

2024 Q2 – Dashboard Summary (Performance Measures)



Strategic Priorities				
Strategic Goals		actual	target	status
1	% of 2024 strategic goals on track	80%	100%	●
Operations		actual	target	status
2	% of 2024 operational goals on track	78%	100%	●

Note:

One strategic goal was completed and removed from the Q2 performance score.

Three of the 12 operational goals have been put on hold and removed from the denominator.

Organizational Capacity				
People and Culture		actual	target	status
3	Average rating (1-10) of staff likely to recommend the College to a qualified friend or family member as a great place to work.	8.3	8.2	●
4	Average rating (1-7) of staff that feels OCP supports them in having the right skills to be successful in their current role.	5.7	6.5	●
5	% of staff engagement (inclusion)	90%	80%	●
6	% of staff engagement (culture)	83%	78%	●
7	% voluntary turnover rate	1.2%	3.8%	●
Finance		actual	target	status
8	% of variance of operating annual budget to year end actuals	-	+/- 5%	-
Technology		actual	target	status
9	% of up-time of business-critical information systems	100.0%	99.9%	●
10	% click rate of phishing campaigns	1.0%	4.7%	●
Compliance		actual	target	status
11	% of CPMF standards fully met	-	83%	-
Governance		actual	target	status
12	% of Board Directors voluntary contributing at each Board meeting	100%	100%	●
13	% of Board Directors report receiving appropriate information to exercise oversight role	100%	100%	●
14	% of Board Directors indicating availability to sit on a Discipline Committee contested or uncontested Hearing panel, when asked	47%	85%	●

PERFORMANCE LEGEND

- Target achieved
- Within 25% of target
- More than 25% beyond target
- Not applicable (no results this quarter)

2024 Q2 – Dashboard Summary (Monitoring Measures)



Regulatory Competence			
Registration		actual	trend analysis
15	% of Registrar decisions made within 30 days after receiving the complete application	100%	↔
Quality Assurance		actual	trend analysis
16	Average days cycle time for high risk assessments	384	↔
Conduct		actual	trend analysis
17	90th percentile disposal business days of formal complaint	293	↔
18	90th percentile disposal business days of Registrar's investigation	525	↔

Organizational Capacity			
Finance		actual	trend analysis
19	% of reserve fund balance to required reserve amount per college reserve policy	-	

LEGEND

- ↑ Trending positive
- ↔ No change in trend
- ↓ Trending negative
- Not applicable (no results this quarter)