



**March 10, 2021**

### **Laubach Literacy New Brunswick Key Performance Indicator (Dashboard)**

As you are aware, LLNB's Dashboard includes some metrics that we did not have the capability to measure at the time of its development but hoped to be able gain the ability to measure in years ahead. In most cases, this has happened. This process will be automated through the new database. As you are aware, in June 2020 we began implementing a new database which will allow us to make these automations in the upcoming year.

Another area that we cannot measure at this time is around Learner Progress. In 2019, we identified and purchased some new assessment tools that would allow us to better measure where a learner is when they begin, as well as potentially how far they have come. The implementation of this annual measurement is a significant shift in the expectations of our Councils especially considering that most Councils have only volunteer (unpaid) staff. We continue to work with them as well as with new technologies (which we will begin implementing this upcoming year) to improve the reporting in this area.

Finally, the last area that we've not been able to measure to our satisfaction is the number of tutors who are participating in our in-service training. The volunteer coordinator is moving forward with the volunteer training curriculum and will be looking at how we can improve our tracking in the next year.

Finally, with regard to this year's results. We have seen decreases in both the number of our number of active learners and our number of new tutors trained. We expect this to improve now that we've moved back into the yellow phase, and now that the government is predicting to have the majority of adults vaccinated (first shot) by June. We have continued when/where possible with regard to continuing education training for tutors and councils, and community development and awareness.

**LLNB DASHBOARD**  
**KEY PERFORMANCE INDICATORS**

**Key Performance Area #1 Training & Recruitment**

Goal	Performance Indicator	Target	Actual 2020/2021	2019/20	Trend	Status
Goal #2 – Identify improvement opportunities in how we deliver training	# of learners	42% increase over previous year		167	↑	✓
	# of learners to rate LLNB tutors 3 out of 5 or better	70%	NA	N/A	↔	↔
	# of learners to complete satisfaction survey	50%	N/A	N/A	↔	↔
	Average length of time it takes a learner to progress one level		N/A	N/A	↔	↔
	# of IST hours offered to tutors annually	>12 hours	10	12+	↔	↔
	Average # of IST hours achieved by tutors	6 hours	2	N/A	↔	↔
	# of tutors taking IST	50%	24	N/A	↑	✓
	# of new tutors trained (ITT)	30	18	28	↓	✗
	Tutor Retention rate after 1 year	75%	85%	80%	↑	✓
	Tutor retention rate after 3 years	50%	72%	N/A	↑	✓

**Key Performance Area #2 Advocacy and Community Development**

Goal	Performance Indicator	Target	Actual to date 2020/21	2019/20	Trend	Status
Goal #3 – Increase Awareness of LLNB within the Community	# of new Facebook followers	200 per year	113	227	↓	↔
	# of Facebook ‘engagements’ And impressions/reach	1800	3640/75K+	9339/32K	↓/↑	✓
	# of Facebook posts - per month avg	15	29	14	↑	✓
	# unique visitors to website	1000	5377	1364	↑	✓
	# of grants awarded to LLNB	2	3	1	✓	✓
	# of special events led by LLNB	2	1	2	↓	↔

Goal #4 - Diversify our grant/fund development opportunities	# of fund development campaigns	3	1	4	↓	↔
	# of grants awarded by LLNB	Max 7	4	5	✓	✓
<b>Key Performance Area #3 Governance and Volunteer Management</b>						
Goal	Performance Indicator	Target	Actual 2020/2021	2019/20	Trend	Status
Goal #5 - Foster Excellence in staff/volunteer relationships	# of tutors surveyed regarding satisfaction with the experience	50%	25%	N/A	↑	✓
	# of tutors rating the experience 3 out of 5 or better	80%	88%	N/A	↑	✓
	# of times councils are brought together (in person/video)	4	11	5	↑	✓
	# of IST or continuing education hours offered to Councils	Minimum 6 hours	15	7+	↑	✓
<b>Key Performance Area #4 Accountability &amp; Transparency</b>						
Goal	Performance Indicator	Target	Actual 2020/2021	2019/20	Trend	Status
Goal# 6 Coordinate with board re: strategy, actions and alternatives based on measured results	Board to review strategic plan and operational plan annually	1	✓	✓	↑	✓
	LLNB shares Strategic Plan with public (website)	1	✓	✓	↑	✓
	LLNB shares operation plan annually with Councils ( <i>at AGM</i> )	1	✓	✓	↑	✓
	Board reviews KPIs twice a year	2	✓	✓	↑	✓
	LLNB shares KPIs semi-annually with Councils	2	✓	✓	↑	✓
	LLNB publishes annual report on learning programs/activities/	1	✓	✓	↑	✓

**Legend for the Trend and Status Columns:**

Trend is going up ↑ or down ↓ and should be  
Trend is going up ↑ and down ↓ but shouldn't be  
Trend is stable ✓ Unknown ↔  
Status – In Progress ↔ Going Well ✓ Needs to Improvement ✗ Unknown ↔