

UNIVERSITY OF OTTAWA SCORECARD DEFINITIONS

STUDENTS AND COMMUNITY

1.1 SERVICE QUALITY ASSESSMENT (UNDERGRADUATE)

The percentage of students who are very satisfied or satisfied with a series of non-academic services, i.e. that do not involve teaching and learning (for example: sports, housing, community life, cultural activities, food services, bookstore, computer services, online services, counter services). *Source: Canadian University Survey Consortium (CUSC) survey*

1.2 FINANCIAL AID / FULL-TIME EQUIVALENT STUDENTS (FTES)

Ratio of the total annual financial aid offered to the number of full-time equivalent students. Financial aid includes:

- University of Ottawa financial aid bursaries (University budget bursaries, tuition fees exemption);
- Financial aid bursaries from private companies and various organizations (OSOTF, AUCC, other companies, the Queen Elizabeth II Aiming for the Top Scholarship, scholarships offered for studying in French in Ontario, scholarships from the Government of Québec, other scholarships offered by the Ministry of Education);
- The University's Work-Study Program;
- The Work-Study Program offered by Ontario's Ministry of Education;
- Millennium Scholarships (Ontario and other provinces);
- Excellence Scholarships from the University (admission and renewal, other excellence scholarships, tuition fees exemption scholarships);
- Assistantships.
(Government loans are excluded.)
 $FTES = (2 \times \text{undergraduate FTE declared to the Ministry on November 1}) + (1 \times \text{graduate FTE declared to the Ministry on November 1})$, excluding Saint Paul University.

1.3 LINGUISTIC BALANCE

Percentage of full- and part-time Francophone and immersion students registered (undergraduate and graduate).

- Francophones: all students whose first language is French and all students whose first language is neither French nor English, but whose language of correspondence is French.
- Immersion students: Anglophone students who studied in a French immersion program at a Canadian high school (advanced or basic level) or who are registered in a University of Ottawa French immersion undergraduate program.

1.4 INTERNATIONALISM INDEX

Percentage of full- and part-time undergraduate and graduate students who participate in an international experience or who are international students.

- Definition of an international experience: student exchange (outgoing), including co-op placements abroad.
- Definition of an international student: a student who has a student visa or another immigration status (refugee, diplomatic mission), or who was originally admitted on a student visa, including incoming exchange students.

1.5 REPUTATIONAL INDEX

Percentage of external audience, specifically the general population in the National Capital Region and the general Canadian population, who rate the University of Ottawa as a top-quality university.

EMPLOYEE QUALITY AND ENGAGEMENT

2.1 WORK CLIMATE INDEX

The percentage of employees (regular, part-time and contract support staff; regular and part-time teaching staff) satisfied with the work climate. As of October 2006, a new survey will be administered annually to measure the work climate satisfaction for both teaching and support staff.

2.2 BILINGUALISM INDEX

The percentage of regular faculty members and regular support staff who are actively bilingual. Active bilingualism is determined by a score of 2 or 3 in written and oral proficiency (score on the second language certificate).

Since essentially all staff at the University of Ottawa demonstrate a basic comprehension of their second language, referred to as 'passive bilingualism' in the 2005 scorecard, we will focus our efforts on active bilingualism.

2.3 STAFF DIVERSITY INDEX

Percentage of all the diversity targets achieved as part of the Federal Contractors Program (FCP). The FCP recognizes four designated groups: women, Aboriginal people, members of visible minorities and persons with disabilities.

ACADEMIC EXCELLENCE

3.1 LEARNING QUALITY ASSESSMENT (UNDERGRADUATE)

For each of the five benchmarks selected by the National Survey of Student Engagement (NSSE) to describe the student learning experience, the University of Ottawa's score is expressed as a percentage relative to the results of the peer group of US universities. The final result is obtained by calculating the weighted average of the percentages for the five benchmarks.

The five benchmarks are: level of academic challenge, active and collaborative learning, student-faculty interaction, enriching educational experience, and supportive campus environment.

3.2 FEDERAL RESEARCH AGENCIES FUNDING

Total annual research grants for all programs received from the three main federal research agencies, namely SSHRC, NSERC and CIHR, and ranking among Canadian universities. *Source: federal funding agencies*

- Total annual amount: amount awarded during one fiscal year.

3.3 PROFESSORS' RESEARCH, TEACHING AND PROFESSIONAL AWARDS (/1,000)

The five-year tally of the number of full-time professors, per 1,000, who have won national awards.

3.4 PERCENTAGE OF STUDENTS RECRUITED WITH AN AVERAGE OF AT LEAST 85%

Percentage of students entering an undergraduate program directly from an Ontario secondary school who were admitted (and accepted an offer of admission) on the basis of an admission average of at least 85%.

3.5 GRADUATE STUDENT REGISTRATIONS

Ratio of graduate students registered (certificate, master's and doctorate) to the total number of registrations, full- and part-time.

3.6 GRADUATION RATE (UNDERGRADUATE)

The percentage of first-year students in bachelor's or first professional degree programs who graduated from any program within seven years. *Source: Ministry of Training, Colleges and Universities (MTCU)*

3.7 UNDERGRADUATE STUDENT-FACULTY RATIO

The number of full-time equivalent students at the undergraduate level per full-time equivalent regular faculty.

Full-time equivalent undergraduate students include all eligible, foreign and non-eligible University of Ottawa students registered for the fall and winter semesters. It excludes students registered at Saint Paul University and Algonquin College.

Full-time equivalent faculty include regular and term professors, teaching masters and CRC holders. It excludes vacant positions, retired faculty, part-time professors and lecturers, research fellows, librarians and counsellors. Although these faculty members do contribute to the University's educational mission, our goal is to increase the number of regular professors teaching undergraduate classes.

RESOURCES

4.1 LEARNING SPACE / FTES

Ratio of the net assignable square metres of learning space at the University of Ottawa to the number of full-time equivalent students every fall. *Source: Council of Ontario Universities (COU)*

- According to the definitions of the Council of Ontario Universities (COU), learning space includes: classrooms (COU 1), teaching laboratories (COU 2), research laboratories (COU 3), graduate student offices (COU 4.3), study and library spaces (COU 5).
- $FTES = (2 \times \text{undergraduate FTE declared to the Ministry on November 1}) + (1 \times \text{graduate FTE declared to the Ministry on November 1})$.

4.2 ENDOWMENT / FTES-2

Ratio of the endowed funds to the number of full-time equivalent students (definition #2). *Source: COU*

- Endowed funds: funds comprising money or securities received by way of gift or endowment, with a capital usually maintained or allocated, as well as of the resulting financial products that are used for the purpose established by the devisor or donor.
- $FTES-2 = \text{Total number of full-time equivalent students including undergraduate and graduate, eligible, non-eligible and foreign.}$

4.3 UNIVERSITY DEBT / FTES-2

Ratio of the money borrowed as of April 30 of every year less the money accumulated in the sinking fund plus the accrued interest accumulated to the number of full-time equivalent students (definition #2). *Source: COU*

- $FTES-2 = \text{Total number of full-time equivalent students including undergraduate and graduate, eligible, non-eligible and foreign.}$

4.4 ADMINISTRATIVE EXPENSES AS % OF TOTAL EXPENSES

Ratio of administrative expenses to the operational budget (excluding the research budget and endowed funds). *Source: COU*

- Administrative expenses: general administrative expenses, computer and communication expenses (central service), expenses for physical resources and external relations.

Source of data: University of Ottawa (Institutional Research and Planning, Human Resources Service, Strategic Enrollment Management, and Financial Services) unless otherwise stated.

2006 Scorecard

I am very pleased to present you the 2006 University of Ottawa scorecard, which shows our progress over the past year. The first scorecard, in 2005, set the baseline and allowed us to define improvement targets for the nineteen indicators that best describe our goals and measures of success.

Although we try as much as possible to maintain the same indicators each year in order to facilitate annual comparisons, a few of them have been changed for 2006. Indicator 3.1 – Learning quality assessment – will now be based on the National Survey of Student Engagement (NSSE), a study that has been adopted by all Ontario universities. Indicator 2.2 – Employee bilingualism index – has been simplified to better reflect our expectations and the corresponding results. Indicator 3.7 – Employment rate of undergraduates – has been replaced by a more significant indicator, the undergraduate student-faculty ratio.

A year has now passed since the initial scorecard was implemented. The progress we have seen on most indicators is a sign that we are moving in the right direction. Although our first efforts have been successful, we must continue our work and fully commit ourselves to improve the quality of learning and services, the student-faculty ratio, and the linguistic balance, thus ensuring that students are indeed at the core of our educational mission.

The President and Vice-Chancellor
Gilles G. Patry



