

Section 2 – Dashboard Summary (Performance Measures)

Regulatory Compliance	Strategic Priorities
Organizational Capacity	Risk Management

Strategic Priorities							
Strategic Goals		Q1	Q2	Q3	Year End	target	status
1	% of 2024 strategic goals on track (completed)	83%	80%	75%	50%	100%	●
Operations		Q1	Q2	Q3	Year End	target	status
2	% of 2024 operational goals on track (completed)	67%	78%	87%	33%	100%	●

Note: Strategic goals (initiatives) completed in previous quarters or put on hold in previous or current quarters are removed from calculating the quarterly performance.

Organizational Capacity							
People and Culture		Q1	Q2	Q3	Year End	target	status
3	Average rating (1-10) of staff likely to recommend the College	8.6	8.3	8.3	8.2	8.2	●
4	Average rating (1-7) of staff that feels OCP supports them	5.6	5.7	5.8	5.8	6.5	●
5	% of staff engagement (inclusion)	-	90%	-	-	80%	●
6	% of staff engagement (culture)	-	83%	-	-	78%	●
7	% voluntary turnover rate	1.0%	1.2%	1.2%	4.1%	3.8%	●
Finance		Q1	Q2	Q3	Year End	target	status
8	% of variance of operating annual budget to year end actuals	Not Applicable			-6%	+/- 5%	●
Technology		Q1	Q2	Q3	Year End	target	status
9	% of up-time of business-critical information systems	100.0%	100.0%	100.0%	100.0%	99.9%	●
10	% click rate of phishing campaigns	8.0%	1.0%	1.0%	3.5%	4.7%	●
Compliance		Q1	Q2	Q3	Year End	target	status
11	% of CPMF standards fully met	Not Applicable			67%	83%	●
Governance		Q1	Q2	Q3	Year End	target	status
12	% of Board Directors voluntary contributing at each Board meeting	100%	100%	100%	100%	100%	●
13	% of Board Directors report receiving appropriate information	100%	100%	83%	86%	100%	●
14	% of Board Directors indicating availability to sit on a Discipline Committee Hearing panel...	39%	47%	49%	45%	85%	●

Year-End completed	
<i>Strategic Goals</i>	
Numerator	3
Denominator	6
<i>Operational Goals</i>	
Numerator	4
Denominator	12

PERFORMANCE MEASURES LEGEND

- Target achieved
- Target not achieved

Section 2 – Dashboard Summary (Monitoring Measures)



Regulatory Competence						
Registration		Q1	Q2	Q3	actual	trend analysis
15	% of Registrar decisions made within 30 days after receiving the complete application	100%	100%	100%	100%	
Quality Assurance		Q1	Q2	Q3	actual	trend analysis
16	Average days cycle time for high risk assessments	393	384	405	462	
Conduct		Q1	Q2	Q3	actual	trend analysis
17	90th percentile disposal business days of formal complaint	265	293	296	297	
18	90th percentile disposal business days of Registrar's investigation	630	525	601	568	
Organizational Capacity						
Finance		Q1	Q2	Q3	actual*	trend analysis
19	% of reserve fund balance to required reserve amount per college reserve policy	-	-	-	148%	not applicable

MONITORING MEASURES LEGEND

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

*% of reserve fund balance to required reserve amount per college reserve policy is only calculated at year end.