



TO: Members of the Governing Council

SPONSOR: Vivek Goel, Vice-President and Provost
CONTACT INFO: provost@utoronto.ca

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AGENDA ITEM: 7

ITEM IDENTIFICATION:

Performance Indicators for Governance: Measuring UP (2006)

JURISDICTIONAL INFORMATION:

The Terms of Reference for the Executive Committee state that the Committee reviews and reports to the Governing Council on the discharge of the Council's accountability requirements, including but not limited to the annual Performance Indicators report.

The Governing Council receives the annual Performance Indicators Report for information.

In 1994, the Governing Council approved in principle a recommendation of the Broadhurst Task Force on Ontario University Accountability that standard institutional performance measures should be approved by governing boards and reported on in a consistent manner.

In 1997, the Governing Council formally approved a list of institutional performance indicators relating to central dimensions of the University's mission and which, to the extent possible, allow for a comparison of performance against that of other universities. Annual reports are required, and this is the eighth annual report.

HIGHLIGHTS:

The University of Toronto has been a leader in the post-secondary sector in Ontario in providing a performance indicator report as part of our accountability to governance. An annual Performance Indicators Report has been presented to Governing Council since 1998. The indicators in these reports have changed over the years as we have expanded the scope of areas that we have sought to measure, have enhanced our data collection and created partnerships with other institutions and agencies that allow for external benchmarking. Most recently, our work in ongoing performance measurement has informed the development of our Multi-Year Accountability agreement with the Government of Ontario.

In 2005 the report was significantly reorganized in a further effort to build upon the strength of previous reports by aligning performance measures with the priority objectives and

enabling actions in *Stepping UP*. The reorganization of this annual report provides a comprehensive analysis of our progress towards achieving the goals we have set for ourselves in *Stepping UP*.

Part A of the *Performance Indicators Report 2006* highlights several indicators from the *Report* that enable us to measure our progress towards our vision to be a leader among the world's best public universities. These institutional measures are ones that reflect the quality of our students and faculty, as well as our international standing. Parts B and C of the *Report* present indicators grouped around the *Stepping UP* priorities and enabling actions.

The 2006 *Report* reflects efforts to improve upon our measures in a number of areas. First, we have attempted to find metrics that measure the quality of our performance rather than simply measure our activity. In some cases, this has involved exploring new data sources, such as student and teaching awards. In other cases, this has resulted in the inclusion of a broader array of student survey responses from the National Survey of Student Engagement (NSSE) and the Graduate and Professional Satisfaction Survey (GPSS). Specifically, we have added student responses this year to assess our performance in the areas of information technology, community outreach and library resources. Second, in addition to our existing student surveys we have incorporated measures from two additional surveys this year, the University of Toronto Library Survey and the new University of Toronto Employee Experience Survey (Speaking UP). Responses from these surveys provide satisfaction and engagement measures.

While we believe our measures have been improved upon in this year's *Report*, there continue to be areas where measures could be expanded and refined. Data collection issues remain in some areas, while data quality continues to be an issue in others. We have identified specific areas in this report where we hope to improve our measures in the coming years. One such area is performance indicators in the Humanities. As a result of the recommendations made by the Humanities on Performance Indicators Working Group (HOPI), the Vice-President and Provost's office has been involved in a pilot project with four departments to test the feasibility of a selection of performance measures. The measures include research output and impact, faculty honours and doctoral student placement. We are currently analyzing the data and hope to include results in the 2007-08 Performance Indicators report. We also aim to continue to work to improve the quality of our data and expand the appropriate comparative data sources through our existing exchange arrangements, such as the Association of American Universities Data Exchange (AAUDE), G13 Data Exchange and the Common University Data Ontario (CUDO).

This year, we are also pleased to provide a summary report, prepared with the assistance of the Division of Strategic Communications. This report highlights key elements of the report. It also serves to provide governors with a mid-course report on progress with the *Stepping UP* plan. I also hope that these indicators, along with the many other reports presented by the Administration to governance, will continue to stimulate discussion about the critical issues facing the University of Toronto.

RECOMMENDATION:

For information.