



## Indicator 1



**100%**

SGR practices are used to review/evaluate every initiative

## Indicator 2



**89%**

Strategic priority projects and initiatives follow project management processes

## Indicator 3



**days**  
NS grad: 3.7  
CFTA: 4.05  
LPN IEN: 12  
RN IEN: 20

Average time to approve and process a registration request: NS grad, IEN, CFTA

## Indicator 4



**100%**

Projects/initiatives are assessed through the risk management framework

## Indicator 5



**100%**

Response time to Live-Chat inquiries

## Indicator 6



**progress to plan**

Committed to continuous education in diversity & inclusion through the NSCN road map

## Indicator 7



**1.4 days**

Average days for receipt of complaint to be acknowledged

## Indicator 8



**1 day**

Average days to submit decision to Complainant and Respondent once the Committee render decision

## Indicator 9



**progress to plan**

Monthly financial reviews demonstrate responsible stewardship of its financial resources