

5.7.2 Evaluation of Services Pursuant to Section 29 of the Agreement for Services dated as of 1 November 2018 between **THE CANADIAN SCHOOL BOARDS ASSOCIATION / L'ASSOCIATION CANADIENNE DES COMMISSIONS/CONSEILS SCOLAIRES** (called the "**Association**") and **NAME OF CONTRACTOR** (called the "**Contractor**"):

Two evaluations of the Services provided by the Contractor shall be conducted by the Association in consultation with its Board of Directors, with submission of the first evaluation report to the Contractor by _____ and with submission of the second evaluation report to the Contractor by _____ under the Term of this Agreement.

The present evaluation is therefore designed to respond to the above stated requirements and obligations for the period commencing _____ and ending _____. Services to be provided by the Contractor are clearly established under Schedule A of the Agreement and represent the full scope for this evaluation.

For each of the following statements, members of the Association's Board of Directors were asked to achieve consensus on the final evaluation noted.

1) KEY SERVICE REQUIREMENTS & OUTCOMES

During the period, did the Contractor:

- a) Ensure support of and follow-up to priority setting, policy planning and organizational development based on the Strategic Plan developed by the Association's Board of Directors**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

- b) Support, implement, and coordinate the activities and policies of the Association as determined by the Association's Board of Directors and outlined in the strategic plan;**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

Evaluation of services provided to CSBA by _____) 2

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

c) Facilitate the sharing, cooperation, and support amongst all of the Member Associations;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

d) Monitor and report on pertinent government and educational organization matters as to how they may affect Member Associations or the Association itself;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

e) Support the Association's relationship with the Council of Ministers of Education Canada (CMEC) and any other organization as directed by the Association's Board of Directors;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Evaluation of services provided to CSBA by _____) 3

Service deferred by mutual agreement

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

f) Produce and disseminate the Association's communications including the management of the Association's website, and social media;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

g) Manage the overall administration of the Association, including policies, procedures and operations, and the national office;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

h) Manage the finances of the Association within the approved budget, authorize and ensure that all expenditures are in line with the Association's expense policy, and prepare the annual audit;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Evaluation of services provided to CSBA by _____) 4

Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

i) Manage all physical assets and property of the Association;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

j) Ensure that the Association's Board of Directors is fully informed of all operations of the Association, working with the Presidents and Executive Directors of Association's membership;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

k) Act as Secretary for the Association's Board of Directors' activities and meetings ensuring timely, accurate agendas, minutes, the development of Board packages, and tracking of motions and actions;

Evaluation of services provided to CSBA by _____) 5

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

l) Ensure a balance between managing the operations of the Association with promotion and public relations, with the financial and management operations of the organization taking precedence over promotion and public relations;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

m) Build recognition of the Association as the credible voice for school boards and public education at the national level;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

n) Carry out other tasks and duties as directed by the Association's President, Vice President and Board of Directors.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this/these service(s), the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

2) First Year Service Requirements & Outcomes

Concurrent to delivery of the above Key Service Requirements and Outcomes established under Schedule A of the Agreement, during the first year under the Term of this Agreement (1 November 2018 to 1 November 2019) did the Contractor:

a) Demonstrate thorough orientation to the key service requirements and outcomes;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

b) Continue to implement and achieve on the Association's strategic plan, with initiation of a process:

- i. to renew the plan starting in January 2019;
- ii. involving consultation and engagement of attendees at the Association's 2019 Annual Congress,
- iii. that will be submitted to the Association's Board of Directors for approval at the Association's quarterly meeting in September of 2019;

Yes	<input type="checkbox"/>
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Evaluation of services provided to CSBA by _____) 7

No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

c) Ensure that the Association's strategic plan includes future achievement measures (eg # social media hits or mentions, increased attendees at Congress, etc);

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

d) Implement the communications strategy developed by the Association's members in 2018;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

e) Establish a regular reporting cycle of the Contractor's activities and outreach;

Evaluation of services provided to CSBA by _____) 8

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

f) Develop and establish a plan for regular liaison with the Executive Directors of each of the Association's members;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

g) Complete a review the Association's budget and finances with submission of recommendations to balance the budget and maximize revenues during the Fiscal Periods ending 31 March 2019 and 2020;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

h) Establish a framework for detailed reporting of the Association's financial status at every meeting of the Association's Board of Directors;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

i) Complete a review of the Association's audit and accounting needs and costs;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

j) Complete the Association's Governance framework as formerly commenced by Pynch-Worthylake Consulting;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>

Don't know/uncertain

k) Develop and initiate a political advocacy agenda and action plan;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

l) Establish an ongoing practice for review of national and provincial legislative developments to identify implications for members and opportunities to advance advocacy through the Association;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

m) Develop messaging on the value of membership with the Association, in order to support growth in membership;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
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Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

n) Explore possibilities and opportunities for alternative funding and revenue generation in support of the operations of the Association;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

o) Consider new promotional activities in support of the Association, including but not limited to the establishment of a national award involving CMEC or the Office of the Prime-Minister of Canada for presentation at the Association's Annual Congress;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

p) Explore opportunities for the publication of a regular Association newsletter or magazine.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>
Service deferred by mutual agreement	<input type="checkbox"/>

When providing this service, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

3) SERVICE STANDARDS

During performance of the above key and first year Service requirements and outcomes, did the Contractor demonstrate an ongoing ability to deliver Services with regard to the following Service standards:

- a) **Strategic Orientation** – the ability to translate strategic direction, vision, mission and values of the organization into effective and efficient strategies and policies;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

And in keeping with this standard, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

- b) **Building Organizational Community** – provide active support for cooperation and building positive relationships with the Association's stakeholders and members;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

And in keeping with this standard, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

- c) **Accountability** – ensure timely Service delivery to move achievable goals forward with clear accountability for Service results and outcomes, while working independently;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

And in keeping with this standard, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

d) **Innovation** – regard for seeking opportunities for creative and continuous improvement that involves collaborating with the Association's stakeholders;

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

And in keeping with this standard, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>

e) **Indigenous Relations** – the ability to work respectfully, knowledgeably and effectively with Indigenous people and with regard to Indigenous perspectives.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

And in keeping with this standard, the Contractor:

Exceeded expectations	<input type="checkbox"/>
Met expectations	<input type="checkbox"/>
Did not meet expectations	<input type="checkbox"/>
Don't know/uncertain	<input type="checkbox"/>