

### K-12 Education

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The information is presented to assist in the understanding of how board members in each sector feel they are performing in the area of information use, and to identify any changes since 2009. Areas where the sector is doing well, or where there is room for improvement, have been demonstrated by comparing each sector's cumulative results against the provincial average as well as showing the change, if any, from the sector results of 2009.

The board's self-assessment reported through the survey is presented by showing the percent of respondents who agreed with the good practice, either selecting "strongly agree" or "agree".

We present the change from 2009 as either an increase or decrease in the percent agreement. This change should be considered in the context of the survey sample error for each sector. The sample error represents the range within which any changes may or may not be statistically significant. For example, if the sample error is ±1.5% and the difference between the result in 2009 and 2012 is also 1.5%, the change would not be considered statistically significant.

The	e survey sample error for the K-12 Education sector is +/- 2.39	ю.		K-12 Educat	
B. K	nowledge about your role on the board				Average
B1	Does the organization have a manual or guidelines outlining		Yes	78.98%	85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs u	updating	13.21%	8.65%
	members:		No	5.41%	2.88%
		Do	n't know	2.40%	2.99%
B2	Did you receive an orientation when you first started as a	Yes, within one month of	starting	66.17%	69.54%
	board member?	Yes, within six months of	starting	16.77%	15.67%
	Y	es, but over one year after	l started	0.30%	0.44%
			Never	15.87%	13.25%
		Do	n't know	0.60%	0.33%
B3	Do you receive periodic training to assist you in conducting		Yes	89.49%	72.51%
	your board responsibilities?			10.21%	23.39%
		Do	n't know	0.30%	4.10%
			2012	2 % Agree	Change from 2009
			K-12 Educ	cation BC	K-12 Education
C. Y	our understanding of the organization				
Са	I am knowledgeable about the mandate the organization wa	s created to address.	95%	97%	<b>_</b> 2%
Cb	I am knowledgeable about the organization's programs and	services.	92%	95%	<b>_</b> 4%
Cc	I am knowledgeable about the external environment in which operates.	n the organization	88%	92%	<b>-</b> 6%
Cd	I am knowledgeable about the human, monetary, physical ca	apital of the organization.	89%	92%	<b>_</b> 2%
Ce	I am knowledgeable about the policies and procedures of th	e board.	90%	93%	<b>_</b> 3%
Cf	I understand the expectations and needs of the organization	's clients.	95%	95%	- 2%
				Continued o	



### K-12 Education

		2012 % Ag	ree	Change from 2009
	Board access to information	K-12 Education	BC	K-12 Education
D. E Da	All the information you need for board meetings does exist.	89%	93%	<b>∔</b> 4%
Db	The information you receive for board meetings is timely and current.	83%	90%	
Dc			90%	•
Dd	The information you receive for board meetings links financial & non-financial information The Chair takes responsibility for ensuring members are fully informed on decision items.		90% 86%	•
		1170	00%	<mark>+</mark> 7%
	Quality of information received	0.001		
Ea =:	The information you receive for board meetings is clearly presented.	86%	91%	<b>-</b> 2%
Eb _	The information you receive for board meetings focuses on critical organizational issues.	76%	84%	
Ec	The information you receive for board meetings is tailored to your needs (at the right level of detail).	75%	81%	<b>+</b> 7%
Ed	The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.	80%	86%	<mark>+</mark> 2%
Ee	You feel comfortable voicing concern when you don't receive the information you need.	89%	91%	<mark>∔</mark> 1%
Ef	You receive information that compares performance against plans.	73%	82%	<mark>+</mark> 7%
Eg	When appropriate, the information you receive provides a historical context.	80%	83%	<mark>∔</mark> 6%
Eh	You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	80%	82%	<mark>+</mark> 9%
Ei	The information you receive explains all important options and trade-offs.	70%	72%	<mark>+</mark> 6%
Ej	When appropriate, the information you receive discusses the consequences of making certain decisions.	73%	77%	<mark>∔</mark> 1%
Ek	In general, you have full confidence in the accuracy of the information presented to you.	81%	87%	<mark>+</mark> 2%
F. L	Inderstanding of the information provided			
Fa	You have sufficient time to understand the information before board meetings.	77%	85%	<mark>∔</mark> 3%
Fb	The information you receive has suitable explanatory narratives to assist with understanding.	76%	83%	<mark>+</mark> 3%
Fc	You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.	87%	90%	<b>-</b> 5%
G. l	Jse of information			
Ga	Board debates are guided by appropriate and sufficient information.	78%	86%	<mark>+</mark> 2%
Gb	There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.	75%	81%	<b>+</b> 2%
Gc	The information you receive highlights the nature and extent of risks to the organization.	76%	82%	<mark>∔</mark> 3%
J. C	losing			
Ja	Overall, you have access to sufficient and timely information to support decisions.	78%	83%	No data

% Agreed is the percent of respondents who either "agreed" or "strongly agreed" to the statement on the survey



#### Universities

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The	e survey sample error for the Universities sector is +/- 4.9%.			Universitie	
B. k	nowledge about your role on the board				Average
B1	Does the organization have a manual or guidelines outlining	]	Yes	90.00%	85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs u	pdating	7.27%	8.65%
	members?		No	0.91%	2.88%
		Dor	't know	1.82%	2.99%
B2	Did you receive an orientation when you first started as a	Yes, within one month of	starting	76.58%	69.54%
	board member?	Yes, within six months of	starting	16.22%	15.67%
	,	Yes, but over one year after I	started	0.90%	0.44%
			Never	5.41%	13.25%
		Dor	't know	0.00%	0.33%
B3	Do you receive periodic training to assist you in conducting		Yes	58.18%	72.51%
	your board responsibilities?		No	35.45%	23.39%
		Dor	't know	6.36%	4.10%
			2012	% Agree	Change from 2009
			Universiti	es BC	Universities
C. ۱	our understanding of the organization				
Са	I am knowledgeable about the mandate the organization wa	as created to address.	100%	> 97%	<b>4</b> 2%
Cb	I am knowledgeable about the organization's programs and	services.	97%	> 95%	<b>_</b> 1%
Сс	I am knowledgeable about the external environment in whic operates.	h the organization	91%	92%	<b>-</b> 6%
Cd	I am knowledgeable about the human, monetary, physical c	apital of the organization.	89%	92%	<b>-</b> 8%
Ce	I am knowledgeable about the policies and procedures of th	e board.	93%	93%	<b>_</b> 2%
Cf	I understand the expectations and needs of the organization	n's clients.	96%	> 95%	0%
				Continued o	n nevt nage



### **Universities**

		2012	% Ag	ree	Change from 2009
י ח	Board access to information	Universit	ies	BC	Universities
D. L	All the information you need for board meetings does exist.	90%		93%	_ 2%
Db	The information you receive for board meetings does exist.	91%	_	90%	
Do		89%		90%	<b>T</b>
Dd	The information you receive for board meetings links financial & non-financial information. The Chair takes responsibility for ensuring members are fully informed on decision items.	89%		90% 86%	-
		0378	>	0078	<mark>+</mark> 7%
	Quality of information received	0.00/		010/	40/
Ea	The information you receive for board meetings is clearly presented.	92%	>	91%	- 4%
Eb	The information you receive for board meetings focuses on critical organizational issues.	84%		84%	<b>T</b>
Ec	The information you receive for board meetings is tailored to your needs (at the right level of detail).	76%		81%	<b>+</b> 3%
Ed	The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.	87%	>	86%	<mark>+</mark> 13%
Ee	You feel comfortable voicing concern when you don't receive the information you need.	85%		91%	<b>_</b> 11%
Ef	You receive information that compares performance against plans.	81%		82%	<mark>+</mark> 13%
Eg	When appropriate, the information you receive provides a historical context.	82%		83%	<mark>+</mark> 2%
Eh	You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	80%		82%	<b>+</b> 2%
Ei	The information you receive explains all important options and trade-offs.	63%		72%	<mark>∔</mark> 9%
Ej	When appropriate, the information you receive discusses the consequences of making certain decisions.	71%		77%	<b>+</b> 5%
Ek	In general, you have full confidence in the accuracy of the information presented to you.	88%	>	87%	0%
F. l	Inderstanding of the information provided				
Fa	You have sufficient time to understand the information before board meetings.	80%		85%	<b>_</b> 12%
Fb	The information you receive has suitable explanatory narratives to assist with understanding.	82%		83%	<b>+</b> 2%
Fc	You have resources, including qualified staff, at your disposal to assist with the information provided to you.	88%		90%	<b>_</b> 1%
G. I	Jse of information				
Ga	Board debates are guided by appropriate and sufficient information.	83%		86%	<b>_</b> 1%
Gb	There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.	78%		81%	<b>+</b> 1%
Gc	The information you receive highlights the nature and extent of risks to the organization.	75%		82%	<b>_</b> 1%
J. C	losing				
Ja	Overall, you have access to sufficient and timely information to support decisions.	78%		83%	No data

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### **Colleges and Institutes**

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The	e survey sample error for the Colleges and Institutes sector is	+/- 3.6%.		Colleges a	
B. ł	nowledge about your role on the board			Institutes	s Average
B1	Does the organization have a manual or guidelines outlining	I	Yes	92.31%	6 85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs	updating	7.69%	8.65%
			No	0.00%	2.88%
		Do	n't know	0.00%	<i>2.99%</i>
B2	Did you receive an orientation when you first started as a	Yes, within one month of	f starting	82.64%	69.54%
	board member?	Yes, within six months of	f starting	9.72%	<b>15.67%</b>
	N	es, but over one year after	I started	0.69%	0.44%
			Never	5.56%	й 13.25%
		Do	n't know	0.00%	ő 0.33%
B3	Do you receive periodic training to assist you in conducting		Yes	67.13%	6 72.51%
	your board responsibilities?		No	26.57%	<b>23.39%</b>
		Do	n't know	6.29%	4.10%
			2012	% Agree	Change from 2009
C. \	our understanding of the organization		Colleges a		Colleges and Institutes
Са	I am knowledgeable about the mandate the organization wa	s created to address.	98%	> 97%	0%
Cb	I am knowledgeable about the organization's programs and	services.	95%	95%	<b>_</b> 2%
Сс	I am knowledgeable about the external environment in whic operates.	h the organization	94%	> 92%	<b>_</b> 1%
Cd	I am knowledgeable about the human, monetary, physical c	apital of the organization.	93%	> 92%	<b>_</b> 1%
Ce	I am knowledgeable about the policies and procedures of th	e board.	96%	> 93%	<b>_</b> 2%
Cf	I understand the expectations and needs of the organization	i's clients.	94%	95%	- 2%



## **Colleges and Institutes**

		2012	% Ag	ree	Change from 2009
D. E	Board access to information	Colleges a		BC	Colleges and Institutes
Da	All the information you need for board meetings does exist.	97%	>	93%	<mark>+</mark> 5%
Db	The information you receive for board meetings is timely and current.	93%	>	90%	<mark>∔</mark> 2%
Dc	The information you receive for board meetings links financial & non-financial information.	95%	>	90%	<mark>+</mark> 8%
Dd	The Chair takes responsibility for ensuring members are fully informed on decision items.	94%	>	86%	<mark>+</mark> 3%
E. (	Quality of information received				
Ea	The information you receive for board meetings is clearly presented.	95%	>	91%	<mark>+</mark> 1%
Eb	The information you receive for board meetings focuses on critical organizational issues.	87%	>	84%	<mark>∔</mark> 1%
Ec	The information you receive for board meetings is tailored to your needs (at the right level of detail).	83%	>	81%	0%
Ed	The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.	89%	>	86%	<b>+</b> 1%
Ee	You feel comfortable voicing concern when you don't receive the information you need.	91%		91%	<b>_</b> 3%
Ef	You receive information that compares performance against plans.	87%	>	82%	<mark>∔</mark> 1%
Eg	When appropriate, the information you receive provides a historical context.	86%	>	83%	<mark>∔</mark> 4%
Eh	You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	83%	>	82%	<b>+</b> 1%
Ei	The information you receive explains all important options and trade-offs.	70%		72%	<b>_</b> 2%
Ej	When appropriate, the information you receive discusses the consequences of making certain decisions.	75%		77%	0%
Ek	In general, you have full confidence in the accuracy of the information presented to you.	90%	>	87%	<mark>+</mark> 2%
F. L	Inderstanding of the information provided				
Fa	You have sufficient time to understand the information before board meetings.	90%	>	85%	<mark>+</mark> 5%
Fb	The information you receive has suitable explanatory narratives to assist with understanding.	84%	>	83%	<b>_</b> 1%
Fc	You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.	90%		90%	<mark>+</mark> 7%
G. l	Jse of information				
Ga	Board debates are guided by appropriate and sufficient information.	88%	>	86%	<b>_</b> 4%
Gb	There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.	81%		81%	<b>_</b> 1%
Gc	The information you receive highlights the nature and extent of risks to the organization.	82%		82%	<mark>+</mark> 2%
J. C	losing				
Ja	Overall, you have access to sufficient and timely information to support decisions.	83%		83%	No data

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					n - Serv Delivery	ice BC Average
B. k	nowledge about your role on the board				,	
B1	Does the organization have a manual or guidelines outlining	]	Yes		83.33%	85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs upo	dating		5.13%	8.65%
			No		3.21%	2.88%
		Don't	know		8.33%	2.99%
B2	Did you receive an orientation when you first started as a	Yes, within one month of sta	arting		62.82%	69.54%
	board member?	Yes, within six months of sta	arting		14.10%	15.67%
	N	/es, but over one year after I st	arted		0.00%	0.44%
		1	Never		23.08%	13.25%
		Don't	know		0.00%	0.33%
В3	Do you receive periodic training to assist you in conducting		Yes		50.00%	72.51%
	your board responsibilities?		No		42.31%	23.39%
		Don't	know		7.69%	4.10%
			2012	2 % Aç	gree	Change from 200
C. \	our understanding of the organization	Cro	wn - So Delive		BC	Crown - Service Delivery
Ca	I am knowledgeable about the mandate the organization wa	s created to address.	100%	>	97%	<mark>∔</mark> 2%
Cb	I am knowledgeable about the organization's programs and	services.	98%	>	95%	0%
Сс	I am knowledgeable about the external environment in whic operates.	h the organization	94%	>	92%	<b>-</b> 1%
Cd	I am knowledgeable about the human, monetary, physical c	apital of the organization.	95%	>	92%	0%

Ce I am knowledgeable about the policies and procedures of the board.

Cf I understand the expectations and needs of the organization's clients.

Continued on next page...

93%

95%

3%

1%

94%

95%



## Crown - Service Delivery

D. Board access to informationDescriptionBC DeliveryCrown - Service DeliveryDaAll the information you need for board meetings does exist.96%93%- 2%DoThe information you receive for board meetings is timely and current.94%90%- 1%DoThe information you receive for board meetings is timely and current.94%90%- 1%DdThe information you receive for board meetings is tale and the information.94%90%- 1%DdThe Chair takes responsibility for ensuring members are fully informed on decision items.89%86%- 5%EQuality of information received91%- 6%- 6%EThe information you receive for board meetings is clearly presented.92%> 81%- 4%CoThe information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.90%86%- 5%EYou receive information you receive provides a historical context.85%81%- 11%EYou receive forward-neeting information go undecision making.90%86%- 5%EYou receive forward-neeting information it helps determine if performance can be sustained or improved in the future) 7%- 7%EThe information you receive explains all important options and trade-offs.79%- 2%- 6%EWhen appropriate, the information provided- 7%- 7%- 7%EYou have sufficient time to understand the information presented to you.93% <td< th=""><th></th><th></th><th>2012 9</th><th>% Ag</th><th>ree</th><th>Change from 2009</th></td<>			2012 9	% Ag	ree	Change from 2009
Db The information you receive for board meetings is timely and current. 94% > 90% -4%   Dc The information you receive for board meetings links financial & non-financial information. 94% > 90% -1%   Dd The Chair takes responsibility for ensuring members are fully informed on decision items. 89% > 86% -5%   E. Quality of information you receive for board meetings is clearly presented. 92% > 91% -6%   Eb The information you receive for board meetings is clearly presented. 92% > 81% -4%   Ec The information you receive for board meetings is tailored to your needs (at the right level 92% > 81% +1%   ef the information you receive for board meetings facilitates a level of understanding necessary for informed decision-making. 90% > 86% -5%   Ev You receive information you receive provides a historical context. 85% > 83% -10%   Ef You receive explains all important options and trade-offs. 79% > 72% -6%   Ei The information you receive explains all important options and trade-offs. 79% > 72% -6%   Ei The information you receive explains all important options and trade-offs. 79% > 72% -6%   Fi Wohen appropriate, the information you receive discusses the consequences of mak	D. E	oard access to information				
Dc The information you receive for board meetings links financial & non-financial information. 94% > 90% 1%   Dd The Chair takes responsibility for ensuring members are fully informed on decision items. 89% > 86% 5%   E. Quality of information received 92% > 91% - 6%   Ea The information you receive for board meetings is clearly presented. 92% > 81% - 4%   Eo The information you receive for board meetings is tailored to your needs (at the right level of detail). 90% > 86% - 5%   Ed The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making. 90% > 86% - 5%   Ed You receive information that compares performance against plans. 89% > 82% - 5%   Eg When appropriate, the information you receive provides a historical context. 85% > 83% - 10%   Fi You receive forward-looking information (it helps determine if performance can be sustained or improved in the future). 82% > 77% - 7%   Ei The information you receive edplains all important options and trade-offs. 79% > 72% - 6% 6%   Ej When appropriate, the information you receive discusses the consequences of making certain decisions. 90% > 85% 0% - 7%   Ek	Da	All the information you need for board meetings does exist.	96%	>	93%	<b>_</b> 2%
Dd The Chair takes responsibility for ensuring members are fully informed on decision items. 89% > 86% . 5%   E. Quality of information received 92% 91% . 6%   Ea The information you receive for board meetings is clearly presented. 92% 91% . 6%   Eb The information you receive for board meetings is tailored to your needs (at the right level of detail). 92% 81% . 1%   Ed The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making. 90% 86% . 5%   Ed You feel comfortable voicing concern when you don't receive the information you need. 96% 91% . 2%   Ef You receive information you receive provides a historical context. 85% 83% . 10%   Eh You receive envard-looking information (it helps determine if performance can be sustained or improved in the future). 84% 82% . 7%   Ei The information you receive explains all important options and trade-offs. 79% . 72% . 6%   Ej When appropriate, the information you receive discusses the consequences of making certain decisions. . 85% . 83% . 0%   Ei In einformation you receive explai	Db	The information you receive for board meetings is timely and current.	94%	>	90%	<b>_</b> 4%
E. Quality of information received   Ea The information you receive for board meetings is clearly presented. 92% > 91% - 6%   Eb The information you receive for board meetings focuses on critical organizational issues. 90% > 84% - 4%   Ec The information you receive for board meetings is tailored to your needs (at the right level 92% > 81% + 1%   ef detail). 90% > 86% - 5%   Ed The information you receive for board meetings facilitates a level of understanding 90% > 86% - 5%   necessary for informed decision-making. 90% > 81% - 5%   Ee You feel comfortable voicing concern when you don't receive the information you need. 96% > 91% - 2%   Ef You receive information you receive pervides a historical context. 85% > 83% - 10%   Eg When appropriate, the information you receive provides a historical context. 85% > 83% - 10%   Ei The information you receive explains all important options and trade-offs. 79% > 72% - 6%   Ej When appropriate, the information you receive discusses the consequences of making 82% > 77% - 7% - 7%   Ei In general, you have full confidence in the accuracy of the information presented to you. 93% > 85% - 3%   F. Understanding of the information provided 90% > 85% 0% - 1%	Dc	The information you receive for board meetings links financial & non-financial information.	94%	>	90%	<b>_</b> 1%
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Eb The information you receive for board meetings focuses on critical organizational issues. 90% > 84% - 4%   Ec The information you receive for board meetings is tailored to your needs (at the right level of detail). 92% > 81% + 1%   Ed The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making. 90% > 86% - 5%   Ee You feel comfortable voicing concern when you don't receive the information you need. 96% > 91% - 2%   Ef You receive information that compares performance against plans. 88% > 88% - 5%   Eg When appropriate, the information (it helps determine if performance can be sustained or improved in the future). 84% > 82% - 7%   Ei The information you receive explains all important options and trade-offs. 79% > 72% - 6%   Ej When appropriate, the information provided 82% > 77% - 7%   Ek In general, you have full confidence in the accuracy of the information presented to you. 93% > 87% - 3%   F. Understanding. 90% > 85% 0% - 1% - 1%   Interpretation of the information provided 92% <td>E. C</td> <td>luality of information received</td> <td></td> <td></td> <td></td> <td></td>	E. C	luality of information received				
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sustained or improved in the future).EiThe information you receive explains all important options and trade-offs.79% > 72%- 6%EjWhen appropriate, the information you receive discusses the consequences of making certain decisions.82% > 77%- 7%EkIn general, you have full confidence in the accuracy of the information presented to you.93% > 87%- 3%F. Understanding of the information provided90% > 85%0%FaYou have sufficient time to understand the information before board meetings.90% > 85%0%FbThe information you receive has suitable explanatory narratives to assist with understanding.92% > 83%0%FcYou have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.93% > 90%- 1%G. Use of information92% > 86%- 5%- 5%GbThere exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.86% > 81%- 5%GcThe information you receive highlights the nature and extent of risks to the organization.88% > 82%- 3%J. ClosingJ.J.J.J.	Eg	When appropriate, the information you receive provides a historical context.	85%	>	83%	<b>_</b> 10%
Ej When appropriate, the information you receive discusses the consequences of making certain decisions. 82% > 77% - 7%   Ek In general, you have full confidence in the accuracy of the information presented to you. 93% > 87% - 3%   F. Understanding of the information provided 90% > 85% 0%   Fa You have sufficient time to understand the information before board meetings. 90% > 85% 0%   Fb The information you receive has suitable explanatory narratives to assist with understanding. 92% > 83% 0%   Fc You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you. 93% > 90% - 1%   G. Use of information 92% > 86% - 5%   Ga Board debates are guided by appropriate and sufficient information. 92% > 86% - 5%   Gb There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action. 86% > 81% - 5%   Gc The information you receive highlights the nature and extent of risks to the organization. 88% > 82% - 3%	Eh		84%	>	82%	_ 7%
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awareness of the risks involved & a consideration of appropriate courses of action.   Gc The information you receive highlights the nature and extent of risks to the organization.   B8% > 82%   J. Closing	Ga	Board debates are guided by appropriate and sufficient information.	92%	>	86%	<b>-</b> 5%
J. Closing	Gb		86%	>	81%	<b>-</b> 5%
	Gc	The information you receive highlights the nature and extent of risks to the organization.	88%	>	82%	<b>_</b> 3%
JaOverall, you have access to sufficient and timely information to support decisions.88%83%No data	J. C	losing				
	Ja	Overall, you have access to sufficient and timely information to support decisions.	88%	>	83%	No data

% Agreed is the percent of respondents who either "agreed" or "strongly agreed" to the statement on the survey



### Crown - Commercial

This report summarizes the information submitted by board members in response to our survey on information use by the boards of public sector organizations. The complete report for 2012, "Public Sector Board Use of Information in British Columbia 2012: Progress update since 2009", the report for 2009, "2009/10 Report 6 - Making the Right Decisions: Information use by the boards of public sector organizations", the guidelines, "2009/10 Part 2 of Report 6 - Guidelines: Information use by the boards of public sector organizations" and the survey instruments can be found on our website at www.bcauditor.com.

The information is presented to assist in the understanding of how board members in each sector feel they are performing in the area of information use, and to identify any changes since 2009. Areas where the sector is doing well, or where there is room for improvement, have been demonstrated by comparing each sector's cumulative results against the provincial average as well as showing the change, if any, from the sector results of 2009.

The board's self-assessment reported through the survey is presented by showing the percent of respondents who agreed with the good practice, either selecting "strongly agree" or "agree".

We present the change from 2009 as either an increase or decrease in the percent agreement. This change should be considered in the context of the survey sample error for each sector. The sample error represents the range within which any changes may or may not be statistically significant. For example, if the sample error is ±1.5% and the difference between the result in 2009 and 2012 is also 1.5%, the change would not be considered statistically significant.

The	survey sample error for the Crown - Commercial sector is +/-	6.5%.		Crown - Commercia	BC
B. K	nowledge about your role on the board			Commercia	al Average
B1	Does the organization have a manual or guidelines outlining		Yes	93.75%	85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs u	pdating	3.13%	8.65%
	members?		No	3.13%	2.88%
		Doi	n't know	0.00%	2.99%
B2	Did you receive an orientation when you first started as a	Yes, within one month of	starting	71.88%	69.54%
	board member?	Yes, within six months of	starting	18.75%	15.67%
	Y	es, but over one year after I	started	0.00%	0.44%
			Never	9.38%	13.25%
		Doi	n't know	0.00%	0.33%
B3	Do you receive periodic training to assist you in conducting		Yes	71.88%	72.51%
	your board responsibilities?		No	21.88%	23.39%
		Doi	n't know	6.25%	4.10%
			2012	% Agree	Change from 2009
C. Y	our understanding of the organization		Crown - Commerc	20	Crown - Commercial
Са	I am knowledgeable about the mandate the organization was	s created to address.	100%	> 97%	0%
Cb	I am knowledgeable about the organization's programs and s		97%	> 95%	<b>-</b> 3%
Сс	I am knowledgeable about the external environment in which operates.	the organization	100%	> 92%	0%
Cd	I am knowledgeable about the human, monetary, physical ca	pital of the organization.	88%	92%	<mark>_</mark> 12%
Ce	I am knowledgeable about the policies and procedures of the	e board.	94%	> 93%	<b>_</b> 6%
Cf	I understand the expectations and needs of the organization'	s clients.	97%	> 95%	- 3%
				Continued o	n novt pogo



### **Crown - Commercial**

		2012 9	% Ag	ree	Change from 2009
D. E	oard access to information	Crown - Commerc		BC	Crown - Commercial
Da	All the information you need for board meetings does exist.	100%	>	93%	0%
Db	The information you receive for board meetings is timely and current.	100%	>	90%	0%
Dc	The information you receive for board meetings links financial & non-financial information.	100%	>	90%	0%
Dd	The Chair takes responsibility for ensuring members are fully informed on decision items.	97%	>	86%	<mark>+</mark> 3%
E. C	Puality of information received				
Ea	The information you receive for board meetings is clearly presented.	97%	>	91%	0%
Eb	The information you receive for board meetings focuses on critical organizational issues.	97%	>	84%	<mark>+</mark> 3%
Ec	The information you receive for board meetings is tailored to your needs (at the right level of detail).	94%	>	81%	<b>+</b> 3%
Ed	The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.	97%	>	86%	<b>_</b> 3%
Ee	You feel comfortable voicing concern when you don't receive the information you need.	100%	>	91%	0%
Ef	You receive information that compares performance against plans.	97%	>	82%	<b>_</b> 3%
Eg	When appropriate, the information you receive provides a historical context.	88%	>	83%	<b>_</b> 12%
Eh	You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	91%	>	82%	0%
Ei	The information you receive explains all important options and trade-offs.	88%	>	72%	0%
Ej	When appropriate, the information you receive discusses the consequences of making certain decisions.	91%	>	77%	<b>-</b> 6%
Ek	In general, you have full confidence in the accuracy of the information presented to you.	97%	>	87%	<b>_</b> 3%
F. U	nderstanding of the information provided				
Fa	You have sufficient time to understand the information before board meetings.	97%	>	85%	<mark>+</mark> 3%
Fb	The information you receive has suitable explanatory narratives to assist with understanding.	97%	>	83%	<b>_</b> 3%
Fc	You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.	97%	>	90%	<b>+</b> 3%
G. l	Jse of information				
Ga	Board debates are guided by appropriate and sufficient information.	97%	>	86%	0%
Gb	There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.	100%	>	81%	0%
Gc	The information you receive highlights the nature and extent of risks to the organization.	97%	>	82%	<b>_</b> 3%
J. C	losing				
Ja	Overall, you have access to sufficient and timely information to support decisions.	97%	>	83%	No data

% Agreed is the percent of respondents who either "agreed" or "strongly agreed" to the statement on the survey



#### Health

This report summarizes the information submitted by board members in response to our survey on information use by the boards of public sector organizations. The complete report for 2012, "Public Sector Board Use of Information in British Columbia 2012: Progress update since 2009", the report for 2009, "2009/10 Report 6 - Making the Right Decisions: Information use by the boards of public sector organizations", the guidelines, "2009/10 Part 2 of Report 6 - Guidelines: Information use by the boards of public sector organizations" and the survey instruments can be found on our website at www.bcauditor.com.

The information is presented to assist in the understanding of how board members in each sector feel they are performing in the area of information use, and to identify any changes since 2009. Areas where the sector is doing well, or where there is room for improvement, have been demonstrated by comparing each sector's cumulative results against the provincial average as well as showing the change, if any, from the sector results of 2009.

The board's self-assessment reported through the survey is presented by showing the percent of respondents who agreed with the good practice, either selecting "strongly agree" or "agree".

We present the change from 2009 as either an increase or decrease in the percent agreement. This change should be considered in the context of the survey sample error for each sector. The sample error represents the range within which any changes may or may not be statistically significant. For example, if the sample error is ±1.5% and the difference between the result in 2009 and 2012 is also 1.5%, the change would not be considered statistically significant.

	e survey sample error for the Health sector is +/- 4.5%.			Health	BC Average
B. K	nowledge about your role on the board				
B1			Yes	91.41%	85.48%
	the roles, responsibilities and accountabilities for board members?	Yes, but it needs up	dating	4.69%	8.65%
	(1)0111012 !		No	0.78%	2.88%
		Don't	know	3.13%	2.99%
B2	Did you receive an orientation when you first started as a	Yes, within one month of s	tarting	65.12%	69.54%
	board member?	Yes, within six months of s	tarting	20.16%	15.67%
	N	tarted	0.78%	0.44%	
			Never	10.85%	13.25%
		Don't	know	0.78%	0.33%
B3	Do you receive periodic training to assist you in conducting		Yes	74.22%	72.51%
-	your board responsibilities?			21.09%	23.39%
		Don't	know	4.69%	4.10%
			2012 %	% Agree C	Change from 2009
			Health	BC	Health
C. Y	our understanding of the organization				
Ca	I am knowledgeable about the mandate the organization wa	is created to address.	96%	97%	<b>_</b> 1%
Cb	I am knowledgeable about the organization's programs and	services.	97%	> 95%	<mark>∔</mark> 2%
Сс	I am knowledgeable about the external environment in whic operates.	h the organization	93%	> 92%	<b>-</b> 1%
Cd	I am knowledgeable about the human, monetary, physical c	apital of the organization.	95%	> 92%	<mark>∔</mark> 1%
Ce	I am knowledgeable about the policies and procedures of th	e board.	92%	93%	<b>-</b> 5%
Cf	I understand the expectations and needs of the organization	n's clients.	93%	95%	<b>-</b> 4%
			· ·	Continued or	next nego



### Health

	2012 %	6 Agre	e (	Change from 2009
D. Board access to information	Health	E	BC	Health
Da All the information you need for board meetings does exist.	94%	> 9	93%	<b>_</b> 1%
Db The information you receive for board meetings is timely and current.	94%		90%	0%
Dc The information you receive for board meetings links financial & non-financial information.	96%		90%	▲ 1%
Dd The Chair takes responsibility for ensuring members are fully informed on decision items.	94%	> 8	86%	0%
E. Quality of information received				<u> </u>
Ea The information you receive for board meetings is clearly presented.	95%	> 9	91%	0%
Eb The information you receive for board meetings focuses on critical organizational issues.	91%	> 8	84%	<b>_</b> 3%
Ec The information you receive for board meetings is tailored to your needs (at the right level of detail).	85%	> 8	81%	<b>-</b> 6%
Ed The information you receive for board meetings facilitates a level of understanding necessary for informed decision-making.	93%	> 8	86%	<b>_</b> 1%
Ee You feel comfortable voicing concern when you don't receive the information you need.	95%	> 9	91%	<b>_</b> 2%
Ef You receive information that compares performance against plans.	91%	> 8	32%	<b>_</b> 4%
Eg When appropriate, the information you receive provides a historical context.	86%	> 8	33%	<b>_</b> 6%
Eh You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	86%	> 8	32%	<b>_</b> 11%
Ei The information you receive explains all important options and trade-offs.	80%	> 7	2%	<b>_</b> 5%
Ej When appropriate, the information you receive discusses the consequences of making certain decisions.	85%	> 7	7%	<b>_</b> 5%
Ek In general, you have full confidence in the accuracy of the information presented to you.	92%	> 8	87%	<b>-</b> 5%
F. Understanding of the information provided				
Fa You have sufficient time to understand the information before board meetings.	92%	> 8	85%	<mark>∔</mark> 2%
Fb The information you receive has suitable explanatory narratives to assist with understanding.	87%	> 8	33%	<b>_</b> 5%
Fc You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.	93%	> 9	90%	<b>_</b> 2%
G. Use of information				
Ga Board debates are guided by appropriate and sufficient information.	92%	> 8	86%	<b>_</b> 3%
Gb There exists a decision-making framework that ensures decisions are made with an awareness of the risks involved & a consideration of appropriate courses of action.	89%	> 8	81%	<b>_</b> 5%
Gc The information you receive highlights the nature and extent of risks to the organization.	91%	> 8	32%	<mark>∔</mark> 1%
J. Closing				
Ja Overall, you have access to sufficient and timely information to support decisions.	88%	> 8	33%	No data

% Agreed is the percent of respondents who either "agreed" or "strongly agreed" to the statement on the survey