

ACCC Corporate Alliance Program

May 2004

Newsletter



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 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 150 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. To date, the Alliance partners selected by ACCC are the following:

Grenville Management & Printing Ltd.
for your printing and print shop operations' needs;

Bibliocentre
for your paper and electronic library purchase needs;

Konica Minolta Business Solutions (Canada), Ltd.;
for your photocopying needs.

NEC
for your integrated audio-visual projection needs;

Sungard SCT
for your student, financial and records' management software needs;

Marsh Canada Ltd.
for your risk management needs;

Dell Canada
for your computer equipment needs.

This issue of the Corporate Alliance Newsletter provides examples of how colleges and institutes have benefited from their relationship with the Alliance partners. Please visit the ACCC website for more information (www.accc.ca) or contact the specific company in question.

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ACCC Corporate Alliance Program Marsh Risk Management Services

MARSH

"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 ACCC 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, ACCC 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 ACCG 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.

Contact Us:

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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 and 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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Empowered by Innovation

NEC

SCT Change Management Training Helps Mohawk College Ensure Successful Transition to SCT Banner Solution

SCT Banner has the power to increase efficiency and improve student services in an institution. Nonetheless, any new enterprise solution brings with it a change in day-to-day business operations that can challenge institutional conventions. Recognizing this, Mohawk College of Applied Arts and Technology enlisted the guidance of SCT to effectively manage issues related to change and to enable users to take maximum advantage of the benefits offered by SCT Banner. The College will bring up SCT Banner Finance, Human Resources, Student, and Web applications now through September 2004.

“Change management has never been addressed directly at Mohawk. It happens indirectly or not at all,” explained Randy Patch, director of information technology at the College. “We recognized that implementing SCT Banner would have an enormous impact on our organization and that if we didn’t take a proactive approach, the success rate of implementation would vary in different areas just by chance, depending on how individuals dealt with it. If issues of change management are not addressed, they are just left to chance to work out.”

The College defines change management as “the judicious and careful control of change such that a desired result is achieved.” In the summer of 2003, Mohawk arranged with SCT Education Practices to have a trainer come to Mohawk for three days of extensive training in the topic

“The trainer did an excellent job,” recalled Kathy Verspagen, facilitator of change management at the College. “She led us through discussions about how to make the transition work at our College. She helped us identify the big issues and how to address them. Normally you don’t stop and think about change and how to help people get through it. But the trainer gave us a good framework for ensuring successful change.”

Some of the key challenges identified by the SCT trainer were the need for stakeholder buy-in and the necessity of having college leadership drive the process.

“If you don’t have the buy-in of stakeholders, you won’t be successful,” emphasized Verspagen. “Our training guided us to kick off a whole communications initiative in advance of

implementation.” For example, Verspagen and others are conducting seminars, presentations, and demonstrations to help people anticipate the changes and to prepare for them. An important aspect of each communications initiative is allowing for feedback, too. “We realized that the transition often causes the angst, not the change itself. So we are trying to create awareness to reduce people’s anxiety.”

The College also took to heart the need for strong leadership in the area of change management. Shortly after the SCT training program, Verspagen was appointed to her new role of facilitator of change management. She was director of co-op and student employment at the time she took the training.

“The College recognized that if you don’t make someone responsible and accountable for change, it would be difficult for people with very full portfolios to find the necessary time to devote to this important activity,” said Verspagen. “For example, just changing the standard from WordPerfect to Word software could fail if the change is not managed in such a way to ensure its success. The change needs to be supported by the College and facilitated in a structured way.”

“The SCT training really kicked off our change management initiatives,” added Patch. “As a direct result there was a decision made to appoint a change management facilitator, Kathy Verspagen. It really raised awareness of the need for change management among our executives. It was a new concept to us.

“It is always difficult to effect change in the College, or any organization really, without creating anxiety and resistance,” continued Patch. “The SCT training made us aware of the issues surrounding change and helped us put into place a process and the resources required to help our users manage the change successfully.”

For further information on SCT’s Change Management offerings, please contact edcenter@sct.com

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LETHBRIDGE COMMUNITY COLLEGE

partners with

GRENVILLE MANAGEMENT & PRINTING LTD.

Eighteen months ago, Lethbridge Community College (LCC) was looking for solutions to the challenge of improving document flow and integrating document management with print operations. Not surprisingly, the southern Alberta college turned to Grenville Management and Printing Ltd. As Canada's largest, full-service document management company serving the academic market, Grenville had the expertise that LCC required, along with a track record for delivering cost-effective, customized solutions.

Here is a brief case study of this dynamic partnership and the progress achieved to date.

Phase 1: Consultation and Recommendations

Grenville's partnership with LCC began in October, 2002 with a successful RFP for consultation services. Grenville took a strong, research-based approach to analyzing LCC's situation and needs. This included a review of previous studies and business records plus an assessment of current production volumes, turnaround, production process and supplies. Grenville also conducted on-site research and interviews with managers and users and undertook a benchmarking review of processes and services used elsewhere. This was followed by a full review of the production processes, production management activities, utilization, equipment suitability, staff, efficiencies, cost effectiveness and customer practices and satisfaction.

Grenville prepared a final report and presented the findings to the College Executive.

According to Harvey Harsch, CMA, Director – Financial Services, LCC: "Our goal was to ensure maximum benefits and predictable costs to enhance service to our Learning Process as well as maintain currency and relevancy in our printing, photocopying and document management support functions. Grenville was very cooperative and understanding with LCC needs during this consulting process, allowing our staff to focus on our core business of education."

Phase 2: Providing A Range of On-Site Print and Document Services

Today, the LCC-Grenville partnership is well into its second phase. Grenville has been on-site since October, 2003, providing a wide range of services to the College, including management of the print centre,

fleet management and offset print management, as well as responsibility for ensuring consistent quality and branding for all documents.

In awarding Grenville a contract to manage document flow, LCC was clear that it wanted the leadership of a strong technology-based firm to provide support for moving the College forward as a technology leader. Other criteria included capabilities for integrating new technology into the learning process, automating and controlling curriculum inventory, incorporating copyright controls, and the use of software to enhance the pricing of printing and photocopying production.

Much has been achieved in a short period of time. Grenville began by selecting an equipment vendor, Minolta, with the proper mix of machines to handle the volumes and services required throughout the College. The Grenville team successfully reduced turnaround times at the print centre – a big priority for College staff and instructors. A shortlist of vendors was created with the key criteria being savings to the College, attention to branding and quality.

"Grenville walked into our premises on October 1, 2003 and proceeded immediately with serving staff and customers without any interruptions. The equipment vendor, Minolta, was right behind them and within a three week period, College staff were trained on the use of the new satellite photocopier equipment and all backlog within the Print Centre was totally current and under control," Mr. Harsch said.

And this is just the beginning. As Mr. Harsch notes: "We are looking forward to working with Grenville as we assess our needs and upgrades for our student, computer lab and desktop printing requirements."

As with all of its partnerships, Grenville's focus as it moves forward with LCC will be on innovation, quality, cost-savings and continuous improvement.

For information regarding document and print shop management, mail rooms, shipping areas, fleet copier management, course pack administration or consulting services, contact:

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Academic/Public Sector
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Contracting Out in Order to Grow from Within



KONICA MINOLTA

I grew up in a monochromatic world. The differences between people and products seemed more pronounced and our choices were often more dramatic and consequential. Our world was complex but ordered and global concepts and strategies mirrored our own broadcast form of communication, industrial organization and thinking. The world however has changed, and today we live in the narrow cast environment of extreme specialization. We have in marketing terms, drilled down to the subsets and given the miraculous advancements in our technologies have largely customized our machines to the requirements of the individual. In this age of specialization, organizations like the Association of Canadian Community Colleges have had to come to grips with this evolution in thinking and to this end Lethbridge Community College is an example of an institution who tackled this change issue and is now set to reap the rewards.

Last year we were invited to participate in what we refer to as an FM or Facilities Management RFP with our good friends at Grenville Printing. Lethbridge Community College, a forward thinking school located in the bustling City of Lethbridge in southern Alberta, let the contract. The idea of outsourcing both the in-house print facility and copier fleet came from within the offices of the college's Vice-President of Corporate Services, Mr. Rick Buis and was carried out by the college's Director of Financial Services, Mr. Harvey Harsch.

Lethbridge College's thinking on this subject was not as much influenced by price point or

By Luc Filion Vice-President Konica Minolta Business Solutions

product-enhancement as it was by a growing realization that the fields of print and fleet management were not core to the operating fields of competency the college was striving to maintain. It was determined that the issues surrounding paper, print, print labour and machine technology were best handled by those whose lives and specialized interests depended upon their near flawless functioning; not the office administration that was becoming increasingly sensitive to requirements for greater student input and increased administrative accessibility.

The Request for Proposal (RFP) was posted on the MERX system in the summer of 2003 and both Grenville and Konica Minolta met with Harvey Harsch and the college's administrative staff at subsequent vendor meetings. We toured the campus and saw first hand what was happening. The college was active as well, in scoping out their own requirements by visiting other community colleges like George Brown, Humber and Sheridan Colleges. Altogether, twelve companies responded to the RFP and from those, a short list was developed and Grenville – Konica Minolta were on it. Our job became one of matching customer to form, not just in a pricing exercise but a job redefining process that would allow us to recommend more than a machine type. We wanted to satisfy the college's desire to achieve greater financial economy while introducing a more reliable and infinitely more

approachable equipment array. Lethbridge Community College selected Grenville and Konica Minolta over all other suppliers who competed.

We had to introduce a new print facility and a MFD (Multi Functional Device) array, through out the college over one week in October. It was an intricate tasking, because we had designed our recommendations around our knowledge of the exact functions and individual people who would be accessing this equipment. In addition, we had promised that we would not create a situation that disrupted the on-going duties of the staff. Extra personnel were flown in and we organized our installation around the work regimens of the people most affected. We were successful, and we came in under our projected installation date and most importantly we did this without interrupting the colleges work-flow.

Today, Lethbridge Community College is one of our best customers in Canada and it offers not only an exciting package of learning programs and post-secondary courses to students in Alberta but an extremely efficient office and support network that moves hundreds of thousands of sheets of print and copy every month. Konica Minolta has played and continues to play a small but effective part as the college's fleet manager and we stand in marvel as the college continues to grow by reaching out to its students in new and more interesting ways. I guess you could say that in contracting out, Lethbridge Community College freed additional time and resources to keep growing from within.



Bibliocentre

Bibliocentre develops customers outside of traditional areas ...

In what can be described as an inspired sense of collaborative advancement, Vancouver's Langara College entered into a forward-looking agreement with the Bibliocentre to provide a significant portion of Langara College Library's acquisitions service. Subsequently, Vancouver Community College has decided to test the advantages of a similar service with the Bibliocentre. Other sites are showing interest in varying service arrangements with Bibliocentre which has provided technical services to Ontario's community colleges for the past 36 years.

Why this interest now? Several strong factors emerge as good enough reasons; but the overall need is to control costs, save time, and use staff to best advantage in cost-conscious libraries and learning centres. Among other strong motivators would be the growing service expectations of faculty and learners from library staff across Canada's widely flung community colleges. And there is the simple fact that consolidated purchasing as well as cataloguing and processing services just makes sense. And with many participants, Bibliocentre is able to maintain a database of high quality, authority-controlled cataloguing as a viable service. This logic was fundamental in the ACCC's decision to select Bibliocentre and its comprehensive services as one of its select Corporate Alliance partners.

While the Bibliocentre has recently become renowned for its new, leading-edge offerings such as Video-on-Demand and its Metadata Content Group (one of North America's first functioning centres dedicated to digitization, metadata tagging and data management in post-secondary education), these developments complement Bibliocentre's core

competencies that have provided Ontario's colleges with cost-saving, centralized services since Centennial College opened its doors in the late 1960s.

In a cost-effectiveness study completed in 1998, the benefit of consortial purchasing and service delivery became amply clear: Ontario's colleges saved \$5.4 million that year in jointly using Bibliocentre services. In the recent *Bibliocentre Cost-Effectiveness Study 2003*, it was established that increased efficiencies coupled with Bibliocentre's ever-wider array of services now save Ontario's Colleges \$10.1m yearly. This cost-saving signifies a return-on-investment of 3.5/1. A major factor lies in the Colleges Digital Library, a prime added service that delivers over 19,000 full-text e-journals to the consortium. This service also substantially helps colleges serve the remote user. And, as the consortium purchasing power has grown, diverse vendors have been willing to augment the discount offered Bibliocentre for increasingly wider ranges of purchases.

David Pepper, Director, Library, Media & Bookstore Services at Langara College remarked on the flexible, customer-orientation of working with Bibliocentre. He commented on improvements made in turnaround time during the trial as well as the excellent order fill-rate. But it was the flow of communication which indicated to Mr. Pepper the worth of the consortial relationship. Working with the Bibliocentre is a *collaborative* endeavour in saving in time and money: it just makes sense. Bibliocentre continues to invest in ensuring that its prime core services remain uniquely cost-effective and indeed of real value for all its partners.



RBC
Royal Bank

Breaking News

ACCC welcomes a new member to the Corporate Alliance Program, as of May, 2004 : The Royal Bank of Canada. Visit the ACCC website in June 2004 for more information.