



BUDGET PRINCIPLE: 6.03

Service Level Agreements

**Approved by Algonquin College Executive Team:
January 4, 2016**

Effective Date: April 1, 2016

INTRODUCTION

Under Responsibility Center Management, Service Level Agreements (SLA) were prepared for Non-Academic departments and will serve to clarify service levels and resource allocation.

DEFINITIONS

Term	Definition
Academic Department	Academic departments are established to create and deliver instructional programs in varied formats to students. Each Academic department is managed by a separate Dean or Director reporting to the Senior Vice-President Academic or Vice-President Communications, International and Strategic Priorities
Non-Academic Department	Non-academic departments are organizational units designed primarily to provide goods and services mainly to Algonquin College clients, students, employees, alumni, schools or academic departments. Non-academic departments may generate revenue. Non-academic departments are managed by an Executive Director, Dean or Director reporting to a Algonquin College Executive Team Member and also include the Offices of the Algonquin College Executive Team members.

PURPOSE

SLAs were created to support a definition of the services, quality, service levels, response time, capacity and metrics provided by a Non-Academic department to the College community.

PRINCIPLE

The Executive Director, Dean or Director of each Non-Academic Department is required to formally document the services provided by their Department to the College community in an SLA. Each SLA must include the following components:

- Introduction
- Scope of Work
- Performance Tracking and Reporting
- Benchmarking
- Problem Management
- Ad hoc services and costs

POLICY

1. Authority
 - Algonquin College Executive Team members are authorized to approve and sign off on SLAs.
2. Accountability
 - The Algonquin College Executive Team members responsible for Non-Academic Departments are ultimately held accountable for SLA performance.
 - Algonquin College Executive Team members will hold their Executive Director, Dean or Directors of Non-Academic Departments accountable for SLA performance utilizing the reporting, surveys and measurement tools available.
 - The Institutional Research department, under Academic Operations and Planning, will be accountable for oversight and general administration of the SLA process including the Customer Satisfaction Survey . This will include ensuring the annual and 3 year mandatory review of each SLA is completed by the appropriate Algonquin College Leadership Team members. In addition, that the Customer Satisfaction Survey is conducted and feedback results to appropriate Algonquin College Leadership Team members in the agreed upon timely fashion.
3. Reporting
 - SLA performance will be reported to Algonquin College Executive Team at least annually.
4. Time Frame
 - SLAs must be reviewed and updated at least every 3 years but no more frequently than twice per year.
 - At least once per year, a Customer Satisfaction Survey is to be conducted of the College Community to solicit feedback on the services received under the SLA and suggestions for new or improved services. It is preferable that the Customer Satisfaction Survey be conducted twice per year (Fall & Winter terms) to allow for timely feedback to the Non-academic departments from a broader audience of stakeholders.
5. Transparency
 - Each SLA is to be posted on the intranet for the College, at an appropriate department link and be available for all College employees to view.
 - A metrics dashboard for each Non-Academic Department SLA will be prepared and published at least annually for all College employees to view.

PROCEDURES

1. Individual SLAs are to be maintained by the Non-Academic department Director and to be reviewed annually (by June 30th each year) with the appropriate Vice-President.
2. Annually, the Institutional Research department will request formal acknowledgement from the Non-Academic Dean, Executive Director or Director that a review of the SLA has been completed.
3. At least annually, the Institutional Research department will conduct a Customer Satisfaction Survey of the College Community for the purpose of obtaining feedback on the services provided by individual Non-academic departments. Feedback results will be shared in detail with the appropriate Algonquin College Leadership Team members and at a summary level with Algonquin College Executive Team.
4. SLA metrics dashboard reports on the previous fiscal year will be posted by each Non-Academic Department by June 30th.
5. Annually, in consultation with the appropriate departments, the Institutional Research department will validate any changes to the SLA metrics dashboard.