

Community Report



Transformation, a mural created for NorQuest by artist Ian Mulder, was inspired by student journeys of success.

Expanding to meet health care needs of Albertans

NorQuest College has become a key player in helping resolve the current nursing shortage in Alberta by preparing the next generation of practical nurses and health care aides.

NorQuest College recently opened the doors to its new Health Education Centre on 106 Street between 102 and 103 Avenues, making room for as many as 400 new practical nurse students by 2011.



Students Valerie deRuiter (left) and Jessica Belding (right) work with instructor Lynne Neis and a human patient simulator.

“The expansion of the Practical Nurse program responds to a government-mandated increase in the number of spaces for health education,” says Pat Furey, Acting Dean of Health and Human Service Careers. “Combine that increase with our current nursing student population and, by 2011, NorQuest will be preparing about 600 skilled

practical nurse graduates to enter the Alberta workforce every year. That’s about double the number of current graduates, giving Albertans better access to health care.”

The new building, part of NorQuest’s growing Downtown Campus, helps to relieve the overcrowding of NorQuest’s existing Health Education Centre. The wireless environment is loaded with state-of-the-art health education equipment including several simulation labs complete with high-tech, high-touch human patient simulators that sweat, breathe, talk and even suffer heart attacks.

“The simulator labs challenge students to think at a higher level,” explains Practical Nurse instructor Dawn Ansell. “Students must recognize, investigate and assess their client’s needs. By using high-tech simulators, we can model a clinical practice.”

NorQuest’s Practical Nurse and Health Care Aide Diploma programs are the largest in Canada.

Gary Mar Classic raises \$139,500 for health education at NorQuest



NorQuest President and CEO Dr. Wayne Shillington (left) and Gary Mar, Minister-Counsellor, Alberta Office, Canadian Embassy (right), go for the green at the 5th Annual Gary Mar Charity Golf Classic on September 4 at Jägare Ridge. Supporters helped to raise \$139,500 toward the purchase of high-tech, high-touch human patient simulators for NorQuest’s Centre for Excellence in Education for Continuing Care.

Rave reviews for NorQuest print media centre

On September 23, more than 75 print industry professionals from across Western Canada got their first look at the Centre for Excellence in Print Media at NorQuest College in Edmonton. The College hosted a day-long symposium to introduce industry owners and managers to the one-of-a-kind centre in Western Canada, created to support the growing print media industry in this part of the country.

“The Centre will encompass four areas of specialization in business innovations, career and education, professional development, and applied research,” says Josh Ramsbottom, coordinator of business development for the Centre for Excellence in Print Media at NorQuest College. “We created a place where print media owners and employees can come to test the latest in print technology, learn how to apply it to their own businesses and determine cost-effective ways to improve their bottom line.”

Ramsbottom expects the Centre will attract industry speakers, road shows and other information sessions to Western Canada to introduce the latest industry technology and trends. NorQuest will also offer part-time continuing education courses starting in 2009 for people who want to shift careers or for those already working in the print industry who desire new skills.

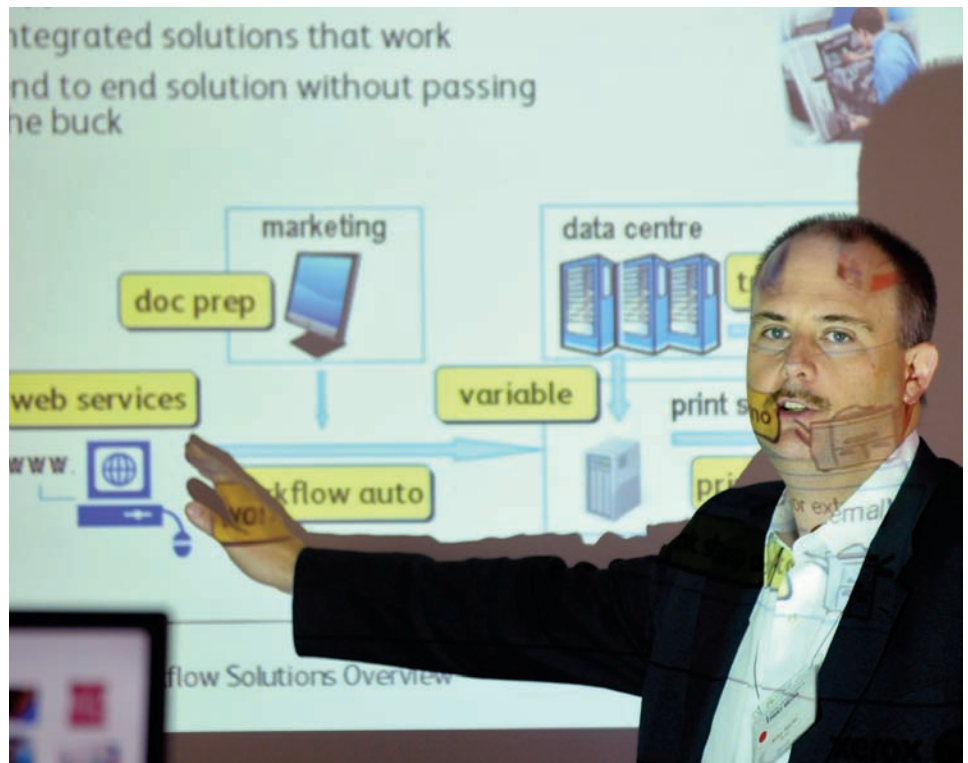
The symposium featured speakers from Canada and the United States, including Xerox Canada, Adobe Systems Inc., Heidelberg Canada, Ryerson University and the Canadian Print Industry Sector Council. The theme was *Excellence Revealed*, with presentations and workshops on a variety of hot industry topics: cross media for print professionals, digital printing, job definition format (JDF) technology, the changing labour market and the future of printing. Adobe Systems Inc. and Xerox Canada even used the occasion to launch new software applications.

Craig McEwan, managing partner of ION Print Solutions, is one of many people taking notice of NorQuest's leadership in print media education. “Through their work experience programs, NorQuest College provides a seamless transition from training to employment,” said McEwan.

In addition to the print industry, other guests included representatives from Ryerson University, SAIT, BCIT and the Ministry of Advanced Education and Technology.

To date, the Centre for Excellence in Print Media has received approximately \$2 million in investments from industry partners as well as financial contributions from the provincial and federal governments. Western Economic Diversification invested \$1.4 million toward the innovative project while Alberta Advanced Education and Technology contributed an additional \$400,000.

For more information on the Centre for Excellence in Print Media, contact Josh Ramsbottom at 780-644-6485 or visit www.norquest.ca.



Mike Marks, Xerox Canada, presents new technology at print media symposium.

Métis Nation of Alberta endowment largest in NorQuest's history



On August 12, NorQuest received \$375,000 from the Métis Nation of Alberta Education Foundation toward the creation of the Métis Student Awards endowment fund. The fund will provide bursaries and awards to eligible Métis students ranging from \$1,500 to \$3,000. The gift will also generate an additional \$375,000 in matching funds from the Government of Alberta, bringing the total value of the endowment to \$750,000.

(l to r) President Métis Nation of Alberta Region 6 Sylvia Johnson, NorQuest College President and CEO Dr. Wayne Shillington, NorQuest Board Chair Wendy Kinsella and Métis Nation of Alberta President Audrey Poitras.

Business Administration Diploma program combines classroom learning with real-world applications

Alberta's growing business sector is sure to benefit from NorQuest College's newest diploma program. That's because NorQuest grads are workforce ready.

In September, 20 students started courses leading to a two-year diploma in business administration. Offered in partnership with Grande Prairie Regional College, the program specializes in accounting and marketing.

"The Business Administration Diploma program offers practical, hands-on business applications to enhance students' experiences and better prepare them for the expectations of prospective employers," says Norma Schneider, Dean of Business and Industry Careers at NorQuest College. "The program provides opportunities for new students and those currently enrolled in academic upgrading and language training programs."

What makes the NorQuest program stand out from other business administration programs in Edmonton is NorQuest's ability to offer language training to individuals whose first language is not English. This is particularly attractive to newcomers to Canada.

During their second year, students who specialize in marketing will create, develop and manage a fundraising event as well as host a business conference. Those who specialize in accounting will have the option to pursue further designations such as Certified General Accountant (CGA). Graduates may also receive up to two years advanced credit toward a university degree.

In addition to marketing and accounting, the program covers many other relevant business topics: technology in business, economics, statistics and organizational behaviour. Graduates will have the knowledge and skills to excel in a variety of business environments including accounting and auditing, taxation, market research, customer service, advertising and sales promotion.

Watch for these well-trained graduates to enter the job market in 2010.

Award winner



Minister of Employment and Immigration Hector Goudreau (left) and Ariela Cerna Edmonton Mennonite Centre for Newcomers representative (right) congratulate former NorQuest student Athiann (James) Garang for winning a 2008 Recognizing Immigrant Success and Excellence (RISE) Award. James was also awarded a McGraw-Hill Ryerson Student Scholarship in September. Award recipients displayed integrity, classroom engagement and initiative.

RBC partnership enhances intercultural education opportunities for new Canadians



As NorQuest College students and staff gathered to celebrate Canada Day, RBC announced a \$450,000 community partnership in support of intercultural education. The three-year partnership will expand programs and services for immigrant students, and for businesses that employ new Canadians.

Molly Ann Chan, Regional Vice-President for RBC in Edmonton makes the partnership announcement with the help of NorQuest Student Ambassadors Li (Amy) Jie and Ali Razzaq.

NorQuest expands Applied Research

NorQuest College is strengthening its ability to meet the needs of its learners through innovation and applied research. The Applied Research Office at NorQuest is part of the Centre for Innovation and Development, established by Cheryl Whitelaw, Dean of Learning Resource Services.

"Applied research enhances the quality of teaching and learning by supporting enhanced teaching practices, and fostering a willingness to pursue innovation to better meet the needs of our learners," explains Whitelaw.

NorQuest College is currently developing five centres for excellence dedicated to applied research, education and workplace solutions in the areas of print media, intercultural communications, continuing care education, assistive technologies and learner supports, and Aboriginal education.

For example, the Centre for Excellence in Intercultural Education focuses on issues related to the settlement and integration of new immigrants to Alberta. The Centre assists members of an increasingly diverse workforce by connecting with industry to design customized intercultural and English in the Workplace communication tools for senior managers, human resource personnel, professionals, tradespeople and staff.

Some examples of applied research projects currently in development at NorQuest are strategies for people with disabilities to use technology to improve their success in the classroom. Another example is the Practical Nurse Diploma for Internationally Educated Nurses (PNDIEN). After two years of research, the program is now recognized by health educators as a model of choice to fast track internationally educated nurses into the Canadian health industry. It is also being considered for other health fields like pharmacy.

"Other organizations including Halifax Immigration Learning Services and the Good Samaritan Society have been so impressed with our PNDIEN model that they are now thinking about incorporating it into their organizations," says Whitelaw.

Whitelaw believes the key to success is mentorship and support to engage NorQuest faculty members in applied research and to build new partnerships with community and industry organizations.

For more information on NorQuest College applied research projects, contact Cheryl Whitelaw, Dean, Learning Resource Services at 780-644-6061.

Interim director appointed to Institute for Continuing Care Education and Research

The Institute for Continuing Care Education and Research (IC CER) recently appointed its first interim director to lead this unique partnership aimed at enhancing long-term patient care in Alberta.

Sandra Woodhead Lyons has been appointed for one year to work with the IC CER Steering Committee to design, develop and implement the governance framework, funding model and strategic plan for the Institute. Based in Edmonton, the Institute will provide a learning community where best practices in education, research and care are developed and used to improve the quality of care in Alberta's continuing care system.

"We're thrilled to have found someone with Sandra's qualifications and experience to join the Institute," says Jaye Fredrickson, IC CER Steering Committee member and Vice President Academic at NorQuest College. "We have a wonderful opportunity in front of us and Sandra is the ideal person to help us realize our goal of enhancing long-term care in the province."

Woodhead Lyons has a long and distinguished career in Alberta's health system as a government employee and as an independent consultant. Her extensive experience includes project management, policy and program development, and health human resource planning.

"One of our goals in the first year is to get an initial group of students from NorQuest College and the University of Alberta together in a community-based setting for joint clinical practicums," says Woodhead Lyons. "Immersing students in a real-world environment will truly enrich their learning experience."

The University of Alberta, NorQuest College, CapitalCare and Alberta Health Services are the founding partners of IC CER whose mandate includes:

- Strengthening the effectiveness of the clinical practicum in the continuing care environment
- Stimulating and supporting research and its application in continuing care
- Sharing knowledge and expertise with the community
- Promoting continuing care as a career of choice

DID YOU KNOW?

NorQuest is growing.

2007-2008 saw an 8.5 per cent growth in enrolment over 2006-2007. This translates to nearly 350 students or more than a dozen full classrooms.

NorQuest offers 20 certificate programs and nine diploma programs.

Three new diploma programs have been approved in the last two years:

- Business Administration Diploma
- Social Work Diploma (with a multicultural focus)
- Digital Graphics Communications Diploma

The academic division experiencing the greatest enrolment

growth is Health and Human Service Careers. Growth is evident with NorQuest's new Social Work Diploma program, expanded Practical Nurse program and new Health Education Centre at the Edmonton Downtown Campus.

Pharmacy Technician Diploma program granted national accreditation

The NorQuest College Pharmacy Technician Diploma program has received national accreditation, making it the only accredited program of its kind in Alberta.

"As the role of the pharmacy technician grows in scope and importance, finding technicians with the proper skills, knowledge and training is essential," says Ross McKay, Executive Vice President Operations and Chief Operating Officer for Medicine Shoppe Canada. "The provisional accreditation granted to NorQuest College provides a measure of assurance to the industry that NorQuest graduates are meeting national pharmacy technician education standards."

"NorQuest's program accreditation is an important step in the journey of the Alberta College of Pharmacists as we work towards the regulation of pharmacy technicians and find opportunities to enhance patient care in Alberta," says Greg Eberhart, registrar for the Alberta College of Pharmacists.

Pat Furey, Acting Dean of Health and Human Service Careers, says the accreditation validates how NorQuest's program is responding to the ever-changing role of pharmacy technicians.

"It means our graduates will be recognized from an accredited program and possess the skills to meet national standards. It's another example of NorQuest's commitment to work with industry to provide qualified graduates," says Furey.

The two-year Pharmacy Technician Diploma program prepares students to work in hospitals, retail pharmacies, insurance agencies and pharmaceutical companies. Under the supervision of a pharmacist, NorQuest graduates help to fill prescriptions, prepare compounded medications, prepare sterile products, repackage pharmaceuticals and provide customer care.

For information about this Community Report and our partnerships, please call 780-644-5913.

For information about NorQuest College and our programs, please call 780-644-6000 or visit www.norquest.ca.

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