



Class Rep Handbook

2011-2012

Algonquin Students' Association

PERTH

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PEMBROKE

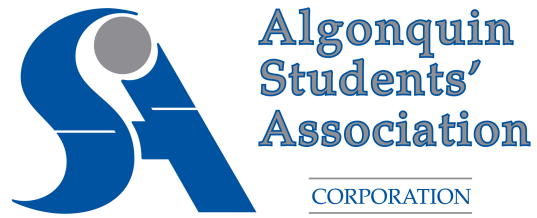
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Message from the President

Thank You. You have stepped up to a great opportunity! This is your chance to make a positive change in your college.



As a class representative you are the voice of your classmates. You will be attending Student Forums and Program Council meetings where you can express the ideas and concerns of your fellow students

I must take the time to thank you. I thank you for taking this on when you don't have to. I thank you for speaking up for your fellow students- for those who are excited, and those who are afraid to speak. I also thank you because your effort, your voice, make us a strong team to create an environment that inspires a passion for student success

Please read through the handbook as it contains all the information you will need to know to perform your role as class rep. If you have any questions or concerns about your role, please do not hesitate to contact me or any other Director.

I sincerely hope you will enjoy and embrace this opportunity to make a difference in Algonquin College.

See you at the Forums and I hope to hear from you.

Jacob M.B. Sencartier

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Board of Directors



Kayla Cseh

Vice-President/Director
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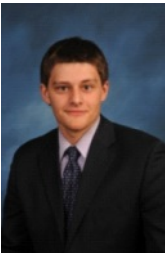
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Mission Statement

“To create an environment that inspires a passion for student success.”

The Board of Directors governs the Students' Association and they make many key decisions that affect you, the student. They govern the management of the corporation and are your voice with the upper echelons of the College Administration. Without these dedicated individuals, many important student issues would not be advocated.

We, as the Board of Directors, look forward to providing a variety of services and facilities to you throughout your educational experience here at Algonquin College. If you ever have any questions or concerns please feel free to stop by and talk to us, email or call us. We hope to help make your experience at Algonquin a success.

What is the Students Association?



The Algonquin Students' Association is a not-for-profit corporation with over 30 years of service. It is our mission to create an environment that inspires a passion for student success. A Board of Directors governs the Students' Association and they make all the key decisions that affect you, the student. They govern the management of the corporation and are your voice in the upper echelons of the College Administration. Without these dedicated individuals, many important student issues would not be advocated.

SA Provided Services

Club Funding

Emergency Hotline

Field Trip Funding

Used Books

Free Faxing

Graduate Services

Landing (Pembroke)

Meeting Rooms

Observatory

Perth Fitness Zone

Printing Services

Ride Board

Impact Zone

Tax Preparation

Housing Listings

Silent Study Rooms

Health-Dental Plan

Courtesy Phones

SA Funded Services

Algonquin Times

The Algonquin Times is your student newspaper. It is an award winning newspaper produced bi-weekly by Journalism and Advertising students. There is lots of great articles and information contained in the paper so be sure to pick up a copy! Visit them online at algonquincollege.com/times.

CKDJ Radio

The Students' Association helps fund your school radio station CKDJ 107.9 FM, Ottawa's New Music station. Listen to them live at www.algonquincollege.com/ckdj.

Thunder Varsity Sports

Algonquin's teams, the THUNDER, compete under the auspice(s) of the Ontario Colleges Athletic Association. They are funded in full by the Students' Association.

Algonquin Fitness Zone

This 20,000 square foot state-of-the-art fitness facility has everything you need to achieve your fitness goals. The AFZ features 44 pieces of cardio equipment, free orientation, personalized fitness programs, personal trainers, free towel service, saunas, massage therapy and much more. Membership includes Aerobics classes.

2011-2012 Board of Directors Priorities

Every year, the Board takes on specific concerns as priorities to try and improve the overall student experience on campus. These are in addition to the general concerns that you bring to us during the school year.

This year the Students' Association has six priorities. If you have any questions regarding the status of these priorities, please contact the Students' Association Board of Directors.

Improve Demand Driven Services / Processes

The Board will present a list of important demand driven services/ processes requiring the college's immediate attention.

We will be consulting with the Class Representatives and the student population to synthesize a list of important demand driven services/processes that require the College's immediate attention.

Teaching and Learning Technology

The Board will assist in the effective introduction of teaching and learning technology that is embraced by both students and faculty.

We will be a stake holder for Teaching and Learning Technologies being implemented at the College whether for the faculty and/or students.

School Spirit

The Board will research perspectives across the college community on how to elevate school spirit and identity.

We will be engaging staff and students on how Algonquin College can elevate school spirit and identity

Transportation

The Board will research student considerations in support of a College Transportation Demand Management policy.

We will bring the students' transportation demand needs to the College to help draft a policy

Retention

The Board will present a strategy to Algonquin's senior administration to increase retention across all campuses.

Linkage

Focus efforts on strengthening the Board's linkage with the growing membership

We will focus our efforts on strengthening our linkage with the growing membership.

Ombudsperson

George Cole
Office: C-145
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algonquincollege.com/ombudsperson

The Ombudsperson is a free service funded equally by Algonquin College and the Algonquin Students' Association without any compromise of the Ombudsperson's autonomy.

Why is there an Ombudsperson?

My Office exists to investigate, at your request any complaint regarding any aspect of student life; and to serve as an information service by providing you advice on College policy and procedure, your rights and responsibilities, and general guidance on where and to whom your complaints and inquiries are appropriately directed.

Who Can Use This Service?

Every Algonquin student and all applicants for admission to Algonquin can ask for the Ombudsperson's help in finding solutions to problems they have with the college or the Students' Association.

Confidential and Impartial Information obtained by the Ombudsperson is held in the strictest confidence. Students can discuss their concerns fully and frankly. Your Ombudsperson is independent and impartial, and has effective access to both college and Students' Association officials.

Contact Your Ombudsperson If:

You have a concern about any aspect of student life at the College

You are unsure about the policies, rights, procedures, and responsibilities that apply to your situation. The Ombudsperson can guide you with respect to your concerns.

You need someone to listen to your circumstances and to assist you in making appropriate choices.

You feel that your student life has been adversely affected by the conduct and behaviour of another person.

You need someone to facilitate communication between yourself and another member of the College Community.

BEFORE TALKING TO THE OMBUDSPERSON

Try to settle the problem directly with the person involved, or with that person's supervisor.

Class Representative

Job Description

The Class Representatives are the link between their classroom and the Students' Association. They are asked to voice the opinions of the classroom to the SA, and as well to inform the students of the SA's on-going activities and updates. They also serve as a link between the class and faculty.

Class Representatives have a responsibility to communicate with their classmates and ensure they understand the students' concerns, issues, suggestions and recommendations. The Students' Association looks forward to being informed of the students' feedback (both negative and positive). The Board of Directors is putting trust in you to fulfill this responsibility.

Responsibilities:

- Ensure that your classmates are properly represented and well informed
- Act as a liaison between the students, the academic leaders and the Students' Association
- Represent your class at Program Councils
- Represent your class at Student Forums

Benefits:

- Opportunity to exercise leadership and initiate change
- Opportunity to voice the opinions, concerns and ideas of your classmates so that they may be addressed
- Receive first-hand information from the Program leaders and the Students' Association regarding their activities and services
- A leadership certificate recognizing your contributions and leadership skills for excellence in the position and meeting the Job Description (a minimum attendance at student forums and Program Council is required)

Program Council:

Program Councils are intended to provide a forum for Class Representatives, faculty and the academic manager of a specific program to discuss topics related to the program. A secondary benefit is a continuing dialogue on issues that will require attention and vigilance over time. The Class Representative is to bring forward any opinions, concerns and ideas from their classmates regarding their academic experience.

The program council system provides students with an opportunity to advocate change within each program. Use this as an opportunity to link with your fellow students to provide feedback to the college administration about your program.

Essentially, program councils serve two purposes:

- to provide a forum for students, faculty and staff to discuss (academic) issues relating to their program
- to continue a dialogue on issues that require vigilance over time

Every section and level of every program **must** elect a class rep to participate in Program Council Meetings. These meetings are to be coordinated by the Program Chair within the first four weeks of classes. There should be a minimum of **two meetings per term**.

Who attends?

- Class reps from each level and section of a program
- Program chair
- Coordinator of the program
- Any faculty members within the program

Within the membership of the committee the Secretary is elected from the Class Representatives at the first meeting.

Other members of the college community can be invited in accordance with agenda topics, and administrative support can be provided through the academic department.

Role of the Chair - To call, chair, and distribute minutes of all meetings.

Role of Secretary - To take meeting minutes.

Minutes

All minutes of the meetings must be circulated within 10 working days to all members of the Program Council.

Speaking with your fellow students

Try to arrange it through your teacher in advanced to speak with your classmates for a brief period before or at the end of class. The alternative is to circulate e-mails among your classmates requesting feedback.

Typical Topics to Cover:

- Issues and concerns of classes
- Report from the Students' Association Forum
- Upcoming events – brief presentation from invited guest from
- Peer Tutoring (ext. 7200)
- Counseling (ext. 7200)
- Centre for Students with Disabilities (ext.7682)
- Health Services (ext.7222)
- International Student Services (ext. 2550)
- Student Employment Services (ext. 7171)
- College-wide issues/concerns
- Scheduling of tests, assignments and exams
- Review of unique departmental policies
- Work placements/clinical
- Use of Blackboard
- Marking and grading policies
- Program-based social events

What is a Student Forum?

Student Forums are organized and delivered by the Algonquin Students' Association Board of Directors. Student Forums have a dual purpose. First of all, you, the Class Rep, are to bring forward any issues or concerns that you and your classmates are having with Algonquin College. **Any academic issues are to be brought to Program Council meetings and not to the forum.**

**Food is provided to all who RSVP their attendance*

Student Forums allow the Board of Directors to present to you any fee proposals, problems, issues, etc. that are happening in the college and require action from the Board. The Board looks to you for direction. They speak on your behalf to college officials and therefore need all the feedback they can obtain to make a well informed decision.

These forums are very important to student success, present and future, so your participation is vital.

Each time a Student Forums is held you will be emailed, informing you of the upcoming Forum. It is important to sign up for the Forum so that the appropriate amount of food is ordered. If you are not receiving any emails please contact:

Ken MacLeod (until Nov. 8th)
Manager, Marketing and
Communications
613-727-4723 ext. 5240
macleok@algonquincollege.com

Annie Thomlinson (as of Nov. 8th)
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APPENDIX

AA 03 Program Council

PURPOSE

To give students the opportunity to provide feedback to their professors and Academic Administrator on their current experience in the program and to resolve issues, if any.

SCOPE

All full time postsecondary programs

DEFINITIONS

Word/Term	Definition
Academic Administrator	Program Chair, Course Chair, or Academic Manager
College Community	All students, staff of the College, clients served by students, and visitors to the College
Student	Any student currently enrolled in a program on a full-time basis and part-time students enrolled in day programs.

POLICY

1. Every full -time postsecondary program must have a Program Council. The mandate is found in Appendix 1. Programs that flow-through to other programs or program of a similar nature may be grouped as a cluster for Program Council purposes.
2. A Program Council meeting is to be scheduled within the first five weeks of the start of the academic year.
3. Level 01 students in programs starting at times other than September are to join the existing Program Councils.
4. Students enrolled in day programs offered on a part-time basis are to be invited to participate in the Program Councils of the full-time programs.
5. There shall be a minimum of one meeting per term. Additional meetings are encouraged and are to be held at the discretion of the Academic Administrator or Program Council members.

PROCEDURE

These are the actions taken from the mandate of the Program Council, found in Appendix A.

Action

Responsibility

1. Membership

- | | |
|---|----------------------------------|
| 1.1 Hold an election for class representatives from the full time and part time students for each level and section of the program to sit on Program Council. | Academic Administrator, Students |
| 1.2 Select professors associated with the program to sit on Program Council. | Academic Administrator |
| 1.3 Elect a full time or part time student from the Council to act as secretary. Administrative support will be provided by the academic department. | Academic Administrator |

2. Meetings

- | | |
|--|------------------------|
| 2.1 Schedule meetings and set Program Council agenda. | Academic Administrator |
| 2.2 Record minutes using template in Appendix 2. | Council Secretary |
| 2.3 Circulate minutes of meetings electronically within ten working days of the meeting to Council members and College administrators as listed in Appendix 1. | Council Secretary |
| 2.4 Address items which require further action. | Academic Administrator |

3. Communication

- | | |
|---|-------------------------|
| 3.1 Obtain class time from professor to discuss Program Council activities. | Student Representatives |
|---|-------------------------|

SUPPORTING DOCUMENTATION

Appendix 1 Mandate of the Program Council
Appendix 2 Minutes of Program Council Meetings Template

RELATED POLICIES

SA 03 Student Complaints

RELATED MATERIALS

None.

AA03: APPENDIX 1

MANDATE OF PROGRAM COUNCILS

1. Membership

- 1.1 Membership shall consist of student class representatives from each level and section of the program, the Academic Administrator responsible for the program, the Coordinator of the program, and faculty representatives associated with the program.
- 1.2 The Academic Administrator and the Program Coordinator are permanent members of the Council.
- 1.3 The Academic Administrator will act as chairperson of the Program Council and a student elected by the students sitting on the Council will act as secretary.
- 1.4 The Council can invite other members of the College community to attend and address specific agenda items.
- 1.5 Administrative support will be provided by the academic department.

2. Mandate

- 2.1 Agenda items may include any aspect of the program including, but not limited to, the following:
 - Curriculum content
 - Learning Resources
 - Course content delivery methods
 - Evaluation and progression procedures
 - Course and program changes
 - Class/exam schedules
 - Admission Procedures
 - Clinical/field placement
 - Social events

2.2 Agenda/Action Items

Program Council is committed to addressing issues raised at the meetings. To help manage the discussion, the following agenda format must be followed. At every meeting, for each agenda item, the committee will determine:

- a. What action is required?
- b. To whom the action is delegated?
- c. What is the deadline for action?

- 2.3 Program Councils are not the appropriate forum for addressing a specific complaint between a student and a professor. Such a complaint should be addressed under **Policy E23 Student Complaints**.

3. Meetings

- 3.1 There shall be a minimum of one meeting per term. As Chair of the Council, the Academic Administrator shall be responsible to call all Council Meetings.
- 3.2 The first meeting shall be called within the first five (5) weeks of classes. At that meeting, dates for subsequent meetings are to be set for the semester.
- 3.3 Meetings can also be called at the request of any Council member.
- 3.4 Meetings normally will be open to all students in the program but may be held in camera in exceptional circumstances.

4. Minutes

- 4.1 All minutes of meetings shall be circulated electronically within ten working days of the meeting to all Program Council members and shall also be circulated to the appropriate Dean, the Vice President, Academic, the Vice President, Student Services, the Director, Student Support Services and the Vice President of the Algonquin Students' Association.
- 4.2 Minutes are to be recorded using the template found in Appendix 2.
- 4.3 The student representatives on the Program Council will make arrangements with the Academic Administrator and/or a professor to obtain class time for discussions of the minutes and issues with other students in the program.

AA03: APPENDIX 2

ALGONQUIN COLLEGE MINUTES OF PROGRAM COUNCIL MEETING

PROGRAM	
SCHOOL OR FACULTY	
DATE	
TIME	
PRESENT	(CHAIR) (SECRETARY)

ITEM NO.	DISCUSSION	ACTION

ITEM NO.	DISCUSSION	ACTION

E23 STUDENT COMPLAINTS

PREAMBLE

Algonquin College is an educational institution which strives to meet the needs and to respect the rights of individual students. In doing so, the College recognizes its responsibility to provide an appropriate learning environment.

During a student's stay at the College, difficulties may be encountered with College policy, procedures, services, or during interaction with a professor, staff, or other students. This directive identifies a policy and a procedure for handling a variety of complaints.

POLICY

1. It is in the interest of all members of the College community that complaints raised by students be dealt with in a way which respects the rights of all parties and which leads to the rapid resolution of disputes.
2. Students have the right to raise and expect recognition of their complaints.
3. In the event of difficulty or conflict, students are encouraged to attempt to resolve the difficulty themselves with the individuals directly involved.
4. The College recognizes that in some instances students may need assistance in initiating a resolution of the problem. This assistance can be sought from a departmental Chair, Counseling, Ombudsperson or Director, Student Services.
5. Where a complaint is against an individual, this directive recognizes the right of the student to seek an informal resolution through the various levels of supervision in the department involved.

PROCEDURES, ROLES AND RESPONSIBILITIES

1. Before proceeding with a complaint under this directive, students are advised that there are several other College Directives dealing with specific types of problems. These include: E15-Academic Appeal, E16-Academic Discipline, A8- Harassment/Discrimination, E27-Student Misconduct, E24-Review of Final Grades. The student(s) should follow the procedure below for the type of complaint involved. It is recognized, however, that complaints do not always fall neatly into a category. In that event the student(s) may seek assistance from one of the parties noted above. In addition, the student has access to two student oriented bodies, the Program Councils and the Students' Association or Student Council. An approach to any of these will assist in guiding the student(s) to the appropriate avenue for resolution. Also, any of these agencies may provide assistance at any stage of a complaint.

2. Faculty

2.1 Step 1 - Student-Professor Resolution

In general, it is desirable that complaints and disputes arising between students and professors be resolved by the parties themselves. The student(s) is to discuss the complaints in an open manner with the professor involved. The professor will respect the contribution students make to instruction by bringing forward their complaints with a view to their resolution.

2.2 Step 2 - Chair

Normally, the Chair needs to be satisfied that the professor has heard the complaint and has been given an opportunity to resolve it. If this is not the case, the student(s) will, in most instances, be advised to discuss the matter with the professor involved.

If the student(s) and the professor are unable to resolve the dispute, one or both of the parties may bring the complaint to the Chair. The role of the Chair will be to facilitate resolution of the dispute with mediation between the faculty member and the student. The Chair will attempt to resolve the dispute with as minimal a delay as possible. It is anticipated that most disputes will be resolved within five working days.

In the interest of clarity, it is strongly recommended that students document what they perceive has occurred, their interpretation of that occurrence and what they believe resolution should be. Once the Chair, has reviewed the complaint with the parties involved and reached a conclusion, both the student(s) and the professor will be advised of the recommendation.

2.3 Step 3 - Appeal to the Dean

In the event that a student(s) believes he or she has not received a fair hearing of the complaint(s) the student(s) may appeal, in writing, to the Dean. The complaint will be reviewed with the parties involved and a resolution reached within five working days. Both the student and professor will be advised of the resolution.

3. Staff Other than a Professor

In the event of a complaint against a staff member other than a professor, the complaint should be taken to the individual's supervisor. In the event that this does not result in satisfactory resolution of the problem, the complaint can be taken to increasingly higher levels of management within that department, school or institute.

4. College Service

A complaint about a College service is normally best addressed directly with the supervisor of the department providing the service. In the event that this does not result in satisfactory resolution of the problem, the complaint can be taken to increasingly higher levels of management within that area.

5. **College Policy and Procedure**

College policies and procedures, as they affect students, fall into two broad categories, those dealing with academic matters and those dealing with service or administration. The student should first determine the nature of the policy involved and proceed as follows. It should be noted that changes to policy often require input of many parties, and as a result, take time to implement.

5.1 **Academic Policy**

Issues dealing with academic policies can be referred to the Program Council. The directive on Program Councils (Directive AA03) identifies the nature of issues appropriate to be addressed to the Council. The student(s) should approach their representative on the Program Council.

Alternatively the student(s) can make a complaint directly to the Chair or Program Coordinator.

In some cases, the student(s) may approach the Students' Association or the Student Council. The student(s) may contact their class representative for information on how to contact the Students' Association or Student Council.

5.2 **Service or Administration**

Policies dealing with service or administration are best dealt with by the department providing the service. The student(s) should first determine who is the administrator responsible for providing the service. It may be necessary to use the assistance noted above to determine this. The complaint and a request for a change to the policy can be made to this individual.

6. **Other Students**

In the event of conflict with other students that is not covered by one of the policies noted above, students are encouraged to try to resolve the difficulty by a direct approach to the other student. If their own attempts do not resolve the problem, the student(s) should seek the assistance of one of the parties noted above.

(original signed by)

Vice President, Student Life and Human Resources

Program Council Agenda - Sample

AGENDA

**School of Business
Business Administration Program Council
November 1, 2010
4:30 pm – 5:30 pm
Room B-225**

1. Welcome & Announcements
2. Review last meeting's minutes
3. Continue Start/Stop (What's working in the program and what's not)
4. New issues
5. Action Items (Assign actions to appropriate members)
6. Upcoming events
7. Other
8. Set date for next meeting
9. Adjournment

Program Council Minutes - Sample

Minutes – Business Administration Program Council Meeting

November 1, 2010

PRESENT: Kevin Space Rick Bronson
 Patrick Kelly Joanne MacDonald
REGRETS: Shawn Paul Mary Thomas

1. Welcome and Announcements

- Welcomed new faculty member, Jann Deardre

2. Attendance

- Attendance was taken for the second meeting of the 2009/2010 Program Council.

3. Review last meeting's minutes

- Issue of course content resolved

4. Continue Start/Stop

- Students like having a 10 minute break after one hour of class
- Students feel that the Time Management class is a waste of time

5. Action Items

- Jackie Ford to invite Rick Johnson to next meeting to speak on scheduling.
- Patrick Kelly meeting with faculty to discuss improving break time allotments

6. New Issues

- Drop/Add of classes is changing to a new system
- Students would prefer two 1.5 hour classes to a 3 hour class

7. Upcoming Events

- Job Fair, October 18
- Next Program Council Meeting January 22, 2010 at 3:30 p.m.

8. Adjournment

- Meeting adjourned at 5:23 p.m.

Program Contacts

SCHOOL OF HEALTH & COMMUNITY STUDIES, OTTAWA

EXECUTIVE DEAN – Kim Tysick

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POLICE AND PUBLIC SAFETY INSTITUTE, OTTAWA

EXECUTIVE DEAN – Kim Tysick

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SCHOOL OF TRANSPORTATION AND BUILDING TRADES, OTTAWA

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