SERVICE COMMITMENT

Document Control

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Document Title: Office of Institutional Planning & Analysis (OIPA) Service Commitment

Period of Agreement: May 1, 2026 to April 30, 2027

Department/Unit: Office of Institutional Planning & Analysis (OIPA)

Service Commitment Overview

Reporting to the Office of the Provost and Vice-President Academic, the Office of Institutional Planning and Analysis (OIPA) supports the University to better enable informed decision making by providing effective planning, expert analysis, research and advice, and guided access and interpretation to high-quality institutional data.

The key service areas are:

- Data & Analytics Governance
- Institutional Reporting and Analysis
- Integrated Resource Planning & Accountability
- Strategic Intelligence & Predictive Analytics
- Data Requests

OIPA provides services to Faculties, divisions and units.

Scope of Service

The Office of Institutional Planning and Analysis (OIPA) provides the university with comprehensive data, analysis, planning support, and strategic insights to enable evidence-based decision-making. Its scope of service includes overseeing data governance and data quality, producing institutional reporting for internal planning and external accountability, supporting integrated resource planning, conducting strategic enrolment forecasting, performing survey and market research, and delivering predictive analytics and strategic intelligence. Through these functions, OIPA helps align academic priorities, resources, and university-wide strategies while ensuring stakeholders have reliable, accessible, and actionable institutional data.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Data & Analytics Governance	OIPA is responsible for the University's data governance function, including implementation of the Institutional Data and Analytics Strategy, and the development of data policies, procedures, and frameworks.	• Data Governance & Data Management • Institutional Data & Analytics Strategy • Data Policies, Procedures, and Framework
Institutional Reporting and Analysis	OIPA researches and analyzes data for the institution about students, Faculty, staff, government funding	• Rankings Submissions • Government Reporting • Interactive Dashboards

	and policies and is also responsible for reporting to government and external agencies.	• Cyclical Program Reviews • Data Requests • Strategic Enrolment Management • Institutional Data
Integrated Resource Planning & Accountability	OIPA supports the implementation of the University's Integrated Resource Planning (IRP) Framework which help support the University's planning efforts.	• Integrated Resource Planning (IRP) Framework • Implementation of Envisio.York University's new Integrated Planning and Assessment Tool • Strategic Mandate Agreement (SMA)
Strategic Intelligence & Predictive Analytics	OIPA provides objective, accurate and timely strategic enrolment planning, management and resource planning information, analyses and strategies across the University.	• Strategic Enrolment Planning and Management • Budgeting Process • Institutional Surveys • Market Research • Foresight Analysis • Predictive Analytics • Impact Evaluation
Data Requests	OIPA provides a centralized ticketing system for data and analytic requests, encompassing all service areas provided to Faculties and divisions.	• Ad hoc, Cyclical and project based data requests

Additional Metrics Specific to Each Faculty/Division/Unit

Number of users of the Instutitonal Data Hub

Percentage of data requests completed in <10 business days

Number of Faculty and Staff in the Data and Analytics Community of Engagment Sessions (annual)

Community Sentiment: Data and Analytics Community of Engagment

General Contact Information

To reach the Office of Institutional Planning and Analysis, click here.

Service Commitment Review and Renewal

The service renewal and review will be performed annually and will align with budget approval. Any review will consider the needs of the community and will align with the Universities academic and strategic priorities. We will align our service quality with the resources available to ensure we meet the institution's needs.