

**2007-08 Multi-Year Accountability Agreement Report-Back for: Ottawa**

As noted in the Multi-Year Accountability Agreement for Universities for 2006-07 to 2008-09 (MYAA), the government appreciates that implementing this and future agreements will be part of an evolutionary process which will incorporate maturing consensus on how to best measure and indicate access and quality. This will require a strong collaborative partnership between institutions and the Ministry of Training, Colleges and Universities.

This Multi-Year Accountability Agreement Report-Back Template has been designed to assist with the ministry's continuing efforts to measure the participation of students from under-represented groups, and as outlined in Appendix B (the Multi-Year Action Plan) of the MYAA, update the planned net new hires table, and the strategies and programs that will be used by your institution to participate in the Student Access Guarantee initiative.

Pursuant to the MYAA, the release of the full amount of your 2008-09 Accessibility to Higher Quality Education Fund<sup>1</sup> will be conditional on your institution confirming that it is on track for meeting its commitments, or the approval of an improvement plan by the ministry. The ministry will also use the completed Multi-Year Accountability Report-Back Template to review the progress made on the commitments outlined in your Multi-Year Action Plan. Based on this review, you may be required to submit an improvement plan to the ministry, developed in consultation with faculty, staff and students.

The information contained in this report-back template will also be used to inform the development of best practices and the creation of measures of system-wide results. These measures may be incorporated in revised requirements in future years to demonstrate system-wide improvements.

**A. ACCESS****Increased Participation of Under-Represented Students — Measurement**

To continue assisting with our efforts to develop a system measure that will track the participation of students from under-represented groups (Aboriginal, First Generation, Students with Disabilities) the ministry is again seeking information with respect to the number of students who are self-identifying as under-represented pursuant to the methodologies currently in place to measure these students at your institution. Please refer to the measurement methodologies outlined in your approved Multi-Year Action Plan to track these students, and provide the total number of students who have self-identified as a member of each of these groups. The ministry recognizes that these measurement methodologies may require students to self-identify, which may result in under-reporting.

Individual students may belong to more than one group. In the cells counting respondents for each under-represented group, do not adjust for this potential double-counting. To the extent that you are able to do so, eliminate any double-counting in the column, "Total Number Self-Identifying as Member of Under-represented Group".

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<sup>1</sup> Excluding your Per Student Funding portion of this fund.

Measurement Methodology (including description)	Student Groups in Your Student Population			Total Number Self-Identifying as Member of Under-represented Group	Total Number of Students Surveyed, if applicable
	Aboriginal	First Generation	Students with Disabilities		
	#	#	#		
Report year 2006-7	922	4611	1844		
Report year 2007-8	940	4229 (see statistical note)	1880		

If you would like to provide any other comments, please do so in the following space:

Proportion of First generation students was initially estimated at 15% from NSSE January 2006 and again from NSSE January 2007. In the January 2008 edition of NSSE, the first generation rate was 13.5% which converts to 4229 students out 31327 undergraduate students. Actual total would be larger but it is not clear if we can generalize to graduate students. The difference between 15% and 13.5% is not statistically significant (Chi-square = 1.477,  $p = .224$ , 95% confidence interval for difference = [-0.011; 0.045]) so we can assume that the situation has not deteriorated but remains stable.

Aboriginal and Disabilities were estimated at 3% and 6% respectively from CUSC 2005 which surveys all undergraduate students. The next CUSC surveying all undergraduate students will be for 2008.

### Increased Participation of Under-Represented Students — Programs/Strategies

Pursuant to your approved Multi-Year Action Plan, please identify your achieved results for 2007-08. If your institution has not achieved your proposed results, please explain the variance and your planned remedial action in the column provided.

Strategy / Program	Indicator	Proposed Result	Achieved Result	Explain Variance between Proposed and Achieved Results (if applicable) and Any Remedial Action You Expect to Take
Students with Disabilities	Number of Students with Disabilities <sup>1</sup> , number of those using the Access Service	1150, 860 + proportional growth (06-07 result: 1844, 860)	1880, 783	860 was an estimated target capturing students with multiple disabilities. According to the Accessibility Fund for Students with Disabilities report, the numbers of unique students who have used ACCESS services from 05 to 07 are : 698, 732, 783.
Aboriginal Students	Aboriginal students on campus <sup>2</sup> , number of those students registered at ARC, students registered in related programs	470, 165, recruitment emphasis in the areas of Health, Medicine, Education, Law and Aboriginal Studies (06-07 result: 922, 162)	940, 168	
First Generation Students	First generation students <sup>3</sup>	3460 + financial aid (06-07 result: 4611)	4699	

<sup>1</sup> Estimated from % CUSC 2005. Results are on par with peer universities (Group 3).

<sup>2</sup> Estimated from % CUSC 2005. Results are on par with peer universities (Group 3).

<sup>3</sup> Estimated from % NSSE 2007. An estimate of the % in catchment area will be required to assess the quality of the result.

If you would like to provide any other comments, please do so in the following space:

### Student Access Guarantee and Commitment

*Instructions for 2007-08:*

Through your signed MYAA, you committed to participate in the student access guarantee. For 2007-08, this meant meeting students' tuition/book shortfall in allocating financial aid, as set out in the 2007-2008 Student Access Guarantee Guidelines.

	<u>Yes</u>	<u>No</u>
The institution met students' tuition/book shortfall in allocating financial aid, as set out in the <u>2007-2008 Student Access Guarantee Guidelines</u>	X	

If you answered no, please explain.

Please complete the following table, using the most recent available year-to-date information from your institution's 2007-08 OSAP student access guarantee report screen (This screen can be accessed by your Financial Aid Office).

2007-08 TUITION / BOOK SHORTFALL AID:		
	TOTAL \$	# ACCOUNTS
Expenditures for Tuition / Book SAG Amount	3,233,207	1381
Other SAG Expenditure to Supplement OSAP	2,840,183	1528
<b>Total</b>	<b>6,073,390</b>	<b>2909</b>

Date screen was last updated: 28 / 09 / 2008

### MYAA Action Plan – 2008-09 Revision: Student Access Guarantee

Pursuant to Section 2.1 of the Multi-Year Agreements, your institution will participate in the Student Access Guarantee (including the new Access Window which allows Ontario students to identify costs and sources of financial aid). The detailed requirements for participation in the student access guarantee are outlined in the 2008-09 Student Access Guarantee Guidelines. Please complete the following template to update the strategies and programs that your institution will use in 2008-09 to participate in the Student Access Guarantee initiative.

<p>Describe how your institution will meet students' tuition/book shortfalls. As part of your description identify whether aid towards tuition/book shortfalls will be:</p> <p>a) Provided to those students who apply for institutional financial aid; or</p> <p>b) Automatically issued to students based on their OSAP information</p>	<p>Aid towards tuition/book shortfall will be provided in accordance to the SAG guidelines to those students who have received OSAP support, have a shortfall larger than \$100, and apply to our Financial Aid Bursary.</p>
<p>If your answer to the above question was 'a,' please identify what specific internet portal(s) or program(s) students at your institution apply through to be considered for tuition/book assistance provided as part of your participation in the student access guarantee.</p> <p>Identify any applicable deadlines.</p>	<p>Students can apply for the Financial Aid Bursary through the Web site of the Financial Aid and Awards Service. Applications forms are available to registered students as of October 1st each year. The application deadline is January 31st of the following year. The student can track the progress of their application in My Financial Portfolio (the online file at the Financial Aid and Awards Service, available on Infoweb).</p>
<p>Identify whether your institution plans to provide loan assistance in values greater than \$1,000 to meet tuition/book shortfalls of students in any of your second entry programs. If so:</p> <p>a) Identify the programs by name and by OSAP cost code;</p> <p>b) Describe how you determine how much loan aid to provide</p>	<p>We help students accessing a line of credit with a bank and provide an interest relief program and provide education bursaries (see below).</p> <p>The University of Ottawa Common Law and Medicine Students' Interest Relief Bursary</p> <p>The objective of this bursary is to provide financial assistance to students in the faculties of Common Law and Medicine, OSAP cost codes LAW, LAWPOL (during the 3 years of the Law portion of the program, LLLB, LLBJD, HSCMED). The Interest Relief Bursary subsidizes, up to a predetermined maximum, the interest students are required to pay on their bank's line of credit. The amount of the bursary may vary according to the year of study and the financial need of the student.</p> <p>Eligibility requirements:</p> <ol style="list-style-type: none"> <li>1. Canadian citizenship, permanent residency or protected person status;</li> <li>2. eligible to receive governmental financial aid and have claimed their financial aid;</li> <li>3. be registered full-time in the common law or medical program at the University of Ottawa;</li> <li>4. provide a 12-month budget with application form, and documentation indicating use of line of credit;</li> <li>5. demonstrate financial need according to Financial Aid and Awards Service criteria</li> </ol>
<p>Describe other financial support programs and strategies that your institution will use to assist university students facing financial barriers to access, including identification of programs that provide case-by-case flexibility to respond</p>	<p>Education bursaries are funds given automatically by the University to registered students who demonstrate financial need and who meet the following eligibility criteria:</p> <ol style="list-style-type: none"> <li>1. Canadian citizenship, permanent residency or protected</li> </ol>

to emergency situations that arise for students.

- person status;
2. Full-time registration for the fall and winter sessions;
  3. Eligible to receive government financial aid and have claimed their financial aid;
  4. Minimum 75 per cent admission average.

Amount to be awarded per student for 2007-2008  
Students admitted to a direct-entry faculty (Arts, Engineering, Health Sciences, Science, Social Sciences, School of Management and the Faculty of Law, Civil Law Section) on a full-time basis (September to April) for the first time and who received financial aid from their province of origin will receive a bursary of \$1000.

Students admitted to the Faculty of Medicine at the University of Ottawa on a full-time basis (September to April) for the first-time and who received financial aid from their province of origin will receive a bursary of \$3,500.

Students admitted to the Faculty of Law, Common law Section at the University of Ottawa on a full-time basis (September to April) for the first-time and who received financial aid from their province of origin will receive a bursary of \$1,400.

Returning students on a full-time basis (September to April) in the Faculty of Medicine who received financial aid from their province of origin will receive a bursary of \$750.

Returning students on a full-time basis (September to April) in the Faculty of Law, Common Law Section who received financial aid from their province of origin will receive a bursary of \$800.

The value of the education bursary is reassessed each year.

#### Emergency aid

The University of Ottawa has several programs to urgently assist students experiencing an important and serious financial crisis. Financial Aid Counselors are always available to meet any student to discuss their special circumstance and understand how we can assist them. Food vouchers, Emergency loans, United Way Emergency Funds and the Financial Aid Bursary are all programs to assist students in financial crisis. In this type of situation, the funds will be made available to the students within 24 business hours. A special arrangement can be made if necessary to accommodate a more urgent request.

#### Food Vouchers

Students presenting themselves at the Financial Aid and Awards Service in a serious financial situation may be eligible to up to \$100 of food voucher per term. These food vouchers are exchangeable again products from local grocery stores. The students will be required to complete a Food Vouchers Request Sheet in which they will explain and document their situation. Subsequently, they will meet a Financial Aid Counselor who will

	<p>review their file, determine their need and decide on the value of the Food Voucher to be awarded.</p> <p><b>United Way Emergency Funds</b></p> <p>This fund was recently created in collaboration with United Way to assist students who are faced with serious unforeseen financial difficulties which prevent them from obtaining essential necessities such as food, housing, specialized services or any other services deemed urgent. After meeting a Financial Aid Counselor, a student declaration sheet will be completed and in some cases, supporting documents might be requested by the Financial Aid Counselor. The award can be as much as \$1 000 per term. Additional funds can be provided with the authorization of an administrator of the Financial Aid and Awards Service.</p> <p><b>Emergency Loan</b></p> <p>Emergency loans were developed to assist students who are waiting for their governmental financial assistance to be available to them. This loan is repayable upon receipt of the governmental financial assistance. The maximum value of the emergency loan is \$300. This limit can be raised upon approval of an administrator of the Financial Aid and Awards Service.</p> <p><b>Financial Aid Bursary</b></p> <p>The University of Ottawa in recognition that some students require additional financial assistance while studying, took the initiative to create this bursary program. The value of individual awards will depend on the level of financial assistance required and on the availability of funds. In past years, the maximum award per student was normally \$3 000. In order to qualify for a financial aid bursary, students must meet the following requirements:</p> <p>Be eligible to receive governmental financial aid and have claimed it;</p> <p>Contribute financially towards their studies, as well as receive a contribution from parent(s) or spouse, if applicable;</p> <p>Provide a 12-month budget and a completed financial aid bursary application form;</p> <p>Maintain a satisfactory academic standing.</p>
<p>Briefly describe your review process for students who dispute the amount of institutional student financial assistance that is provided as part of the Student Access Guarantee.</p>	<p>The financial aid office can review calculations with the student. In case of outstanding disagreement, appeals can be made to the Director of the Financial Aid and Awards Service., to the AVP Strategic Enrolment Management &amp; Registrar, and to the VP Academic.</p>

**B. QUALITY**

**Quality of the Learning Environment**

Pursuant to your approved Multi-Year Action Plan, please identify your achieved results for 2007-08. If your institution has not achieved your proposed results, please explain the variance and your planned remedial action in the column provided.

Strategy / Program	Indicator	Proposed Result	Achieved Result	Explain Variance between Proposed and Achieved Results (if applicable) and Any Remedial Action You Expect to Take
Quality	NSSE	Enhancement of best practices begins (Initial result: 84%)	85%	
	CUSC	Progress towards: 77% (Initial result: 74%)	77%	
	CGPSS	Initial results : TBA (To Be Announced - Survey begins in 2007)	95%	
	OCGS Review	98%-100% programs of good quality (06-07 result: 98%)	100%	

If you would like to provide any other comments, please do so in the following space:

The NSSE, CUSC and CGPSS results are expressed as percentage of the performance of the peer group of research intensive universities.

**Net New Hires**

Pursuant to your approved Multi-Year Action Plan, please identify your actual net new hires for 2007-08. The ministry appreciates that accurate data on net new hires for 2008-09 may not be available until late fall. As such, please identify your planned net new hires for 2008-09.

Actual New Hires in 2007-08 Planned New Hires in 2008-09		Faculty / Academic			Student Services Staff*		Admin Staff**
		Full Time Tenured	Full Time Limited Term	Part Time (FTE)	Full Time	Part Time (FTE)	Full Time
Hires	Planned 2007-08	95	45		6		85
	Actual 2007-08	99	38		12		177
	Planned 2008-09	80	19		6		115
Retires / Departures	Planned 2007-08	45	30		3		77
	Actual 2007-08	36	8		7		107
	Planned 2008-09	31	14		3		67

Net New Hires	Planned 2007-08	50	15	10	3	8
	Actual 2007-08	63	30	2	5	70
	Planned 2008-09	49	5	0	3	48

\* For student services staff definition, please refer to the student services functional area definition developed by the Council of Finance Officers - Universities of Ontario (COFO-UO) of the Council of Ontario Universities to report on expenses in their annual financial report. Student Services Staff do not include ancillary staff.

\*\*For admin staff definition, please refer to the administration & general functional area definition developed by the Council of Finance Officers - Universities of Ontario (COFO-UO) of the Council of Ontario Universities to report on expenses in their annual financial report.

If applicable, please explain variance between the proposed and actual 2007-08 net new hires.

The decrease in Part-time FTE is linked to a rationalization of the scheduling of optional courses.

The smaller than expected number of Limited Term (-7) is due in part to the larger hiring of Tenured (+4) and in part to the natural variability in this category of hiring. For example, a department may not have been successful at recruiting a person for a limited term replacement contract. Since 2002, this value has oscillated from 12 to 38.

### Student Success: Student Retention Rates

Pursuant to your approved Multi-Year Action Plan, please report on the 2007-08 retention target achieved by your institution. If your institution has not achieved your proposed results, please explain the variance and your planned remedial action in the column provided.

	Proposed 2007-08 Retention Target	Retention Rate Achieved	Explain Variance between Proposed and Achieved Results (if applicable) and Any Remedial Action You Expect to Take
1 <sup>st</sup> to 2 <sup>nd</sup> Year	88-90%	89%	
After 2 <sup>nd</sup> Year	83-85%	80%	Decrease from 83% in 2006 MYA occurred primarily in male students. Results have been distributed to all faculties to raise awareness. 80% remains a high retention rate.

If you would like to provide any other comments, please do so in the following space:

CSRDE 2007 results.

### C. ACCOUNTABILITY



Please insert the current internet link to your posted Multi-Year Action Plan and 2006-07 Multi-Year Accountability Agreement Report-Back in the following space:

<http://www.uottawa.ca/services/irp/eng/research/official.html> .

This report-back document constitutes part of the public record, and as such, should also be made available on your institution's web site. Please ensure that this document is posted at the same location as your Multi-Year Action Plan and 2006-07 Report-Back.

2007-08 Report Back Contact:

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