

Ministry of Education

Minister

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October 16, 2024

Chris Day

Chair

Ontario Educational Communications Authority (TVO)

2180 Yonge St. Stn Q

Toronto, ON M4T 2T1

Subject: TVO's Letter of Direction for 2025-26

Dear Mr. Day,

I am pleased to share our government's 2025-26 priorities for the Ontario Educational Communications Authority (TVO).

Agencies are a part of government and are expected to act in the best interests of the people of Ontario and ensure that they provide value for money to taxpayers. Agencies are also required to adhere to government policies and directives.

Per the requirements of the Agencies and Appointments Directive, agencies are required to align goals, objectives and strategic direction with our government's priorities and direction. As Chair, you must ensure that the Ontario Educational Communications Authority's (TVO) business plan demonstrates the agency's plans in fulfilling the expectations and government priorities below and that progress and achievements are reported through your annual report. Compliance with these requirements is reported to Treasury Board/Management Board of Cabinet annually.

This letter sets out my expectations for 2025-26 that the Ontario Educational Communications Authority (TVO) is innovative, sustainable, and accountable through the following direction:

Innovative

1. Simplify client/customer interactions
2. Expand and optimize digital service offerings
3. Improve client/customer satisfaction
4. Share data with Supply Ontario, when requested, regarding procurement spending and planning, contract arrangements and vendor relations to support data-drive decision-making

Sustainable

5. Strengthen public service delivery by optimizing organizational capacity and directing existing resources to priority areas
6. Use public resources efficiently and
 - a) Operate within agency's financial allocations
 - b) Prudently and responsibly manage workforce size. Where an agency requires a material increase in workforce size, the agency must provide the Minister with an HR plan for approval that provides the rationale based on government priorities and/or agency mandate

Accountable

7. Develop and report on outcome-focused performance measures to effectively monitor and measure performance
8. Protect individual, business or organization data by actively managing data and cybersecurity and reporting Artificial Intelligence uses
9. Report all high risks including effective mitigation plans
10. Align hybrid work policies with the OPS and identify and assess office optimization opportunities to reduce office realty footprint and find cost reductions.
 - a) Collaborate with the Ministry of Infrastructure (MOI) to identify office space opportunities
 - b) Align with the MBC Realty Directive and the OPS Modern Office Space (OMOS) Standards.
11. Develop and encourage diversity and inclusion initiatives by promoting an equitable, inclusive, accessible, anti-racist and diverse workplace
12. Increase non-government, non-fare, non-fee revenue by a percentage to be decided by the Minister in consultation with the Chair

These are the government-wide commitments for board-governed provincial agencies. Please see the attached guide for further details of each priority and the accompanying performance measures that can be utilised if measurements are not currently in place.

I am also sharing several priorities specific to the Ontario Educational Communications Authority (TVO):

- continuing to provide strong and innovative supports, including curriculum-linked digital resources, for Ontario students and online learning courses for secondary curriculum;
- continuing to support foundational learning skills with a particular focus on literacy and math skills through the development of programming and resources such as the financial literacy modules;

- continuing to implement the Canadian Adult Education Credential (CAEC), as a replacement for the General Education Development assessment (GED) and recognized as Ontario's High School Equivalency credential;
- continuing to market TVO's learning resources outside of Ontario, leveraging the reputation of the Ontario education system increasing opportunities for the generation of revenue to be re-invested into education and dynamic learning;
- continuing to increase digital presence and produce accessible educational content to support students, parents, and teachers through various media platforms.

I would be pleased to discuss these priorities during our next meeting, and I look forward to hearing how they will be reflected in the agency's upcoming business plan and in ongoing agency operations.

Thank you and your fellow board members for your continued commitment to TVO. Your work and ongoing support is invaluable to our government and the people of Ontario.

Should you have any questions, please feel free to contact Deputy Minister Denise Cole at Denise.A.Cole@ontario.ca.

Sincerely,



The Honourable Jill Dunlop
Minister of Education

Attachment: Government Priorities for Agency Sector Chart

cc: Jeffrey Orridge, Chief Executive Officer, TVO
Jennifer Hinshelwood, Chief Operating Officer, TVO
Denise Cole, Deputy Minister, Ministry of Education
Louis Dimitracopoulos, Chief Administrative Officer/Assistant Deputy Minister,
Corporate Management and Services Division, Ministry of Education
Yael Ginsler, Assistant Deputy Minister, Student Achievement Division, Ministry
of Education