

2007-08 Multi-Year Accountability Agreement Report-Back for: Trent University

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 Fund¹ 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".

¹ 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		
	#	#	#		
1. Actual numbers of students self identifying using the University's student information system based on November 1, 2007 headcounts. (only applies to Aboriginal and Students with Disabilities), and for first generation – internal institutional research survey of students	182	211*	404	797	* 385 students responded to internal institutional research survey
2. Number captured by the National Survey of Student Engagement (NSSE) 07-08	45	414	n/a	459	1,220 responded out of 3,812 surveyed
3. Number of first-year students captured by the Canadian Undergraduate Survey Consortium (CUSC) 07-08	7	129	39	175	358 responded out of 1,000 surveyed

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

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	Disability Services Office student satisfaction outcomes	Student satisfaction rate of 85% (06-07 result: 84%)	85%	

Aboriginal	Number of aboriginal students registered and retention rates	Capture 250 self-identified aboriginal students registered at Trent and target a retention rate of 60% for the 2006-07 cohort (06-07 result: 104 and baseline retention rate of 68% established)	Captured 182 self identified aboriginal students registered at Trent and a retention rate of 90% for yr-2 student students returning to yr-3 of studies	Tracking aboriginal students is problematic as these students may or may not choose to self identify on their application to the University. This is now the third year that this information has been collected through our student information system. The University is making progress and we expect by the 2010 or 2011 reporting years we will have identified more than 250 of these students.
First Generation	First Generation Student Satisfaction outcomes	Maintain mean scores of 3.25 for academic skills centre, 3.31 for info week, 3.29 for counselling services, 3.00 for career services and 3.11 for computer labs (out of 4) (06-07 result: 3.43, 3.47, 3.03, 3.33)	Results from 2007-08 survey: <ol style="list-style-type: none"> 1. 3.38 for academic skills centre, 2. 3.50 for intro week, 3. 3.42 for counselling services, 4. 3.24 for career services, and 5. 3.46 for computer labs 	

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	\$340,497	420
Other SAG Expenditure to Supplement OSAP	\$753,788	687
Total	\$1,094,285	1,107

Date screen was last updated: day / month / year

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>Trent uses a standard financial assessment for each applicant (those who apply for financial aid and each student awarded OSAP) with the intention of meeting the requirements of the student access guarantee. The Financial Aid Office reviews each student application on a case by case status. To determine the level of financial aid the Office reviews and assesses all education costs (listed below) and matches those against individual resources (listed below).</p> <p>1. Review expenses: a) full tuition/ancillary fees b) actual book costs c) residence costs and/or d) daily living costs based on standardized budget developed by FAO e) interest paid on line of credit f) exceptional documented expenses</p> <p>2. Review resources: a) summer work savings b) tuition benefits for Trent University employee dependants c) expected part time earnings during school year d) government income (CPP, orphan benefits, WSIB) e) scholarships/bursaries including Aiming for Top scholarships f) OSAP /Millennium loans & grants g) expected/actual parental contributions h) external funding (Band funding) i) RESP</p> <p>From this information the Financial Aid Office can assess each student's case for additional financial resources to determine the gap in funding based on 8 month budget (school year) for undergraduates, 12 month year for Masters and PhD students. Once this has been determined the FAO determines the extent of need,</p>
<p>If your answer to the above question was 'a,' please identify what specific internet portal(s) or program(s)</p>	<p>For more information on Trent University scholarships and bursaries please visit the following website:</p>

<p>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>http://www.trentu.ca/undergraduate/financesandscholarships_loans.php</p> <p>On-line Bursary Application form used to assist Trent's SAG:</p> <p>http://www.trentu.ca/undergraduate/documents/2008bursary.pdf</p> <p>Completed application by the following deadlines:</p> <p>a. October 15 if you are studying for fall & winter</p> <p>b. January 31 for winter only</p> <p>c. May 15 or June 15 for spring only study terms</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>No, Trent University will provide no such loan assistance program.</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>All Students who apply for financial aid or are awarded OSAP are automatically considered for merit based scholarships (no application is required) and are considered for endowed scholarships (merit or financial need based). Each student is assessed on a case by case basis and those who demonstrate financial need or who have been awarded OSAP with an entering grade point average of 80% or higher are automatically offered renewable merit based entrance scholarships. These scholarships are used as part of the University's financial aid program to help meet the requirements of the student access guarantee. The University also funds tuition / book shortfalls using endowed scholarships to students who have identified financial need or have been awarded OSAP to provide additional financial assistance as another measure of the University's strategy in supporting the student access guarantee. To deal with emergency situations the University has in place an emergency short-term loan program. Loan funds are available on a short term basis to assist students in an emergency situation. Among these funds is the Nokes Fund established by the Cobourg and District Labour Council. Additional funds have been provided to students on an emergency basis through the Major Bennett Chapter, the Trent University Alumni Association, The Trent Student Union, and the college cabinets / councils.</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>Trent University Bursary appeal process:</p> <p>Students who feel they have legitimate basis for appealing their bursary decision, may appeal within two weeks of the published notification date. All financial changes or circumstances must be documented. A letter of appeal must be submitted with documentation to the Financial Aid Office. Documentation may include receipts of exceptional expenses, proof of part-time earnings, exceptional accommodation costs, transportation costs, additional course costs, etc. All decisions regarding appeals will be communicated to the student within 30 days of the appeal. A committee of at least two persons will review all appeals.</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	<p>Measure student to faculty ratios</p> <p>Measure the number of student sections offered in 1st and 2nd year in 1-25 range, 26-50 range and 1-50 range</p> <p>Measure the percentage of tenure track full-time equivalents (FTEs) against limited term contract FTEs and part-time stipend FTEs</p> <p>Library holding and acquisitions</p>	<p>Improve student / faculty ratios and bring the institutional ratio down to 20 to 1 (06-07 result: 19.21 to 1)</p> <p>Improve rates to 80% for 1-25 range, 13% for 26-50 range and 93% for 1-50 range (06-07 result: 62% for 1-25 range, 22% for 25-50 range and 84% for 1-50 range)</p> <p>Improve FTE complement to 73% tenure track, 4% full-time limited term and 23% part time positions (06-07 result: 71% tenure track, 4% full time limited term, 25% part-time)</p> <p>Add 3,000 e-books and increase all non-electronic library holdings by 10% (06-07 result: 10,540 monographs and 3,000 e-book titles added)</p>	<p>17.47 to 1</p> <p>1-25 Range 65%, 26-50 Range 19% and 1-50 range 84%</p> <p>Tenure Track 71%, 3% Limited Term and 26% Part-time</p> <p>Added an additional 10,000 e-books and increased non-electronic holdings by 15%</p>	<p>Progress is being made year over year despite the cut backs to the instructional budgets. Operating budget challenges have resulted in the University having to cut back expenditures in its instructional budget to meet the Board objectives of balanced operating budget for the 2008-09 fiscal year. As we plan for 2009-10 it is anticipated these class size ranges will improve.</p> <p>Operating budget challenges and unanticipated resignations / maternity leaves in tenure track stream were replaced with limited term contract faculty to reduce the student to faculty ratios. Preliminary estimates for 08-09 indicated that Trent is exceeding its 08-09 commitment for 75% tenure track, 4% limited term, and 21% part-time.</p>

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

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	20	9	70.4	2	0	1.33
	Actual 2007-08	23	11	91.7	6.70	1.84	3.41
	Planned 2008-09	1	8	59.9	1.45	0	0.38
Retires / Departures	Planned 2007-08	13	9	70.4	1.21	0	0
	Actual 2007-08	13	9	70.4	7.48	0.5	2.58
	Planned 2008-09	12	11	91.7	1.30	0	1.98
Net New Hires	Planned 2007-08	7	0	0	0.79	0.00	1.33
	Actual 2007-08	3	2	21.3	-0.78	1.34	0.83
	Planned 2008-09	-12.0	-3	-31.8	0.15	0	-1.60

* 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.

On May 2, 2008 the Trent University Board of Governors approved a \$85M operating budget which resulted in a significant reduction in operating expenditures with the goal of eliminating a \$10.5-million operating deficit for 2008-09. Listed below are a number of factors that contributed to the deficit:

- A structural deficit totalling \$3.4-million
- A loss of revenue due to fewer students totalling \$5-million (200 intake and 225 retention)
- A shortfall in government funding totalling \$0.9-million and inflation costs related to operating costs and collective agreements totalling \$2.1-million
- Less: annualized cost savings implemented in the previous fiscal year (\$0.9-million)

All these factors have resulted in the University having to cut back expenditures in its instructional budget to meet the Board objectives of balanced operating budget for the 2008-09 fiscal year.

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 st to 2 nd Year	85%	82%	Develop an advising Web site providing information relevant for course selection, degree requirements, petition process, academic support systems available, etc.
2 nd to 3 rd Year	78%	74%	Campus programming for students moving from second year to third year. The Campus Life Programs position is being split to remove administrative responsibilities and improve resources to students for programming.
3 rd to 4 th Year	68%	68%	

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

In addition to the strategies cited above the University is implementing a case management approach for students who are severely at-risk. These students are required to attend three University transition sessions (two by ASC) during Introductory Seminar Week and make an appointment to meet with their Senior Tutor. An online MyLearningSystem site called Strategies for Success has been mounted for this group of students to provide the following supports: links to various assessment tools (e.g., Writing skills, Learning & Study Strategies); Academic Skills Centre modules on Time Management, Exam Prep and other academic strategies; site is moderated by staff who will be working on building an online community for this group. A student mentor working with our Emotion & Health project will be calling each student on a regular basis to provide support and to encourage students to seek out appropriate services. Senior Tutors will be offering group advising sessions throughout the year for all students but this group will be particularly encouraged to attend. Monitoring of participation in all aspects of this project will be carried out as follows: record of interactions with Senior Tutors through Clockwork; mentor will keep records of interactions; ASC will keep track of attendance at workshops; MLS tracking data will be available to monitor use of modules and supports provided on the site. This project is collaboratively supported by Disability Services Office and Academic Skills Centre staff, Emotion and Health research team, and the Senior Tutors; Associate Dean of Undergraduate Studies is overseeing the project.

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.trentu.ca/oirsp/accountability.php>

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: Christopher Michael

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