



OntarioLearn

2020 - 2021
Annual Report

OntarioLearn

Partner Institutions

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
Kenjgewin Teg
Lambton College
Loyalist College
Mohawk College
Niagara College
Northern College
Sault College
Seneca College
Seven Generations Education Institute
Sheridan College
St. Clair College
St. Lawrence College



Table of Contents

Achievements at a Glance	4	Academic Pathways	16
A Message from the Chair	5	Courses	
A Progressive Leader in Online Education	6	Programs	
Fostering Innovation		Quality Assurance	19
Inspiring Student Learning		Quality Matters™	
The Consortium’s Mandate	8	The Future of Quality at OntarioLearn	
How OntarioLearn Works		Enriched Technology Services	20
Our Intake Activity		OntarioLearn Website	
Course Enrolment by Intake		Learning Management Systems	
Hosting Institution Activity		OntarioLearn Portal	
Student Success Rates		Technical Support	
Rate Descriptions		Finance Brief	22
Performance Highlights	12	Statement of Financial Position	
Key Objectives and Achievements		2021 - 2022 Outlook	23
Enrolment Summary	14	Success Stories	24
Course Enrolment by Year			
Course Enrolment by Institution			

Our Mission

OntarioLearn is a consortium of institutions 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.

**Canadian Association for Distance Education (CADE) 2006 award
“Excellence and Innovation in Partnership/Collaboration”*

Achievements at a Glance

Board Implements Strategic and Operational Plans

- Responded 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

2018 - 2019

New Horizons, Great Accomplishments

- Board celebrated 25 years of colleges collaborating to improve access to online post-secondary education for college students
- Introduced quality assurance policies and processes for shared programs
- Expanded access to degree breadth courses ensuring Ontario degree students have maximum choice
- Landmark 87,954 course registrations achieved

2019 - 2020

Explosive Growth and Partnership Expansion

- OntarioLearn celebrated Kenjgewin Teg and Seven Generations Education Institute joining our collaborative community
- OntarioLearn pivoted to support members during the early days of COVID-19 as members also adapted to a new environment to support their learners
- OntarioLearn partnered with several institutions in their recent nursing degree proposals to continue expanding access to degree breadth courses for Ontario degree students
- 105,864 registrations achieved

2020 - 2021

A Message from the Chair

It has certainly been an unprecedented year! OntarioLearn and member institutions have played an integral role in supporting academic continuity across the sector as institutions transitioned to or continued with remote or online teaching and learning. Institutional collaboration, a hallmark of OntarioLearn, has shone brightly through the turbulence of the COVID-19 pandemic adapting rapidly to the changing environment. OntarioLearn has served as a key support to institutions across our sector as we have collectively navigated through unprecedented disruption, change, and transformation.

We welcomed two new Board members this year and extend our appreciation to Lori Crosson (Director, Continuing Education and E-Learning, Sault College) and Maher Ghalayini (Dean, Business and Management, Hospitality, Tourism & Recreation, Georgian College). Lori and Maher bring 30 years of combined experience in post-secondary education and have been committed advocates of OntarioLearn. It is a true pleasure to work with a Board who are so passionate about OntarioLearn, the student learning experience and excellence and quality in teaching and learning.

Continuing the evolution and growth of OntarioLearn, the Board of Directors is actively engaged in looking forward with development of a renewed and forward-looking Strategic Plan to take us to 2025. This Strategic Plan will address the constantly changing higher education environment and the economic realities in Ontario, enhancing the capacity of OntarioLearn in its role as a leader in online education. I look forward to finalizing our Strategic Plan in the coming months, paving the road for growth, learning, further collaboration and continuing to leverage the formidable expertise across our system as we support the sector in new and innovative ways.

This year has seen a 20.4% enrolment growth in registrations across the sector, representing a 10% increase in unique learners engaged in course offerings. In addition, work is ongoing to develop new programs that will provide increased opportunities for the sector to expand its reach, and for learners to engage in quality online education, amplifying the reach and impact of Ontario institutions, and supporting access to learners in remote communities.

As we reflect on this extraordinary year, OntarioLearn is proud of our accomplishments. I have been engaged with OntarioLearn for over a decade in various capacities and am proud to see its growth and transformation over the years. From its inception in 1995, with 5 founding member institutions, to provincial representation across all 24 Colleges and the addition of two Indigenous Institutes, OntarioLearn has seen exponential growth and maturity year after year. OntarioLearn is poised to embrace a future where online learning will be more vital than ever before. Collectively, we are an exceptional group of academic leaders with the learner at the centre of all that we do. As OntarioLearn begins its 27th year, our core values remain; Quality, Collaboration, Learner Focused, Innovation and Sustainability.

The foundation of OntarioLearn lies with the dedication, passion and commitment of its organizational leadership. I extend the Board's thanks to Susan Savoie Graham (Executive Director, OntarioLearn) and Donna Church (Associate Director, OntarioLearn) for their outstanding leadership and innovation throughout this past year.

I look forward to the coming year as we continue to model an innovative, growth-oriented, and future-focus mindset in all that we do.

Michelle DeCoste
Chair, OntarioLearn

A Progressive Leader in Online Education

OntarioLearn is a progressive leader in the collaborative sharing and delivering of quality online education. With 1.2 million course enrolments 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 the 24 Ontario colleges, along with the recent addition of Kenjgewin Teg and Seven Generations Education Institution, the consortium works as a synergistic, responsive, and dynamic group to develop and deliver flexible, demand-driven online learning focused on the needs of Ontario's online post-secondary learners. This partnership approach allows members 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 provide OntarioLearn with leadership and oversight.

Fostering Innovation

Work continued on several initiatives to advance access and enrich the online learning experience during this past year. In addition to welcoming Kenjgewin Teg and Seven Generations Education Institution to the consortium, OntarioLearn along with its members pivoted quickly to ensure students were well supported when the global pandemic was impacting all aspects of everyone's life. New course assessments were quickly introduced when students were unable to attend in-person test centres across the province. For those courses that continued to require live, invigilated exams OntarioLearn leveraged technology to ensure this service was secured and access provided to all members.

In addition to a substantial increase in the number of unique learners who registered in courses delivered through OntarioLearn, learners also enrolled in more courses per semester than prior to the pandemic. In the Summer of 2020 enrolment increased by 31.6% over the previous Summer and unique students increased by 24.2%. On average students enrolled in 6% more courses than in the previous summer. This trend continued through the Fall 2020 and Winter 2021 semesters. Several institutions strategically utilized OntarioLearn to quickly provide additional learning opportunities to their students in the initial months of the pandemic, many others provided additional intakes of their courses to ensure that all students wanting to continue to study online were able to do so.

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 throughout the province, leveraging what is available across the entire system rather than an individual institution. By supporting several different business streams OntarioLearn member institutions can partner with specific institutions to share niche programming that may be relevant to a smaller number of institutions, and unique sharing arrangements are created by those participating institutions. OntarioLearn 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.

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.

"This was my first online course and I loved it. The facilitator was very good and the materials provided for the course were very helpful. Thank you so much and I look forward to joining another course."

*Algonquin College Student,
2021 Winter OntarioLearn Student Feedback Survey*

In a Winter 2021 student survey, 74% indicated that their work schedule and/or their family responsibilities were the reason for choosing an online course and 33% said they preferred the online environment.

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 many 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 offers 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 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 institution or who have unique needs that make travel to and from campus difficult.

In a Winter 2021 OntarioLearn Student Feedback Survey, respondents indicated:

- 71% are employed while they study
- 73% are female
- 74% take online courses because of their work schedule and/or their family responsibilities
- 33% prefer the online learning environment
- 62% are enrolled to complete a certificate or diploma, 10% a graduate certificate, 6% a degree
- 49% are in online courses related to previous post-secondary education or training
- 47% are looking to improve themselves in their current careers
- 38% are looking to change careers
- 18% are newcomers to Canada (within the last 10 years)

Student Demographics

2021 Winter OntarioLearn Student Feedback Survey

Age	Percentage
-20	4%
20-29	30%
30-39	28%
40-49	23%
50-59	13%
60+	3%

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 institutions in the consortium can be either a host institution or a registering institution.

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

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

A registering institution identifies and selects courses from the OntarioLearn course inventory to complement and add to their own list of online courses. This allows each institution 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 1,450+ courses available across the system and register for their selected courses with the institution of their choice.



In addition to the course inventory, institutions collaborated in the development of fully online programs that meet the needs of students across the province. Quality Assurance policies and processes have been developed to support program sharing in addition to course sharing. Program Attestation documents outlining programs of study, quality reviews, and learning outcome changes are available to all institutions for shared programs to ensure up-to-date information is available for institutions when they make decisions about what programs to make available for their students.

Our Intake Activity

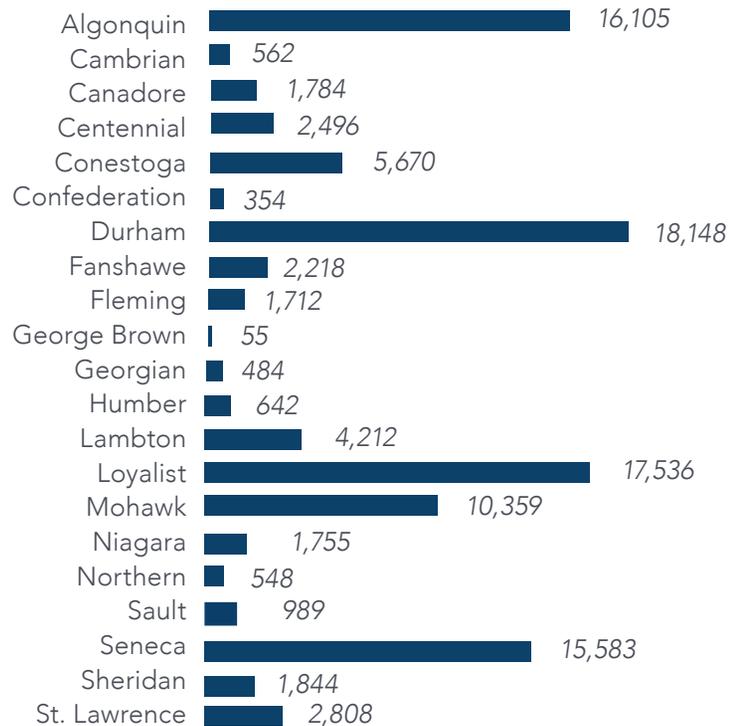
OntarioLearn continues to offer courses not only each semester but monthly, giving students more flexibility in choosing when to begin their studies. As the chart below demonstrates, although the majority of course enrolment resulted from courses offered on a semester basis, monthly intake enrolments continue to increase and account for 24.3% of the overall total enrolment for 2020/2021. Included in the enrolment information is enrolment in the private and privately shared business streams which now accounts for 4.1% of the overall total enrolment. These private streams are continuing to grow as demonstrated in the Winter 2021 enrolment where these streams represented 5.4% of the Winter's overall semester enrolment. It is noteworthy that several institutions utilize degree breadth courses delivered through OntarioLearn to ensure their own degree students have choice when selecting optional breadth courses that interest them most. An increasing number of institutions are relying on OntarioLearn delivered breadth courses for their new Nursing degrees.

Course Enrolment by Intake

There were **25,674** monthly-intake enrolments reported for 2020/21. This accounts for 24.3% of the overall 2020/21 OntarioLearn enrolment activity. The table below compares the enrolment activity in "semester-intake" courses and "monthly-intake" courses during 2020/21.

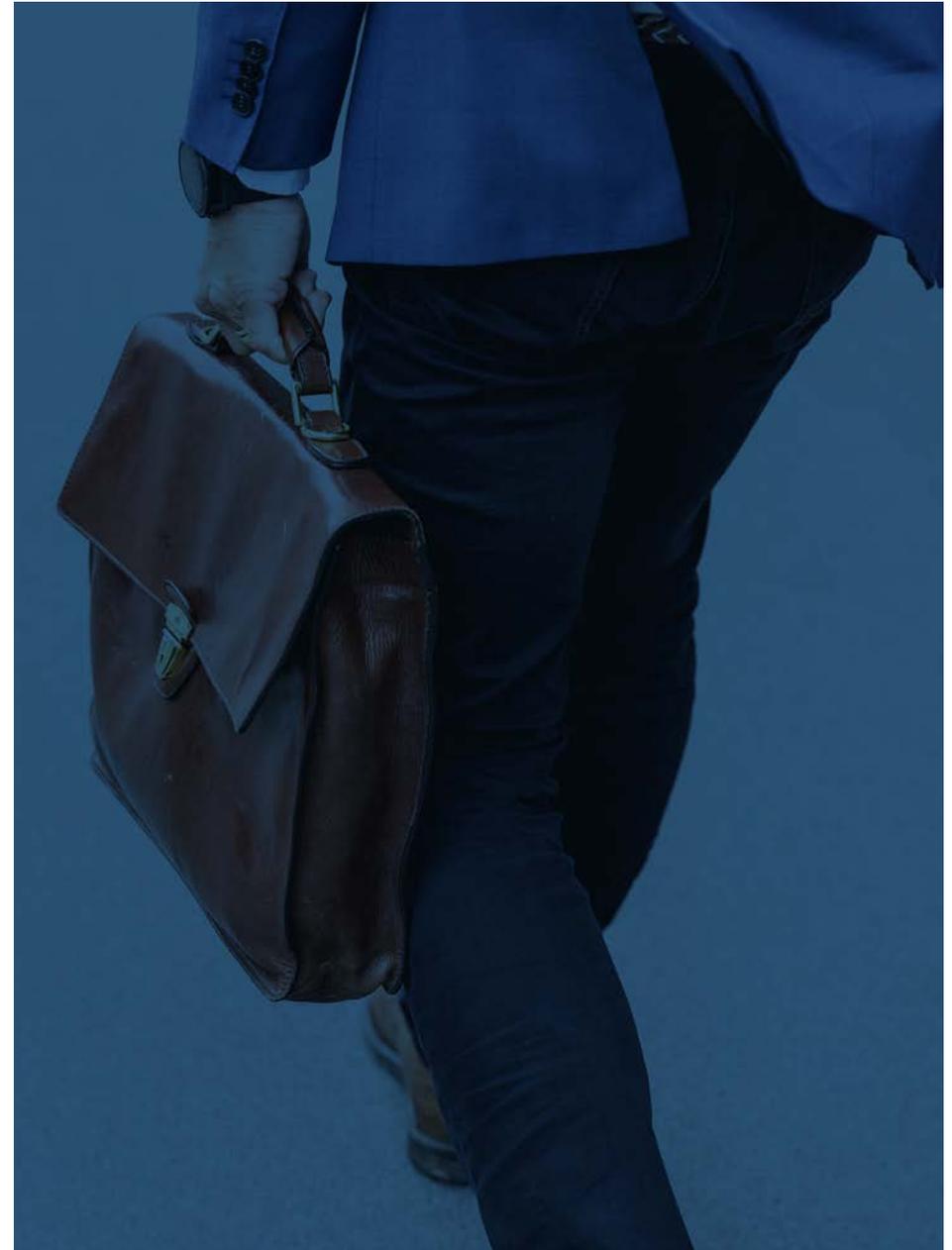
Semester	Semester Intake			Monthly Intake			Total 2020 - 2021	
	# Sections	Enrol.	% Enrol. Activity	# Sections	Enrol.	% Enrol. Activity	# Sections	Enrol.
Spring 2020	980	25,363	73.9	372	8,971	26.1	1,352	34,334
Fall 2020	987	26,908	76.5	327	8,247	23.5	1,314	35,155
Winter 2021	986	27,919	76.8	332	8,456	23.2	1,318	36,375
Total	2,953	80,190	75.7	1,031	25,674	24.3	3,984	105,864

Hosting Institution Activity (2020 - 2021)



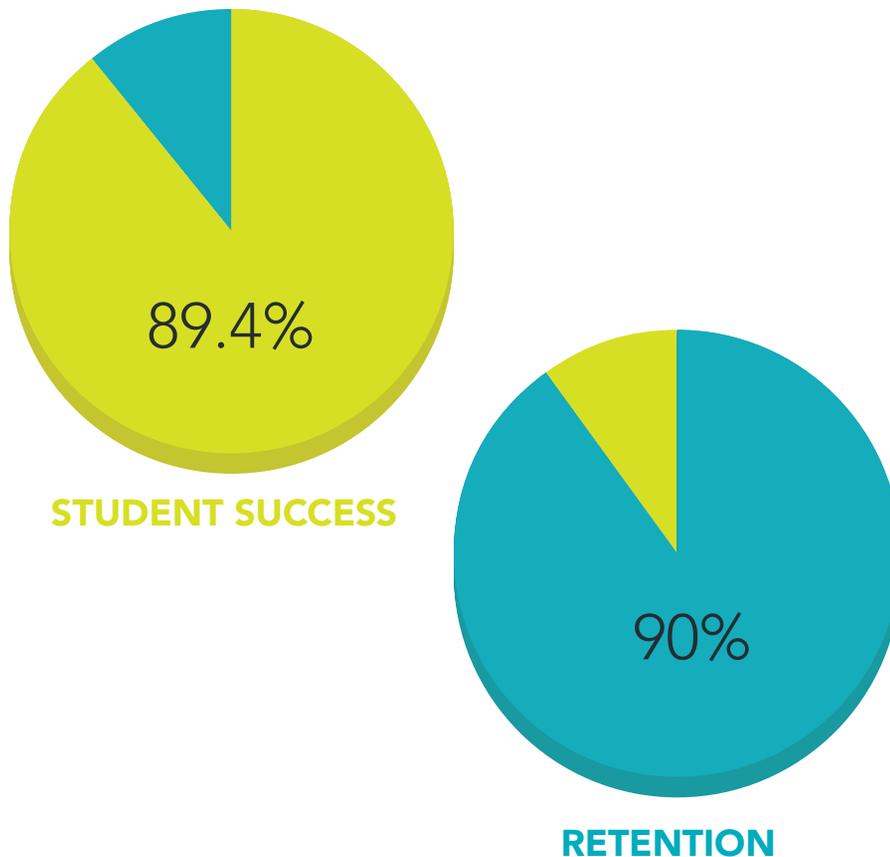
"It was fantastic that this course was self-paced and enabled me to move ahead of schedule or take a break for a week as dictated by my work or family commitments. All online courses should present with this type of flexibility."

*George Brown College Student,
2021 Winter OntarioLearn Student Feedback Survey*



Student 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 in 2020 was increased to 89.4%. The retention rate was 90%.



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.

"The facilitator was excellent. I've been studying for a few years at the university level and have never taken such a well-organized course. The lessons were clear and detailed and the facilitator was extremely responsive and supportive. Overall, it was a really enjoyable experience."

*Niagara College Student,
2021 Winter OntarioLearn Student Feedback Survey*

Performance Highlights

Key Objective

Marketing and Strategic Enrolment Committee

To help promote OntarioLearn to internal and external stakeholders.

Achievement

- Updated and revised Committee's Terms of Reference
- Received website functionality and usefulness feedback from Contact North Directors and frontline staff
- Created plan for better use of Google Analytics going forward including tracking the impact of media advertising, site behaviour, audience type, etc.

"I really liked the flexibility the course offered in regards to assignments. Everything was straight forward and clear! I was impressed with how fast marks were posted. Very much appreciated!"

*Seneca College Student,
2021 Winter OntarioLearn Student Feedback Survey*

Key Objective

Pathways, Partnerships, Programs

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

Achievement

- Successful implementation of the Annual Program Attestation Process with a perpetual inventory accessible to all institutions
- Examined and made significant revisions to the Course/Facilitator Feedback tool with implementation in Winter 2021
- 19 new courses in 2020/2021 achieved QM (Quality Matters) endorsements
- Quality Assurance Community of Practice (QACOP) involving practitioners from each institution made significant advancements over the 20/21 academic year. Highlights include:
 1. Sharing and storing of shared resources from the COP group on their own TEAM supported by OntarioLearn
 2. Monthly discussions and best practices shared on a wide range of topics including assessments, quality design for online learning, QM General Standards, Self-Reviews, the Verification Review Process



Key Objective

Risk Management and Policy Committee

To maintain a regular schedule for reviewing all policies, creating new policies as required, and ensure all are accessible to all members.

Achievement

- Introduced three new corporate policies including Employee Vacation, Leave of Absence and Salary Administration Policies
- Updated six Academic and Administrative policies and extended review of three policies that were recently introduced
- Moved all policies and procedures into OL Teams where they are centrally maintained and available to each OntarioLearn group within their own Team
- Updated Users Code of Conduct and Acceptable Use Policy to reflect OntarioLearn's expectation that all users will be respectful at all times; included this new language on the portal login welcome page as well as in the Terms of Use agreement where all users must indicate their agreement to access the OntarioLearn platform

Key Objective

Technology and Data Analytics Committee

Continuation of a multi-year phased business efficiency, process, and technology project to ensure currency of technologies, security, and forward-looking development. This year marked several milestones.

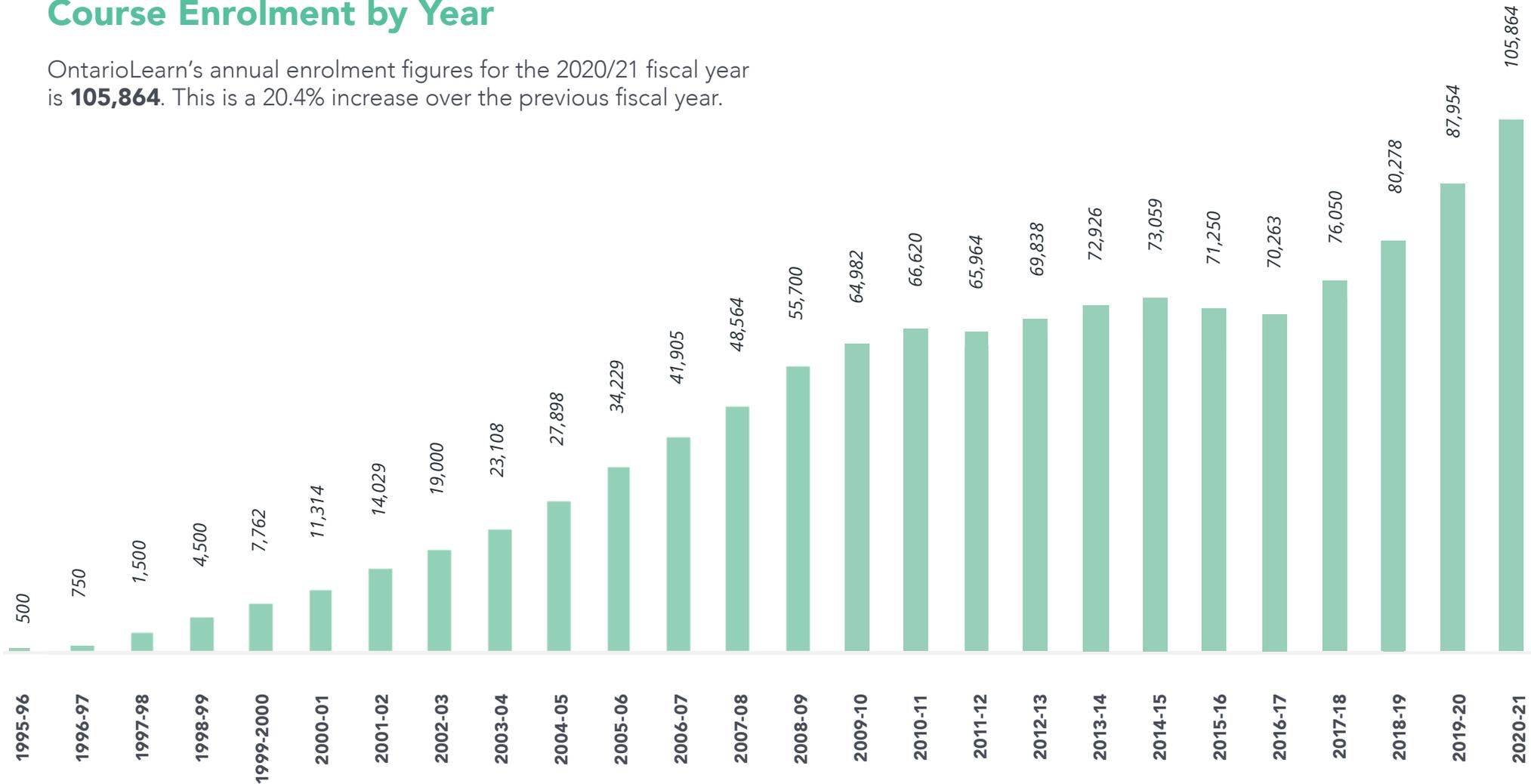
Achievement

- Implementation of Microsoft-based cloud infrastructure to provide a secure, future-ready platform for internal communications
- Using MS Power platform, automated repetitive processes, and enhanced communication between members
- Replaced aging multi-platform communication tools with a single platform for all internal and external communications

Enrolment Summary

Course Enrolment by Year

OntarioLearn's annual enrolment figures for the 2020/21 fiscal year is **105,864**. This is a 20.4% increase over the previous fiscal year.



Course Enrolment by Institution

College	Enrolment by Institution					Previous Year	
	2016 - 17	2017 - 18	2018 - 19	2019 - 20	2020 - 21	Variance	% Change
Algonquin College	7,062	8,618	9,255	9,488	11,525	2,037	21.5%
Cambrian College	492	319	272	369	549	180	48.8%
Canadore College	938	922	994	851	1,044	193	22.7%
Centennial College	3,669	5,240	6,115	6,577	6,702	125	1.9%
Collège La Cité	0	0	0	0	0	0	0.0%
Collège Boréal	2	0	0	0	0	0	0.0%
Conestoga	4,707	4,989	5,185	5,559	5,927	368	6.6%
Confederation College	1,806	2,252	2,699	2,356	3,045	689	29.2%
Durham College	7,123	6,871	6,930	9,127	12,644	3,517	38.5%
Fanshawe College	1,901	1,629	1,718	1,795	2,166	371	20.7%
Fleming College	4,446	4,850	4,521	4,821	5,636	815	16.9%
George Brown College	2,132	2,576	2,370	2,486	3,370	884	35.6%
Georgian College	2,573	3,057	2,718	2,828	2,540	-288	-10.2%
Humber College	1,110	1,269	1,139	1,251	1,991	740	59.2%
Lambton College	1,730	1,955	2,184	2,635	4,173	1,538	58.4%
Loyalist College	3,468	3,300	3,350	3,245	4,126	881	27.1%
Mohawk College	7,310	7,077	7,300	8,225	10,499	2,274	27.6%
Niagara College	4,976	5,100	5,877	6,810	5,475	-1,335	-19.6%
Northern College	214	214	176	288	388	100	34.7%
Sault College	658	690	774	949	973	24	2.5%
Seneca College	9,711	10,623	11,773	13,594	18,298	4,704	34.6%
Sheridan College	1,906	2,035	2,587	2,279	2,129	-150	-6.6%
St. Clair College	188	205	178	197	126	-71	-36.0%
St. Lawrence College	2,141	2,259	2,163	2,224	2,538	314	14.1%
Total	70,263	76,050	80,278	87,954	105,864	17,910	20.4%

Note: Course enrolment numbers in this report reflect the quantity of course registrations through OntarioLearn only. Many partner institutions offer additional online courses internally at their institution. Collège La Cité and Collège Boréal do not yet enrol students through OntarioLearn.

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.

2020 - 2021 OntarioLearn Course Inventory

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

- *1,467 courses available*
- *198 new courses under development*

Programs

In addition to continually developing and delivering new courses, one of OntarioLearn's strategic priorities is to expand our offerings based on market demands.

There are many credentials for online students to choose from. Currently there are 636 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 unique and successful. In 2020/2021 development Canadore College was the lead institution for the development of the Personal Support Worker ON College Certificate. Sault College is the lead institution



for the development of the Accommodations and Human Rights Management (AHRM) ON College Graduate Certificate with Confederation, Northern and Cambrian partnering in the development and delivery of the program. Both offerings will launch in the 2021/2022 academic year. In addition, Georgian College is in the process of developing Block Chain Crypto Currency and Leadership in Artificial Intelligence, both ON College Graduate Certificates.

Working in collaboration, institutions have responded to the need for micro-credentials. In 2020/2021, eCampus Ontario provided a competitive opportunity for post-secondary institutions to pursue funding for digital content. In the Winter of 2021, the following micro-credentials were funded, and development commenced with a Winter or Spring 2022 launch:

- Cyber Security Governance – Centennial College (six courses)
- Corporate Training Specialization – Durham College (five courses)
- Establishing a Construction Contracting Small Business in Ontario – Durham College (four courses)
- Virtual Reality – Fleming College (eight courses)
- Digital Marketing – Fleming College (four courses)
- Managing Responsive Behaviours in Older Adults Micro-credential – Durham College (three courses)
- Sales for the Small Businesses Micro-credential - Durham College (four courses)

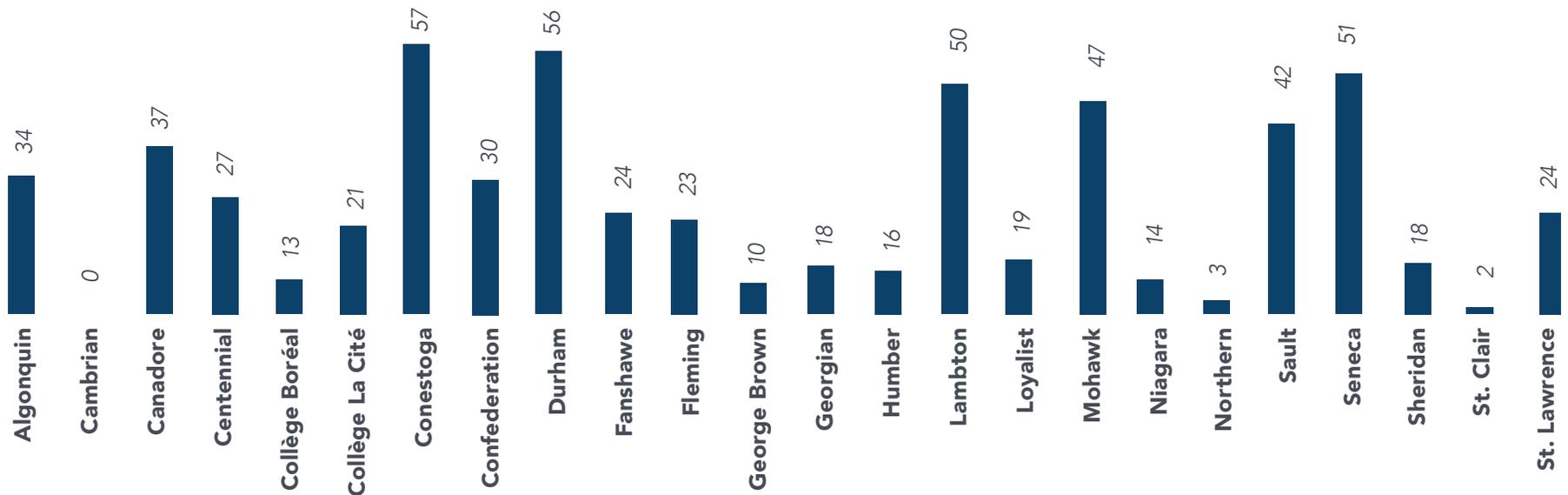
Categories of Credentialed Programs

Credential	College Approved Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Advanced Diploma	Ontario College Graduate Certificate	Other	Total # of Programs
Total	395	22	42	2	61	113	636



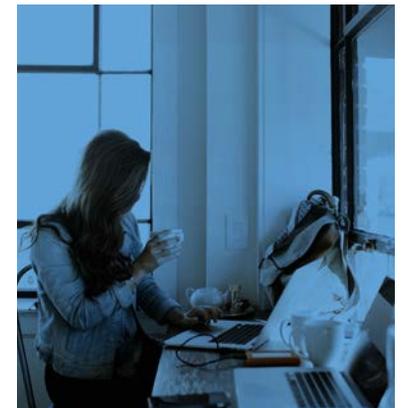
Program Inventory

There are 636 partner institution programs listed on the OntarioLearn website. Below is a breakdown of the various programs by credential.



"I truly enjoyed the course and the facilitator! I found a lot of value in this course and the feedback provided from the facilitator."

*Durham College Student,
2021 Winter OntarioLearn Student Feedback Survey*



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 institutions and to ensure the academic success and satisfaction of learners.

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

Quality Matters™

Our streamlined QM approach process has been adopted by all member institutions. As a result, we provide an automated Self Review and Verification process through Quality Matters for all new and revised courses.

Over the 2020 - 21 year, 19 new courses at five colleges met the required threshold of 85% for all required QM standards. The courses reflected a diverse group of subject matter ranging from horticulture, business, law, communication, education, health care, and technology.

The Future of Quality at OntarioLearn

Guiding principles and processes are being consistently utilized to ensure sustainable quality assurance for both courses and programs. OntarioLearn has promoted the Quality Assurance Policy along with an Annual Program Attestation process among stakeholders. In 2020/2021, the Program Attestation underwent changes as a result of feedback from Lead Institutions involved in the inaugural year. Our mandate in 2021/2022 is to promote our course and program quality processes with the Heads of Quality at each institution.

With new collaborative programming undergoing development the use of the Lead Institution Program Attestation will be expanded to include these offerings.

OntarioLearn's Quality Matters Community of Practice continues to provide an environment where members are supported by their peers. Over the 2021/2022 year, supporting resources for members concerning course design with the Quality Matters 6th Edition Higher Education Rubric is a priority. Institution members chair the committee and their efforts have resulted in a supportive community where members are able to learn and support one another.

Enriched Technology Services

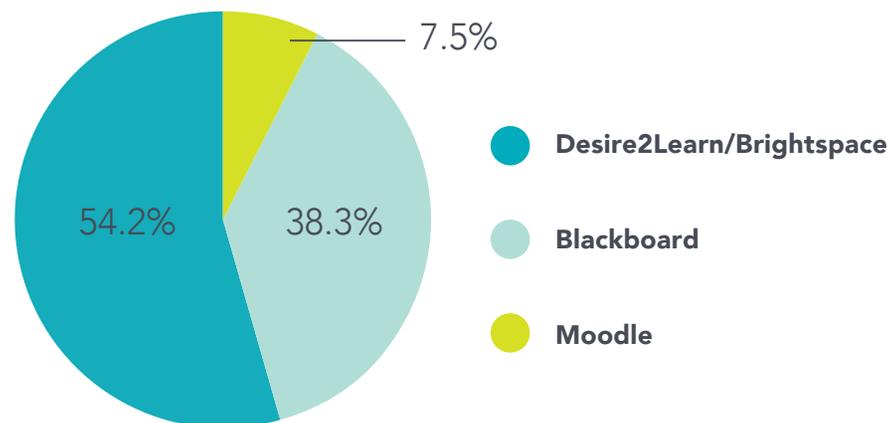
OntarioLearn Website

The OntarioLearn website provides students with a user-friendly, seamless vehicle to explore online learning options offered across all participating institutions. 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 institutions determine which platform to use for their courses.

2020 - 2021 Enrolment 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.

Technical 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 three 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 2020, the Help Desk responded to **19,504 inquiries**. This represents a **6.7% increase** in help desk contacts over 2019.

2020 Help Desk	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Phone	900	321	304	271	794	357	284	224	627	224	260	281	4,847
Email/Webforms	402	188	221	230	375	229	208	251	653	247	300	257	3,561
Online Chats	1,747	638	641	633	1,975	683	585	658	1,738	612	601	585	11,096
Total	3,049	1,147	1,166	1,134	3,144	1,269	1,077	1,133	3,018	1,083	1,161	1,123	19,504

“Having used various support platforms and service providers, the service I received was excellent.”

*Sheridan College Student,
January 2021 Help Desk Survey*

“The concern was immediately responded to by the client representative in a very friendly manner.”

*Centennial College Student,
January 2021 Help Desk Survey*

“The agent who helped me was a delight and let me know what was happening in the time between replies. Thank you! You made a stressful day so much better!”

*Conestoga College Student,
January 2021 Help Desk Survey*

“Quick and direct response.”
Durham College Facilitator,

“Fast and efficient service.”
*Facilitator for Conestoga College and Northern College,
January 2021 Help Desk Survey*

Finance Brief

Statement of Financial Position

March 31, 2021

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 institutions.

As a member of the consortium, partner institutions pay an annual fee plus an administration fee per enrolment to OntarioLearn. OntarioLearn's infrastructure is solely sustained by partner institution contributions. In 2020-21, OntarioLearn continued to invest in its operations, including quality assurance processes and the OntarioLearn Portal.

OntarioLearn's revenue sources are comprised mainly of annual fees and administration fees from enrolments. Operating costs are primarily salaries and contract services (systems, legal, accounting, etc.).

Assets		Liabilities and Net Assets	
Current assets:		Current liabilities:	
Cash	\$820,506	Accounts payable and accrued liabilities	\$346,985
Investments	-	Deferred revenue	72,000
Accrued interest receivable	-	Deferred capital contributions	57,487
Amounts receivable	274,246		476,472
Prepaid expenses	3,391	Net assets:	
	1,098,143	Invested in intangible assets	7,861
Intangible assets	65,348	Unrestricted	679,158
	\$1,163,491		687,019
			\$1,163,491

2021 - 2022 Outlook

OntarioLearn is embarking on a renewed Strategic Plan that will focus on several strategic priorities that reflect the leadership that OntarioLearn provides the system in online learning.

The learner will be at the forefront of OntarioLearn priorities including ensuring learners have access to consistent and high-quality learning opportunities across the province.

OntarioLearn will support our partners continued collaboration by ensuring the enhancement of operational processes through sustainable technology.

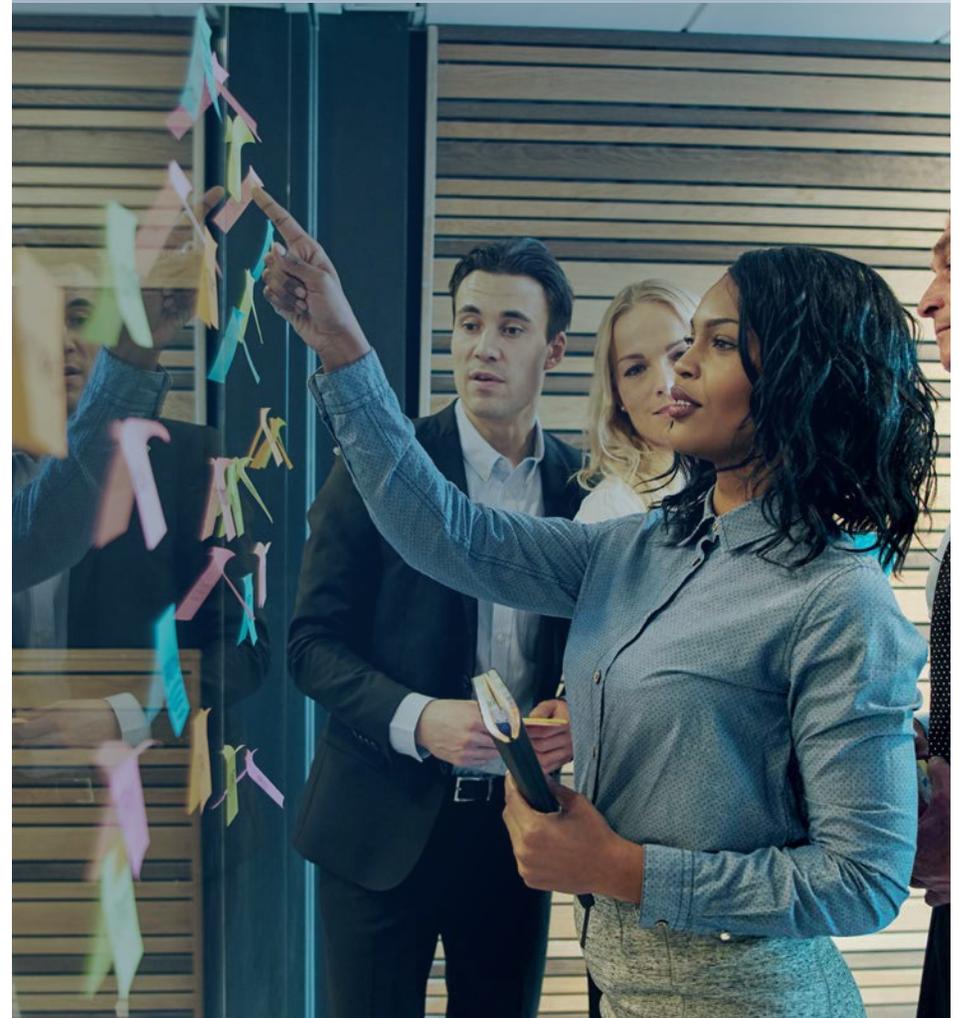
OntarioLearn will continue to put quality assurance at the forefront of our operations and will continue to provide guidance and support as our partners develop and share courses and programs within the consortium.

OntarioLearn will embrace innovation and create or advance value for members and continue to create flexible opportunities for learners.

With a renewed commitment to driving communication within the consortium OntarioLearn will deliver innovative and bold messages ensuring all members are provided with clear communication, shared technology, and high-quality programming.

Leveraging past successes and continuing to be flexible and proactive in adapting to all inevitable changes that the future brings, OntarioLearn views the future as an opportunity to serve the post-secondary system in new and innovative ways, and to continue to provide and support learners regardless of where they are physically located.

With the continuing increase in global competition, there is an opportunity for OntarioLearn to support the strong Ontario post-secondary system and to strengthen its position as a leader in collaborative online education.



OntarioLearn will continue to build on its collaborative model and develop more opportunities for all partners to realize the value of their participation in the consortium. Our policies, practices, and processes will enable and encourage opportunities to expand and support all members of the consortium in a variety of ways that meet diverse needs.

Success Stories

“The Retirement Communities Management course has given me an essential understanding of all departmental requirements in a retirement community. Taking this course has facilitated my transition from an Executive Chef to an Assistant General Manager and finally reaching my ultimate goal as a General Manager of a retirement community, where I have been for the past four years. Overall, the Retirement Communities Management course has set me up for success and was beneficial to my career path.”

*Charmaine Pelletier,
Centennial College,
Graduate of Retirement Communities Management Program*



"I lost my job to restructuring after close to 10 years, resulting in a relocation from the large city of Toronto to the Bay of Quinte region. I started to look for new employment and found that there were not many jobs available for my skillset, but that there were jobs in Office Administration, which prompted me to look into the possibility of getting some training in Office Administration at Loyalist College.

I completed the Office Administration–General Ontario College Certificate, which was available fully online at Loyalist through OntarioLearn. The OntarioLearn platform was amazing! Courses were flexible and very easy to follow. I completed weekly course work, along with assignments, quizzes, or exams, all at any time, day or night that worked for me. This allowed me the flexibility to be able to attend job interviews and work while learning at the same time.

I secured a full-time job just after the start of my final semester and was still able to complete the final semester and obtain my certificate because the program was delivered fully online. What a great feeling to have the skills I need to work in the Office Administration field."

*Janet Hayes,
Loyalist College,
Graduate of Office Administration -
General Ontario College Certificate*

"Looking back 10 years ago, I never thought I would be a college graduate. Inspired by a co-worker who has three children who completed the Early Childhood Education program at Algonquin College, I started to think that this is something that I could do after all. The last two and a half years have been a challenging, exciting, emotional, and blessed time of my life.

Here I was, a single FT working mother, getting married and becoming pregnant with twins which delayed my program for a short time and then I successfully completed the program. I am a 37-year-old mother of four children, a childhood cancer survivor, a wife, a college graduate, a valedictorian and grateful for all the challenges along the way.

We need to inspire those around us and aim high and chase our dreams. We can handle whatever comes our way."

*Annie Sprouls,
Algonquin College,
Graduate of the Early Childhood Education
Ontario College Diploma*



A young woman with dark, curly hair is smiling and talking on a black smartphone. She is wearing a grey cardigan over a light-colored t-shirt and a necklace with a key pendant. She is sitting at a desk with a laptop in front of her. The background is a bright, out-of-focus indoor setting.

“The facilitator took the time to write individual comments that recognized my strengths in my assignments. She provided me with confidence to continue in the course and to try my best. I always looked forward to the comments she would provide.”

*Northern College Student,
2021 Winter OntarioLearn Student Feedback Survey*

OntarioLearn 2020 - 2021

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