

● ● 2012 - 2013
● ● **ANNUAL REPORT**



A Year in Review

PARTNER COLLEGES

- ALGONQUIN
- BORÉAL
- CAMBRIAN
- CANADORE
- CENTENNIAL
- CONESTOGA
- CONFEDERATION
- DURHAM
- FANSHAWE
- FLEMING
- GEORGE BROWN
- GEORGIAN
- HUMBER
- LA CITÉ COLLÉGIALE
- LAMBTON
- LOYALIST
- MOHAWK
- NIAGARA
- NORTHERN
- SAULT
- SENECA
- SHERIDAN
- ST. CLAIR
- ST. LAWRENCE

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Message from the Chair



Dear Colleagues,

The primary purpose of this document is to provide you with the highlights of the past year and to demonstrate why *OntarioLearn* continues to be a great collaborative achievement in the Ontario college system. In particular, you will find details on enrollment trends, course development, student demographics, quality assurance and system enhancements, including the redesign of the *OntarioLearn* website in both official languages.

Our 24 partner colleges continue to work together to provide high-quality, accessible, online learning opportunities to learners in all communities of the province and beyond. We are proud of another record breaking year with 69,838 course registrations. This has also brought us to another significant milestone of more than one half million course registrations since we initiated our online presence in 1995 – definitely an accomplishment to celebrate.

We are living in a period of incredible change in post-secondary education. Rapid advances in technology coupled with new government initiatives are creating opportunities to reach students in ways never before imagined. We look forward to being a part of this evolution.

Thank you for the opportunity to serve as your Board Chair for the past year. I look forward to continuing in my new role as your interim Executive Director for the remainder of 2013. I am also pleased to be working with Susan Savoie, Dean, Faculty of Continuing Education and Training, Seneca College as our incoming Board Chair.

I invite you to read about all of our recent accomplishments which are only possible because of the shared commitment and values of our partner colleges. I thank everyone who has contributed to making *OntarioLearn* such a successful collaboration.

Sincerely,
Dan Holland
Chair, *OntarioLearn*

MISSION

OntarioLearn is a consortium of colleges devoted to the development and delivery of high-quality, accessible 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.

SHAPING ONTARIO'S EDUCATION LANDSCAPE

The OntarioLearn consortium comprised of all 24 Ontario Community Colleges works as a synergistic, responsive, and innovative group to develop and deliver flexible, demand-driven academic learning.

OntarioLearn is governed and managed by an Executive Committee and a Board of Directors, which consists of representatives from each member institution.

WHAT MAKES ONTARIOLEARN DIFFERENT?

As a major contributor and stakeholder in Ontario's urban and rural communities, OntarioLearn's partner colleges collaborate to strategically pool resources to expand access to online education. This partnership approach allows the colleges to optimize resources, avoid course duplication, and more importantly, pursue academic excellence through collaboration, flexibility, convenience and choice to meet the many and diverse needs of online learners.

THE STUDENT LEARNING EXPERIENCE

ACCESSIBILITY

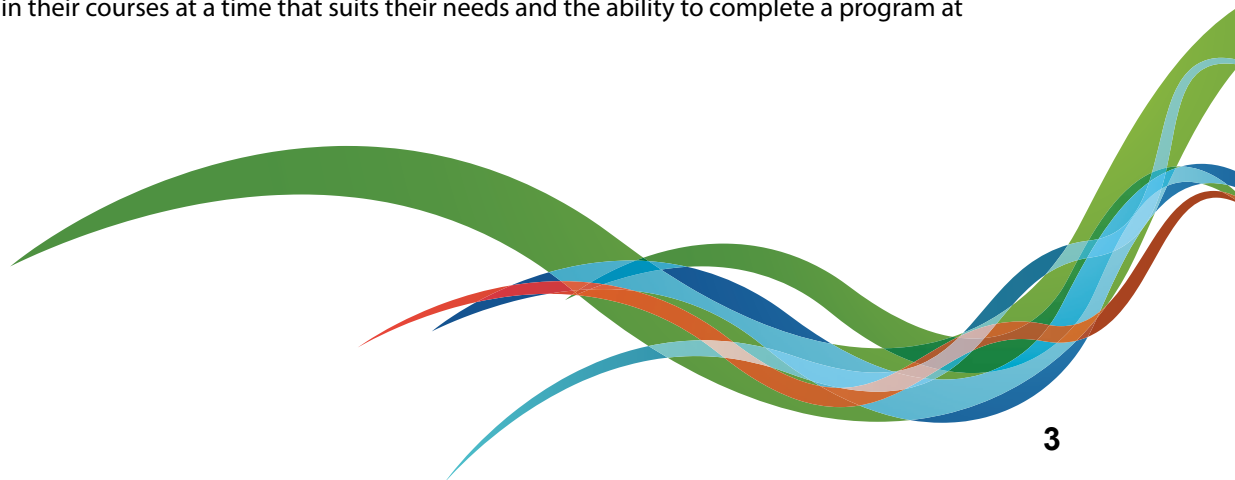
OntarioLearn's collaborative model allows students from almost anywhere – including those in rural and remote communities – access to more online learning options for broader career paths and brighter futures. Students can access courses from their home, office or elsewhere, at their convenience, and connect with their course instructor and classmates who may be participating from anywhere in Canada or internationally.

In fact, 23% of respondents from a recent student survey cited that one of the reasons they take course(s) online is because they live too far from a college campus.

FLEXIBILITY

Day-to-day obligations, full-time employment, disabilities, conflicting schedules, remote locations and travel time can make it difficult to conform to strict class timetables or to physically attend on campus classes.

Students can start courses during any one of the 15 intakes that are scheduled throughout the year. In addition to the 3 traditional semester intakes in the fall, winter and spring, OntarioLearn offers many courses at the start of every month during the year. The monthly intake options give students great flexibility to begin their courses at a time that suits their needs and the ability to complete a program at their own pace.





DIVERSITY

OntarioLearn makes every effort to provide support to its diverse learners – students who are undergoing job retraining, who reside in rural or remote communities, who are new Canadians looking to improve their job prospects, who have certain disabilities that make travel to and from school difficult, who have different learning needs and preferences, and who have different family, work, or school obligations and schedules. In a recent student survey, responses indicated that:

- 16% percent of respondents said that a language other than French or English was their first language.
- 17% of respondents said they have post-secondary education or training from outside of Canada.
- 12% of respondents said that they had immigrated to Canada within the last 10 years.

[I take courses online because] I need to continue working full-time while going to school. The online course hours are flexible.

Fleming College student

STUDENT DEMOGRAPHICS	
Age	%
- 20	3%
20 - 29	35%
30 - 39	25%
40 - 49	22%
50 - 59	13%
60+	2%

ORGANIZATIONAL PERFORMANCE SUMMARY

HOST COLLEGE VS. REGISTERING COLLEGE

OntarioLearn operates as a virtual organization responsible for managing the infrastructure and course inventory for all online courses offered through the consortium.

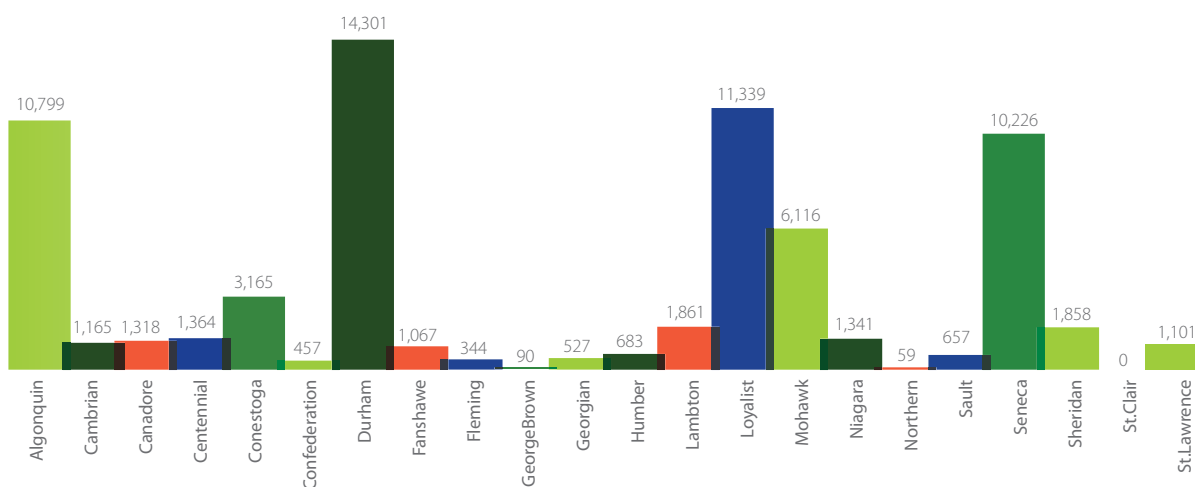
The partner colleges in the consortium can be either a registering college or a host/lead college. A registering college identifies and chooses courses from the OntarioLearn course inventory to complement and add to their own list of online courses. This allows each college to expand their course offerings without the extra costs and resources to develop, schedule and maintain additional courses.

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.

The role of the host college is multi-faceted: designing, developing, and delivering online courses to be shared with registering colleges. Hosting activity may differ from one college to another due to a number of factors such as financial and human resources, and timing. However, due to OntarioLearn's collaborative model, students have greater choice of and access to courses, at the college of their choice.

The host college is also responsible for course quality and maintenance, hiring the online course instructor, and providing final grades.

Hosting Activity (2012/2013)



SEMESTER INTAKE VS. MONTHLY INTAKE ACTIVITY

As flexibility in online courses has been a consistent demand from students over the last few years, OntarioLearn has continued to offer courses not only each semester but on a monthly intake basis. Although the majority of the increase in course enrollment attained over the last year resulted from courses offered on a semester basis, monthly intake enrollments account for 20.1% of the overall total enrollment for 2012-2013.

The table below compares the enrollment activity in semester-intake courses and monthly-intake courses during 2012-2013.

2012-2013 Course Intake Activity

Semester	Total 2012-2013		Semester-intake		Monthly Intake		
	# Sections	Enrollment	# Sections	Enrollment	# Sections	Enrollment	% Enrol. Activity
Spring 2012	1,245	22,360	832	17,034	413	5,326	23.8
Fall 2012	1,211	23,342	869	18,486	342	4,856	20.8
Winter 2013	1,144	24,136	913	20,290	231	3,846	15.9
TOTAL	3,600	69,838	2,614	55,810	986	14,028	20.1

2012-2013 KEY GOALS AND ACHIEVEMENTS

KEY INITIATIVE

- Redesign of the OntarioLearn web site.

PROGRESS REPORT

- The bilingual OntarioLearn website was completed and launched in June 2012.

KEY INITIATIVE

- Continue with the creation of online versions of several courses that form part of the Leadership Development Series (LDS).

PROGRESS REPORT

- During 2012-2013, OntarioLearn funded four courses for online development.
- A total of five LDS courses are now available online through OntarioLearn. The remaining five LDS courses are currently in-development and scheduled to launch later this year.

KEY INITIATIVE

- Proceed with the integration of the French colleges into the consortium and help establish the most viable form of support for their faculty and students.

PROGRESS REPORT

- OntarioLearn continued to work with both Collège Boréal and La Cité collégiale to establish processes for the delivery of online courses in French.
- In addition to launching the bilingual website, course development and teacher resources were translated and made available to both French colleges.
- Modifications were made to the OntarioLearn ePortal system to support the collection of course claim information from both French colleges.
- Although French online courses are not currently delivered through OntarioLearn, both colleges have begun advertising online courses on the OntarioLearn web site.

558,233

Over 1/2 million course enrollments from 1995 to 2012

KEY INITIATIVE

- Monitor the use of the OntarioLearn Online Teacher's Resource site and investing in improvements as necessary.

PROGRESS REPORT

- The Online Teachers' Resource Site is now available in both official languages.
- The resource site is available to all instructors and regularly cited in course reviews. This assists host colleges with recommendations and improvements.
- Analytics results confirm that the Resource site received almost 1,900 visits in just one year.
- Recent results also show that the site is accessed from around the world. Top countries outside Canada include the US, India, Philippines, and Australia.

KEY INITIATIVE

- Improve operational efficiencies to ensure they meet the needs of continued enrollment growth and student satisfaction.

PROGRESS REPORT

- During 2012-2013, improvements assisted in the management of:
 - 69,838 course registrations
 - 3,600 course sections, and
 - 936 unique course subjects that students registered into.
- Initiated Phase 1 of the OntarioLearn ePortal Redesign Project.
- Implemented a Course Evaluation Survey pilot project during the winter 2013 term. A 25% increase in the response rate was achieved. A review of the recommendations to improve future iterations of the course evaluation survey is in process.
- Introduced new functionality within the OntarioLearn ePortal system to identify and track course section enrollment maximums.
- Updated/improved several reports within the OntarioLearn ePortal system and OntarioLearn Grades system to stream administrative processes.

SUCCESS RATES

The student success rate for OntarioLearn's online courses continues to improve and is now sitting at 76.9% - the highest rating in the last five years. When adjustments are made to factor in attrition, the rate increases to 86.3%.

A comparative look at trends in success rates, attrition and retention

	2008 (%)	2009 (%)	2010 (%)	2011 (%)	2012 (%)
Success Rate	73.8	73.7	75.3	74.8	76.9
Success Rate (minus Attrition)	84.6	84.2	85.3	85.3	86.3
Attrition Rate	12.7	12.4	11.7	12.3	10.9
Retention Rate	87.3	87.6	88.3	87.7	89.1

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

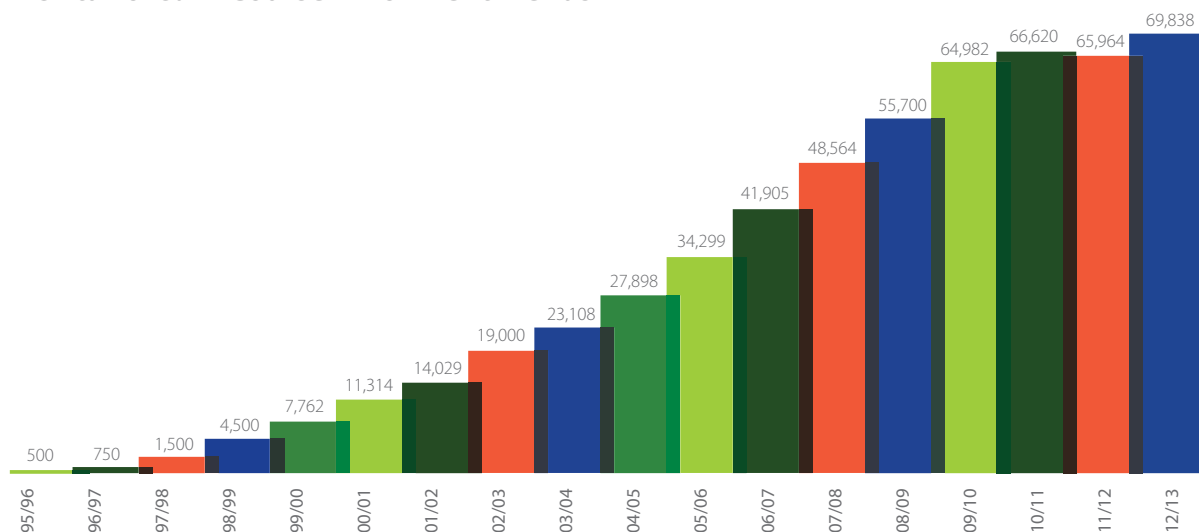
Retention rate is defined as the % of students who were assigned a final grade.

ENROLLMENT REPORT

DISTRIBUTION OF COURSE ENROLLMENT

The record high enrollment of 69,838 course registrations can be attributed to the continued expansion and diversity of online courses and programs offered through OntarioLearn.

OntarioLearn Course Enrollment Trends



Course Enrollment by College

College	2008/09	2009/10	2010/11	2011/12	2012/13	Enrollment	% Change from
	Enrol.	Enrol.	Enrol.	Enrol.	Enrol.	Variance	Previous Year
Algonquin	6,461	7,114	5,866	5,770	6,604	834	14.5
Cambrian	850	865	925	941	915	-26	-2.8
Canadore	516	875	909	757	938	181	23.9
Centennial	3,185	3,000	3,166	3,348	3,507	159	4.7
Conestoga	2,843	3,436	3,903	4,056	4,236	180	4.4
Confederation	1,426	1,672	1,921	1,298	1,282	-16	-1.2
Durham	5,953	6,902	7,367	7,500	7,702	202	2.7
Fanshawe	1,636	2,085	1,803	1,623	1,594	-29	-1.8
Fleming	1,031	1,499	1,809	2,073	2,731	658	31.7
Georgian	616	1,108	1,518	1,912	2,103	191	10.0
George Brown	1,028	1,505	1,611	1,463	1,811	348	23.8
Humber	1,643	1,746	2,255	1,828	1,925	97	5.3
Lambton	1,578	2,088	2,085	1,752	1,772	20	1.1
Loyalist	3,952	4,518	3,945	4,311	4,186	-125	-2.9
Mohawk	6,997	7,953	8,092	7,643	7,799	156	2.0
Niagara	3,190	3,859	4,378	5,276	6,529	1,253	23.7
Northern	184	294	335	204	285	81	39.7
Sault	760	744	786	674	683	9	1.3
Seneca	6,711	7,768	7,700	8,187	7,867	-320	-3.9
Sheridan	3,678	4,075	4,092	3,424	3,344	-80	-2.3
St. Clair	223	273	291	257	216	-41	-16.0
St. Lawrence	1,239	1,603	1,863	1,667	1,809	142	8.5
TOTAL	55,700	64,982	66,620	65,964	69,838	3,874	5.9

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.

COURSES AND PROGRAMS

COURSE DEVELOPMENT AND OFFERINGS

OntarioLearn is committed to providing a wide range of high-quality courses 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.

Through a course claim process, any partner college may propose developing a new course. Another college may challenge this claim if they believe one of their current courses appears to have identical learning outcomes. The Executive Committee and an independent arbitrator evaluate any disputes involving potential duplicate courses. A college has one year following the successful submission of a claim to develop the course.

2012-2013 STATUS REPORT

OntarioLearn Course Inventory

1,115 courses available
222 new courses under development



PROGRAMS BY AREAS OF INTEREST

OntarioLearn partner colleges package courses and create their own College-approved Certificate programs, Ontario College Certificate programs, Ontario College Graduate Certificate programs, Ontario College Diploma programs and Ontario College Advanced Diploma programs using courses from the OntarioLearn course inventory.

Currently there are 467 partner college programs listed on the OntarioLearn website. This great diversity of learning options for students is a large part of what makes OntarioLearn so successful. As illustrated below, programs and courses offered through OntarioLearn can be found under these specific areas of interest.

AREAS OF INTEREST

Academic and Career Entrance Program	Human Resources
Accounting	Justice
Apprenticeship	Leadership Development Series (LDS)
Business	Legal/Office Administration
Business Writing	Library & Information Studies
College Preparation	Management
Communications & Languages	Marketing
Computer Programming	Mathematics
Computer Software Applications	Military Arts and Science
Corrections	Pharmacy Technician Bridge Program
Creative Writing/Literature	Police Foundations
Early Childhood Education	Sciences
Educational Assistant	Security
General Education	Social Sciences
General Interest	Sports/Leisure & Recreation
Health Sciences	Teacher Training
Home Inspection	Teacher Training for Online Technology
Hospitality/Travel & Tourism	Trades

QUALITY ASSURANCE

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 learners academic success and satisfaction.

OntarioLearn's Quality Assurance / Quality Control Specialist vigorously monitors courses and works with our member colleges to conduct course reviews, and to oversee the Course Evaluation and Review process. The quality assurance and course review process involves two assessment tools:

A Course Standards Checklist, and
An Online Course Evaluation Survey.

COURSE STANDARDS CHECKLIST

In consultation with instructional design specialists from *OntarioLearn* partner colleges, the *OntarioLearn* Course Standards Checklist reflects the mandatory elements required for all courses. Designed to work with all LMS platforms, the checklist is used to evaluate all new courses and reassess courses that fall below the expected student satisfaction levels.

COURSE EVALUATION SURVEY

A key component of quality assurance is the feedback received from students. Students participate in an online Course Evaluation Survey questionnaire, the assessment tool used to measure the overall effectiveness of instruction, course content and students' general perceptions of quality. Based on established review criteria, the Executive Committee sets a course of action for each course. Courses with negative results are subject to additional analysis by the *OntarioLearn* Executive Committee. This may include a course review, instructor review, possible course suspension or the possibility of a loss of the course claim.

In winter 2013, a pilot project to develop a revised survey/questionnaire and survey process was initiated with the assistance of CCI Research Inc., an external survey research provider. The pilot introduced changes to the online survey process that resulted in a 49.7% response rate. This represents a 25 % increase in the response rate compared to previous surveys. As a result, *OntarioLearn* is investigating a low-cost annual solution to data collection and reporting for future Course Evaluation Surveys.

2012-2013 STATUS REPORT

81 new course reviews completed
22 course revisions (due to an LMS change) completed
15 active course reviews completed.
As of year-end, there were 70 active course reviews in-progress.

The instructor is excellent. He's very knowledgeable and quick to respond to students - a very good instructor for OntarioLearn.

Loyalist College student

TEACHING EXCELLENCE SUPPORTED IN THE ONLINE CLASSROOM

OntarioLearn has a comprehensive Online Teachers' Resource Site providing online instructors with quick access to teaching strategies, best practices, and technology and resource tools to enhance the learning environment. The site also contains self-directed learning modules that focus on:

- Engagement
- Learning
- Assessment & Evaluation
- Learning Technology

OntarioLearn's Online Teacher's Resource site



41,100

unique students
enrolled in
2012-13 courses

TECHNOLOGY INFRASTRUCTURE AND SUPPORT

ONTARIOLEARN WEBSITE

The new OntarioLearn website – www.ontariolearn.com – was launched in June 2012. The revised site is available in both official languages with enhanced search capabilities that allow visitors to search for course information by registering college course code, subject area or by keyword. Visitors can also search for online programs offered by partner colleges.



ONTARIOLEARN EPORTAL

The OntarioLearn ePortal is the gateway to all online courses, tools, and support for students, instructors and administrators. Phase 1 of the ePortal Redesign Project was implemented in April 2013. The site redesign incorporates website accessibility requirements into the student and faculty views of the ePortal System. Phase 2 of the Redesign Project is scheduled to proceed this year with the focus on the administrative views and the OntarioLearn Grades System module.

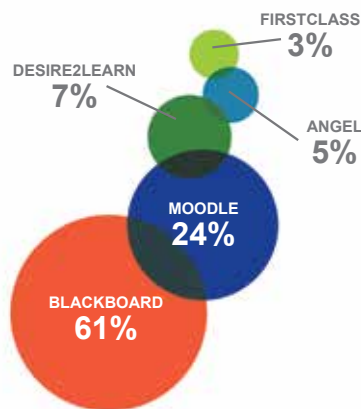
*As a first time online teacher,
the technical support at 7 p.m. on
Saturday evening was wonderful.*

Fanshawe College Instructor

LEARNING MANAGEMENT SYSTEM ACTIVITY

Five supported Learning Management Systems (LMS) serve as reliable modes of online course delivery including Angel, Blackboard, Desire2Learn, FirstClass and Moodle.

2012-2013 Enrollment Distribution



TECHNICAL SERVICE PROVIDER

Embanet has been the Technical Service Provider for OntarioLearn since 1999. In October 2012, Pearson announced the acquisition of EmbanetCompass.

Pearson Embanet continues to effectively deliver:

- Proven reliability and site stability;
- Centralized technical support for students and instructors with LIVE 24/7 help desk;
- Centralized servers with extensive backup processes and proactive emergency procedures;
- Continual scheduled maintenance and upgrading.

During 2012-2013, Pearson Embanet provided instructional design support for our Leadership Development Series (LDS) course conversions and assisted host colleges with more than 90 course migrations to Moodle 2.3. Additional course migrations are ongoing.

Pearson Embanet provides exceptional LIVE 24 x 7 x 365 help desk support to all of our students and instructors on all five learning management systems. This support is key to OntarioLearn's operation. Telephone, ticket submission, online chat, FAQ links and a knowledgebase look up are all available from the customized Online Support Centre. Help desk statistics are provided each month allowing OntarioLearn to identify and react to trends impacting end-users.

2012 -2013 FINANCIAL REPORT

The OntarioLearn infrastructure is sustained by partner college contributions only, with no direct funding from the Ministry. Partner colleges pay an annual membership fee plus an administration fee per enrollment to OntarioLearn.

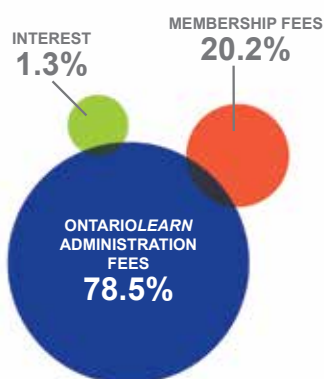
Year ended March 31, 2013

REVENUE	
Membership Fees	72,000
OntarioLearn Administration Fees	279,104
Interest Income	4,619
TOTAL REVENUE	\$355,723

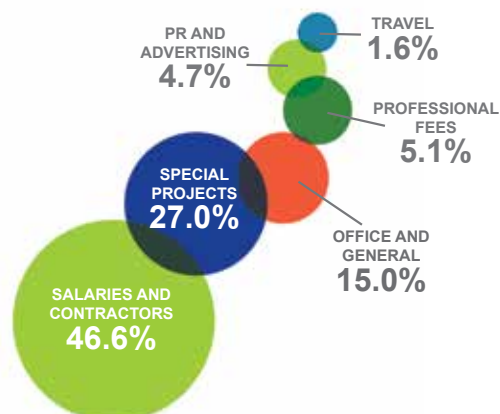
EXPENDITURE	
Salaries and Contractors	179,014
Special Projects	103,535
Office and General	57,566
Professional Fees	19,743
PR and Advertising	17,923
Travel	5,982
TOTAL EXPENSES	\$383,763

The data above relates to the infrastructure operations of OntarioLearn only and does not reflect the revenue and costs incurred by individual partner colleges.

Revenue Sources



Expenditures



OntarioLearn's forward-thinking model is exactly what the province needs to deliver technology enabled higher education to more students in the years ahead.

Linda Franklin, President & CEO
Colleges Ontario

LOOKING AHEAD

STRATEGIC DIRECTION 2013

In June of 2012, the OntarioLearn Board members participated in a planning session to develop a 2013-2016 strategic plan for the consortium. The strategic direction to guide OntarioLearn over the next three years is as follows:

- Develop and implement a sustainable business model that benefits all stakeholders.
- Develop and deliver a digital strategy that meets the changing needs of all stakeholders.
- Establish OntarioLearn as the leader for online learning to support Ontario Colleges in reaching new markets.

In addition, initiatives to action over the next year include:

- Begin a review of the current OntarioLearn Business Model to identify perceptions, challenges and new opportunities.
- Establish an IT road map to assess the short- and long-term goals including a review of our technical service operations.
- Develop a communications plan that highlights the benefits and accomplishments of OntarioLearn.
- Assemble a pool of resources to support partner colleges.
- Continue working with both French partner colleges to establish processes related to the delivery of online courses in French through OntarioLearn where possible.
- Establish enhancements to the quality assurance process including AODA legislation requirements and course evaluation practices.
- Continually assess and improve operational efficiencies to ensure they meet the needs of stakeholders.

Through the powerful synthesis of collaboration, interaction and participation among the consortium members, these initiatives will contribute to the continued growth of OntarioLearn.



Executive Committee

Chair	Dan Holland, Loyalist
Co-Chair	Susan Savoie, Seneca
Treasurer	Linda Rees, Algonquin
VPA Liaison	Cheryl Jensen, Mohawk Pat MacDonald, Mohawk Laurie Poirier, Sault Dan Piedra, Sheridan
Executive Director Administrator	Al Brady Heather Ryan

Board Members

VPA Liaison	Cheryl Jensen
Algonquin	Linda Rees
Boréal	Danielle Talbot-Larivière
Canadore	Tracie Marsh-Fior
Centennial	Michelle DeCoste
Cambrian	Louise Turcotte
Confederation	Vince Stilla
Conestoga	Sandra Schelling
Durham	Mary Blanchard
Fanshawe	Susan Cluett
Fleming	Brenda Pander-Scott
George Brown	Brenda Yip
Georgian	Janice Priest
Humber	Mark Ihnat
La Cité collégiale	Suzanne Gibault
Lambton	Wendy Asher
Loyalist	Dan Holland
Mohawk	Pat MacDonald
Niagara	Fiona Allan
Northern	Sara Munroe
Sault	Laurie Poirier
Seneca	Susan Savoie
Sheridan	Dan Piedra
St. Clair	Dr. Peter Tumidajski
St. Lawrence	Lynn Walker
Coordinator Representative	Karen Quinney



OntarioLearn at a Glance

- 1995-1996 LAUNCH OF CONTACT SOUTH**
- Seven colleges partner to share in the delivery of part-time online courses.
 - 500 registrations in online courses are reported in the first year.
- 1997-1998 CONTACT SOUTH WELCOMES MORE COLLEGE PARTNERS**
- 12 more colleges join the consortium.
 - 1500 total course registrations experienced.
- 1998-1999 TECHNICAL SERVICE OPERATIONS OUTSOURCED**
- Embanet Corporation becomes technical service provider.
- 1999-2000 CONTACT SOUTH CHANGES NAME TO ONTARIOLEARN (SEPTEMBER 2000)**
- 2000-2001 PARTNER MEMBERSHIP INCREASES TO 22 COLLEGES**
- 285 online courses are available in the course inventory.
 - 11,314 total course registrations attained.
- 2005-2006 ONTARIOLEARN EPORTAL SYSTEM IS LAUNCHED**
- The student experience is enhanced with a new online gateway to improve online access to courses and resources.
- 2011-2012 ONTARIOLEARN IS INCORPORATED AS ONTARIOLEARN ONLINE COLLABORATIVE INC.**
- Consortium expands to include Ontario's two French colleges.
 - 65,964 course registrations result in a 370% increase of growth in a decade.
- 2012-2013 ONTARIOLEARN NOW 24 COLLEGES STRONG**
- All of Ontario's community colleges are part of the consortium.
 - 1,115 online courses are now accessible in the course inventory.
 - 69,838 course registrations achieved.

ONTARIO

Confederation
Thunder Bay

Northern
Timmins

**Collège Boréal
Cambrian**
Sudbury

Canadore
North Bay

Sault
Sault Ste. Marie

**Algonquin,
La Cité collégiale**
Ottawa

Humber
Toronto

Seneca
Toronto

Centennial
Toronto

George Brown
Toronto

Georgian
Barrie

Fleming
Peterborough

St. Lawrence
Kingston

Loyalist
Belleville

Conestoga
Kitchener

Durham
Oshawa

Sheridan
Oakville

Lambton
Sarnia

Fanshawe
London

Mohawk
Hamilton

Niagara
Welland

St. Clair
Windsor

