

VISION 2023 Progress Report: September 2019



VISION » In 2023, KPU is a learning ecosystem rooted in a culture of **sustainability, creativity, and quality** that inspires our people and our communities.

MISSION » By thinking and acting together, we **transform lives and empower positive change.**

VISION 2023 Progress: By Goal and Metric

The following is a summary of progress made towards the VISION 2023 goals as of August 2019, based on the most recently collected data. Please see the Appendix for detailed results on each performance measure.

A. Experience: Students, employees and friends enjoy rich, engaging and supportive educational and working experiences.

A1. Goal: We will enhance the experience of our students

Targets have been achieved for two of three metrics:

- ✗ 74% of current students reported satisfaction with their educational experience at KPU
- ✓ Over 90% of recent KPU graduates reported satisfaction with their education
- ✓ Over 90% of recent KPU graduates assessed the quality of instruction at KPU positively

A2. Goal: We will enrich the experience of our employees

Progress will be measured through the following metric:

- Proportion of employees who would recommend KPU to a friend seeking employment
 - Baseline: 56% agreed, as measured in 2018 through the Employee Engagement Survey
 - Target: increase in percentage agreement

A3. Goal: We will delight our friends in their KPU experience

Progress on this goal will be measured through the following metric:

- Proportion of friends (e.g., external reviewers, advisory board members, community members) who feel their contributions to KPU are valued
 - A survey will be implemented in 2020
 - The target has not yet been developed

B. Sustainability: Cultural, social, environmental and institutional sustainability are advanced.

B1. Goal: We will embrace all cultures and promote a renewed, authentic approach to Indigenization

Targets have been substantially achieved for both metrics:

- ✓ A near equal or greater percentage of students, as compared to 2017, perceived that KPU treats students fairly, regardless of their background
- ✓ There was an increase in the percentage of domestic FTEs who are Indigenous

B2. Goal: We will foster environmental sustainability through our offerings, research and operations

Progress has been made, though not fully achieved, for this metric:

- ✓ KPU's self-ranking on the institutionalization of sustainability practices (3.3) has steadily increased since its first ranking (1.5, in 2015), towards the goal of reaching the maximum score (4)

B3. Goal: We will integrate planning to ensure KPU operations are aligned with our resources, thus sustaining quality and institutional health

The target has been substantially achieved for this metric:

- ✓ The average number of seats filled per class offered (22.3) nearly met its target (23)

C. Creativity: KPU's innovation, scholarship and research benefit KPU, its students and society.

C1. Goal: We will expand innovation in teaching, learning and curriculum

The target (increase in satisfaction) has not been achieved for this metric:

- ✘ A slightly lower percentage of educators (38%) were satisfied in 2019 with the resources available to innovate compared to when this was previously measured (43%, in 2017)

C2. Goal: We will expand activity, funding, intensity and impact of research and scholarship

The target (increase in satisfaction) has not been achieved for this metric:

- ✘ A lower percentage of faculty (18%) were satisfied in 2019 with the support for research compared to when this was previously measured (37%, in 2017)

C3. Goal: We will embolden creative problem solving across KPU's operations

Progress on this goal will be measured through the following metric:

- Proportion of employees who believe that KPU supports the development of new ideas that contribute to our future success
 - Baseline: 16% agreed, as measured in 2018 through the Employee Engagement Survey
 - Target: increase in percentage agreement

D. Quality: Continuous improvement builds confidence and reputation.

D1. Goal: Through continuous improvement of all KPU programs and services, we will ensure that our graduates are well prepared for work and for life.

Targets have been achieved or substantially for three of four metrics:

- ✘ Six program reviews were completed, compared to the target of approximately nine each year
- ✓ The unemployment rate of recent KPU graduates (5.2%) was less than the target (6.6%)
- ✓ Over 85% of recent KPU graduates agreed their education helped them develop skills
- ✓ Approximately 85% of recent KPU graduates reported their program-developed knowledge and skills are useful on the job

D2. Goal: We will hold each other responsible for our promises and our expectations

Progress on this goal will be measured through the following metric:

- Proportion of employees who perceive co-workers at KPU work together to achieve goals
 - Baseline: 57% agreed, as measured in 2018 through the Employee Engagement Survey
 - Target: increase in percentage agreement

D3. Goal: Be accountable to our partners, governments and communities

Targets have been achieved or substantially achieved for five of the seven metrics:

- ✘ A lower percentage of KPU community members (25%) would consider attending KPU compared to when this was previously measured (43%, in 2014), but a higher percentage would consider it for their children (56% in 2018, 36% in 2014)
- ✓ An annual average of 2,421 credentials were awarded in FY16-FY18, just shy of the target (2,450)
- ✓ In FY19, there were 8,809 domestic FTEs (97% of target) and 1,184 health FTEs (165% of target)
- ✘ In FY19 there were 575 developmental FTEs (59% of target; AEST has reduced the target to 504)
- ✓ ITA-funded Foundation and Apprenticeship programs had a 90% or higher seat utilization rate







Appendix: Performance Measures, Targets, and Results

The following pages present KPU's performance measures for assessing progress toward the goals in KPU's strategic plan, *VISION 2023*. The 24 measures include the performance measures required by the Ministry of Advanced Education, Skills and Training (AEST).






Each measure has a performance target against which actual performance is assessed. For the AEST measures, the targets were set by AEST and assessed using the method outlined in the *Accountability Framework Standards Manual and Guidelines*. For the other measures, data presented this year are provided as a baseline. Targets will be developed in consultation with the KPU Board of Governors. See the Glossary at the end for definitions of terms and data sources.

Assessment of Performance Measures

Performance is assessed using the scale below, which shows how KPU's assessment method is aligned with AEST's. The difference is that KPU's method allows for additional gradations marking progress toward achieving a target, not just whether the target has been achieved.

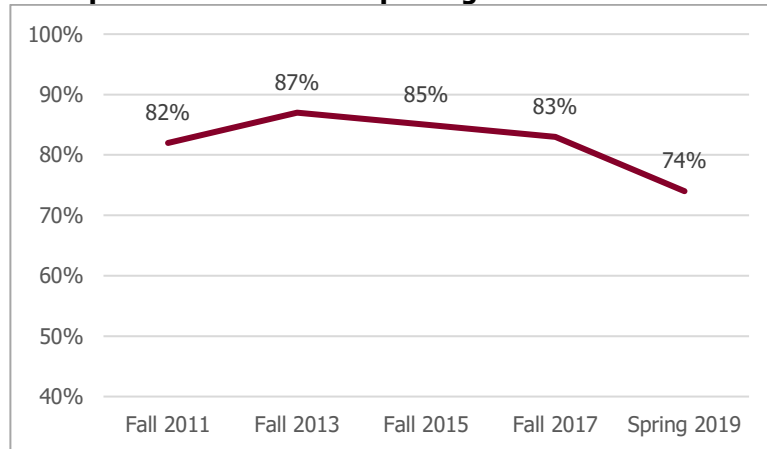
Assessment		Criteria
	Exceeded	110% or more of target
	Achieved	100% of target
	Substantially achieved	90% to 99% of target
	Not achieved, but some progress	Between 60% and 90% of target
	Not achieved	Less than 60% of target
	Not assessed	No target, too few respondents, or margin of error too high

The table below provides a summary of the assessment on the 12 government (10 AEST, 2 ITA) and 12 KPU performance measures. In cases where multiple assessments are made for a single performance measure, the lowest of the assessments is assigned to the overall measure and is reported in the table.

	Gov't	KPU	Total
 Achieved	7	0	7
 Substantially achieved	4	2	6
 Not achieved, but some progress	0	5	5
 Not achieved	1	1	2
 Not assessed	0	4	4
	12	12	24

»»» Enhanced Student Experience

1. Proportion of students reporting satisfaction with their educational experience at KPU



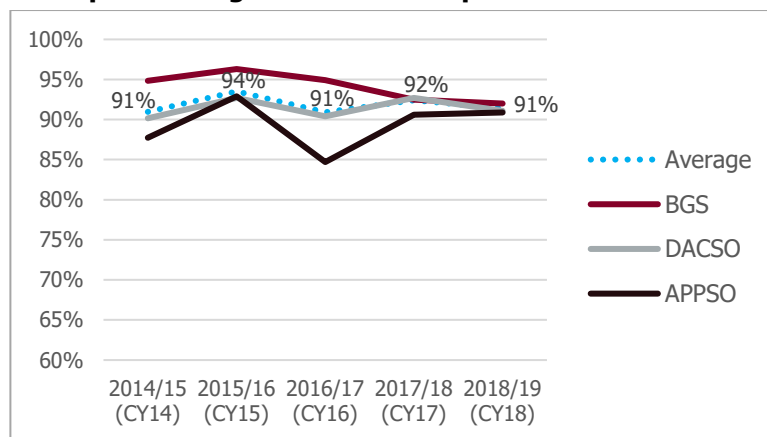
Assessment:

Not achieved

Target: > previous rating

Notes: KPU measure (Student Satisfaction Survey [SSS]). The Spring 2019 data were collected from a modified version of KPU's biennial SSS with a 6.8% response rate; the results should be interpreted with caution.

2. Proportion of graduates that report satisfaction with their education (AEST)



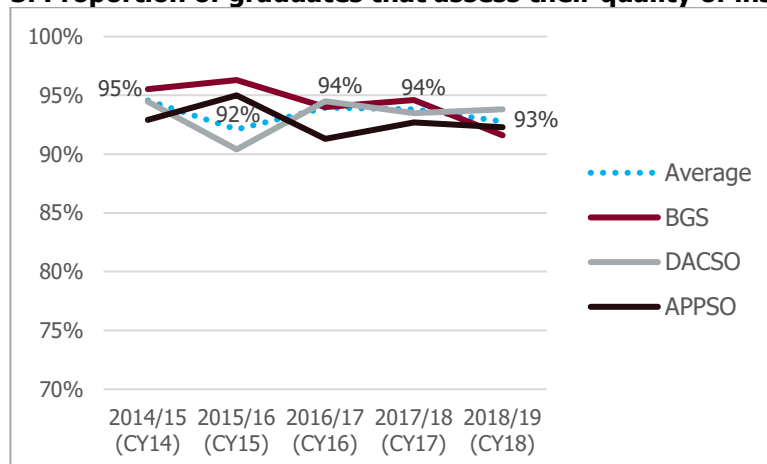
Assessment:

Achieved

Target: ≥ 90%

Notes: AEST measure (BC Student Outcomes Surveys [BCSOS]). The years presented in the chart represent the reporting year (e.g., "2018/19") and the year in which the data was collected (e.g., "CY18").

3. Proportion of graduates that assess their quality of instruction positively (AEST)



Assessment:

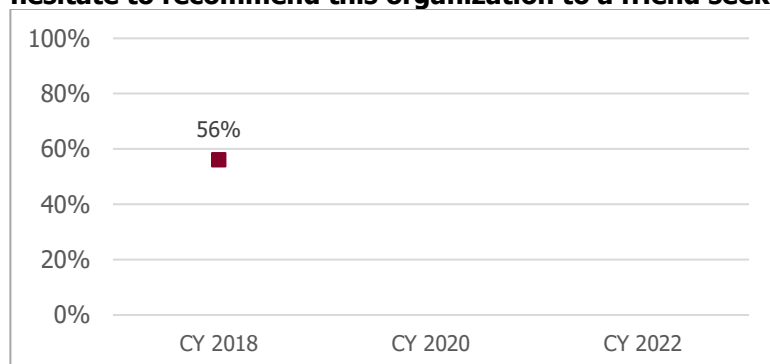
Achieved

Target: ≥ 90%

Notes: AEST measure (BCSOS). The years presented in the chart represent the reporting year (e.g., "2018/19") and the year in which the data was collected (e.g., "CY18").

»»» Enriched Employee Experience

4. Proportion of employees who report agreement with the statement: "I would not hesitate to recommend this organization to a friend seeking employment."



Assessment:

Not assessed

Target: > previous rating

Notes: KPU measure (Employee Engagement Survey [EES]). The 2018 data represents a baseline for the biennial EES. The target listed refers to future years.

»»» Delighted KPU Friends

5. Proportion of friends (e.g., external reviewers, advisory board members, KPU Foundation) that report satisfaction that their contributions to KPU are valued

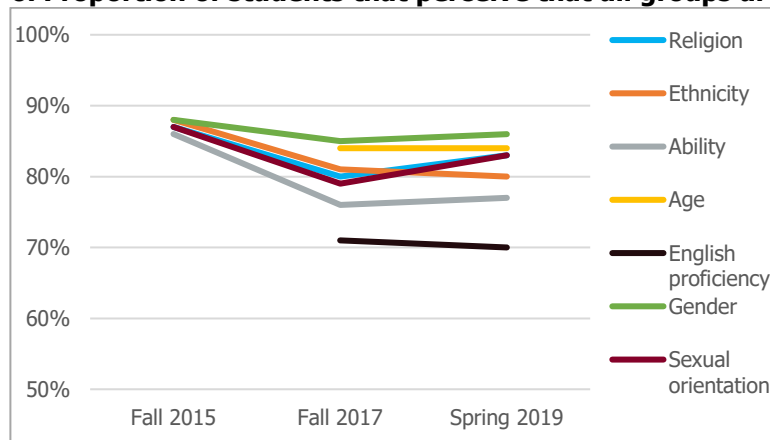
Target: To be developed.

Assessment: Not assessed

Notes: KPU measure. This is a new measure that will be implemented starting in 2020 through an annual KPU-based survey.

»»» Multiculturalism and Indigenization

6. Proportion of students that perceive that all groups are treated fairly at KPU



Assessment:

Achieved for religion, ability, gender, sexual orientation, age

Substantially achieved for ethnicity and English proficiency

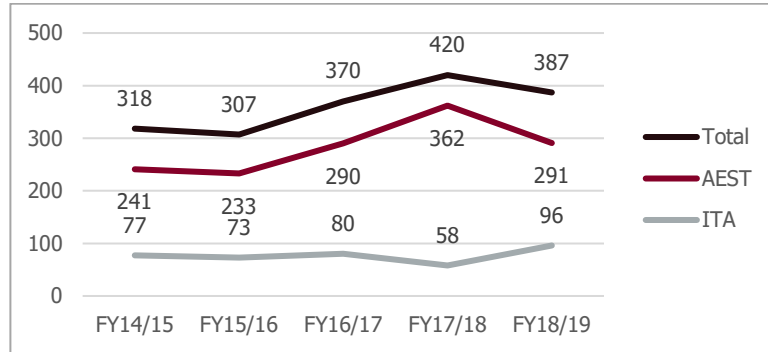
Target: > previous rating

Notes: KPU measure (SSS). Questions of whether students are treated fairly regardless of age and English proficiency were not asked in 2015. In several instances, those within the group in question were less likely to indicate positive perceptions than others. For example: in 2019, when rating whether students are treated fairly regardless of gender, students who identified as having trans experience ($n = 18$)¹ had an agreement rate of 39% compared to 87% of cisgender students ($n = 947$); for ability, students with a disability ($n = 64$) had a 61% agreement rate compared to 79% of those who did not

¹ n denotes the number of respondents in the specified category.

identify this way ($n = 902$); for sexual orientation, LGBTQA2S students ($n = 113$) had a 67% agreement rate compared to 85% of heterosexual students ($n = 854$); and for age, 78% of students 30 or older ($n = 130$) agreed compared to 85% of those under 30 ($n = 856$).

7. Number of Aboriginal student spaces (AEST)



Assessment:

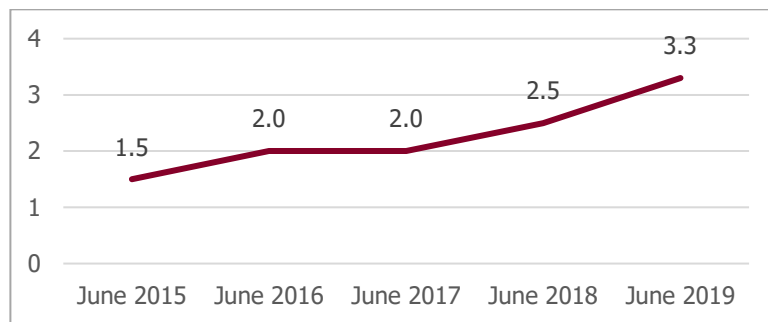
Achieved (4.4%)

Target: Aboriginal FTEs as % of total domestic FTEs > previous year (4.2%)

Notes: AEST measure (Central Data Warehouse [CDW]).

»» Environmental Sustainability

8. STARS ranking of institutionalization of sustainability



Assessment:

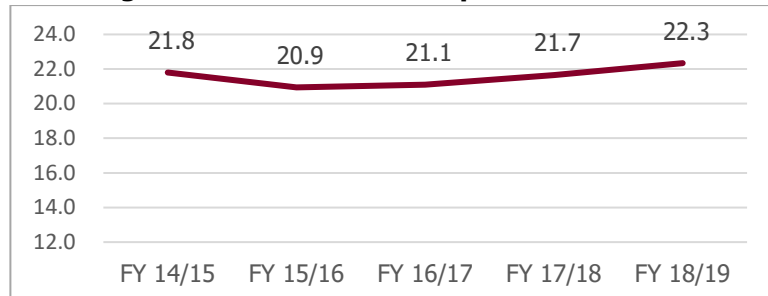
Not achieved, but some progress

Target: 4 (maximum score)

Notes: KPU measure (KPU Sustainability Committee self-assessment).

»» Integrated Planning

9. Average number of seats filled per class



Assessment:

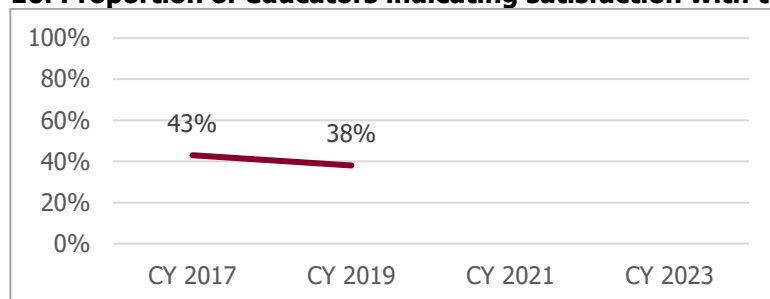
Substantially achieved

Target: 23

Note: KPU measure.

»» Teaching, Learning, and Curricular Innovation

10. Proportion of educators indicating satisfaction with the resources available to innovate



Assessment:

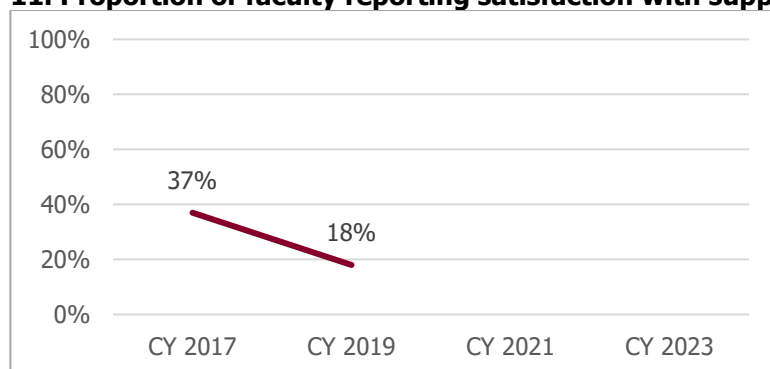
Not achieved

Target: > previous rating

Notes: KPU measure (Teaching, Learning, Scholarship, and Research Survey [TLSRS]).

»» Research Activity and Intensity

11. Proportion of faculty reporting satisfaction with support for research



Assessment:

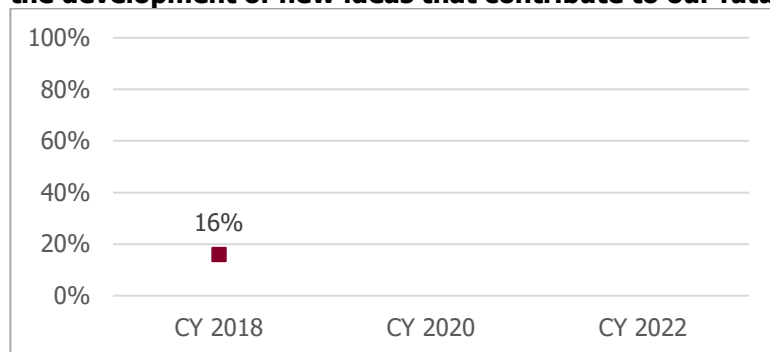
Not achieved

Target: > previous rating

Notes: KPU measure (TLSRS). This survey also includes the responses of non-faculty staff members in instructional or research roles.

»» Support for Creative Problem-Solving

12. Proportion of employees who agree with the statement: "This organization supports the development of new ideas that contribute to our future success."



Assessment:

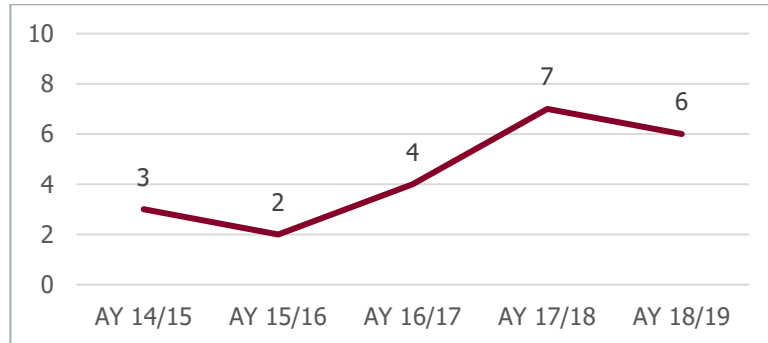
Not assessed

Target: > previous rating

Notes: KPU measure (EES). The 2018 data represents a baseline for the biennial EES. The target listed refers to future years.

»» Program and Service Improvement

13. Number of completed program reviews



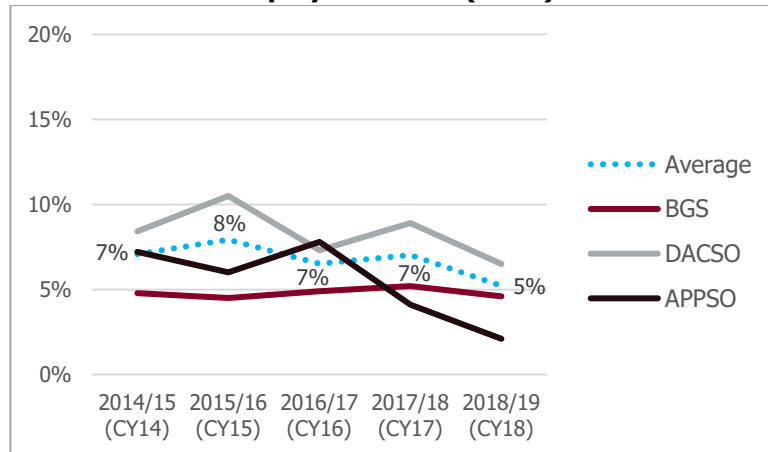
Assessment:

Not achieved, but some progress

Target: Average of the past three years ≥ 9

Notes: KPU measure (Senate Standing Committee on Program Review).

14. Graduate unemployment rate (AEST)



Assessment:

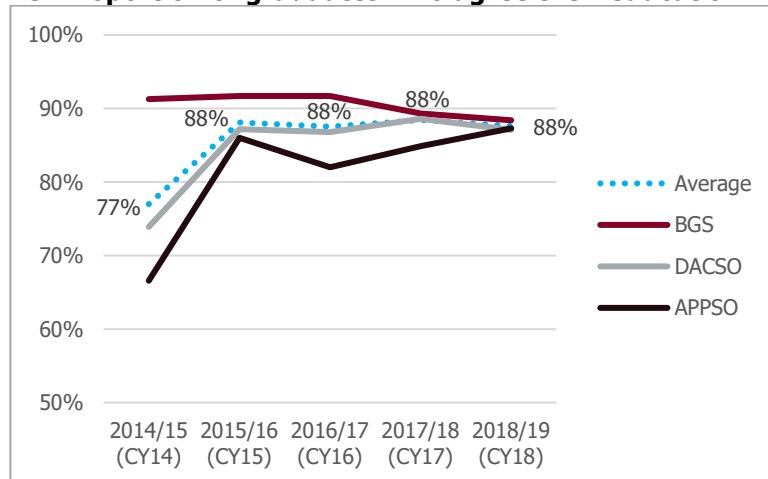
Exceeded for APPSO and BGS

Achieved for DACSO

Target: $\leq 6.6\%$

Notes: AEST measure (BCSOS). The years presented in the chart represent the reporting year (e.g., "2018/19") and the year in which the data was collected (e.g., "CY18").

15. Proportion of graduates who agree their education helped them develop skills (AEST)



Assessment:

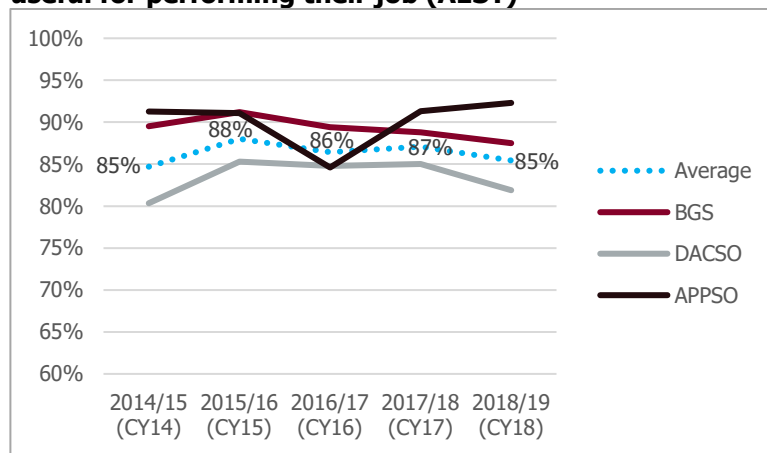
Achieved

Target: $\geq 85\%$

Notes: AEST measure (BCSOS). The graph shows the average of the seven specific skills shown below. The years presented in the chart represent the reporting year (e.g., "2018/19") and the year in which the data was collected (e.g., "CY18").

Skill	BGS	DACSO	APPSO
Written communication	85%	83%	68%
Oral communication	90%	83%	82%
Group collaboration	90%	90%	91%
Critical analysis	92%	90%	91%
Problem resolution	84%	86%	91%
Independent learning	91%	87%	89%
Reading and comprehension	88%	90%	89%

16. Proportion of graduates reporting their program-developed knowledge and skills are useful for performing their job (AEST)



Assessment:

Achieved for APPSO

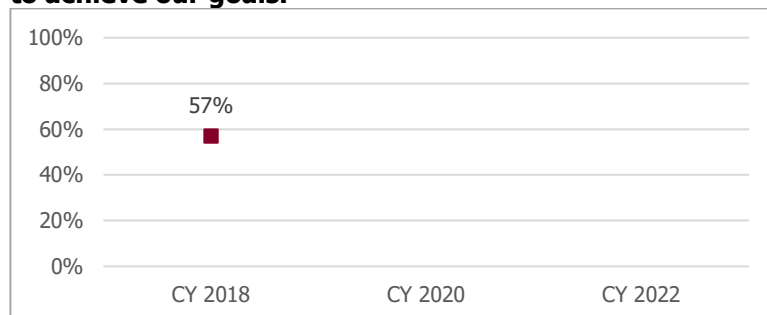
Substantially achieved for BGS and DACSO

Target: ≥ 90%

Notes: AEST measure (BCSOS). Reporting year (e.g., "2018/19" and the year in which the data was collected (e.g., "CY18").

»» Internal Accountability

17. Proportion of employees agreeing with the statement: "My co-workers work together to achieve our goals."



Assessment:

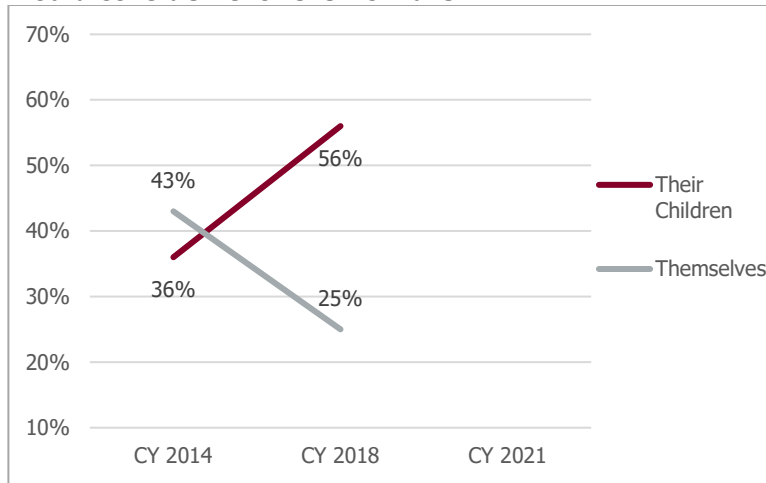
Not assessed

Target: > previous rating

Notes: KPU measure (EES). The 2018 data represents a baseline for the biennial EES. The target listed refers to future years.

»» External Accountability

18. Proportion of community members who would consider attending KPU themselves or would consider it for their children



Assessment:

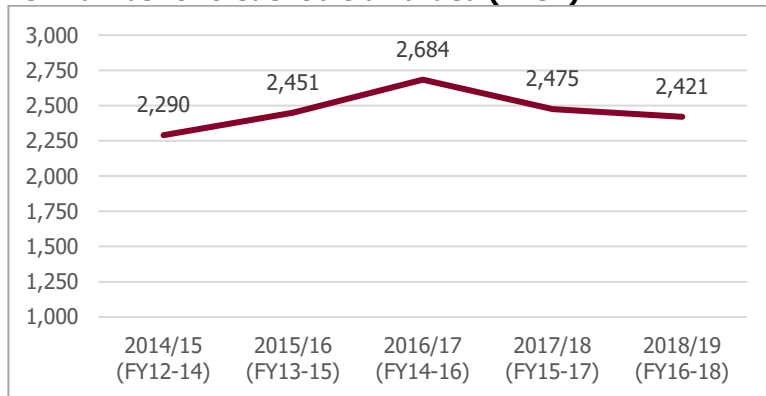
Achieved for their children

Not achieved for themselves

Target: > previous rating

Notes: KPU measure (CPS). Those who answer about attending for themselves have indicated an interest in pursuing PSE. They may not be the same people who respond about their children.

19. Number of credentials awarded (AEST)



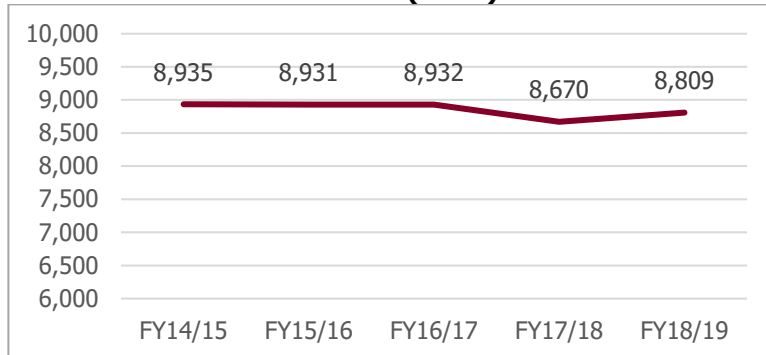
Assessment:

Substantially achieved

Target: 2,450

Notes: AEST measure. Each figure represents the average number of credentials awarded to domestic students in the most recent three fiscal years.

20. Number of domestic FTEs (AEST)



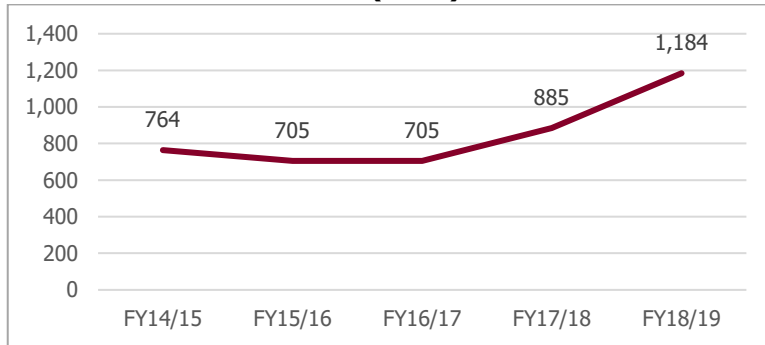
Assessment:

Substantially achieved

Target: 9,097

Note: AEST measure.

21. Number of health FTEs (AEST)



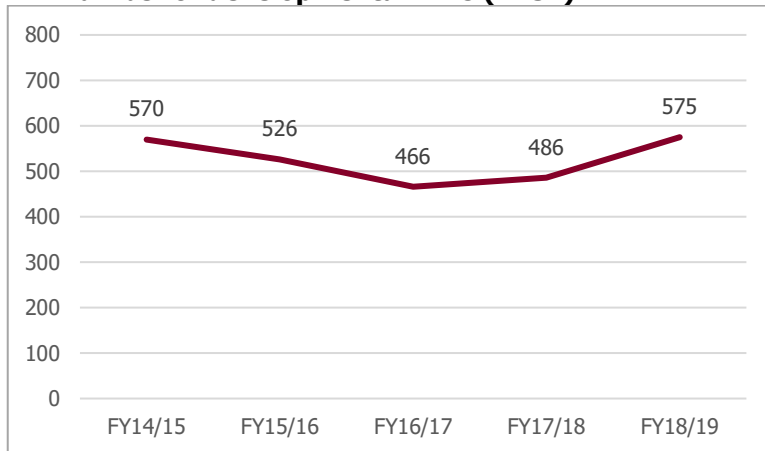
Assessment: Exceeded

Exceeded

Target: 716

Note: AEST measure.

22. Number of developmental FTEs (AEST)



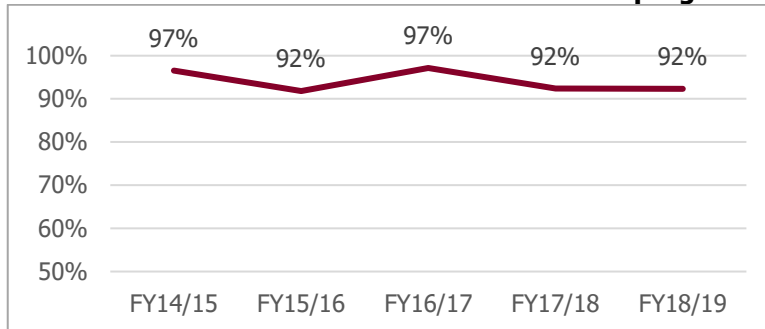
Assessment: Not achieved

Not achieved

Target: 968 (future target: 504)

Notes: AEST measure. Developmental FTEs were negatively affected by the introduction of tuition for domestic students taking ESL or Academic Upgrading. Since the reversal of the policy in 2017, FTEs have been rising.

23. Seat utilization for ITA-funded Foundation programs (ITA)



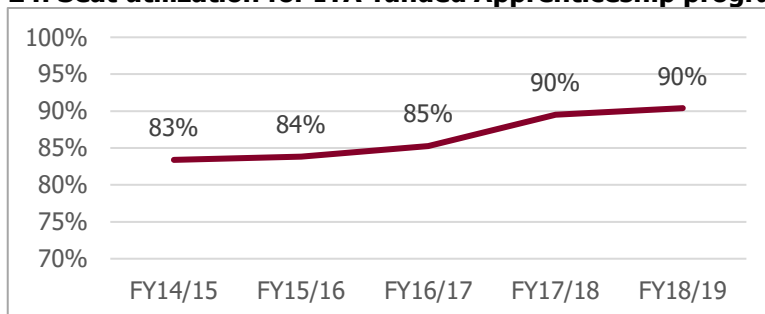
Assessment: Substantially achieved

Substantially achieved

Target: 94.5%

Note: ITA measure.

24. Seat utilization for ITA-funded Apprenticeship programs (ITA)



Assessment: Achieved

Achieved

Target: 83.4%

Note: ITA measure.

Glossary of Data Sources

AEST: BC Ministry of Advanced, Skill and Training

APPSO: Apprentice Student Outcomes survey administered by BC Stats after apprentices complete their final year of training

AY: Academic year (i.e., September 1 to August 31)

BCSOS: BC Student Outcomes Surveys – Results of above three surveys averaged together

BGS: Baccalaureate Graduate Survey administered by BC Stats about two years after graduation

CPS: Community Perception Survey of the public in the KPU region, conducted as required

CY: Calendar year (i.e., January 1 to December 31)

DACSO: Diploma, Associate Degree and Certificate Outcome survey administered by BC Stats about 9 to 20 months after program completion

EES: Employee Engagement Survey of all KPU employees, conducted every two years

FTE: Full-time equivalent: For students, FTE equates to number taking a full load of five courses per term for two terms

FY: Fiscal year (i.e., April 1 to March 31); e.g., FY2015 is fiscal year April 1 2014 to Mar 31 2015

ITA: Industry Training Authority, which funds and oversees apprentice training

SSS: Student Satisfaction Survey of all KPU students, conducted by KPU every two years

STARS: The Sustainability Tracking, Assessment and Rating System, a voluntary, self-reporting framework for helping colleges and universities track and measure their sustainability progress

TLRS: Teaching, Learning, Scholarship, and Research Survey of KPU faculty members, instructional staff, and research staff, conducted every two years

If no source is specified, the data are from KPU administrative systems