

# UNIVERSITY OF OTTAWA SCORECARD DEFINITIONS

## STUDENTS AND COMMUNITY

### 1.1 SERVICE QUALITY ASSESSMENT

The percentage of students who are very satisfied or satisfied with a series of non-academic services (for example: sports, housing, community life, cultural activities, food services, bookstore, computer services, online services, counter services). *Source: Canadian University Survey Consortium (CUSC) and Graduate and Professional Student Survey (GPSS).*

### 1.2 FINANCIAL AID / FTES

The 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, fellowships 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 x undergraduate FTES declared to the Ministry on November 1) + (1 x graduate FTES declared to the Ministry on November 1).

### 1.3 LINGUISTIC BALANCE

The percentage of full-time and part-time Francophone and immersion students (undergraduate and graduate).

- Francophone students: 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 have studied in a French immersion program in a Canadian high school or who are registered in a University of Ottawa French immersion undergraduate program.

### 1.4 INTERNATIONALISM INDEX

The number of international students and the number of students who participate in an international exchange, undergraduate and graduate, part-time and full-time.

- International student: A student who has a visa or another status (refugee, diplomatic mission), or who was originally admitted on a visa, including incoming exchange students.
- International exchange: Student exchanges, including Co-op placements abroad.

### 1.5 REPUTATIONAL INDEX

The percentage of the general population in the National Capital Region and the general Canadian population who rate the University of Ottawa as a top-quality university. *Source: Annual survey from Ipsos-Reid.*

## EMPLOYEE QUALITY AND ENGAGEMENT

### 2.1 ENGAGEMENT INDEX

The percentage of staff members who have answered favourably to five questions about their level of commitment to the University and its mission. *Source: Work climate survey completed by regular and term support staff and by regular and part-time faculty members.*

### 2.2 BILINGUALISM INDEX

The percentage of regular faculty and regular support staff members who are actively bilingual. For the support staff, active bilingualism is determined by a written and oral proficiency score of 2 or 3 in the Second Language Certification test. For faculty members, active bilingualism is based on their ability to teach in their second language.

### 2.3 STAFF DIVERSITY INDEX

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

## ACADEMIC EXCELLENCE

### 3.1 LEARNING QUALITY ASSESSMENT

The University's score is expressed as a percentage relative to the results of the peer groups of universities. *Sources: National Survey on Student Engagement (NSSE) and Graduate and Professional Student Survey (GPSS).*

### 3.2 FEDERAL RESEARCH AGENCIES FUNDING

The University's ranking among Canadian universities based on the total annual research grants for all programs received from the three main federal research agencies, namely SSHRC, NSERC and CIHR. *Source: federal agencies.*

### 3.3 RESEARCH INTENSITY

The average external funding from all sources per full-time equivalent faculty position as well as University of Ottawa's ranking among Canadian universities, excluding the INRS. *Source: ReSearch Infosource.*

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

The percentage of students from an Ontario high school entering an undergraduate program with an average of at least 85% who have accepted an offer of admission.

### 3.5 GRADUATE STUDENT REGISTRATIONS

The ratio of graduate students registered (certificate, master's and doctorate) to the total number of registrations at all levels, full-time and part-time.

### 3.6 GRADUATION RATE (UNDERGRADUATE)

The percentage of students registered in first year seven years ago who have since graduated with a bachelor's or first professional degree.

### 3.7 UNDERGRADUATE STUDENT-FACULTY RATIO

The ratio of full-time equivalent undergraduate students per full-time equivalent regular faculty.

- Full-time equivalent undergraduate students include all students, eligible or non-eligible for provincial funding, who are registered for the fall and winter semesters.
- Full-time equivalent faculty include regular and term professors, limited-term replacement professors and CRC holders. It excludes vacant positions, retired faculty, part-time professors, research fellows, librarians and counsellors.

## RESOURCES

### 4.1 LEARNING SPACE / FTES

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

- Learning space: classrooms, class laboratories, research laboratories, graduate student offices, study and library spaces. Space at Saint Paul University is included.
- FTES = (2 x undergraduate FTES declared to the Ministry on November 1) + (1 x graduate FTES declared to the Ministry on November 1), including Saint Paul University.

### 4.2 ENDOWMENT / FTES-2

The 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 = Total number of full-time equivalent students for the year (undergraduate and graduate, eligible and non-eligible for provincial funding).

### 4.3 UNIVERSITY DEBT / FTES-2

The ratio of the money borrowed as of April 30<sup>th</sup> of every year, less the money accumulated in the sinking fund including the interest accumulated, to the number of full-time equivalent students (definition #2). *Source: COU.*

- FTES-2 = Total number of full-time equivalent students for the year (undergraduate and graduate, eligible and non-eligible for provincial funding).

### 4.4 ADMINISTRATIVE EXPENSES AS % OF TOTAL EXPENSES

The 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 (excluding the renovation budget) and for external relations.

# 2009 Scorecard

The University of Ottawa scorecard measures the impact of the initiatives implemented as a part of *Vision 2010* and highlights our progress. The 2009 edition is now ready. With one year left in our five-year strategic plan, I am confident we will achieve the majority of the targets we set for ourselves. We have made significant progress on all indicators, except one.

One of our most impressive accomplishments over the course of the past year is the increase in the percentage of Francophones at the University for the first time in a long time. It is only a small increase but one that I hope marks the reversal of a long-standing trend, in consideration of our commitment to Francophone communities — an integral part of our mission. The improvement in the bilingualism of our staff and faculty is also commendable. Other indicators on which we have made a significant progress in the last year include our regional reputational index, the student–professor ratio, and financial aid, which increased by almost \$300 per student. Learning space represents our greatest challenge; however, our Five-Year Facilities Renewal and Expansion Plan, which includes the construction of a new building and the revamping of others, should help alleviate the problem.

The 2009 scorecard will be an invaluable tool as we establish priorities and objectives for our next strategic plan, in consultation with our community and by building consensus. At the end of this process, a new scorecard will be produced outlining our institutional priorities.

The University of Ottawa has never been stronger or more vibrant. Our unique qualities and enormous promise will make for an exciting future of continued achievement in both teaching and research. We should be proud of how far we have come, but it is essential that we continue to work together to shape an inspiring and challenging vision for our collective future.

#### Allan Rock

*President and Vice-Chancellor*

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



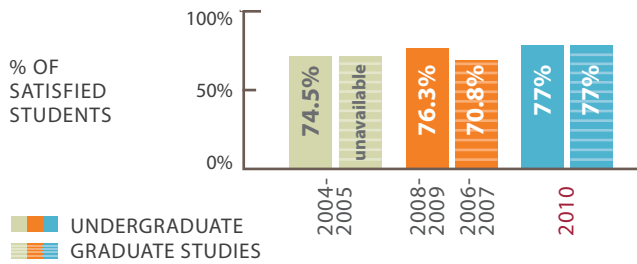
uOttawa

[www.uOttawa.ca/vision2010](http://www.uOttawa.ca/vision2010)

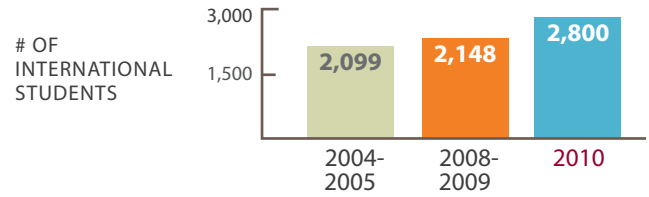
# 2009 Scorecard

## STUDENTS AND COMMUNITY

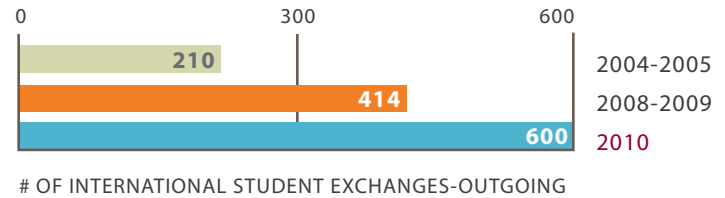
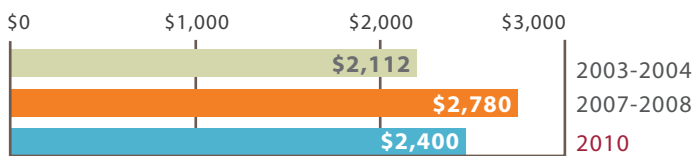
### 1.1 Service quality assessment



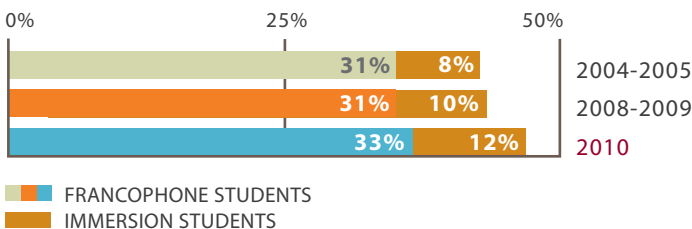
### 1.4 Internationalism index



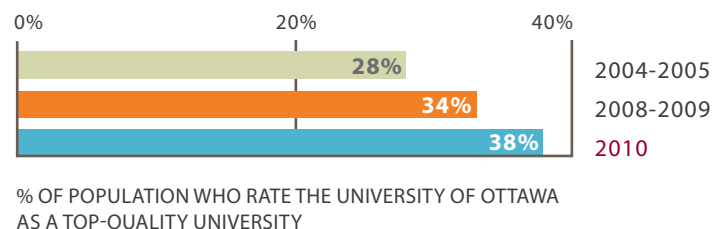
### 1.2 Financial aid / FTES



### 1.3 Linguistic balance

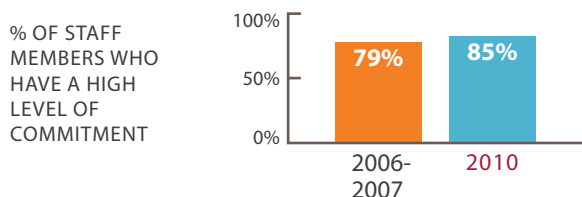


### 1.5 Reputational index

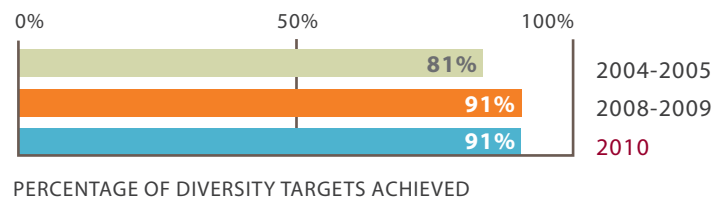


## EMPLOYEE QUALITY AND ENGAGEMENT

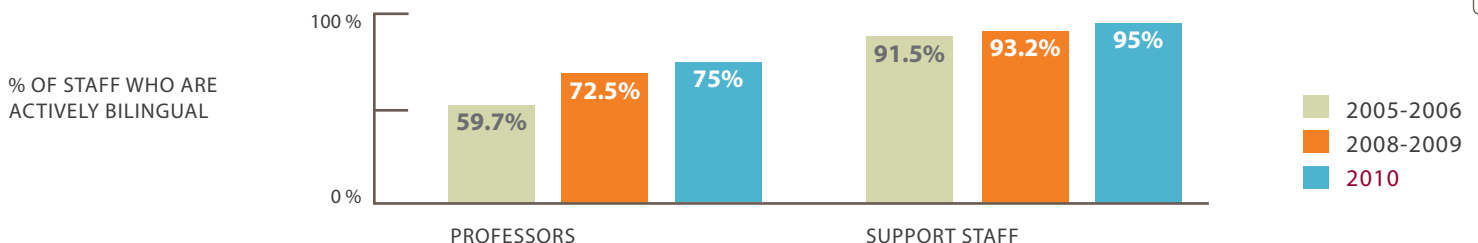
### 2.1 Engagement index



### 2.3 Staff diversity index

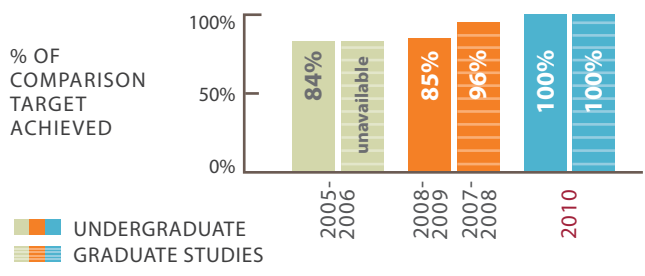


### 2.2 Bilingualism index

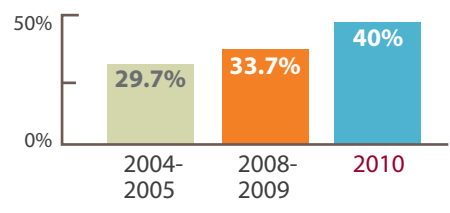


## ACADEMIC EXCELLENCE

### 3.1 Learning quality assessment ○



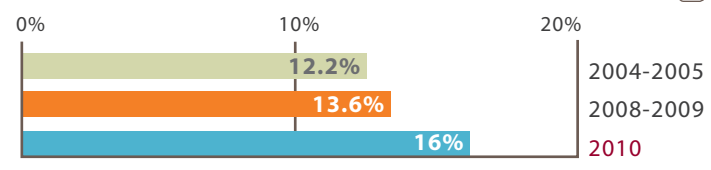
### 3.4 Percentage of students recruited with an average of at least 85% ○



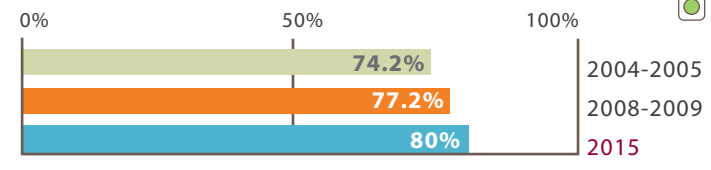
### 3.2 Federal research agencies funding ○

	2003-2004	2007-2008	2010
1	—	—	—
2	—	—	—
3	—	—	—
4	—	—	—
5	—	—	Ottawa
6	—	—	—
7	—	—	—
8	Ottawa	Ottawa	—
·	—	—	—
·	—	—	—
·	—	—	—
95	—	—	—

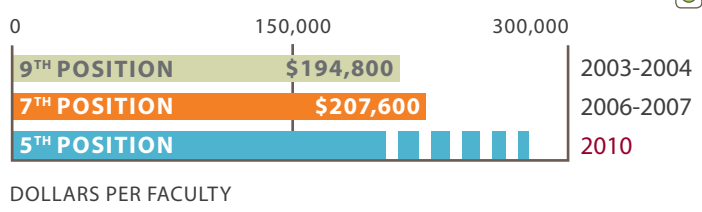
### 3.5 Graduate student registrations ○



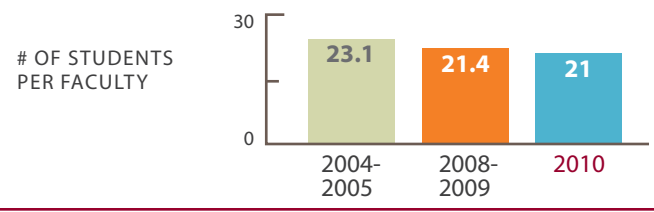
### 3.6 Graduation rate (undergraduate) ○



### 3.3 Research intensity ○

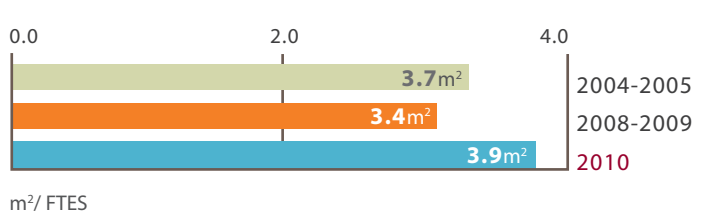


### 3.7 Undergraduate student-faculty ratio ○

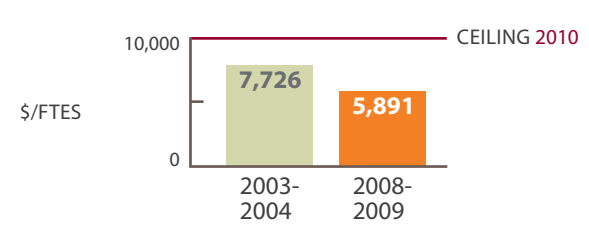


## RESOURCES

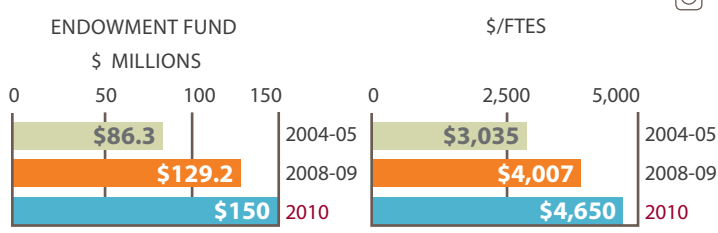
### 4.1 Learning space / FTES ○



### 4.3 University debt / FTES-2 ○



### 4.2 Endowment / FTES-2 ○



### 4.4 Administrative expenses as % of total expenses ○

