



**OntarioLearn**  
Colleges Working Together

2018 - 2019  
**Annual Report**



# OntarioLearn Partner Colleges

Algonquin College  
Cambrian College  
Canadore College  
Centennial College  
Collège Boréal  
Collège La Cité  
Conestoga College  
Confederation College  
Durham College  
Fanshawe College  
Fleming College  
George Brown College

Georgian College  
Humber College  
Lambton College  
Loyalist College  
Mohawk College  
Niagara College  
Northern College  
Sault College  
Seneca College  
Sheridan College  
St. Clair College  
St. Lawrence College



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## Mission

OntarioLearn is a consortium of colleges devoted to the development and delivery of high-quality, accessible, student-centred online learning opportunities.

## Vision Statement

OntarioLearn is a national leader in post-secondary online education. This leadership will be ensured by maintaining the highest standards of curriculum design and delivery, leveraging our award-winning cooperative model, and pursuing ever expanding markets.

# OntarioLearn Fast Facts

2018-2019



## Board implements Strategic and Operational Plans

- ✓ Responsive to market demand with programming expansion
- ✓ Introduced new policies and updated existing policies to support strategic directions
- ✓ Introduced a number of new business streams
- ✓ 80,278 course registrations achieved.

2017-2018



## Board Restructures

- ✓ The OntarioLearn Board of Directors restructures from 24 Directors to 9 to allow for a more strategic, responsive Board.
- ✓ A 24 member Management Committee is created with four new sub-committees.
- ✓ 76,050 course registrations achieved.

2016-2017



## Launches New Corporate Brand

- ✓ A new visual identity supported by brand guidelines is introduced.
- ✓ An updated website along with major upgrades to the portal are rolled out.
- ✓ The partnership with Ontario Colleges Libraries and Learning Centres is expanded.
- ✓ The Quality Matters™ Rubric to strengthen Quality Assurance is formally adopted.



## From the Chair

OntarioLearn reached great heights this year as the organization launched its new three-year Strategic Plan 2018-21. The new Strategic Plan will focus on three objectives which include innovative advancements in: [1] expanding the robust and sustainable business model, [2] enhancing digital strategies, and [2] exploring new diverse online learning opportunities. The Board of Directors were proud to share that the organization surpassed various milestones within its annual operational plan which are summarized within the Performance Highlights for 2018-19.

In addition to our progress within the newly implemented Strategic Plan, OntarioLearn has continued to enhance its commitment to quality assurance by engaging with multiple stakeholders in the creation of a collaborative program quality assurance policy and procedure. This new direction has enabled OntarioLearn to expand its course-based quality assurance process to collaborative programming by leveraging the expertise of individual college partners. This innovative design is a true testament to the organization's ongoing commitment to continuous improvement and cross-institutional collaboration.

This year's achievements includes a 5.6% enrollment growth in course registrations which are distributed across 619 part-time programs within the OntarioLearn portfolio. These individual course offerings and collaborative programs have provided students with a wealth of flexible learning options. We look forward to promoting further collaboration within the college sector as the higher education landscape continues to evolve.

I would like to thank our Executive Director, Susan Savoie, for her excellent leadership this year and extend sincere gratitude to all the Board of Directors and individual college representatives that participate in OntarioLearn. Your dedication to academic quality, student success, and collaboration has enabled OntarioLearn to reach its 24th year as an innovative leader in online learning.

We look forward to celebrating our 25th anniversary this coming year with new members and provincial colleagues.

**André Léger**  
Chair, OntarioLearn



# A Progressive Leader in Online Education

For 24 years, OntarioLearn has been a progressive leader in the collaborative sharing and delivering of quality online education. With over 1 million course enrollments since its inception in 1995, and a student retention rate close to 90%, OntarioLearn has proven it delivers what students want and need.

Comprised of all 24 Ontario Colleges, the consortium works as a synergistic, responsive, and dynamic group to develop and deliver flexible, demand-driven online learning. This partnership approach allows the colleges to optimize resources and deliver one of the largest inventories of high-quality online programs and courses in North America. The Board of Directors along with recommendations from a Management Committee consisting of representatives from each member institution provide OntarioLearn with leadership and oversight.

## Fostering Innovation

Work continued on a number of initiatives to advance access and enrich the online learning experience during the past year. This included introducing a number of new business streams, encouraging and supporting more online proctoring for exams, and introducing some new innovative programs such as an opportunity for completion of a Business Trades diploma and the Advanced Correctional Practices certificate. Some colleges adopted OER's in the courses they deliver.

## Inspiring Student Learning

OntarioLearn's commitment to continue advancing its resources has considerably elevated the online learning experience, offering students a rich environment in which to learn.

### Accessibility

OntarioLearn's collaborative model has given students (including those in rural and remote communities) access to an exceptionally large number of online courses and programs from across the province, leveraging what is available across the entire college system rather than an individual college. Students can access courses at any time from their home, office or elsewhere, at their convenience, and connect with their course facilitator and classmates who may be participating from anywhere in Ontario, Canada or internationally.

***"This course was very informative and easily manageable with a busy work schedule. I feel like I learned a lot and I am glad I took it. The course facilitator was very good to answer any questions and make everything clear."***

*Algonquin College Student, Winter 2019 OntarioLearn Student Survey*

## Flexibility

For some learners dealing with family and school schedules, employment hours, day-to-day obligations, or living in a rural or remote location, the flexibility of an online education offers a practical alternative to stringent on campus class timetables or a long commute to attend classes in person. In a Winter 2019, student survey, 55% indicated that their work schedule was the reason for choosing an online course and 31% said they preferred the online environment, and 29% said their family responsibilities made online learning ideal for them.

Another advantage for students is the frequent start dates of courses. In addition to the three traditional semester intakes in the fall, winter and spring, OntarioLearn offers a large number of courses at the start of every month throughout the year. The monthly intake option gives students greater flexibility to begin their courses at a time that suits their needs and the ability to complete a program at their own pace.

## Diversity

There are many reasons why students choose to learn online. OntarioLearn recognizes this and makes every reasonable effort to provide support to all learners. This includes students who are preparing for a career change or working toward completing their post-secondary education, and students who chose courses unavailable at their local college or who have unique needs that make travel to and from campus difficult.

## In a 2019 OntarioLearn Student Survey, respondents indicated that:

- ✓ 69% are employed while they study;
- ✓ 70% are female;
- ✓ 43% live too far from a college campus to attend in person or their local college didn't offer the course;
- ✓ 85% are enrolled to complete a certificate or diploma;
- ✓ 48% are in online courses related to previous post-secondary education or training;
- ✓ 32% are looking to change careers; and
- ✓ 20% are newcomers to Canada (within the last 10 years).

## Student Demographics

*\*2017 OntarioLearn Student Survey*

Age	Percentage
-20	7%
20-29	36%
30-39	25%
40-49	20%
50-59	10%
60+	2%

# The Consortium's Mandate

## How OntarioLearn Works

OntarioLearn operates as a virtual organization responsible for managing the infrastructure and course inventory of all online courses offered through the consortium. The partner colleges in the consortium can be either a host college or a registering college.

The host college owns the course content and delivers the course for the province. The host college's role is indispensable in making possible what OntarioLearn strives to achieve: providing in-demand, accessible, flexible, and high quality online courses to students.

***"Excellent facilitator. She set up the course in a really functional way. Excellent and relevant assignments."***

*Sault College Student, 2019 Winter OntarioLearn Student Survey*

The role of the host college is multi-faceted: designing, developing, and delivering online courses to be shared with the consortium's partner colleges. The host college is also responsible for course quality, maintenance, assigning the online course facilitator, and providing final grades.

A registering college identifies and chooses courses from the OntarioLearn course inventory to complement and add to their own list of online courses. This allows each college to expand their course offerings without the extra costs and resources to develop, schedule and maintain additional courses.

As a result of OntarioLearn's collaborative model, students can access all 1,533 courses available across the system, and register for their selected courses with the college of their choice.

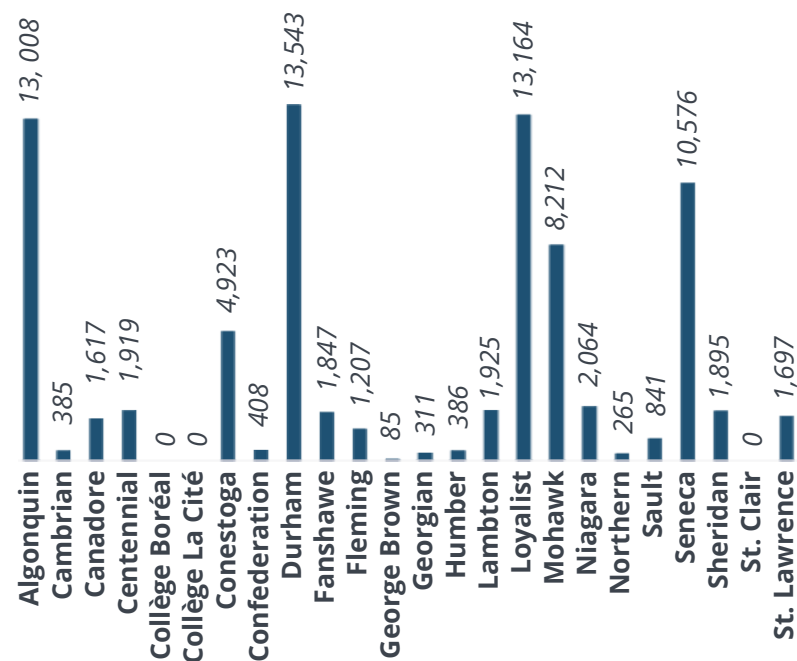
In addition to the course inventory, colleges collaborated in the development of fully online programs that meet the needs of students across the province. Twelve of these collaborative programs are now available to all colleges who wish to offer them. Quality Assurance policies and processes have been/ or are in the process of being developed to support program sharing in addition to course sharing.



## Intake Activity

OntarioLearn continues to offer courses not only each semester but on a monthly basis, giving students more flexibility in choosing when to begin their studies. As the chart below demonstrates, although the majority of course enrollment resulted from courses offered on a semester basis, monthly intake enrollments continue to account for close to 17% of the overall total enrollment for 2018-2019.

### 2018-2019 Hosting College Activity

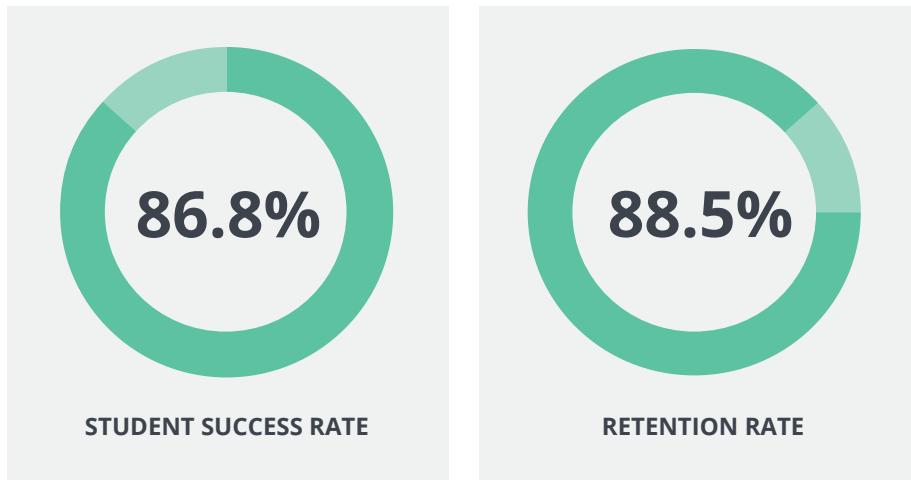


### Course Enrollment by Intake

Semester	Semester-Intake			Monthly Intake			Total 2018-19	
	Sections	Enrol.	% Enrol. Activity	# Sections	Enrol.	% Enrol. Activity	# Sections	Enrol.
Spring 2018	915	19,678	80.2	274	4,851	19.8	1,189	24,529
Fall 2018	945	22,488	83.2	236	4,531	16.8	1,181	27,019
Winter 2019	1001	24,531	85.4	215	4,119	14.6	1,216	28,730
<b>Total</b>	<b>2,861</b>	<b>66,697</b>	<b>83.1</b>	<b>725</b>	<b>13,581</b>	<b>16.9</b>	<b>3,586</b>	<b>80,278</b>

## Success Rates

The student success rate for OntarioLearn's online courses continues to show strong results. When adjusting to factor in attrition, the student success rate was 86.8%. The retention rate was 88.5%



## Rate Descriptions

**Success rate** is defined as the % of students who achieved a final grade "greater or equal to" the minimum pass rate for their course.

**Attrition rate** is defined as the % of students who officially withdrew from their course or did not complete the course and were assigned a grade of zero.

**Retention rate** is defined as the % of students who were assigned a final grade.

*"Very enlightening course and the flow of the topics/ lessons were easy and organized perfectly for online learning. The facilitator explained assignments easily and the material for every topic was relevant and very interesting and easy to follow. The assignments were clearly explained, and all the grading and feedback was great. I really enjoyed this course and the online format."*

*George Brown College Student, 2019 Winter OntarioLearn Student Survey*

# Performance Highlights

## Key Objective

### Marketing and Strategic Enrolment Committee

To help promote OntarioLearn to internal and external stakeholders.

## Achievement

- ✓ Produced new, editable infographic explaining overall benefits for colleges participating in OntarioLearn for internal use
- ✓ Submitted draft Marketing Plan
- ✓ Follow-up with each college to confirm programs of study within each collaborative program and ensuring all are aware of the availability of complete programs

## Key Objective

### Pathways, Partnerships, Program

To ensure quality assurance policies and processes updated for courses and established for collaborative programs.

## Achievement

- ✓ Reviewed current QA processes
- ✓ Input and feedback provided from College QA representatives to improve QA
- ✓ Preliminary work on a process to track “bundled” programs offered through OL.

***“Utilizing the Quality Matters rubric is a critical component of our instructional design practices. The standards not only help to ensure our online courses are achieving learning outcomes, they also help to guide our conversations with subject matter experts, and honour Conestoga’s commitment to quality and continuous improvement. This has a direct impact on student engagement and success.”***

*Jen Lagrotteria, College Director of Online Learning*

## Key Objective

### Risk Management and Policy Committee

To create a schedule for reviewing all policies regularly, create standard templates, and create risk registry and policy.

## Achievement

- ✓ Introduced new policies to address new activities (ex. policy to govern the collaborative program development and shared delivery of programs)
- ✓ Created new template for documenting and publishing policies and procedures
- ✓ Introduced draft risk registry and draft risk policy
- ✓ Updated 10 policies and corresponding procedures

***“This was the first time I ever took the chance of doing an on-line class. The information and assignment description was clear, which now I prefer on-line classes more than in person classes.”***

*Seneca College Student, 2019 Winter OntarioLearn Student Survey*

## Key Objective

### Technology and Data Analytics Committee

To continue to support and advance OntarioLearn’s presence in the online sector and to seek out growth opportunities and partnership possibilities.

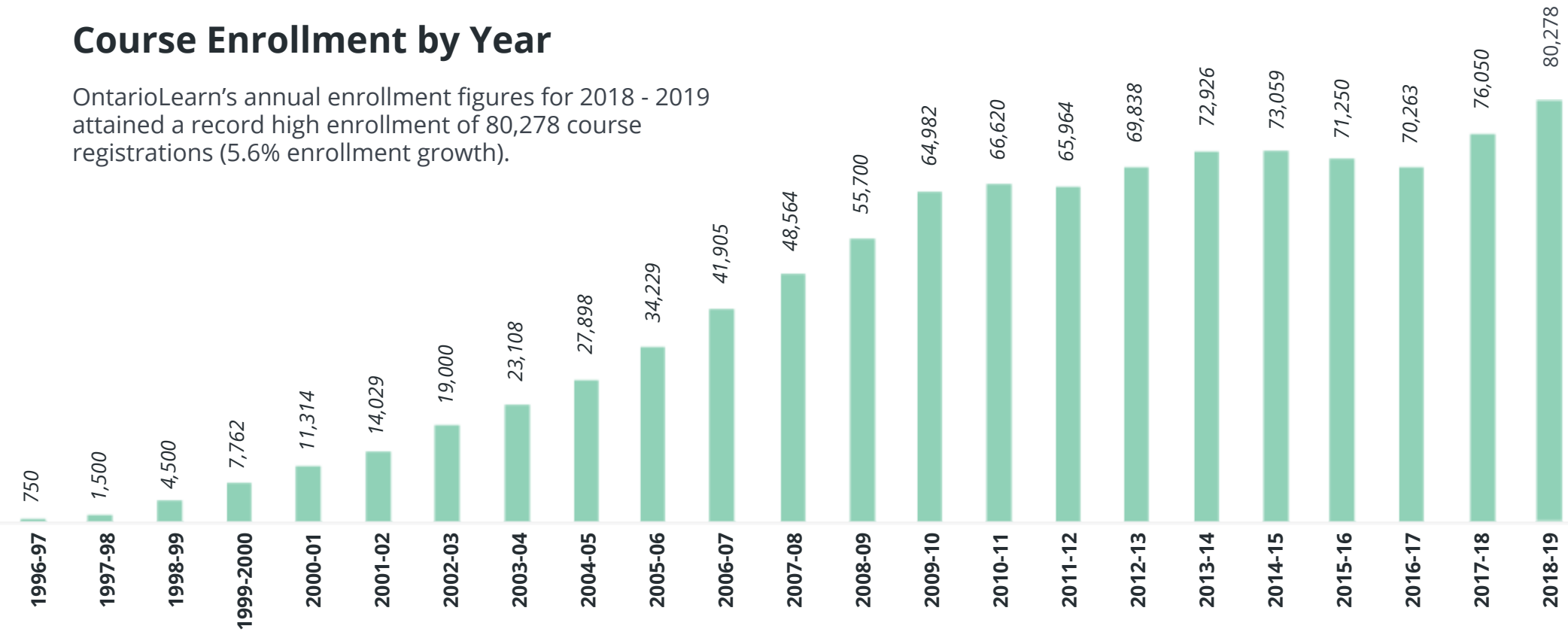
## Achievement

- ✓ Presented “Settlement Processing” to OL membership and Finance Directors at each college. New process to be introduced by year end
- ✓ Portal specifications outlined and provided to support technology updates to the OL portal enabling automation of some reporting and the settlement processing.
- ✓ Introduction of retention report which was distributed to colleges with each intake. The report identifies students who have not logged into their course enabling registering colleges to intervene and follow up with their students early on in the course

# Enrollment Summary

## Course Enrollment by Year

OntarioLearn's annual enrollment figures for 2018 - 2019 attained a record high enrollment of 80,278 course registrations (5.6% enrollment growth).



*Note: Course enrollment numbers in this report reflect the quantity of course registrations through OntarioLearn only. Many partner colleges offer additional online courses internally at their college.*

## Course Enrollment by College

College	Enrollment					Past Years	
	2014-15	2015-16	2016-17	2017-18	2018-19	Variance	% Change
Algonquin College	6,274	6,878	7,062	8,618	9,255	637	7.4%
Cambrian College	804	770	492	319	272	-47	-14.7%
Canadore College	945	949	938	922	994	72	7.8%
Centennial College	3,800	3,697	3,669	5,240	6,115	875	16.7%
Collège La Cité	0	0	0	0	0	0	0.0%
Collège Boréal	0	0	2	0	0	0	0.0%
Conestoga	4,672	4,662	4,707	4,989	5,185	196	3.9%
Confederation College	1,653	1,692	1,806	2,252	2,699	447	19.8%
Durham College	7,753	7,729	7,123	6,871	6,930	59	0.9%
Fanshawe College	2,000	1,925	1,901	1,629	1,718	89	5.5%
Fleming College	3,661	4,109	4,446	4,850	4,521	-329	9.1%
George Brown College	1,863	1,858	2,132	2,576	2,370	-206	-6.8%
Georgian College	2,706	2,699	2,573	3,057	2,718	-339	-8.0%
Humber College	1,283	1,076	1,110	1,269	1,139	-130	-10.2%
Lambton College	1,803	1,720	1,730	1,955	2,184	229	11.7%
Loyalist College	3,938	3,902	3,468	3,300	3,350	50	1.5%
Mohawk College	7,954	7,860	7,310	7,077	7,300	223	3.2%
Niagara College	7,550	4,642	4,976	5,100	5,877	777	15.2%
Northern College	290	250	214	214	176	-38	-17.8%
Sault College	717	830	658	690	774	84	12.2%
Seneca College	9,050	9,804	9,711	10,623	11,773	1,150	10.8%
Sheridan College	1,957	1,818	1,906	2,035	2,587	552	27.1%
St. Clair College	483	325	188	205	178	-27	-13.2%
St. Lawrence College	1,903	2,055	2,141	2,259	2,163	-96	-4.2%
<b>Total</b>	<b>73,059</b>	<b>71,250</b>	<b>70,263</b>	<b>76,050</b>	<b>80,278</b>	<b>4,228</b>	<b>5.6%</b>



# Academic Pathways

## Courses

The OntarioLearn consortium is committed to providing a wide range of high-quality courses and programs and achieves this at a manageable cost to students by placing a focus on reducing course overlap. This no-duplicate policy allows only one course in a particular subject area to be part of the OntarioLearn course inventory.

### 2018-2019 OntarioLearn Course Inventory

OntarioLearn is continually adding to the course inventory to assist students on their academic journey. Currently, there are:

- ✓ 1,533 courses available, and
- ✓ 298 new courses under development.

## Programs

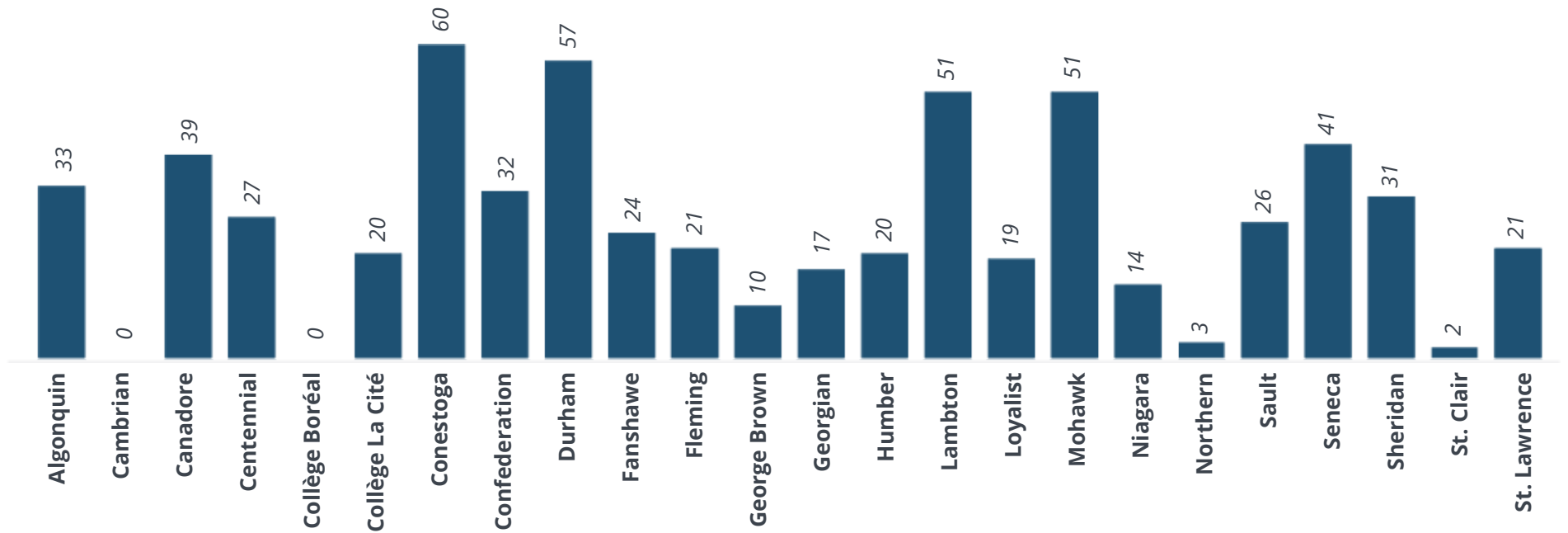
In addition to continually developing and delivering new courses, one of OntarioLearn's strategic priorities is to expand the offering of complete programs leading to credentials. There are a number of credentials for online students to choose from. Currently there are 619 college programs that lead to credentials listed on the OntarioLearn website. This great diversity of learning options for students is a large part of what makes OntarioLearn so successful.



## Categories of Credentialed Programs

Credential	College Approved Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Advanced Diploma	Ontario College Graduate Certificate	Other External/College-Specific Designations	Total Number of Programs
Total	365	27	35	2	70	120	619

## Number of Credentialed Programs by College



# Quality Assurance

Ensuring the quality of course curriculum is a core value of OntarioLearn. Courses are continually reviewed, and improvements made to meet the high academic standards set by the colleges and to ensure the academic success and satisfaction of learners.

OntarioLearn's approach to the quality assurance eco-system includes a requirement for all new and substantially altered courses to undergo a review following the Quality Matters™ (QM) rubric process with additional annotations relevant to OntarioLearn.

## Quality Matters™

During 2017, the colleges actively participated in the OntarioLearn sponsored training, with a total of 92 participants taking various courses including free webinars offered by QM. Training continues to be offered with a specific instance of the initial QM course being made available to OntarioLearn members.

## The Future of Quality at OntarioLearn

The upcoming year will see OntarioLearn focusing on Quality Assurance policy and process. Input will be widely sought to ensure all members are satisfied that courses offered through OntarioLearn reliably meet agreed upon standards. A seasoned Quality Specialist was hired by OntarioLearn in March and will engage the College Quality Coordinators

to streamline processes to create an efficient and effective approach.

Guiding principles and processes will be established to ensure sustainable quality assurance for both courses and programs. OntarioLearn will implement a collaborative program Quality Assurance policy and process (OCQAS) intentionally focusing on the 12 established collaborative programs. For the purpose of program reviews and to facilitate program pickups, a comprehensive program inventory will be created and reviewed at the Fall Board and OMC meetings.

***“Facilitator answered questions either on the discussion board or through emails all the time. Surprised she answered one email within 30 seconds of me sending it. Returned our large assignment marked in less than a week and provided thorough feedback. Gave thorough feedback to the class regarding certain assignments so we knew what to correct in the future.”***

*Durham College Student, Winter 2019 OntarioLearn Student Survey*

## OntarioLearn Checklist

With the implementation of the Quality Matters™ initiative, the original OntarioLearn (OL) Checklist is still applied to courses undergoing quality control checks. Developed in consultation with instructional design specialists from OntarioLearn partner colleges, the course standards checklist reflects the mandatory elements required for all courses.

Designed to work with all Learning Management System platforms, the checklist is used to evaluate courses that fall below the expected student satisfaction levels.

## Pathways, Partnerships and Program Innovation Committee

The customized OL Quality Matters™ (QM) rubric, recommended by the Quality Assurance Workgroup (2016), continues to be the standard used by the Colleges for all new OntarioLearn courses and those courses that have substantially changed. The new Pathways, Partnership and Program Innovation Committee continues to monitor the progress and workflow of the Quality Matters™ process, through continuous feedback from the Colleges.





# Enriched Technology Services

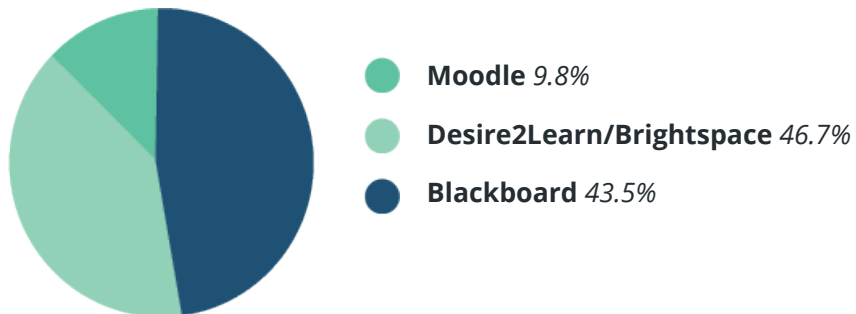
## OntarioLearn Website

The OntarioLearn website provides students with a user-friendly, seamless vehicle to explore online learning options offered across all 24 Ontario Colleges. The website features accessible theme-based web pages with a responsive design to suit visitor devices.

## Learning Management Systems

Three supported Learning Management Systems (LMS) serve as reliable platforms of online course delivery. These are Blackboard, Desire2Learn, and Moodle. Host Colleges determine which platform to use for their courses.

### 2018 - 2019 Enrollment Distribution by Platform



## OntarioLearn Portal

The OntarioLearn Portal is a gateway to all online courses, tools and support for students, facilitators and administrators in the OntarioLearn network.

Portal updates are scheduled for coming months that will enable better enrolment reporting and enable settlement processing to be streamlined and automated.

***"I have greatly enjoyed this course. I hope it will help me to diversify my employment options. This is the first on-line course that I have taken. I appreciated the flexibility of being able to write the tests when my schedule permitted"***

*Niagara College Student, 2019 Winter OntarioLearn Student Survey*

## Techincal Support

Pearson Embanet has been the Technical Service Provider for OntarioLearn since 1999. Pearson Embanet continues to effectively deliver:

- ✓ Proven reliability and site stability;
- ✓ Centralized technical support for students and facilitators with a live 24/7 help desk;
- ✓ Centralized servers with extensive backup processes and documented emergency procedures;
- ✓ Frequent scheduled system maintenance and upgrading.

Pearson Embanet provides exceptional live 24/7/365 help desk support to all of our students and facilitators on four learning management systems. This support is key to OntarioLearn's operations. Telephone, ticket submission, online chat, FAQ links and a knowledge base search tool are available from the customized Online Support Centre. Help desk statistics are provided each month to OntarioLearn allowing the consortium to identify and react in a timely manner to trends impacting end-users.

In 2018, the Help Desk responded to 18,288 inquiries.

Help Desk	2018
Phone	5,609
Emails/Webforms	867
Online Chat	9,773
Work Orders	2,039
<b>Total</b>	<b>18,288</b>

***“The agent was polite and knowledgeable. He reassured me he could help; carried out the necessary identification steps; reset password and stayed on the line to ensure I could access my account again. Thank you.”***

*Algonquin College Facilitator, September 2018 Help Desk Survey*



# Finance Brief

## Statement of Financial Position

March 31, 2019

*The data below reflects figures related to the infrastructure operations of OntarioLearn only and does not include the revenue and costs incurred by individual partner colleges.*

### Assets

#### Current assets:

Cash	<b>\$212,167</b>
Investments	-
Accrued interest receivable	-
Amounts receivable from colleges	<b>119,414</b>
Prepaid expenses	<b>2,322</b>
	<b>333,903</b>
Intangible assets	<b>292,510</b>
	<b>\$626,413</b>

As a member of the consortium, partner colleges pay an annual membership fee plus an administration fee per enrollment to OntarioLearn. OntarioLearn's infrastructure is solely sustained by partner college contributions. In 2018-2019, OntarioLearn continued to invest in its operations including quality assurance processes and the OntarioLearn Portal.

OntarioLearn's revenue sources are comprised mainly of membership fees (12.6%) and administration fees from enrollments (87.4%). Operating costs are primarily salaries and contract services (systems, legal, accounting, etc.)

### Liabilities and Net Assets

#### Current liabilities:

Accounts payable and accrued liabilities	<b>\$31,531</b>
Deferred revenue	<b>72,000</b>
Deferred capital contributions	<b>257,319</b>
	<b>360,850</b>
<b>Net assets:</b>	
Investment in intangible	<b>35,191</b>
Unrestricted	<b>230,372</b>
	<b>265,563</b>
	<b>\$626,413</b>

## Outlook 2019-2020

We will continue advancing our three strategic plan focus areas: Robust and Sustainable Business Model, Digital Strategies, and Diverse Online Learning Opportunities. Students continue to expect technology to be seamlessly integrated into education and are looking for more online learning opportunities that provide flexible delivery increasing their access regardless of where they live and whatever their work and family obligations may be.

As the provincial system evolves its online learning landscape and with the continuing increase in global competition, there is an opportunity to continue to strengthen OntarioLearn's position as a leader in collaborative online education.

**The following strategic objectives will guide the actions of OntarioLearn for the upcoming year consistent with our Strategic Plan 2018-2021:**

### Advancing a Robust and Sustainable Business Model

OntarioLearn will expand its operating model to include efficiencies for individual members as well as OntarioLearn. We will also enable and support opportunities for growth within the consortium membership with results that ensure financial sustainability for OntarioLearn. In order to support the evolution of OntarioLearn, we will seek out opportunities to use technology to streamline our support to the colleges. Introducing settlement processing for the colleges will be

followed with additional portal updates to enable streamlined support and transparent reporting and tracking.

### Advancing Digital Strategies

Focus on enabling colleges to continue sharing delivery in an online environment in innovative ways. This includes introducing new streams of activities such as micro credentials, additional collaborative programs, and streamlining our quality assurance processes for both courses and programs.

### Advancing Diverse Online Learning Opportunities

OntarioLearn will embrace creativity in the various online activities that it supports. Continuing our strategy to expand the cooperative delivery of online programs, we will ensure well defined policies and processes are in place to support this expansion. We will continue to create flexible opportunities for students, supported by the strength we draw from collaborating with each other.

With a renewed commitment to improving communication within the consortium and with external organizations and partners, we will ensure all members are provided with clear information and are aware of the many opportunities membership affords them. In addition, we will invite input and feedback to capture new and unexplored opportunities.

***"I enjoyed this class! It was clear that the facilitator feels very passionate about the course content. The assignments were very clearly explained, and marks were returned in record time. I honestly felt that the facilitator cared about my performance in this class as her comments were personalized."***

*Lambton College Student  
2019 Winter OntarioLearn  
Student Survey*





## Success Stories

*"I have always been a very independent learner and enjoy studying subjects that build on existing skills and knowledge, so the online studies that I did through Ontario Learn were a great fit for me.*

*Acquiring my Graphics - Software Applications Certificate required self motivation and discipline. The courses were formatted in such a way that I was able to set my own pace and focus, making it a very satisfying learning experience. The additional scheduling software and personal support provided at the college was invaluable.*

*From the job offers that I received, within a month of completing the certificate, I chose to work at a local monument company where all my graphic design skills are being well utilized. There is plenty of room for future growth and continued learning.*

*I would definitely recommend Ontario Learn for anyone with the discipline and motivation to further their education."*

Terri Horricks - Loyalist  
2018 Graphics-Software Applications,  
Certificate

*"My path to completion for the Office Administration - Health Diploma through the E-Lab was fulfilling in that it allowed me the flexibility to work from home and work around my*

*husband's military career schedule and my 4 daughter's school schedules while upgrading my education for future employment.*

*This was a 5-semester course taken online giving flexibility to either work at the school in the E-Lab where I had my own desk, use of the printer, tutoring if needed and our facilitator was amazing in staying on top of things when needed. I have enjoyed this experience and have decided to continue on for the Business Office Administration course to further expand my career options upon graduation.*

*Some highlights include tutoring available, got to learn more about diversity with different groups of people online and about their experiences and how to communicate effectively with different types of non-verbal, non-visual communication."*

Tracey Moon - Loyalist

*"A few years ago, I developed an autoimmune disease that made the choice of a second career a necessity. I chose the Library Technician Program because I like to do geneological research. This program allowed me to develop more comprehensive research skills, and it opened up a whole new world of knowledge, and abilities I never thought I would have. I found a program I loved, and I excelled at.*

*The best part of the program was the convenience. It is*

***totally online. I was able to recuperate, and work towards a new career at the same time. I continued my learning journey with the Records Mangement Program.***

***These two programs are complimenatry to each other - they both deal with the organization and clssification of records. I was able to take the new skills I learned from these two programs and apply them to the volunteer sector. I am now a Database Researcher for a community organzation, and a library volunteer at a local hospital."***

Heather Gregory - Conestoga

***"As a mature student, I knew that I'd have to brush up on my computer skills to take the next step in my academic plan. With the help of the Alliston Learning Center, I was able to gain skills needed to enroll in the online delivery of the Palliative Care - Working with the Terminally Ill, Ontario College Graduate Certificate at Canadore College offered through OntarioLearn.***

***Now I am working full-time at Community & Home Assistance To Seniors in Tottenham, Ontario, where I was recently nominated by my colleagues to contribute to the development of training videos for new employees at CHA TS assisted living centres. I credit my success to the instructors, staff, and counsellors I met along the way. Acknowledging they never let me give up on myself or on my dream to work in palliative care."***

Monika Karpinski - Canadore



***"Choosing the Perioperative Nursing online program at Lambton College to advance myself was the right decision, not only for me, but also for my family. I was thankful for the ability to complete the program, while balancing my life at home and work. The knowledge and skills gained though this programming have opened the door to so many more job opportunities that would not have otherwise been available. By opening these doors, I am able to continue to do what I love as a nurse, allowing me to grow and surround myself with like-minded people in my chosen field. Being happy at what I do, and being a mother and wife, is a beautiful life. "***

Alicia Carrothers  
Lambton College  
RPN Perioperative Nursing Online Program  
F2018 Graduate

# OntarioLearn 2018-19

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