Evaluation of the Computers for Schools Plus (CFS+) and Computers for Schools Intern (CFSI) Programs

Audit and Evaluation Branch
Senior Management Committee – March 2023

Management Response and Action Plan

The findings and recommendations for the Evaluation of the CFS+ and CFSI programs were provided to the Connected Canada Branch (CCB) of the Spectrum and Telecommunications Sector at ISED. Management has been consulted and agrees with the findings included in this report and will take action to address all applicable recommendations by September 30, 2024.

Recommendation	Planned Action on the Recommendation	Responsible Official	Target Completion
Recommendation 1: *Performance* ISED Connected Canada Branch, Spectrum Telecommunications Sector should implement approaches to enhance the consistency of data submitted by CFS+ Affiliates. The availability of consistent and complete data for CFS+ in the areas of donor types, contributions, and device distribution by socioeconomic group would ensure progress against CFS+ expected outcomes and position the program to continue responding to the evolving technology needs of Canadians.	**Connected Canada Position:** The Spectrum Telecommunications Sector agrees with the recommendation. The Sector acknowledges the need to enhance the consistency of data submitted by CFS+ Affiliates. As a result, the Sector will work on its internal tools and practices to ensure integrity of data and consistency in the collection of information. **Connected Canada Management Response:** To help improve data collection consistency, CCB will hold training sessions for CFS+ Affiliates to demonstrate how to properly complete the data collection templates and explain the category definitions in all the reporting categories. The training sessions will be delivered, and data collection consistency will be discussed at the annual meeting that will take place in Fall 2023. In addition, a data dictionary will be discussed at the annual meeting and created by January 30, 2024, as a centralized repository of information (e.g., category definitions, user guide, etc.) to which CFS+ Affiliates can refer to ensure that they provide accurate and consistent data. The program will undertake an analysis of the data collected up to March 31, 2024, identify improvements and gaps, and include these results as part of its annual report.	Director General, Connected Canada Branch Program Director Program Director Program Director DG, CCB	 Affiliate Training October 31, 2023 Annual Meeting Discussion October 31, 2023 Data Dictionary January 30, 2024 Annual Report September 30, 2024

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Recommendation 2: *Efficiency* ISED Connected Canada Branch should investigate further opportunities to increase donor contributions and partnerships to meet program needs, expand the reach of the CFS+ program, and support operational efficiencies for CFS+ Affiliates.	**Connected Canada Position:** The Spectrum Telecommunications Sector agrees with the recommendation. The Sector acknowledges that the increase in donor contribution and partnerships will expand the program's reach. As a result, the Sector will continue to seek donor contributions from federal government departments by raising awareness of the *TB Directive on the Management of Materiel* among government procurement and materiel management professionals. It will also continue to seek donations from the private sector through such initiatives as the CEO pledge and explore expanding the reach of the program through leveraging other programs, such as the Connecting Families Initiative. **Connected Canada Management Response:** CCB will increase donor contributions from federal government departments by participating in Canadian Institute for Procurement and Materiel Management (CIPMM) events to raise awareness among government procurement and materiel management professionals of the TB Directive on the Management of Materiel, which gives CFS+ the first right of refusal for devices, as well as by further engaging with government departments. CIPMM events take place several times a year. The next national CIPMM event will take place from June 6 to 8, 2023, in Ottawa, and CCB will be presenting the program. CCB will also work with CFS+ Affiliates, in particular Computers for Success Canada, to increase donations through the CEO pledge, which brings in donations from the private sector. CCB will also increase donations by promoting the CFS+ program's significant impact on eliminating e-waste, supporting youth in developing digital skills, and improving the lives of those most in need of refurbished devices. An event to mark the program's 30th anniversary, planned for fall 2023, will be an opportunity to promote the program and increase donations. A formal discussion will be conducted at the CFS+ annual meeting in fall 2023 to further assess the needs, including budgetary, of program affiliates. CCB and the affiliates will work together to develop a plan to promote partnerships that support the operational efficiency of CFS+ Affiliates. Implementation of the plan will follow, and progress will be reviewed at bi-monthly meetings. The program is currently working on expanding its reach by leveraging the Connecting Families Initiative. A pilot will be launched in summer 2023. After assessing the impact of this partnership, a broader roll-out is planned for Q4.	Director General, Connected Canada Branch Program Director Program Director Program Director DG, CCB DG, CCB	 Conference Presentation June 6-8, 2023 30th Anniversary promotion Fall 2023 Discussion Fall Meeting October 31, 2023 Pilot Launch September 1, 2023 Assessment of Pilot March 31, 2024