

**2006-07 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 2007-08 and 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 assist with the ministry's continuing 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 seeking new 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		
	#	#	#		
See below	922	4611	1844	7377	

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

First generation number of students is estimated from NSSE 2006 rate of 15% out of 1771 respondents x 30741 undergraduate registered. Actual total would be larger but it is not clear if we can generalize to graduate students. Aboriginal (3%) and Disabilities (6%) estimated from CUSC 2005 which surveys all undergraduate students.

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

Pursuant to your approved Multi-Year Action Plan, please identify your proposed and achieved results for 2006-07. If your institution has not achieved your proposed results, please explain the variance in the column provided.

Strategy / Program	Indicator	Proposed Result	Achieved Result	Explain Variance between Proposed and Achieved Results (if applicable)
<b>Access Service</b>	Number of undergraduate students	1150	1844 on campus 860 using Access	
<b>Aboriginal Resource Centre</b>		460	922 on campus 162 using ARC	
<b>First Generation students</b>		3450	4611 on campus 16 scholarships given	

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

### Student Access Guarantee and Commitment

	<u>Yes</u>	<u>No</u>
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The institution took into consideration the Ministry's student tuition/book shortfall calculation in allocating financial aid, as set out in the 2006-2007 Student Access Guarantee Guidelines

x

If you have answered no, please explain:

### 2007-08 Student Access Guarantee

Pursuant to Section 2.1 of the Multi-Year Accountability 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 as outlined in the 2007-08 Student Access Guarantee Guidelines. Please complete the following table to update the strategies and programs that your institution will use in 2007-08 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 to those students who have received OSAP support, have a shortfall larger than \$300, and apply to our Financial Aid Bursary.</p>
<p>Identify whether your institution plans to provide loan assistance 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 2007-2008: The objective of this bursary is to provide financial assistance to students in the faculties of Common Law and Medicine. 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> <p>Canadian citizenship, permanent residency or protected person status;</p> <p>eligible to receive governmental financial aid and</p>

	<p>have claimed their financial aid;</p> <p>be registered full-time in the common law or medical program at the University of Ottawa;</p> <p>provide a 12-month budget with application form, and documentation indicating use of line of credit;</p> <p>demonstrate financial need according to Financial Aid and Awards Service criteria</p>
<p>If your institution has a process in place to collect statistics on the socio-economic accessibility of Professional programs that you offer, please describe the data that you collect.</p>	<p>Not available.</p>
<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 to emergency situations that arise for students.</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> <p>Canadian citizenship, permanent residency or protected person status;</p> <p>Full-time registration for the fall and winter sessions;</p> <p>Eligible to receive government financial aid and have claimed their financial aid;</p> <p>Minimum 75 per cent admission average.</p> <p>Amount to be awarded per student for 2007-2008</p> <p>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.</p> <p>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.</p>

	<p>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.</p> <p>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.</p> <p>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.</p> <p>The value of the education bursary is reassessed each year.</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>

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

**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

review their file, determine their need and decide on the value of the Food Voucher to be awarded.

#### United Way Emergency Funds

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.

#### Emergency Loan

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.

#### Financial Aid Bursary

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:

Be eligible to receive governmental financial aid and have claimed it;

Contribute financially towards their studies, as well as receive a contribution from parent(s) or spouse, if applicable;

Provide a 12-month budget and a completed financial aid bursary application form;

Maintain a satisfactory academic standing.

## **B. QUALITY**

### **Quality of the Learning Environment**

Pursuant to your approved Multi-Year Action Plan, please identify your proposed and achieved results for 2006-07. If your institution has not achieved your proposed results, please explain the variance in the column provided.

Strategy / Program	Indicator	Proposed Result	Achieved Result	Explain Variance between Proposed and Achieved Results (if applicable)
Multiple interventions provided by SASS, TLSS and Faculties (see below)	NSSE benchmarks relative to Carnegie peers 2006	84%	84%	
Scorecard with remedial plans for services below threshold	CUSC satisfaction with services	74%	74%	
Monitoring by the Faculty of Graduate Studies	OCGS review: % Programs of good quality	98%	98%	

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

The strategies include a wide variety of programs such as (but not limited to):

The **Student Academic Success Service (SASS)** whose mission is to promote student engagement and degree completion and to contribute to the improvement of the conditions that lead to a quality learning experience for all students. Programs: Aboriginal Resource Centre, Academic Writing Help Centre , Access Service , Counselling Service , Career Services , Experiential Learning Service , Mentorship Program , University 101 , Graduate Orientation.

The **Teaching and Learning Support Service (TLSS)** is mandated to nurture and promote innovation and excellence in teaching and learning at all levels of the University. The role of the TLSS falls into three broad categories: Establishing and maintaining the best possible teaching and learning environment on campus; promoting innovative approaches to teaching which take the learner and the faculty's needs into consideration and then providing support to those who implement them; to lead and assist the university community with the integration of new learning technologies into its various programs and courses. TLSS has 5 distinct units: the Centre for University Teaching, the Centre for e-Learning, the Centre for Mediated Teaching and Learning, the Multimedia Distribution Service, and the Reprography Service and Forms Management Service.

### Net New Hires

Pursuant to your approved Multi-Year Action Plan, please identify your actual net new hires for 2006-07. The ministry appreciates that accurate data on net new hires for 2007-08 may not be available until late fall. As such, please identify your planned net new hires for 2007-08.

	<u>Faculty / Academic</u>	<u>Student Services Staff*</u>	<u>Admin Staff**</u>
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Actual New Hires in 2006-07 Planned New Hires in 2007-08		Full Time Tenured	Full Time Limited Term	Part Time (FTE)	Full Time	Part Time (FTE)	Full Time
Hires	Planned 2006-07	103	33.2		11	4	85.3
	Actual 2006-07	112.5	47.74		12		131.33
	Planned 2007-08	95	45		6		114
Retires / Departures	Planned 2006-07	39	9		4	(8)	41.3
	Actual 2006-07	55	35.5		5		86.33
	Planned 2007-08	45	30		3		77
Net New Hires	Planned 2006-07	64	24.2	15	7	(4)	44
	Actual 2006-07	57.5	12.24	14	7		45
	Planned 2007-08	50	15	10	3		37

\* 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 2006-07 net new hires.

We have had more departures than expected. We have hired more than originally planned to compensate, successfully for staff and partially successfully for Faculties. Nevertheless, a sizeable net growth of 70 Faculties was achieved and will continue in 2007.

Student services staff are regrouped as FTE in Full time column.

### Student Success: Student Retention Rates

Pursuant to your approved Multi-Year Action Plan, please report on the retention target proposed by your institution for 2006-07, and your achieved rate.

	Proposed 2006-07 Retention Target	Retention Rate Achieved	Explain Variance between Proposed and Achieved Results (if applicable)
1 <sup>st</sup> to 2 <sup>nd</sup> Year	89%	89%	
2 <sup>nd</sup> to 3 <sup>rd</sup> Year	83%	83%	
3 <sup>rd</sup> to 4 <sup>th</sup> Year (if applicable)			

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



CSRDE 2006 Results

### **C. ACCOUNTABILITY**

Please insert the current internet link to your posted Multi-Year Action Plan in the following space: <http://www.uottawa.ca/services/irp/eng/research/official.html>

If the Action Plan is moved to another location on your web site, please provide the ministry with an updated link.

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.