



# ACCC

Association of Canadian Community Colleges

# Corporate

June 2005

The ACCC Corporate Alliance Program was established in 2001. The Corporate Alliance Partners are committed to developing a long-term mutually beneficial relationship with the Canadian college and institute system to provide institutions with leading-edge products at significant cost savings, and featuring high quality after-sale service as well as value-added information and services.

The ACCC national network of 144 colleges and institutes located in more than 900 communities, with 60,000 staff and faculty, over 900,000 full-time students and 1.5 million part-time learners, is a unique gateway partner for national corporations. Please visit the ACCC website ([www.accc.ca](http://www.accc.ca)) for more information.

To date, the eight Alliance Partners selected by ACCC include: ● **Dell Canada** ● **Grenville Management Inc.** ● **Bibliocentre** ● **Konica Minolta Business Solutions (Canada) Ltd.** ● **NEC Solutions** ● **SunGard SCT** ● **Marsh Canada Limited** and ● **RBC Royal Bank.**

## Newsletter

Inside:

**Dell Canada**

for your computer equipment needs.

**Konica Minolta Business Solutions (Canada), Ltd.**

for your photocopying needs.

**NEC Solutions**

for your integrated audio-visual projection needs.

**Bibliocentre**

for your paper and electronic library purchase needs.

**Marsh Canada Limited**

for your risk management needs.

**RBC Royal Bank**

for your financial, banking and investment needs.

ALLIANCE



## Mount Royal College Delivers a Leading-Edge Learning Environment

With a 25-year expansion well underway, Mount Royal College is preparing to keep pace with growing numbers of techno-savvy students who expect a leading-edge learning environment. Mount Royal has served Calgary students for more than 90 years and is dedicated to giving its students all the skills they need to succeed in a knowledge-based economy.

### Finding a Partner

Dell has been providing Mount Royal with computer technology since the two organizations partnered in 2001. Since then, its expertise and products have been used to create the Library computer lab (to which Dell donated 10 electronic notebooks) and improve existing support relationships. Dell technicians helped install more than 400 of the 1,000 computers needed in a new academic building within a limited timeframe. Mount Royal purchased an additional 1,040 desktop computers, 70 notebooks, and nearly \$50,000 of peripherals, as well as storage and server infrastructure.

"Dell has proven to us to be an extremely reliable solution provider and a terrific partner of the college. I am extremely impressed with the Dell products and service," says Doug Dunwoody, Director for Information Technology Services at Mount Royal.

### Building the Relationship

A server crash late in August 2002 — Mount Royal's busiest time of year — was a catalyst to implementing a Dell Storage Area Network (SAN). Although Mount Royal had a disaster recovery system in place — in fact, an overwhelming majority of the more than 52 million records involved were recovered — the institution was looking for a solution to its data storage needs. Rather than a quick-fix, band-aid approach, Mount Royal and Dell arrived at a more strategic solution that offers more redundancies — backup features — and the ability to structure hardware disaster recovery.

"There was a challenge and, based on a level of trust in the relationship we had, Mount Royal approached Dell to suggest solutions that would meet the college's business requirements," says John Armstrong, Regional Sales Manager at Dell Canada.

Mount Royal needed a system that consolidated its data storage, that was absolutely reliable and provided maximum uptime, and that could be expanded in a cost-effective way for future disaster recovery and business continuity needs, across all operating system platforms and applications.

The SAN (consisting of hardware, server infrastructure and storage infrastructure) stores all data formats away from the server, providing security and facilitating any required data recovery in a protected environment. It can handle up to 64 terabytes (1,000 gigabytes) of data; Mount Royal's data pool is growing exponentially as it expands, and efficient data storage and uninterrupted business operations are critical to its success. Applications and stored data are being ported to a Dell SAN in phases over four years.

### A Bright Future

"We are happy to have made a contribution to education," says Armstrong. "We have also committed to continue to invest at Mount Royal College to assist in bringing technology to students."

And Mount Royal students are definitely feeling the impact of the institution's partnership with Dell.

"I tend to be in the computer labs all the time," says student Janell Sklapsky, an English major who plans to become a teacher. "I think the access we have at Mount Royal is helpful and, as an education student, I need to keep up with current technology so that I'm prepared for what future classrooms might look like. It's great that Dell is interested in investing in students like me."

With successful relationships like this one with Dell and a commitment to current and future student technology needs, Mount Royal College — and other such institutions — can truly deliver a leading-edge learning environment.



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## Southern Alberta Institute of Technology

The Southern Alberta Institute of Technology (SAIT) is one of Canada's foremost post-secondary institutions, attracting a large number of international students and offering an excellent beginning education and skills training program.

### the challenge

SAIT's vision is to be recognized as Canada's premier institute for advanced technology. They launched an e-learning initiative to incorporate the latest technology into the educational process. More than 1800 students were given laptops, and when SAIT expanded its main campus by building roughly 100 new classrooms, the institute looked to incorporate the latest projection technology into the new rooms as well.

SAIT sought to equip the new rooms with projectors that could be used with a SMART Board™ interactive whiteboard, but that also could project onto a larger pull-down screen.



### the solution

After looking at numerous solutions, SAIT decided to standardize its technology with NEC projectors. They already were using NEC technology, and were confident they would achieve the same spectacular results. The projectors produce bright, detailed images and feature optional networkability, extensive input/output

connections and extremely high resolution capabilities. SAIT knew the NEC projectors would be a perfect fit since they were one of the few products on the market with power zoom, power focus and power lens shift, and were flexible enough to be installed on the ceiling and project onto an interactive whiteboard or a separate, larger screen.

SAIT was able to afford this technology thanks to a SMARTer Kids™ Grant, which assists educators in the purchase of NEC display technology

### the benefits

Using NEC projectors, SAIT now provides its professors flexibility in their teaching by allowing them to display educational content on an interactive whiteboard or a larger screen. And thanks to the bright 3,000 lumen light output of the projectors, SAIT also was able to allow for significant ambient light in the design of the new classrooms. SAIT found the projectors so bright in fact, that they operate in Eco-Mode™, resulting in a significant increase in usable lamp life.

In addition, SAIT also has benefited from NEC's industry-leading service and support.

"We are thrilled with the training our technical and support people have received," said Gord Nixon, vice president of academics at SAIT. "Repair requirements have been minimal, but any time we've required some help, NEC has been there"



## **Bibliocentre's Metadata Content Group ramps up to providing significant Digital Resource Management services helping support a Digital Campus environment**

Since its 2003 contract to digitize and metatag TVOntario's highly regarded Curriculum Resource Bank instructional programs, Bibliocentre's Metadata Content Group has charted a course into the waters of previously unpredicted services. Recently Bibliocentre successfully provided a context-relevant search capability, in English and French, across disparate web sites for the Government of Canada's Voluntary Sector Initiative. The combined strengths of its Metadata Content Group and Video-on-Demand services place Bibliocentre in a unique position to view the technologies that are now converging to make the idea of a digital campus possible.

E-learning courses require the development of learning objects and digitized support materials such as online journals, e-books, videos, images, and sound recordings. This digital content needs to be structured, organized and made accessible to instructors and learners. Developing a digital library to support e-learning programs opens up a vast array of new, not to say novel issues. Networked digital content has brought new publishing models, especially in the cycle of authoring, publication and accessing. Legal issues surrounding intellectual property rights and copyright become critical in implementing a digital library along with technical challenges of authentication and preservation. Obtaining performance rights to material for educational Video-on-Demand is a field unto itself.

Positioning campus and library information services within the emerging e-learning environments is an evolving field with many questions as yet unanswered. The interactions between learning programs and their supporting information services are much closer and more technically complex than those experienced with print resources. The IMS Global Learning Consortium has identified two categories of interface between digital libraries and learning management systems such as WebCT and Blackboard:

- Integrating e-learning courses with existing and emerging online local and external digital services
- Using newer repository technology to support the configuration, presentation and delivery of learning objects required for learner-centric learning

Educational institutions have only just begun to grapple with the implications of developing the digital campus. Central to these challenges is the need to organize and manage the creation, flow, and use of content. The vision of aggregated reusable digital content requires the development of institution-wide infrastructures that support learning applications and repositories.

Managing digital content is a multi-disciplinary task requiring a wide range of disciplines including information professionals, programmers, database designers, and network/system analysts. Information professionals (known as librarians within a library context, and information architects within a digital context) focus on developing the semantic structure that makes it possible for computer software to effectively navigate, search and retrieve the content.

Digital Campus and beyond: Through Bibliocentre and its Colleges Digital Library, Ontario's Colleges have taken a leadership position in the Ontario Digital Library. ODL is set to change the way Ontarians find information and interact within their communities of practice or within larger contexts. This cross-ministerial initiative has received monies toward new lifelong learning resource for all Ontario citizens.

The new information professional is equipped to apply metadata, thesauri, taxonomies and categorization software within the digital environment. Bibliocentre has begun to build and acquire these new (and currently scarce) skills to support the e-learning initiatives of the Colleges. Who knows how soon a College will be delivering a full suite of services to the student-on-the-run with a PDA.

## AGCC Corporate Alliance Program Marsh Risk Management Services

*"We at Grande Prairie Regional College are thrilled with the high level of service received from Marsh Canada. They continue to provide us with a wealth of information, continually address our issues, and provide us with solutions that are relevant to our needs in a timely manner."*

*Norine Laverick  
Contract Administrator  
Information & Privacy Coordinator  
Grande Prairie Regional College  
Grande Prairie, AB*

*"Georgian College was one of the founding members of the Ontario college insurance consortium with Marsh Canada established in 1995. I have been very pleased with the service and support that Marsh has provided to Georgian College over the past decade."*

*Brandon Lander  
Vice President, Administrative  
and Human Resource Services  
Georgian College  
Barrie, ON*



**Marsh Canada Limited has joined the Corporate Alliance Program of the Association of Canadian Community Colleges (ACCC) to deliver high quality, cost effective Risk Management Services to ACCG members.**

Everyday, the education sector faces a new world of risk. Increased liability exposures due to the changing Canadian legal environment, as well as many institutions' broader scope of activities, bring new complexity and added costs. Coupled with this is the impact of global events on the cost of insurance.

To help its members deal with these changing risks, ACCG is working with Marsh Canada, the nation's leading insurance broker for the higher education sector. Marsh Canada has a substantial base of experience in the higher education sector and strong relationships with the world's major insurance carriers.

Individually and in groups, Canadian colleges and institutes have accessed, and benefited from Marsh risk management services. For example, since 1995, nineteen of Ontario's twenty-four colleges have used Marsh's consortium approach for Risk Management Services and Insurance coverage. In Alberta, fifteen of eighteen colleges have recently formed

a similar buying group through Marsh. Twenty-five Canadian universities do the same. Marsh has consistently demonstrated that approaching Risk buying for the higher education sector from such a consortium perspective results in considerable benefit to individual members. Premium costs and cost of risk, under a consortium buying approach, spreads risk over a much larger base resulting in consistently lower premiums.

With offices in 13 cities across Canada, Marsh can deliver local service to the individual college while maintaining a centralized Program Design and Management capability.

Through Marsh Canada's risk management program, coverage is broad and tailored to the specific needs of Canadian colleges and institutes. Just as importantly, Marsh's loss control resources are available to help ACCC member institutions identify, analyze and control their exposures to loss.

Some of the Risk Management and Loss Control Services that program participants have access to include:

#### **Core Coverages**

- Property
- Boiler & Machinery
- Commercial General Liability Assessments
- Educators' Institution Liability
- Automobile
- Garage Automobile
- Crime
- Umbrella Liability

#### **Additional Services**

- Loss Control Bulletins tailored to Colleges
- Fleet Safety Services
- Community College Business Risk Assessments
- Alcohol Server Intervention Program Design

Additional coverage such as Travel Accident, Foreign Student Health, Pollution Liability, Aviation and Watercraft are available.

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Keith and Murray will work with you and your local Marsh office to coordinate service delivery either individually or through a college consortium.

For additional information visit [www.marsh.com](http://www.marsh.com) and [www.marsh.ca](http://www.marsh.ca) to learn more about Marsh Canada Limited.

*"Confederation College has been insured through Marsh since 1995. I was nervous about losing local service but we have been extremely happy with their performance from the beginning. Specifically, the transition was very smooth, our rates have been very competitive, the breadth and depth of advice is superb, responsiveness to questions and claims has been superior to anything seen before, regular visits and updates on the program are helpful and staff are clearly knowledgeable. Although they are large, the service has been direct, tight, understanding and personal."*

*Reg G. Jones  
VP Administrative Services  
Confederation College  
Thunder Bay, ON*

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