financial Policy as required to support its operations.
a. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.	• Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • Three monthly CEO Update to the Board of Directors on Operations during the period.

8. Administration	
Activity	Interim Report – March 31, 2021
	• Audio briefing on operations with the Chair of the Board of Directors every two weeks. • Weekly Updates by each member of the operations and management team on their respective deliverables. • Daily updates on operations by front-end recruitment and service departments. • Operations Team met daily at 9:00 a.m. to address any operational issues.

Section 3 – Project Outcomes and Performance Measures

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

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: ensuring Ontario has a robust digital learning ecosystem that makes postsecondary education accessible to Ontarians in every corner of the province and at every stage of their lives. Program goal: provide learners of all ages within the Target Base, free, high-touch local support services in English and French to identify and optimize access to online education and training opportunities	Manage, host and maintain an online portal which facilitates enrolment information on online courses and program offerings from the Education and Training Providers. Provide student registration assistance using the Student Information Hotline to respond in English and French to academic and enrolment inquiries from students and prospective students within the Target Base.	Maximization of potential enrolment in online courses and programs offered by the Education and Training Providers within the Target Base. Reduction in administrative and navigational barriers experienced by students and prospective students within the Target Base when enrolling or looking to enrol in online courses and programs.	Number of student registrations in online courses and programs (offered by the Education and Training Providers) which are directly attributable to the Recipient's activities and supports and broken down by sector (e.g., college, university, literacy and basic skills, etc.) and age. Total target: 62,400 **Q4: Generated 68,704 student registrations in online courses with the following breakdown:** **• 17,793 College** **• 31,779 University** **• 807 School Board** **• 470 Literacy and Basic Skills** **• 20,855 Training** **(Preliminary data for Q4 as data collection not complete and subject to year-end review and adjustments.)**

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

without having to leave their communities.			Number and nature of registration-related requests for services received from the Target Base, by the Student Information Hotline.
			
			Total target: 6,480
			
			• Q4: 1,468 inquiries:
			  • 581 toll-free number
			  • 413 Live Chat
			  • 443 e-mail inquiries
			  • 10 walk-ins
			  • 21 Facebook Messenger
			
			Each request can take up to 30 minutes to fulfill based on the nature of the request.
			
			Nature of Requests:
			
			• Book an exam
			• Request information on available online programs and courses
			• Request information on closest online learning centre
			• Request for technical support (transferred to IT Technical Hotline)

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			User trends and detailed anonymous demographic information for individuals accessing each existing online learning centre. **Q4: Contact North | Contact Nord contracted an independent expert firm to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey to be completed in May 2021.**
Ministry mandate: meeting expectations that educational experiences be available without geographic barriers/boundaries and to use technology to facilitate this. Program goal: reduce economic and technological	Operate staffed local online learning centres which provide workstations with high-speed internet connectivity along with access to web and videoconferencing platforms to the Target Base. Provide technical support services in English and French from 7:30 a.m. to 11:00 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information	Target Base bridges geographic barriers by making use of equipment and technological infrastructure necessary to successfully participate in online courses. Target Base can make use of Recipient's technical support services free of charge to quickly and effectively resolve issues relating to the use of and access to, the Recipient's IT resources. Recipient's IT & web-based	Number of Online Learning Centres and Access Points in operation (categorized by location and anonymous client demographics). **Target: 311** **Q4: 332:** - **116 online learning centres** - **216 access points** Number and nature of IT support requests fulfilled.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
barriers for learners within the Target Base through the provision of online learning centres equipped with computers, Internet access and web conferencing and videoconferencing platforms.	technology resources used by students, faculty, instructors and any other stakeholders, as required.	services are uninterrupted.	Target: 4,984 Q4: 2,404 support requests to the IT Technical Hotline fulfilled. Each request can take up to 30 minutes to fulfill depending on the nature of the request. Up time on distance delivery platforms per operating system reports: Target: 95% Q4: 98.2% during the period.
Program goal: promote awareness within the Target Base of services offered by the Recipient through targeted marketing and recruitment campaigns across traditional and digital platforms.	Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient's services within the Target Base using a combination of traditional and digital media platforms.	Heightened awareness of the Recipient and its services within the Target Base. Increased engagement among the Recipient and the Target Base across various traditional and digital media platforms.	Social media reach and engagement metrics supported by reports issued by each platform provider. Conversion and engagement metrics for each media and campaign. Detailed web traffic stats (categorized by site). See Appendix C for social media reach reports.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS

			• During the period, 98,850 users generated 381,668 pageviews on portals:
			   ○ 78,672 users generated 325,408 pageviews on studyonline.ca / etudiezenligne.ca.
			   ○ 13,305 users generated 45,397 pageviews on contactnorth.ca / contactnord.ca.
			   ○ 4,873 users generated 10,863 pageviews on e-channel.ca / apprentissageenligne.ca.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Ministry mandate: educational experiences be available at every stage of Ontarians' lives and to meet demand for up-skilling or mid-career retraining. Program goal: provide advisory services to the Target Base including Employment Ontario and Ontario Works clients, in order to facilitate their enrolment into academic programs and courses.	Provide academic/career advisory services to Target Base through Student Information Hotline. Provide on-site advisory services to students and prospective students within the Target Base who attend the Recipient's online learning centres. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals within the Target Base, to promote, advise and facilitate their clients' enrolment into academic courses and programs, as applicable.	Individuals of all ages within the Target Base are able to attain advice through engagement with the Recipient's Student Information Hotline and with staff at its online learning centres. As a direct result of the Recipient's services, Employment Ontario and Ontario Works clients within the Target base enrol in online courses/programs available to them and upgrade their skills and succeed in local labour markets.	Number of advisory requests received by the Student Information Hotline and by staff at its online learning centres. Target: 917,555 Q4: 402,596 Number of office partnerships established. Targets: Ontario Works: 170 Employment Ontario: 188 Q4: Ontario Works: 170 Employment Ontario: 188 Number of Ontario Works and Employment Ontario clients served. Targets: Ontario Works: 175 Employment Ontario: 400

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			Q4: Ontario Works: 75 Employment Ontario: 337
			Number of online course and program registrations by Ontario Works and Employment Ontario clients Targets: Ontario Works: 1,500 Employment Ontario: 3,000 Q4: Ontario Works: 472 Employment Ontario: 3,536
			Metrics which demonstrate the direct impact of the Recipient's services on employment rates within the Target Base. Q4: Contact North | Contact Nord contracted an independent expert firm to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey

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

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Program goal: support and assist faculty and instructors from the Education and Training Providers in their use of online learning through the provision of online, web conferencing and videoconferencing tools.	Provide online delivery tools (e.g., Moodle, web and video conferencing platforms) to faculty of the Education and Training Providers to facilitate and enhance online course delivery. Provide training for faculty and instructors of the Education and Training Providers in English and French on using the platforms to deliver their online programs and courses. Provide IT support to staff and faculty of the Education and Training Providers in connection with the use of the Recipient's IT resources as required.	Faculty and instructors of the Education and Training Providers use the Recipient's online delivery tools and resources. Faculty and instructors of the Education and Training Providers are competent and knowledgeable in how to maximize the use of the Recipient's online delivery tools and resources. Faculty and instructors of the Education and Training Providers seek training and IT support from the Recipient for issues relating to the use of its online delivery tools and resources.	Number and type of online and distance education delivery tools used by faculty and instructors of the Education and Training Providers to facilitate and enhance online and distance course delivery. Q4: Contact North | Contact Nord provides the following three tools for use by faculty and instructors: 1) Web conferencing platforms (Adobe Connect and Zoom) 2) Videoconferencing platform 3) Moodle Learning Management System Number of Faculty and Instructors trained on the Recipient's online delivery tools and resources. Q4: Contact North I Contact Nord delivered live training to 21 faculty and instructors on How to Use the Web Conferencing Platform to Teach Effectively during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
			An additional 21 faculty accessed recorded training sessions during the period.

GOAL	ACTIVITIES	PERFORMANCE MEASURES	METRICS
Demonstrate the effectiveness of the Recipient's services within the Target demographic through the presentation of outcomes based, independently verifiable data.		Evidence of increased academic program completion rates; and Evidence of increased employment rates.	Metrics based on independently conducted survey data that: • Demonstrate the direct impact of the Recipient's services on its clients' academic program completion rates; and • Demonstrate the direct impact of the Recipient's services on its clients' employment rates. **Q4: Contact North | Contact Nord contracted an independent expert firm to do an omnibus quantitative survey of the users of its services in 2020-2021. Survey to be completed in May 2021.**

Section 4 – Mitigation Strategies

Contact North | Contact Nord reviewed the Q4 results against the outcomes and performance measurements in the 2020-2021 Transfer Payment Agreement and its internal metrics identified in the 5-Year Framework.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Mitigation Strategies
Requests for Services	917,555	383,378	278,229	269,761	402,596	1,333,445	145%	No strategies required.
Course Registrations	62,400	27,190	71,537	11,286	68,704	178,717	286%	Preliminary data for Q4 as data collection not complete. Q1 and Q2 numbers adjusted to account for addition of Algoma University, Saint-Paul University and University of Ottawa. Q4 includes Algoma University, Saint-Paul University and University of Ottawa.
Communities Served	800	807	807	807	807	807	101%	No strategies required.
Ontario Works Office Engagement	170	170	170	170	170	170	100%	No strategies required.
Ontario Works Clients Supported	175	74	83	77	75	309	178%	No strategies required.
Registrations from Ontario Works Clients	1,500	213	398	381	472	1,464	98%	Focus on maximizing engagements with Ontario Works offices and reminding them of the availability of our services continues.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Mitigation Strategies
Employment Ontario Office Engagement	188	188	188	188	188	188	100%	No strategies required.
Employment Ontario Clients Supported	400	309	408	455	337	1,509	393%	No strategies required.
Registrations from Employment Ontario Clients	3,000	1,201	2,639	3,003	3,536	10,379	348%	No strategies required.
Calls to IT Technical Hotline	4,984	2,800	2,290	1,498	2,404	9,908	199%	No strategies required.
Calls to Student Information Hotline	6,480	1,927	1,321	1,031	1,468	5,747	89%	Overall call volumes lower due to absence of exam bookings that are coordinated through the Student Information Hotline.
Up time on distance delivery platforms	95%	99.7%	98.0%	97.8%	98.2%	98.4% (average of Q1-Q4)	104%	No strategies required.

Outcome - Performance Indicator	2020-2021 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year	Mitigation Strategies
Educational Partner Information Sessions (formerly Targeted Recruitment Campaigns)	65	39	31	18	11	99	151%	No strategies required.
Users of Portals	238,465	131,466	79,861	68,972	96,850	376,159	157%	No strategies required.
Pageviews on Portals	708,398	372,278	243,369	240,853	325,408	1,181,908	167%	No strategies required.

Section 5 – Q4 2020-2021 Financial Report (Unaudited)

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

	Budget	Year-to-Date Actual	Variance	% Var
Revenue				
Base Grant	$ 9,877,443	$ 9,877,443	$ -	
Total Revenue	$ 9,877,443	$ 9,877,443	$ -	0%
Expenditures				
Recruitment & Student Services				
Regional Services and Online Learning Centres	$ 3,871,903	$ 3,551,151	$ (320,752)	-8%
Recruitment & Marketing	587,203	790,788	203,585	35%
Statistics Collection & Reporting	247,479	173,884	(73,595)	-30%
Student Information Hotline	195,374	209,446	14,072	7%
Central Support Services	182,195	196,516	14,321	8%
Special Support Project (COVID)	-	192,866	192,866	
Travel (direct)	337,900	60,015	(277,885)	-82%
Total Recruitment & Student Services	$ 5,422,054	$ 5,174,665	$ (247,389)	-5%
Information Technology (IT) & Web Services				
IT & Web Services Department	$ 1,642,410	$ 1,883,035	240,625	15%
Telecommunications	163,239	211,771	48,532	30%
Travel (direct)	71,800	30	(71,770)	-100%
Total Information Technology (IT) & Web Services	$ 1,877,449	$ 2,094,836	$ 217,387	12%
Operations Support Services				
Regional Operations Centres	$ 876,007	$ 852,132	$ (23,875)	-3%
COVID Supplies/Additional Cleaning	-	161,196	161,196	
e-Learning Support Services	95,739	98,914	3,175	3%
CRM Data Integrity & Training	184,300	204,403	20,103	11%
Travel (direct)	10,100	18	(10,082)	-100%
Total Operations Support Services	$ 1,166,146	$ 1,316,662	$ 150,516	13%
Governance & Administration				
Financial Services	$ 292,584	$ 281,741	$ (10,843)	-4%
Human Resources Services	329,219	300,187	(29,032)	-9%
Governance & CEO	296,017	289,793	(6,224)	-2%
Travel & Hospitlity (indirect)	68,000	19,551	(48,449)	-71%
Total Governance & Administration	$ 985,820	$ 891,272	$ (94,548)	-10%
Capital				
Computer and Laptop Renewal	$ 110,000	$ 185,335	$ 75,335	68%
Expenses to Equip Home Offices for Staff (COVID)		$ 94,224	94,224	
Additional Adobe Connect Licensing (COVID)		$ 120,429	120,429	
CRM Replacement Phase 2A	$ 150,000	$ -	(150,000)	-100%
Fibre Connectivity	$ 21,600	$ -	(21,600)	-100%
Videoconference equipment renewal	$ 144,374	$ -	(144,374)	-100%
Total Capital	$ 425,974	$ 399,988	$ (25,986)	-6%
Total Expenditures	$ 9,877,443	$ 9,877,423	$ (19)	
Surplus or (shortfall)	$ -	$ 20	$ 19	
Interest Earned on TP Funds (only required at year end)		13,926		
Funds received on Disposal of Assets		0		
Total Due to (from) Province		13,946		

Note

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

Appendix A – Requests for Services Snapshot

Summary of Contact North | Contact Nord Request for Services							
Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2020-2021	Source of Data
Requests Responded to at Online Learning Centres and Operations Centres							
Exam Invigilations *	Number of exams invigilated at online learning centres and Operations Centres.	1,206	15	78	34	1,333	CN | CN CRM
Student Interactions	Number of student appointments recorded by Online Learning Recruitment Officers and Student Recruitment & Services Representatives in the CRM to provide information, present study options, provide orientations, provide referrals, follow-ups on information provided.	51,692	55,064	51,421	53,978	212,155	CN | CN CRM
Influencer Interactions	Number of influencer appointments recorded by Online Learning Recruitment Officers in the CRM such as presentations to groups of prospective students, information sessions with prospective referral partners, and networking events.	2,702	1,979	2,964	3,630	11,275	CN | CN CRM
Course Work Appointments **	Number of appointments for students to use computers and Internet access at online learning centres to complete their coursework and use of web conferencing, videoconferencing and audioconferencing platforms to connect to their courses.	0	512	517	18	1,047	CN | CN CRM
Inquiries at Online Learning Centres	Number of telephone calls, e-mails, walk-ins and mail-ins received at the online learning centres requesting a service not recorded under one of the other categories in the CRM.	3,039	2,780	2,076	2,621	10,516	Internal Tracking
Sub Total		58,639	60,350	57,056	60,281	236,326	

Requests Responded to Centrally							
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,927	1,321	1,031	1,468	5,747	Internal Tracking
Online Booking Tool (OBT) Bookings for the Use of Web Conferencing, Videoconferencing and Audioconferencing Platforms and Requests for Changes to Bookings	The number of bookings for the use of CN | CN's 3 distance delivery platforms (web conferencing, videoconferencing and audioconferencing) by education and training providers and the number of changes to bookings processed.	1,321	4,169	2,278	2,140	9,908	CN | CN OBT
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	2,800	2,290	1,498	2,404	8,992	Bell Canada Call Tracking
Educational Partner Information Sessions (formerly Targeted Recruitment Campaigns)	Number of targeted recruitment campaigns undertaken by CN | CN to generate awareness of, and registrations in, specific online programs and courses for public colleges and universities. Campaigns executed by Online Learning Recruitment Officers in communities across Ontario for one month with detailed reports submitted to college or university partner.	39	31	18	11	99	Internal Tracking
Requests for Instructor Training	Number of requests received for web conferencing training for instructors at colleges, universities, Indigenous institutes, school boards, literacy and basic skills providers and other training providers.	178	98	57	21	354	Internal Tracking
	Sub Total	6,265	7,909	4,882	6,044	25,100	

Requests Responded to via Portals							
Pageviews 1	Number of unique views of pages on studyonline.ca/etudiezenligne.ca providing services to students and prospective students such as requesting information on programs or courses through a search in the database, information on services available at online learning centres/where they are located or information on support services from colleges and universities. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	307,406	200,473	198,526	325,408	1,031,813	Google Analytics
Pageviews 2	Number of unique views to pages on e-channel.ca providing services to students and prospective students such as requesting information on programs or courses through a search, information on services available at online learning centres/where they are located or information on support services from literacy and basic skills providers. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	10,557	9,489	9,297	10,863	40,206	Google Analytics
	Sub Total	317,963	209,962	207,823	336,271	1,072,019	
	Total Requests for Services	382,867	278,221	269,761	402,596	1,333,445	
		% of Target of 917,555 at 100% of Fiscal Year				145%	

* Q1 Exam Invigilations are all for the Ministry of the Solicitor General completed by Adobe Connect. Q2, Q3 and Q4 represents exam invigilations at reopened online learning centres.
** Coursework appointments reflect only the reopened online learning centres.

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

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Number of Requests
BA in Human Resources in French	Program	Asynchronous	N/A	University	French	1
Biotechnology	Program	Asynchronous	N/A	College	English	1
Civil Engineering	Program	Asynchronous	N/A	University	English	1
Health & Society online	Program		N/A	University	English	1
Master Science Project Management	Program		N/A	University	English	1
Neuroscience	Program	Asynchronous	N/A	University	English	1
Personal Support Worker International	Program	Asynchronous	N/A	College	English	1
Pharmacy Technician	Program	Asynchronous	N/A	College	English	1
PHD Engineering	Program	Blended	Full-Time	University	English	1
Physiotherapist Assistant (52 weeks or less)	Program	Asynchronous	Full-Time	College	English	1
Speech Therapy/Speech Language Pathology	Program	Asynchronous	N/A	University	English	1
Real Estate Investment Courses	Course	Asynchronous	N/A	College	English	1
						12

Appendix C – Social Media Reports

Social Media Quarterly Report – Jan - Mar, 2021

Impressions Breakdown

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

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

Note: Less advertising on Instagram in 2021.

Impressions by social media platform

24798
27714
60985
283682

■ Facebook ■ Twitter ■ LinkedIn ■ Intagram ■
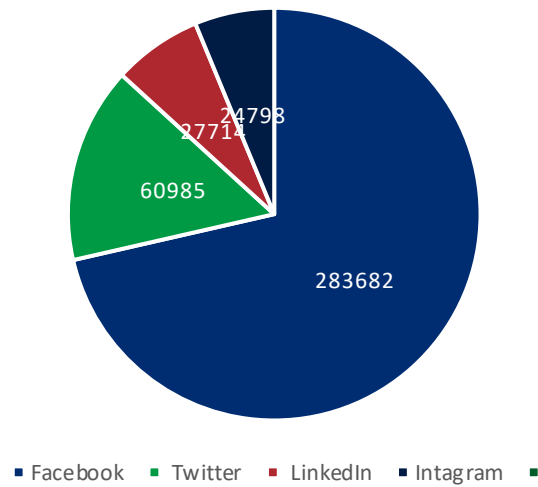
Quarterly impressions comparison
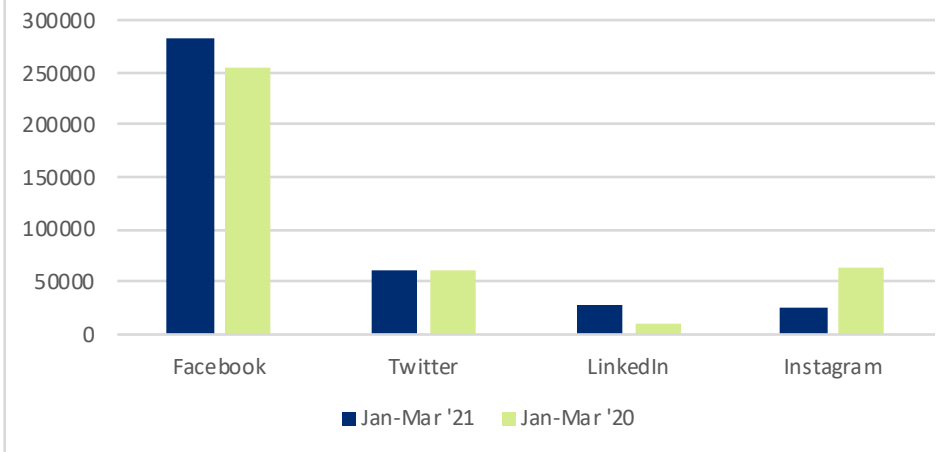
■ Jan-Mar '21 ■ Jan-Mar '20

Follower Growth

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

Follower Growth/Decline

Followers by social media type
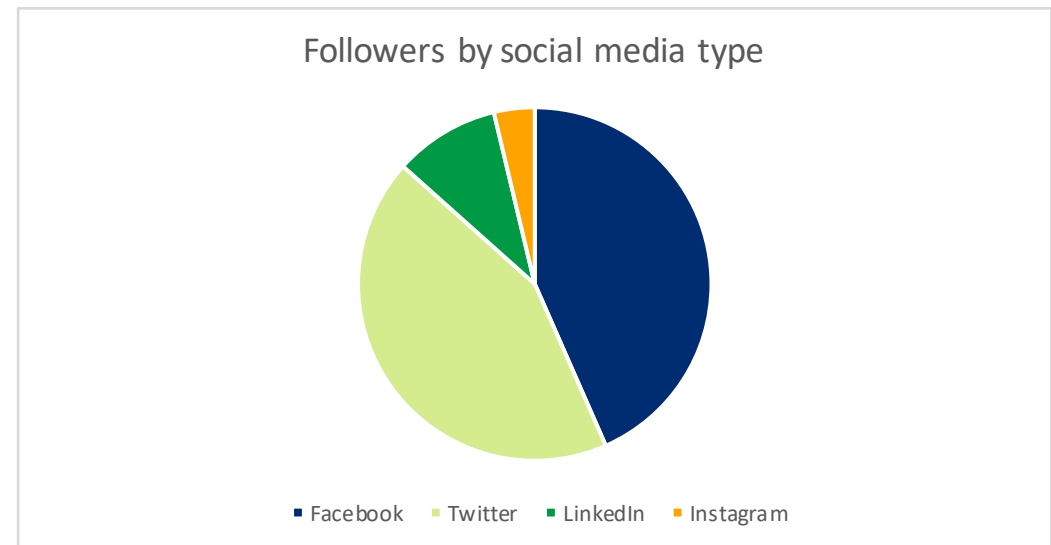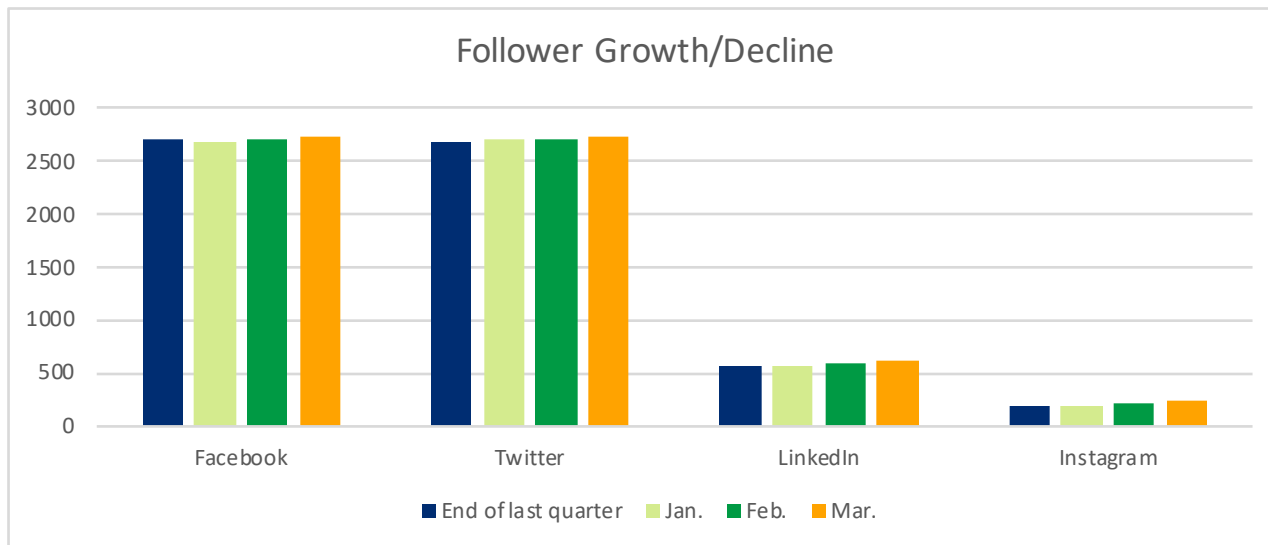
Number of posts

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

Number of posts - 3rd quarter comparison

Engagement statistics

Likes/reactions

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

Note: Less advertising in 2021 meant less engagement overall.
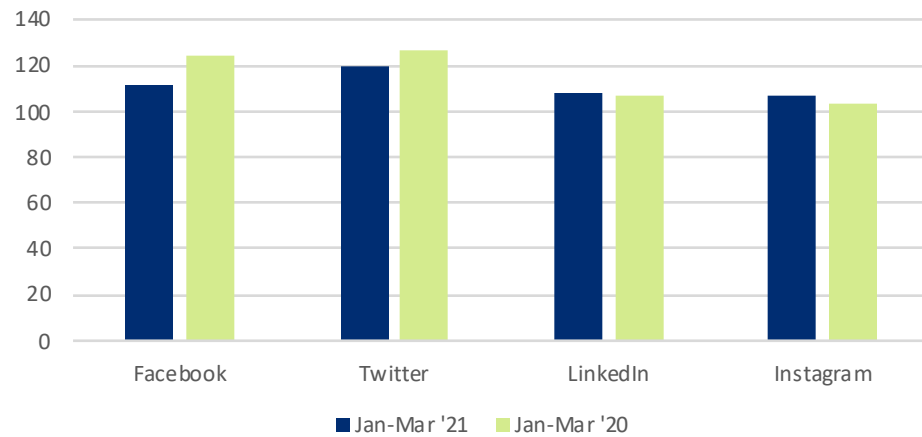
Engagement statistics - 3rd quarter comparison
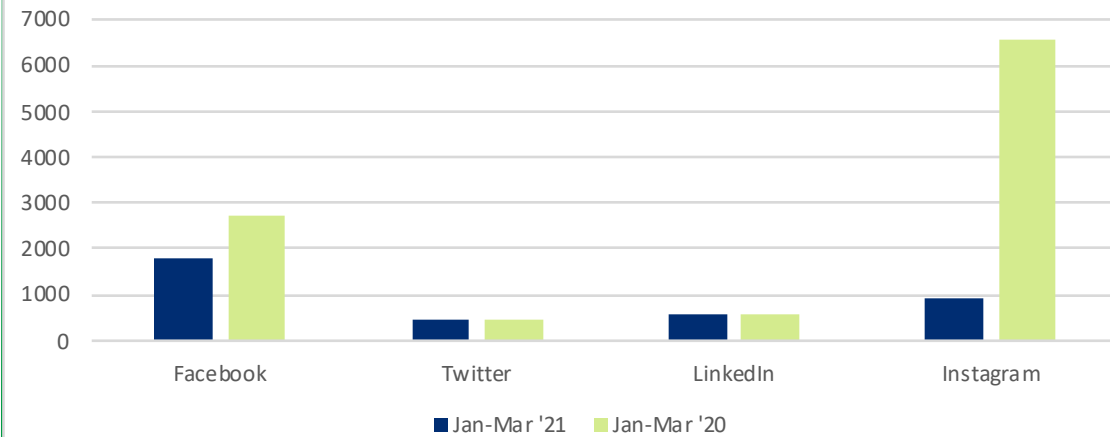
Appendix D – List of Communities Served

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Community Name	Online Learning Centre	Region
Smooth Rock Falls	Smooth Rock Falls	Northeast Region
Sombra	Wallaceburg	Southwest Region
South Bay Mouth	M'Chigeeng First Nation	North Central Region
South Baymouth	M'Chigeeng First Nation	North Central Region
South Bruce Peninsula	Kincardine	South Central Region
South Glengarry	Cornwall	Southeast Region
South Lancaster	Cornwall	Southeast Region
South Porcupine	South Porcupine	Northeast Region
South River	South River	North Central Region
Southampton	Kincardine	South Central Region
Spanish	Serpent River First Nation	North Central Region
Sparta	St. Thomas	Southwest Region
Spencerville	Cornwall	Southeast Region
Spragge	Serpent River First Nation	North Central Region
Springbrook	Madoc	Southeast Region
Springfield	St. Thomas	Southwest Region
Sprucedale	South River	North Central Region
St. Andrews	Cornwall	Southeast Region
St. Catharines	St. Catharines	South Central Region
St. Charles	St. Charles	North Central Region
St. Elmo	Bracebridge	Southeast Region
St. Isidore	Hawkesbury	Southeast Region
St. Jacobs	Woodstock	Southwest Region
St. Joseph	Sault Ste. Marie	North Central Region
St. Marys	Clinton	Southwest Region
St. Thomas	St. Thomas	Southwest Region
St-Albert	Hawkesbury	Southeast Region
Stayner	Shelburne	South Central Region
St-Eugène	Hawkesbury	Southeast Region
Stirling	Madoc	Southeast Region
Stirling Falls	South River	North Central Region
Stonecliffe	Mattawa	North Central Region
Stoney Creek	St. Catharines	South Central Region
Stoney Point	Windsor	Southwest Region
Straffordville	St. Thomas	Southwest Region
Stratford	Clinton	Southwest Region
Strathroy	St. Thomas	Southwest Region

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

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

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