

## Contact North | Contact Nord Response – March 4, 2020

Contact North | Contact Nord's responses are in bold below each question.

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### Contact North - 2019-20 Q3 Interim Report Questions

1. What types of courses are in the “training” category?

**The “training” category consists of training courses, professional development courses, seminars, workshops and other activity that does not necessarily lead to a credential. A significant portion of the activity under the “training” category is preparatory courses to help Ontarians prepare for a post-secondary career or improve their skills for jobs.**

**The activity is delivered by public educational institutions, literacy and basic skills, not-for-profit organizations, school boards, government ministries or other organizations.**

**Sample of the organizations delivering this activity:**

<b>Provider</b>	<b>Type of Activity</b>
<b>Access Forward</b>	<b>AODA training</b>
<b>Autism Ontario Toronto</b>	<b>Professional development for autism providers and their staff</b>
<b>Cancer Care Ontario</b>	<b>Professional development for health care professionals</b>
<b>Gale Cengage Learning</b>	<b>preparatory courses for job seekers/professional development</b>
<b>Geneva Centre for Autism</b>	<b>Professional development for autism providers and their staff</b>
<b>Learning Centre for Georgina</b>	<b>Preparation courses for post-secondary</b>
<b>LinkedIn Learning</b>	<b>preparatory courses for job seekers/professional development</b>
<b>Ontario Human Rights Commission</b>	<b>Human rights training</b>
<b>Ontario Ministry of Labour</b>	<b>Worker Health and Safety Awareness Training</b>
<b>PARO Centre for Women's Enterprise</b>	<b>Professional development for women entrepreneurs</b>
<b>YMCA of Owen Sound Grey Bruce</b>	<b>Professional development training for job seekers</b>

2. What types of courses are in the “literacy” category?

**The “literacy” category consists of literacy and basic skills training offered outside the e-Channel program by some of e-Channel providers and other local organizations offering this type of training to their clients. Many of the local organizations are Employment Ontario providers.**

3. Correct Link to the List of 4282 Local Organizations Contact North | Contact Nord Engages With

**[https://contactnorth.ca/sites/default/files/pdfs/list\\_of\\_4282\\_local\\_organizations\\_contact\\_north\\_i\\_contact\\_nord\\_engages\\_with\\_to\\_recruit\\_and\\_support\\_students\\_-\\_december\\_2018.pdf](https://contactnorth.ca/sites/default/files/pdfs/list_of_4282_local_organizations_contact_north_i_contact_nord_engages_with_to_recruit_and_support_students_-_december_2018.pdf)**

4. Who Uses the Moodle Learning Management System?

**The following education and training providers use the Moodle Learning Management System:**

- e-Channel providers to deliver courses.
- Ontario Fire College to deliver courses.
- Northern College, Confederation College and Ontario’s Northern Colleges Collaboration Project to facilitate the delivery of exams to Contact North | Contact Nord’s online learning centres for invigilation and for Contact North | Contact Nord staff to return completed exams.

5. Are programs and courses requested by learners shared with institutions?

**Contact North | Contact Nord’s Directors, Recruitment & Partnerships share the information with the institutions during their regular liaison working sessions with their contacts at each institution.**

6. List of Online Learning Centres

**See attached list of 116 online learning centres by community. The list also includes the locations of the 195 access points.**

**The list of online learning centres is also available on [studyonline.ca](https://studyonline.ca) at <https://studyonline.ca/student-services/online-learning-centres/list-online-learning-centres>, organized by the name of the community where the online learning centre is located.**

**You can also search for online learning centres in our locator tool at <https://studyonline.ca/map>. Enter a city/town name or postal code and the tool shows you the closest online learning centres.**

7. Pie Chart Representations of IT Support Requests

**We're reviewing the software we use to track our IT Support Requests to determine if we generate the data required to create the pie charts.**

8. Social Media Engagement

**Our Coordinator, Recruitment Marketing is responsible for our social media channels. She is on vacation until March 12, 2020. We'll review the questions with her and report back.**

9. Breaking out Travel, Meal and Hospitality Expenses in the 2020-2021 Budget

**Page 26 of the revised 2020-2021 submission sent January 30, 2020 included the breakdown for travel for each category. See attached Page 26 of the submission.**

**Recruitment & Student Services, Information Technology (IT) & Web Services and Operations Support Services only have program-specific travel (labelled "direct"). There is no hospitality in these operational categories.**

**All governance & administration (labelled "indirect) travel & hospitality is reflected in the Governance & Administration category. All "hospitality" is reflected in the Governance & Administration category.**

**Other Notes from the March 3, 2020 Review Session with Anna Boyden, Erin McCloskey, Marc Betsworth, Maxim Jean-Louis**

- 1) Anna Boyden reported the Branch is waiting for decision notes regarding Contact North | Contact Nord's 2020-2021 Business Plan and Funding Request sent to the Minister's office to be signed and will report back as soon as she receives a response.
- 2) Marc noted the budget is projected to be balanced at year end and confirmed the Ministry is not interested in changes in categories, overages or underages; just the final number. Maxim confirmed the target is as close to balance as possible on a \$10 million budget, likely with a small positive variance.
- 3) The Q4 Interim Report is due April 30, 2020.