

# QUEEN'S UNIVERSITY ALUMNI ASSOCIATION

## Report to Stakeholders: Priorities and Progress

May 2008





QUEEN'S UNIVERSITY  
ALUMNI ASSOCIATION

The QAAA Board continues to execute on our 2-year mandate of 5 priorities that aim to serve alumni and the broader Queen's community.

In the spirit of sustainability at Queen's, going forward we will deliver a quarterly *Report to Stakeholders* in electronic format. A hard-copy format will be available annually in the fall, to coincide with Alumni Assembly, and in the spring at the end of the fiscal year (April 30).

Should you require a hard copy, please do not hesitate to contact Nikki Remillard, by email to [nikki.remillard@queensu.ca](mailto:nikki.remillard@queensu.ca), or by mail to Alumni Relations & Annual Giving, Queen's University, Kingston, Ontario K7L 3N6.

As always, please contact myself or your local alumni Branch with ideas, feedback and potential volunteers.

Cha Gheill!!

A handwritten signature in black ink, appearing to read 'Sarah Renaud'.

Sarah Renaud, Artsci'96  
President, Alumni Association  
Chair, QAAA Board  
[QAAA.President@queensu.ca](mailto:QAAA.President@queensu.ca)

## **What is the QUAA and what does it do?**

The QUAA is the alumni association for Queen's. Its volunteers come from all faculties and generations, and from around the world. What they share is a great Queen's experience, and a desire to get involved and give their time and advice to the priorities of Queen's, its alumni and its students.

The mission of the QUAA is "to reach out and foster a lifelong association with Queen's, to engage our members in the life and work of the University and to serve the alumni community in all its diversity".

## **Highlights from November 2007 – April 2008**

### **1. Grow the profile, awareness, and influence of the QUAA**

- 20-member national board with a broad range of experience
- QUAA representation at Welcoming Ceremony for incoming students and at Convocation
- 2<sup>nd</sup> annual QUAA Gala Awards dinner recognizes and honours accomplished alumni and volunteers with 10 prestigious awards
- QUAA VP Marketing & Communications serves as member of *Queen's Alumni Review Advisory Board*
- Winner of QUAA Excellence in Teaching Award, Patrick Oosthuizen, extends his influence to alumni in Toronto and Ottawa
- 8 QUAA grants awarded to emerging campus initiatives

### **2. Ensure a motivating transition for students as they become alumni**

- Inaugural QUAA BBQ for graduating students becomes a new signature event with attendance of more than 700 students
- Increased contact with alumni through mentoring, job shadowing, career advice, networking
- Provision of career service offerings to alumni in final stages; focus on young grads

### **3. Build a sustainable platform for Annual Giving as part of alumni engagement**

- QUAA Board continues to demonstrate leadership in annual giving commitment
- Peer to peer approaches initiated by QUAA Board
- Record year for Queen's annual giving: \$6.7 million
- Three Grant Hall Society Receptions held in key alumni markets (Toronto, Vancouver/Victoria, Calgary)
- Offer from next Chair of Grant Hall Society, Katie MacMillan, to host Grant Hall Society Reception in Ottawa

### **4. Provide support to Branch development**

- Five Alumni Branch Award events in cities with high concentration of alumni: Calgary (Johnson Award); Kingston (Padre Lavery and Jim Bennett Award); Montreal (Stirling Award); Ottawa (Agnes Benidickson Award); Toronto (John Orr Award)
- Alumni Student Recruitment Network activity in Calgary, Halifax, Victoria, New York City, Winnipeg, Edmonton, Kelowna, Vancouver, Bermuda, Hong Kong and Trinidad

### **5. Launch Queen's Mini U May 23-25, 2008**

- Variety of lectures on current world affairs by prominent faculty and industry experts
- Supporting community relations and building positive awareness and participation within the Kingston community
- More than 100 volunteers engaged to deliver successful event

**Below are the key metrics that we use to assess our overall progress.**

**5 Key Metrics**

**May 1, 2007 ending April 30, 2008**

<p><b>Breadth and Strength of the QUAA Brand</b>          -Average “top box” alumni satisfaction: survey scores from the 12 most attended events (Grant Hall Society Toronto Reception, 2007 Padre Lavery and Jim Bennett Achievement Awards Dinner, 2007 Ottawa Summer Barbecue, Grant Hall Society Dinner-Kingston, QUAA Alumni Awards Gala, QUAA Assembly, Calgary Johnson Award Reception, Ottawa Agnes Benidickson Award Dinner, Toronto John Orr Award Dinner, Belgium Alumni Reception &amp; Beer Tasting, Regional Grant Hall Society-Vancouver, Homecoming)</p>	<p><b>63%</b></p>
<p><b>Engagement of Queen’s Alumni</b>          -Unique number of alumni who have attended an event or volunteered or made a gift</p>	<p><b>14,601</b></p>
<p><b>Success of Fundraising</b>          -Revenue from Annual Giving</p>	<p><b>\$6.7M</b></p>
<p><b>Range and Depth of the QUAA Branch Network</b>          60 Branches in 27 countries (25 Canadian, 25 International, 10 US)</p>	

Note: “Top box” is a higher standard than “satisfaction”; it only counts *the most positive responses*.

If measuring total satisfaction, the event satisfaction score would be 94%

Note: Measuring volunteer satisfaction is planned for the coming year with the introduction of a new survey tool.



**Sarah Renaud, Artsci'96**  
**President QUAA, Chair Board of Directors**

Sarah was born and raised in the Niagara area. She met her husband Rob Renaud, Com'96 after an incredible four years at Queen's completing her undergraduate degree. During her time at Queen's, Sarah was a member of the varsity women's rowing team, the Outdoor's Club and a member of the ASUS executive. As an alumna, Sarah has been active with the QUAA for a number of years including roles as both the Community Services Chair and, for the last three years, as President of the Toronto Branch.

Currently living in Toronto, Sarah and Rob have two sons Hunter and Jake. Sarah is a Business Development Manager with RightNow Technologies, a U.S. based software organization that specializes in developing strategic technology solutions. Sarah began her career in technology consulting with Cambridge Technology Partners. She then worked with Deloitte Consulting and gained further management consulting experience in a variety of industries across sales, service and marketing. Prior to joining RightNow, Sarah spent a year working with Loyalty Management UK, the sister company to Air Miles, helping to launch Britain's largest and most successful loyalty program. In addition to her BAH from Queen's, she holds a post-graduate diploma in applied Information Technology. She has also attained her Project Management Professional (PMP) designation.



**Judith Brown, Artsci'76, MA'79**  
**Executive Director, Alumni Relations & Annual Giving**

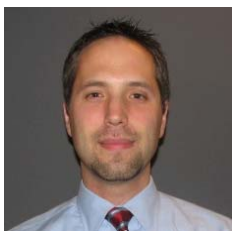
Judith joined Queen's University's Office of Advancement in the fall of 1993, and was responsible for Donor Relations and Stewardship for the ten years prior to her appointment as Executive Director, Alumni Relations and Annual Giving. She holds a BA and an MA from Queen's University in French Studies, and has served the University in a variety of capacities, including membership on Senate from 1998 to 2001, and the Board of Trustees from 2001 to 2005.

In addition to their three grown children -- still in school! -- Judith and her husband Gordon (BEd'74) have two dogs and one cat. They live on a lake north of Kingston.



**George Jackson, Artsci'85**  
**Executive Vice-President, QUAA Development**

George was born in Simcoe, ON at the beginning of J. A. Corry's term as our 13th Principal. George is an Associate Facilitator with the Executive Decision Centre. Over the last dozen years George has worked with many groups designing and conducting meetings and workshops. He is particularly interested in innovation for business along with discovery-driven planning. George has led sessions on strategic thinking, team building, and scenario planning. He has worked with over 200 organizations in the private, public and not for profit sectors. Some of his clients include Honeywell, McGraw-Hill Ryerson, Big Sisters of Canada, Queen's Campus Bookstore, Empire Life, AT&T, and Hewlett-Packard. Prior to joining the Centre, he was a member of the team that helped Queen's University raise over \$100 million in the Challenge Campaign. Recently, he assisted the Kingston United Way in redeveloping Leadership Development Services, a professional development service for the Boards of local non-profit organizations. Last month, George co-founded the Frontenac Business Book Club. George loves yacht racing, and he one day hopes to race to Hawaii.



**Joshua Orzech, Com'96**  
**Executive Vice-President, Board Secretary**

A Toronto native, Joshua graduated with a Commerce degree (Honours) in 1996. While at Queen's, Joshua was actively involved in many aspects of campus life including the AMS, COMSOC, intramural sports leagues and Big Brothers. During school and the corresponding summers, Joshua worked in the Parliament Hill and Kingston offices of Peter Milliken, MP for Kingston and the Islands. This experience enabled Joshua to gain a much deeper appreciation for the City of Kingston and the role Queen's plays within it.

Since graduation, Joshua has been working in the communications and public relations field advising executives and business leaders on communication strategies. Joshua is currently a Director of Corporate Communications at Direct Energy in Toronto. Before Direct Energy, Joshua worked for a technology start-up in Vancouver and had the opportunity to participate in events with the Vancouver Branch of the QUAA.



**Susan Smith, Artsci'91**  
**Executive Vice-President, Marketing & Communications**

An Ottawa native, Susan is a graduate of Queen's University with an Honours degree in Political Studies. At Queen's she was actively involved in campus life – as Manager of the Quiet Pub, as one of the ASUS Head Gaels for Frosh Week and a member of many campus clubs.

Susan is currently a Partner in Bluesky Strategy Group where she brings more than 15 years of experience in public relations, strategic, marketing and crisis communications, government and media relations. Prior to joining Bluesky, Susan provided strategic communications and media relations as a Vice President and Account Director at a national public relations firm with government and private sector spanning a variety of fields.

From 1997 to 2000, Susan was the President of SSA Strategies, a Calgary-based public relations and communications firm. Prior to Calgary, Susan established and managed the Ottawa office of a Montreal-based public relations and communications company. From 1994 to 1996, Susan was Communications Advisor to the Hon. Douglas Young in his capacities as Minister of Transport and Minister of Human Resources Development. Before joining the government in 1994, Ms. Smith was a communications consultant with a large multinational communications firm.



**Sue Bates, Artsci'91**  
**Vice-President, Branch Development**

A native of Kingston, Sue graduated from Queens in 1991 and immediately moved across the pond and settled in Scotland for seven years. She then found herself moving again, this time landing in the Bahamas for three years, and the Turks and Caicos Islands for four. She served with many volunteer organizations ~ among them the Friends of the Arts, the International Film Festival, the Board of the Women's Corona Club and as President of the Canadian Women's Club. She also served as President of the Turks and Caicos Islands Branch of the British Red Cross.

Sue returned to Kingston in 2005, bringing with her a commitment to community with involvement in the Kingston Symphony Association and other groups. Sue currently serves as Vice-President of the Kingston Branch of the QUAA. When not volunteering her time, Sue works as an assistant to a financial advisor, a job she loves.



**Julie Filion, Artsci'05**  
**Vice-President, Students & Young Alumni Committee**

Julie graduated from Queen's in 2005 with a Bachelor of Science (Honours) in Life Sciences. During her time at Queen's, she was involved in various aspects of university life such as the AMS, Queen's Bands, University Senate, Orientation Committee, Student Constables, Career Services and served as ASUS president in 2003-2004. Since graduation, Julie has been working for the Monitor Group, a global management consultancy firm. Her work has been primarily focused in corporate and competitive strategy and has spanned various industries: media, chemicals, professional services, medical devices, tourism and education. Outside of work, Julie's interests include running and traveling the world.



**Jess Joss, Artsci'96**  
**Vice President, Queen's Mini U**

Jess graduated with a BAH in History. While at Queen's, she was a Gael, a Coordinator for ArtSci Orientation, a Deputy Commissioner in the AMS, and then Vice President University Affairs of the AMS in 1995-96. Jess worked on campus in a number of capacities: AMS Walk Home, Queen's Telethon, and the Department of Alumni Affairs. More recently, Jess was involved in the Toronto Alumni Branch Executive, lastly in the position of Vice President, and she was also a part of QUAA Board of Directors. After Queen's, Jess attended U of T and received a certificate in Internet Business and Technology. Jess owns an ecommerce and search engine placement firm, called Insiteful Solutions, with her husband, John. They live in Toronto, and Jess has two step-daughters.



**Laura Morgan, Artsci'92**  
**Vice President, Queen's Mini U**

While at Queen's Lara Morgan (nee Smilga) got an early start in Alumni activities and launched the Queen's Legacy of Achievement, including obtaining a \$10M seed grant from the Lawson foundation. Lara has an MBA from NYU and 10+ years of technology consulting experience having traveled extensively throughout Canada, the US & Europe. Lara recently moved back to Toronto with her husband Owen & 3 year old daughter Reese after spending 6 years in the US & is currently working as Senior Strategist in BMO's IT Strategy & Planning group.



**Mike O'Connor, Sc'68, PhD'76, DSc'92**  
**Vice-President, Annual Giving**

Mike is Chairman and CEO of O'Connor Associates Environmental Inc., a geotechnical and environmental consulting firm with offices across Canada and projects around the world, although he now spends much of his time competing in rodeo and traveling the globe as a photographer. He has had a long and loving relationship with Queen's: he met his late wife Mary on their first day at Queen's and they enjoyed many happy years as a couple, returning to Queen's first as Wardens in Jean Royce Hall (1974/75) and then as the first Mentors in Residence (1998/99), living in Brockington House and coaching the first year students about life, love and the pursuit of happiness. In 1992 he received an honorary degree from Queen's for "his pioneering work in environmental engineering" and was the 2003 recipient of the Johnson Award. As one of the founders of the Golden Words, Mike has spent most of his life as a renowned "wind up merchant", pushing the envelope wherever possible. He is a strong advocate of Queen's (the vanity license plate on his car reads "QUEENSU") and has returned to the university often to give his famous lecture on the importance of a personal mission statement and his own "secrets of success". He is currently Chair of the Grant Hall Society, the appreciation society for annual donors of \$1,000 or more, and, together with Paul Chesser, will be establishing an Annual Fund Committee and national network of volunteers for peer-to-peer solicitation at the leadership level.



**Sarah Langstaff, PhD'98**  
**Sub Committee Chair, Alumni Assembly**

Sarah was born and raised in the Ottawa Valley. Sarah met a number of lifelong friends during her graduate studies at Queen's University. During her time at Queen's, Sarah was a member of the GSA, Ban Righ Board and physics intramural softball team (the Isotopes). As an alumna, Sarah has been active with the QUAA for a number of years including roles as both the Communication Director and Vice President of the Toronto Branch. Currently living in Ottawa, Sarah is continuing her career as a physicist and product development specialist. Sarah is a Senior Process Engineer with GroupIV Semiconductors, a Canadian based R&D organization that is developing leading-edge technology in the field of solid state lighting. Sarah has developed world class products for a number of technology start-ups including: Millenium Biologix Inc (Kingston, Ontario), Toxin Alert Inc. (Toronto, Ontario), DATEC Coating Corporation (Mississauga, Ontario) and InVisage Technologies Inc. (Toronto, Ontario).



**Rob Pitt, MA'82**  
**Sub Committee Chair, University Council**

Involved with the Newfoundland Branch since 1987, Rob served as Branch President from 1991 to 2001, and organized the Newfoundland send-offs. He also served on the following QUAA committees: Strategic Planning Committee, Alumni Review Editorial Board, Herbert J. Hamilton Award Selection Committee, Grants Committee, Leadership Development and Nominating Committee, and Chair of the Advocacy Committee. Rob has been an elected member of Queen's University Council since 1999. He was honoured with the QUAA Marsha Lampman Award in 1999 and the Herbert J. Hamilton Award in 2004.



**Mel Barsky, MBA'92**  
**Branch Development, Committee Member**

Mel was born and raised in Regina. He has two beautiful boys, Jordan and Sammy. He received his Master of Business Administration from Queen's in 1992 where he was President of the Consulting and Investment Groups. He earned a BA in Economics and Political Science from the University of Toronto in 1987. Mel is an Executive Director for Scotiabank Private Equity Investments where he does venture capital / private equity investing. Previously, he was a Director at American Express from 1992 to 2000. Mel was the head of Sales Planning, Pricing, Business Strategy and Communications departments. During his tenure at Amex, Mel held positions in Finance, Operations and the Sales Force. Prior to Amex, Mel worked in equity-trading at The Toronto Stock Exchange.



**Heather Black, Sc'80**  
**QUAA Development, Member at Large**

Born and raised in Montreal, Heather lives in Toronto and works in International Banking at Scotiabank, currently the Vice President, Self Service Banking. During her 11+ year career at Scotiabank, Heather has held a variety of jobs, primarily focused on utilizing technology to solve business problems. Prior to joining Scotiabank, Heather's experience spanned other financial institutions, consulting organizations, and Oracle. Adding to her undergraduate experience at Queen's, in 2003 Heather returned to complete the Queen's Executive Program.



**Karen Cordes, MA'05**  
**Students and Young Alumni, Committee Member**

Karen Cordes attended Queen's in 2004/05 where she completed her MA in Economics. Currently working as an Economist at Scotiabank in Toronto, she started there over 7 years ago as a summer student, returning each summer to do research for various Executive Office departments, including Government, Corporate and Public Affairs, as well as Economics. Since completing her MA, she has been working full-time in the Economics department and is currently focusing on the financial markets. Last year, Karen was one of the Vice-chairs for the United Way Campaign in the Scotiabank Executive Offices. Karen completed her B.Sc. (Honours) '03 in Economics and Math in Halifax at the University of King's College/Dalhousie University. While in Halifax, she served as President of the Dalhousie Undergraduate Economics Students Association, and was the Events Director of the University of King's College Students Union. In this latter capacity, she worked closely with the alumnae association, creating events that brought past, present and prospective students together, along with other members of the King's Community.



**Paul Glen, Sc'74**  
**Branch Development, Committee Member**

Paul made the trek down the 401 to Queen's to study Geological Engineering. He has been a practicing engineer for over 30 years both in the public and private sector. Paul currently runs his own engineering consulting company in the southern Okanagan (read wine region) of British Columbia. He met his wife Kim, Arts'73, at Queen's. Kim was the involved student activist, while Paul began his Queen's Alumni service career in the 1980's as a volunteer with the Calgary Branch, where he served on the executive for several years. In 1997, Paul and Kim started the new Okanagan Valley branch where he has served as Treasurer and is currently President of the Okanagan Branch. Paul was an Alumni Assembly member-at-large from 1999 to 2001, and Branch Representative on the Alumni Achievement Award Selection Committee and the Class and Affinity Program Committees. He and his wife were recipients of the Marsha Lampman Award in 2000 and the Herbert J. Hamilton Award in 2001.



**Bob Pritchard, Sc'64**  
**Queen's Mini U, Committee Member**

Bob Pritchard has spent over 40 years working for and with computer hardware, software and systems suppliers. He earned a BSc (Eng) from Queen's University in 1964, and an MSc in Information Engineering from the University of Birmingham. Since 1990 he has been operating R.J. Pritchard & Associates, a consulting practice that offers management and marketing consulting services to the Information Technology industry in North America. Bob serves as a director of several councils including ITAC Ontario, the Kingston Technology Council and several private technology companies. His volunteer activities include the Community Foundation of Greater Kingston and CORK (Canadian Olympic-training Regatta Kingston). In his leisure time he enjoys sailing, travel and activities with his five grandchildren.



**Bruce Sellery, Com'93**  
**QUAA Development, Member at Large**

Bruce Sellery is the anchor of "The Wrap", airing daily at 4pm ET on Report on Business Television. Prior to his current assignment, Bruce spent three years as ROBTv's New York Bureau Chief, covering the U.S. markets and corporate crime, including the trials of both Martha Stewart and Bernie Ebbers. He has been with the network since it was founded in 1999. Before moving into journalism, he worked as both a Brand Manager and an Account Manager at Procter & Gamble. In addition to his marketing and sales roles, Bruce led the company's Diversity Training initiative, overseeing programs delivered to 3,000 employees. He received his Commerce degree from Queen's in 1993, and was actively involved in Studio Q and the International Exchange program.



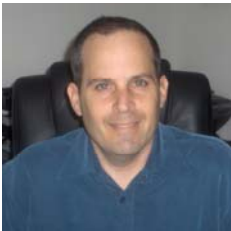
**Tim Turnbull, Artsci'79**  
**Annual Giving, Committee Member**

Tim was attracted to the media at Queen's, working at the Journal, *Golden Words*, and CFRC, including broadcasting Golden Gaels football games during their national championship run in 1978. That interest directed him to Western for an MA (Journalism) then on to a career as a radio/TV reporter and anchor for stations in several cities across Canada. He joined the public relations industry in the late 1980s and moved into corporate communications with global pharmaceutical companies before opening his own consultancy in 2001. His work included media and crisis communications, employee motivation, and corporate reputation. A personal interest in volunteering and philanthropy led him to BMO Harris Private Banking, where he helps clients create and operate charitable foundations. Three other siblings also graduated from Queen's and the family sponsors an undergraduate scholarship as a tribute to the value of the school in their lives. Tim is married with two children.



**Zahra Valani, Artsci'03, Ed'04**  
**Students and Young Alumni, Committee Member**

Zahra Valani is currently the Manager of Annual Giving for St. Clements School. She previously worked as the Annual Programs Officer with the York University Foundation. She graduated from the Concurrent Education program at Queen's University in 2004. After graduation she worked at Queen's University as the Alumni Officer, Students. Her leadership skills have been best demonstrated through her work as the Director of the National Technology Youth Leadership Conference, the ThankQ Program Co-Chair (Queen's Graduating Class Gift Program) and the supervisor for the Queen's University Telefundraising Services. Her Volunteer efforts include: Queen's University Council Member, Co-Chair of the 2007 John Orr Dinner & Dance, Treasurer for the Queen's Toronto Branch Executive, fundraising executive committee member for the Aga Khan University, Fundraising Chair for the Canadian Cancer Society, and consultant for the Alumni Affairs & Annual Giving department for the Aga Khan University in Karachi.



**Ron Weingust, MBA'92**  
**Students and Young Alumni, Committee Member**

A native of Windsor, ON, Ron completed his MBA at Queen's in 1992. Prior to attending Queen's he completed his MSc at The University of Western Ontario and his undergraduate degree in Science at the University of Windsor. Ron established himself in Toronto and has been involved in commercial operations of various pharmaceutical companies. Ron is married to Bonnie. They have two children – Hannah and Mitchell.

**Distribution:**

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Do you want to volunteer? Need to know more? Have a question?

Visit: [alumni.queensu.ca/quaa/](http://alumni.queensu.ca/quaa/)

Or call: 1-800-267-7837

Or email: [QUAA.President@queensu.ca](mailto:QUAA.President@queensu.ca)



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