

Ministry of Education

Minister

315 Front Street West
Toronto ON M7A 0B8

Ministère de l'Éducation

Ministre

315, rue Front Ouest
Toronto ON M7A 0B8



November 23, 2020

Chris Day, Chair
Ontario Educational Communications Authority (TVO)
2180 Yonge St, Stn Q,
Toronto, ON M4T 2T1

Dear Mr. Day,

I am pleased to write to you in your capacity as Chair of TVO to thank you for your continued dedication and service to students and to all citizens of Ontario and to set forth my expectations and direction for TVO's 2021-22 fiscal year. This letter will help you to align the board's direction with government priorities, your agency mandate, key policies and directives, and my directions.

The Ministry of Education has undertaken bold and transformative steps over the last year to ensure that the students of this province receive the best education possible. With our focus on STEM, equity, and innovation, we are now on a path of improved outcomes for our students. TVO plays a key role in this ongoing work.

The pandemic has only served to highlight the key role of TVO in providing high-quality and adaptable educational services in our province. I trust that you and your fellow board members will continue to focus TVO on its principal mandate of improving the student experience in Ontario.

Priorities for all government agencies include the following:

1. Competitiveness, Sustainability and Expenditure Management

- operating within your agency's allocations;
- identifying and pursuing opportunities for revenue generation, innovative practices, and/or improved program sustainability;
- identifying and pursuing efficiencies and savings to ensure respect for the taxpayers; and
- complying with applicable direction related to supply chain centralization, Realty Interim Measures, and Agency Office Location Criteria.

2. Transparency and Accountability

- abiding by applicable government directives and policies, and ensuring transparency and accountability in reporting;

- adhering to requirements of the Agencies and Appointment Directive, and responding to audit findings, where applicable; and
- identifying appropriate skills, knowledge and experience needed to effectively support the board's role in agency governance and accountability.

3. Risk Management

- developing and implementing an effective process for the identification, assessment, and mitigation of risks, including planning for and responding to emergency situations such as COVID-19.

4. Workforce Management

- optimizing your agency's workforce to enable efficient and effective fulfilment of government priorities, while enhancing customer service standards; and
- streamlining back office functions to ensure that all available resources are redirected towards the critical front-line services that Ontarians depend upon.

5. Data Collection

- improving how the agency uses data in decision-making, information sharing, and reporting, including by leveraging available or new data solutions to inform outcome-based reporting and improve service delivery; and
- supporting transparency and data sharing with the ministry, as appropriate.

6. Digital Delivery and Customer Service

- exploring and implementing digitization or digital modernization strategies for the provision of services online and continuing to meet and exceed customer service standards through transition; and
- using a variety of approaches or tools to ensure service delivery in all situations, including COVID-19.

In addition to these government-wide priorities, I expect TVO to focus on:

- continuing to provide strong and innovative supports for our students;
- supporting a more coordinated, robust provincial online learning system that will allow students to access the high-quality, teacher-taught online learning courses they need or wish to take, no matter where they live or go to school;
- reviewing its real estate to align with the government's overall review of real estate being conducted by the Ministry of Government and Consumer Services. The review should explore the feasibility of its current locations and examine future opportunities for more cost-effective real estate;
- continuing to explore opportunities to generate revenue, including additional opportunities to commercialize and export its educational and digital products in other jurisdictions;

- exploring the feasibility of sharing expertise and/or services, and otherwise partnering with the Ontario French-language Communications Authority (TFO); and
- implementing any forthcoming recommendations from the Enhanced Agency Evaluation.

I thank you and your fellow board members once more for your continued support, and for your invaluable contributions. Should you have any questions or concerns, please do not hesitate to contact Yael Ginsler, Assistant Deputy Minister, Student Achievement Division at (647) 981-1495 or at yael.ginsler@ontario.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Lecce". The signature is fluid and cursive, with a large initial "S" and a long, sweeping underline.

The Honourable Stephen Lecce
Minister of Education