



## ANNUAL OPERATIONAL PLAN 2009-2010 RESULTS HIGHLIGHTS AND SUMMARY

The purpose of the *Annual Operating Plan (AOP) Highlights and Summary* is to provide an overview of the College's successes and challenges of the 2009-2010 academic year. The complete Results Report is available, which details the specific outcomes and strategies that guided the College's campuses and services in our continuous efforts to enhance *Student Success* and *Institutional Success*.

Champlain Regional College is the only English language college with multiple campuses serving three administrative regions: the Montérégie (16), the Estrie (05), and the Capitale-Nationale (03). The Québec Government defines the College as a single corporate entity, which the Board of Governors respects when dealing with issues of governance and finance. However, one of the College's greatest strengths is the Board's appreciation for each campus' distinct culture and traditions, and recognition of their unique circumstances and needs.

### Results Highlights

#### **College-Wide Services:**

- **New Director of Studies:** A College-wide consultation led to the development of a new profile for the position, and after a rigorous selection process, on May 31<sup>st</sup>, 2010, Mr. Christian Corno was named the new Director of Studies.
- **Academic Management System:** Ensuring services to our students is always a top priority, and to ensure that we can continue to provide efficient and effective services, Champlain launched a new Academic Management System in June 2010.
- **College Governance:** The Government of Québec tabled Law 44, which proposed significant changes in college governance, including a model for "regional colleges" that would have dramatically affected Champlain. After carefully and thoughtfully expressing our concerns to the Minister, the College was heard and the proposed law modified.
- **Human Resources Policy & Practices:** In recognition of the importance of the recruitment and orientation of the College personnel, these policies were renewed. This was accompanied by a new "Behavioural" approach to selection.
- **Infrastructure and Capital Investment:** With the focus remaining on improving student services, the College invested with the assistance of the Québec government \$6.5 million in renovations and the development of new facilities.

#### **Champlain - Lennoxville: (Estrie)**

- **New Nursing Program:** The new Lennoxville Nursing Program was authorized by the Minister in the spring 2009, and with a tremendous amount of work it is ready to accept students for the start of the 2010-2011 academic year.
- **New Nursing Laboratories:** The new programs necessitated the building of new laboratories, which were completed with state-of-the-art equipment to ensure our students will have experience with the most current technology possible.
- **Johnson Building Laboratories Renovations:** Also with the intent of providing our students with current laboratory technology, science labs across the college were renewed. However, given the age of the Johnson Building this proved to be particularly challenging for the Lennoxville Campus.

- **Program Revision:** The CALL Program– Languages (500.AD) received a major revision to revitalize the program and respond to the changing needs of students interested in modern languages, leaning more towards education and translation.
- **Integration of New Faculty:** While new teachers are specialists in their areas they do not always have a strong pedagogical background. A new Faculty Integration Program was developed with funds from the *Québec-Canada Entente*.

#### **Champlain - St. Lambert: (Montérégie)**

- **Authorization of a New Nursing Program:** With the unanimous support of all the colleges in the Montérégie a Nursing Program designed to serve the English community of Montreal's south shore was authorized and will offer a DEC starting in August 2011.
- **Online Information Literacy Tools:** Technology is only as valuable as our capacity to use it effectively. With this in mind, the Library Services produced online tools to encourage and develop student information literacy.
- **Recognition of Acquired Competencies (RAC):** Essential to responding to industry demands is the capacity to recognize prior experience. In response to local needs, the Continuing Education Services launched the RAC for the Transportation and Logistics AEC (Attestation des études collégiales).
- **Development of new AECs:** Continuing Education Services continues to respond to local needs through the development of new AECs in *Special Care Counselling* and *Small Business Excellence*.
- **St. Lambert Intercultural Community Campus:** The College has signed a *Memorandum of Understanding* (MOU) with Tewaohni'saktha, the Kahnawake Economic Development Office, as a next step in the Campus development project.

#### **Champlain - St. Lawrence: (Capitale-Nationale)**

- **The Online "Gator Project":** In an effort to provide for top students that are exceptional athletes, the *Online "Gator Project"* provides a hybrid program that combines intensive in class sessions complemented by online distance education while our athletes are in Florida. This extremely successful program uses an innovative approach, which is appreciated by our students and staff.
- **Attracting Strong Students:** As a college that provides the only education in English in the Québec City area, combined with quality and innovative programming, St. Lawrence continues to attract very strong students.
- **Graduating Students Recognized for Excellence:** Our graduates continue to be accepted in some of the most competitive programs in the country.
- **English Community Amphitheatre Project:** The strong community support for our amphitheatre project has been remarkable. Consequently, more than ever we feel that we have the "wind in our sails".
- **In the News:** The hard work creating contacts in the local media has meant that Champlain – St. Lawrence is often in the news. The articles have all been very positive, giving us wonderful exposure.
- **Creation of an AAA Hockey League:** The creation of the new college AAA hockey league is the result of the work done at St. Lawrence. Clearly, without St. Lawrence, there would be no college hockey. The arguments we presented to the Minister of Education concerning student success and athletes helped us receive a \$50,000 grant for each team in our league.



## ANNUAL OPERATIONAL PLAN 2009-2010: RESULTS SUMMARY

### STUDENT SUCCESS

#### PRIORITY 1: FACILITATING AND ENHANCING STUDENT SUCCESS

##### Outcome 1.1: Students graduate from their programs within a reasonable period of time.

1.1.1: Assist students in meeting the academic demands of college-level studies.

##### Key Results & Achievements: Specific Subject Workshops & Tutoring

###### Lennoxville:

- Course completion rates for students engaged in Math 416 workshop: Target: 80%, Achieved: 71% (FR-2)
- Number of students who use course-specific peer tutoring workshops: Fall Achieved: 295, Winter Achieved: 141
- Usage rates for the English-Language Reading & Writing Workshop: Fall Target: 75% of hours available used, Achieved: 100%; Winter Target: 75% of hours available, Achieved: 100%

###### St. Lambert:

- Percentage of students requesting services that have access to tutorials: Target: 100%, Achieved: 100% (FR-2)

###### St. Lawrence:

- Course completion rates for students engaged in Math 416 workshop: Target: 80%, Achieved: 100%
- Percentage of students requesting services that have access to tutorials: Target: 100%, Achieved: 100% (FR-2)
- Percentage of identified potential Bylaw 8 students at mid-term, do not become Bylaw 8: Target: 20%, Achieved: 84% (FR-2)

##### Key Results & Achievements: Support for Language-Learning

**General Note:** Particular efforts were aimed at improvements to language labs.

###### Lennoxville:

- Percentage of students' experiencing academic success in French. Target: 80%, Achieved: 82% (FR-2)
- Percentage of students' experiencing academic success in 100, 101, and 102 level French courses. (FR-2)

###### St. Lambert:

- Percentage of students' experiencing academic success in French. Target: 80%, Achieved: 90.1%

###### St. Lawrence:

- Percentage of students' experiencing academic success in French Target: 80%, Achieved: 95.5% (FR-2)

##### Key Results & Achievements: Maintain Level of Academic Advising

###### Lennoxville & St. Lambert:

- Both campuses are ensuring that access to academic advising is meeting students' needs, for the most part this means maintaining current levels. (FR-2)

###### Lennoxville:

- Retention rate of students with special learning needs. Benchmark - Target: 60%, Achieved: 82.3% (FR-2)
- Course completion rates for students with diagnosed special learning needs. Benchmark - Target: 60%, Achieved: 76%. (FR-2)

###### St. Lambert:

- Students' with diagnosed special learning needs level of agreement that the supports provided by the college assisted in their success. Target: 90%, Achieved: 100%
- Retention rate: Target: (Based on 1% of stud. Pop.) Target: 28 students, Achieved: 48 students (FR-2)
- Graduation rate: Target: 25% increase, Achieved: 30% increase (FR-2)

###### St. Lawrence:

- Students' with diagnosed special learning needs level of agreement that the supports provided by the college assisted in their success. Target: 90%, Achieved: 95%
- Retention of students with diagnosed special learning needs. Benchmark - Target: 60%, Achieved: 88% (FR-2)
- Percentage of students with diagnosed special learning needs that do not become Bylaw 8: Target: 50%, Achieved: 88%
- Graduation rate for students with special needs: Target: 25%, Achieved: 100% of the qualified students graduated. (FR-2)

1.1.1 Assist students in meeting the academic demands of college-level studies. (continued)

**Key Results & Achievements: Improving Information Literacy Skills**  
**General Note:** Efforts focused on development of tools and on-line research skills.

**St. Lambert:**

- On-line research tools available to teachers and students.
- Information literacy tools (e.g. copyright and plagiarism guides) available to teachers and students.
- Percentage of students using new resources: Benchmark - Target: 10%, Achieved: 5% (FR-2)
- Number of courses integrating new resources: Benchmark - Target: 2 courses/60-70 students, Achieved: 6 courses/180 students (FR-2)
- Number of workshops offered to faculty: Target: 1 workshop /10 faculty, Achieved: 1 workshops/ 6 faculty (FR-2)
- Number of workshops offered to students: Target: 1 workshop /40 students, Achieved: 1 workshops/ 180 students. (FR-2)

1.1.2 Assist students in meeting the non-academic demands of college-level studies.

**Key Results & Achievements: Maintaining Psychological Services**

**All Campuses:**

- Campuses are ensuring that access to psychological services is meeting students' needs, for the most part this means maintaining current levels.

**Key Results & Achievements: Career Counselling Services**

**Lennoxville:**

- Number of students who used *Career Cruising*. Target: 30% of student population, Achieved (extrapolating from monthly usage data): Fall 11%, Winter 28% (FR-2)
- Increase in number of students who used *Career Cruising*. In 2008-2009, 163 separate logins were registered. In 2009-2010, 355 were registered, more than a 2-fold increase in usage. (FR-2)

**St. Lambert:**

- Percentage of student requests for career counselling which are met. Target: 80%, Achieved: 90%

**St. Lawrence:**

- Percentage of students receiving services who agree that the services helped them: Target: 80%, Achieved: 93% (FR-2)

1.1.3: Facilitate and sustain student integration into the college community.

**Key Results & Achievements: Participation in Student Activities**

**Lennoxville:**

- Level of student participation in voluntary on-line surveys related to positive manifestations of "School Spirit": Target: 10%, Achieved: 34.5%
- Percentage of students participating in animation activities during co-curricular. Target: #30 students average, Achieved: Fall 44 students/activity; Winter 122 students/activity
- Number of "Cougar Ambassadors" (student volunteers) and corresponding level of participation in college-activities. Target: #30, Achieved: #30

**St. Lambert:**

- Number of students that are involved in student engagement projects annually. Target: #25, Achieved: #58 (FR-2)
- Number of projects that are launched during 2009-2010. Target: #3, Achieved: #3 (FR-2)
- Number of projects developed that are sustainable. Target: #2-4, Achieved: #3 (FR-2)

**St. Lawrence:**

- The rate of retention by program. On average - Target: 70%, Achieved: 80%

1.1.4: Assess and recognize students' prior learning achievements.

**Key Results & Achievements: Recognition of Acquired Competencies (RAC)**

**St. Lambert:**

- Resource person available to guide RAC process.
- Support tools available (website, mentorship, etc.).
- Number of companies supporting the process: Target: #3-4, Achieved: #1
- 5 people in the first year and 10 in the second register for the RAC program: Year 1: Target: #5, Achieved: #8

**Outcome 1.2: Students assume ownership of their own learning and development.**

1.2.1: Facilitate student development of the skills, strategies, and knowledge necessary for assuming ownership of their learning and development.

**Key Challenges: Definition of "Student Ownership"**

**Director of Studies:**

- It became evident that the notion of "student ownership" was problematic for many campuses, therefore the Academic Leadership Team suggested that this general strategy be changed for 2010-2011 to:  
*The College develops student centered environments and practices.*

**Key Results & Achievements: Students Accessing Information re Services and Supports**

**Lennoxville:**

- Percentage of student population open MIO messages regarding support services available to them. Target: 75%, Achieved: Student Services-related messages ranged from 72 - 82.5%; Residence-related materials range from 50 – 75%

**St. Lambert:**

- Number of students accessing the information: Target: #1,200 (all new students), Achieved: #1,200

**St. Lawrence:**

- Percentage of student population that are accessing information on a regular basis. On Average: Target: 80%, Achieved: 98%

1.2.2 Shape learning environments and experiences to facilitate and encourage student ownership of their learning and development.

**Key Results & Achievements: Learning Technologies Available to Students and Teachers**

**All Campuses:**

- New technologies are being explored to respond to the specific learning needs and styles of students.

**Lennoxville:**

- Percentage of faculty that take part in the training offered by the Education Advisor: Target: 90%, Achieved: 56% (58 faculty out of total complement)

**St. Lambert:**

- Percentage of faculty using the various learning technologies: Target: 25%, Achieved: 64% (FR-2)
- Percentage of faculty using the new technology that agrees or strongly agrees that support provided by the College has improved their capacity to use technology: Target: 75%, Achieved: 80%

**St. Lawrence:**

- The level of users' agreement that the new technology is helpful: Target: 90%, Achieved: 95%

1.2.3: Provide opportunities for students to develop and demonstrate expertise in areas of interest to them.

**Key Results & Achievements: Student Involvement in Community**

**All Campuses:**

- Students have been invited to pedagogical day activities to engage with faculty, staff, and administration.
- In all instances, those that participated expressed appreciation for the opportunity to exchange and be heard.

**St. Lambert:**

- Number of students that are involved in Sustainability Programs in the first year: Target: #25, Achieved: #23 (FR-2)

**St. Lawrence:**

- Strong staff and student participation in Community Activity Day: Target: #40 Staff and #250 Students, Achieved: #20 Staff and #388 Students

1.2.4: Involve students in the decision-making affecting their learning.

**Key Challenges & Anticipated Actions: Participation in College-wide Committees**

**Director of Studies' Office:**

- This outcome focuses on student participation in campus and college-wide committees. The reality is that this is already operational based on law, regulation, policy, and local practice, and therefore does not need to be part of the AOP.

**Outcome 1.3: Faculty and staff have the skills and resources they need to support and enhance student success.**

1.3.1: Facilitate the pedagogical development of faculty in the Regular Day sector.

**Key Results & Achievements: Faculty Development – Teacher Induction**

**All Campuses:**

- Each campus has a new teacher induction program tailored to the needs of its teachers. Participation of new teachers across the campuses differs with as much as 100% participation.

**Director of Studies' Office:**

- A "Wiki" has been set-up for the Education Advisors to share information.

1.3.2 Develop faculty and staff understanding of the characteristics and abilities of entering students in the Regular Day sector.

**Key Results & Achievements: Faculty Development - Professional Development**

**All Campuses:**

- Each campus has provided their faculty with information and professional development on pedagogical days.

**Director General's Office:**

- Support provincial initiatives to facilitate the transition from high school to college.
- Number of participants in the LCEEQ Transition Conference. Target 3 Campuses, 9 participants; Achieved 3 Campuses, 9 participants.

1.3.3: Provide the campuses with references and resource materials related to student success.

**Key Results & Achievements: References and Resources re Student Success**

**Director of Studies' Office:**

- Additional resource materials for the campus *Student Success Libraries* have been provided.

**Key Challenges & Anticipated Actions: Communication - Sharing Information re Student Success**

**Director of Studies' Office:**

- With the departure of the Director of Studies, this outcome was not achieved. However, the Academic Leadership Team (ALT) is committed to finding ways to share information across campuses, and has included this outcome in the 2010-2011 AOP.

1.3.4: Provide faculty and staff with information technology that enhances their ability to facilitate student success.

**Key Results & Achievements: Faculty Training – Use of New Academic System (Skytech System)**

**Lennoxville:**

- Percentage of staff and faculty that participated in at least one Omnivox training. Target: 100%, Achieved: 56% (FR-3)

**St. Lawrence:**

- Skytech technology is being used with a high degree of user satisfaction. (FR-3)

**Key Challenges & Anticipated Actions: Faculty Training – Use of New Academic System (Skytech System)**

**College-Wide:**

- The transition from "in-house" programs to the "out-sourced" Skytech systems has taken considerably more time than anticipated, and full implementation is not expected until the fall 2010 semester. Therefore, training will continue into the new academic year.

**Outcome 1.4: The effectiveness of measures for facilitating and enhancing student success is systematically evaluated on a regular basis.**

1.4.1: Evaluate the effectiveness of current student success measures using available resources.

**Key Challenges & Anticipated Actions: Student Success – Inventory of Initiatives**

**Director of Studies' Office:**

- After a discussion by the Academic Leadership Team it was decided that this outcome was premature and may be looked at in the future once the value of such a tool is assessed.

1.4.2 Develop College capacity to systematically and meaningfully evaluate the effectiveness of student success measures.

**Key Challenges & Anticipated Actions: Student Success – Evaluation of Initiatives**

**Director of Studies' Office:**

- After a discussion by the Academic Leadership Team it was decided that this outcome was premature and may be looked at in the future.

1.4.3: Develop College capacity to understand the factors influencing the success of our students.

**Key Results & Achievements: Student Success – Student Survey**

**Director of Studies' Office:**

- All campuses now have access to the student survey “Help Us Get to Know You”, which provides background information that can be helpful in developing appropriate services.

**Key Challenges & Anticipated Actions: Student Success – Student Survey**

**Director of Studies' Office:**

- Implementation of the survey will be done with the fall 2010 students and then it will be important to determine how the results can be used to adjust services.

**Outcome 1.5: Measures for facilitating and enhancing student success are continuously being improved.**

1.5.1: Increase experimentation and innovation in measures to facilitate and enhance student success.

**Key Challenges & Anticipated Actions: Student Success – Encourage Innovation**

**Director of Studies' Office:**

- The intent of this outcome was to reward innovative Student Success initiatives by faculty on all three campuses and continuing education centers. Given that student success is the primary mission of the College and innovative initiatives and projects are already occurring and being supported in each campus, the Academic Leadership Team is questioning the value of this outcome given that it is already operational.

1.5.2 Facilitate communication and collaboration on student success issues throughout the College.

**Key Challenges & Anticipated Actions: Student Success – College-wide Conference**

**Director of Studies' Office:**

- After a discussion by the Academic Leadership Team it was decided that this outcome was premature. However, a simplified approach beginning with a sharing within the Academic Leadership Team has been included in the 2010-2011 AOP.

1.5.3: Work with faculty and staff in the continued development of campus definitions of student success in the Regular Day sector.

**Key Results & Achievements:**

**St. Lambert:**

- The campus has engaged in collective conversation during the pedagogical days and data is being collected.

**Key Challenges & Anticipated Actions:**

**St. Lambert:**

- Complete the process and develop the campus definition of “student success”. (1.5.3.1)

1.5.4: Promote student success initiatives in external forums.

**Key Results & Achievements: Faculty – Training and Recognition**

- Faculty participated actively in various forums, including the AQPC Convention where all three campuses contributed through four different presentations, and two faculty received Teaching Excellence Awards.



## INSTITUTIONAL SUCCESS

### PRIORITY 2: FACILITATING AND ENHANCING INSTITUTIONAL SUCCESS

#### Outcome 2.1: The Board of Governors has the information it needs to exercise effective governance.

2.1.1: Provide the Board of Governors with the information and tools it needs to be effective.

##### Key Results & Achievements: Board of Governors – Facilitate Informed Decision-Making

###### Director General's Office & Secretary General:

- This year the focus was on the proposed Law 44 concerning College Governance, Board Members were provided with a summary of the proposed changes and provided an opportunity to discuss the impact.
  - 100% of Board members agreed or strongly agreed that the document was clear.
  - 75% of Board members agreed or strongly agreed that the document provided enough information to facilitate discussion and that there was enough opportunity to discuss the changes; and
  - 100% of Board members agreed or strongly agreed that they were given the opportunity to contribute to the Board decisions related to the changes.
- Board Members were provided with regular updates through email and Board Reports on College activities supporting our position with regard to Law 44, including: presentation to Government Education Commission, meetings with MNAs, and meetings with Government officials.
- As a result of the College's intervention, assurances were provided by the Minister's office that the regional model proposed in Law 44 would not be imposed on Champlain unless requested by the College.

#### Outcome 2.2: The College Strategic Action Plan continues to respond to the college community needs.

2.2.1 Ensure the ongoing development and revision of the College Strategic Action Plan (CSAP).

##### Key Results & Achievements: Strategic Planning – Evaluation of the 2004-2008 Plan

###### Director General's Office:

- The Evaluation Report was completed, approved by the Commission of Studies and the Board of Governors, and forwarded to the CEEC.
- An Action Plan has been put into place to respond to the recommendations. However, it should be noted that with the major changes that have been made in College planning processes and practices, many of the recommendations' proposed changes have already been implemented.

#### Outcome 2.3: The College is provided with dynamic human resource services.

2.3.1: Identify, develop, and implement appropriate policies and practices.

##### Key Results & Achievements: Human Resources – Key Policy Development

###### Human Resource Services:

- Two key Human Resource policies were approved by the Board of Governors after extensive consultation of the College stakeholders using the new *Administrative Framework for College Bylaw and Policy Development and Revision*:
  - *The Recruitment and Selection Policy*; and
  - *The Orientation and Integration Policy*.

##### Key Results & Achievements: Human Resources – Succession Planning

###### Human Resource Services:

- As the first step in the Succession Planning process, the whole management team was provided with professional development.

2.3.2: Develop routines and tools that will enhance operational capacity.

##### Key Results & Achievements: Crisis Management – Institutional Readiness

###### Administrative Services:

- Practical training has been provided for crisis management plans:
  - Lennoxville & St. Lambert Campuses used an external consultant; and
  - St. Lawrence decided to conduct an internal exercise.
- 100% of DGAC agrees that the College is ready to address an emergency, crisis, or pandemic.



**Outcome 2.4: The College promotes sustainable development and environmental stewardship (SD/ES).**

2.4.1: Identify College-wide initiatives that will promote sustainable development and environmental stewardship (SD/ES).

**Key Results & Achievements: Sustainable Development – Continuous Improvement**

**Administrative Services & Human Resources:**

- Campuses have completed their inventory.
- The *Annual Report* was a totally “green” effort this year.
- At the Sherbrooke site we have established a Green Committee, called STEPS.
- Best practices are being shared through the regular meetings of the College-wide finance and administration management team, FITTS.
- The College is now a member of AASHE.

**Lennoxville:**

- The Lennoxville campus has subscribed to the AASHE’s Star Program.

**St. Lambert:**

- Gaps between current campus practice and environmental benchmarks identified, an action plan produced, and benchmarks established.
- Students have produced a logo for the SD/ED plan.
- Program to support student projects is launched giving priority to projects which will be sustained after the students graduate.

**St. Lawrence:**

- Eco St-Lo group is very active and awarded Brundtland Green School Certification, with Student Association and Teacher Union support.
- Staffing plan includes environmental group support and Campus Management Team has identified “next steps” for the 2010-2011 AOP.

**Outcome 2.5: College-wide information technology (IT) systems and services enhance the College’s capacity to meet changing needs.**

2.5.1: Ensure administrative IT systems and services meet the changing needs of the College.

**Key Results & Achievements: Information Systems – Academic Management**

**Administrative Services:**

- The CLARA academic management modules of the Skytech system have been installed at each campus.
- Additional resources have been added to respond to the challenges of migrating student data to CLARA.
- All campuses on line by June 30<sup>th</sup> and preparations made for implementation in 2010-2011.

2.5.2: Ensure campus IT systems and services meet the changing needs of the Campus.

**Key Results & Achievements: Information Services - Planning**

**St. Lambert:**

- Inventory made of current campus needs with a focus on classroom needs, survey of faculty needs conducted.
- The *Campus IT Plan* in place and being implemented.
- Implementation of the Messaging in Omnivox (MIO) system complete. Target: the 1,200 new students using service in fall, Achieved 1,200.

**Outcome 2.6: The College commits the resources necessary to respond to administrative and technical change.**

2.6.1: Adjust the College’s accounting tools and practices to meet the new requirements.

**Key Results & Achievements: Management Systems**

**Administrative Services:**

- Most of the accounting reform changes will be completed by the end of the year. In February, a GAAP guide for Cégeps was provided by the MELS, and special training took place in March. There will be a few remaining elements that will be resolved in 2010-2011.

**Outcome 2.7: The College is exploring strategic opportunities to improve services to students.**

2.7.1: Explore opportunities for improvements to College programming and infrastructure.

**Key Results & Achievements: Infrastructure – Improvements**

**All Campuses:**

- All campuses have developed plans and made all the necessary preparations for the renovation and upgrading of their science labs for a total of more than \$3.5 million in renovations and equipment.

**Lennoxville:**

- The new Nursing Labs have been completed with state of the art equipment for an investment of \$830,000 in renovations and equipment.

**St. Lambert:**

- The 2<sup>nd</sup> phase of the library renovation that provides additional student space with wireless connectivity was completed with an investment of over \$650,000.

**St. Lawrence:**

- A major campus renovation of the ventilation system done in 2 phases for a total of \$1.5 million was completed.

**Special Note: This equals a total investment of over \$6.5 million in College infrastructure.**

**Key Results & Achievements: Programs & Infrastructure - Development**

**St. Lambert:**

- Year 2 of the Early Childhood Education (ECE) AEC was implemented: Target: 18 students, Achieved: 23 students.
- Year 2 of the Logistics and Transportation AEC was implemented: Target: 15 students, Achieved: 12 students.
- Second cohort of the Logistics and Transportation AEC is offered. Target: 15 students, Achieved: 29 students.
- The Small Business Excellence AEC is developed as a first step in the entrepreneurship suite of programs. (*Approval process to be conducted in Fall 2010*) **(FR-3)**
- Approval by the *Regroupement des Collèges de la Région du Montérégie* (RCRM) for the Special Care Counselling Program.
- Bus service provided through the partnership with RSB and NFSB between the Châteauguay Valley and Longueuil to transport professional education and technical education students.
- Major efforts made to advance the St. Lambert Intercultural Community Campus, including Memorandum of Understanding with Tewatohnhi'saktha, the Kahnawake Economic Development Office.

**St. Lawrence:**

- Campus expansion project was presented to Ministry officials and other key organizations with exceptional community support for the project received from variety of stakeholders.
- This project was accompanied by information provided to the Ministry regarding the "Devis Technique", which would provide additional funding for infrastructure.

**Outcome 2.8: Campuses are more visible to their communities through active outreach.**

2.8.2: Identify opportunities to exercise community leadership.

**Key Results & Achievements:**

**St. Lawrence:**

- Active participation in English community meetings.
- Support given to project with English Health Services with Jeffery Hale Hospital and St. Brigid's Home.

**Lennoxville:**

- Active participation in community meetings. (*e.g. Townshippers' Day and Township Community Search*)

**Please Note:**

For greater detail related to the *Annual Operational Plan 2009-2010 February 2010 Update*, please see the full working document available to Board Members either through Board Web Tools or by contacting the Director General's Office:

By email at: [bsuitor@champlaincollege.qc.ca](mailto:bsuitor@champlaincollege.qc.ca) or Calling: (819) 564-3600 Ext. 638