

Private Career College
Key Performance Indicator Operating Procedure
2017 Reporting Cycle

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Ministry of Advanced Education and Skills Development

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1. Purpose

Private Career College Key Performance Indicator Operating Procedure for the 2017 Reporting Cycle (“Procedure”) is designed to provide guidance to the Ontario’s private career colleges (“PCC”) on the 2017 key performance indicators (“KPI”) reporting cycle.

2. Legal authority

PCCs must comply with the requirements set out in this Procedure pursuant to the following legal and policy frameworks:

- Under section (53) (1) (a) of the [Private Career Colleges Act, 2005](#) (“PCCA”), the Superintendent of Private Career Colleges (“Superintendent”) has the authority to set KPIs for vocational programs and govern publication of information on these KPIs by the PCCs;
- Sections 36.1 and 36.2 of [Ontario Regulation 415/06](#) under the PCCA set out the information that PCCs must provide to the Superintendent to enable the calculation and publishing of KPIs;
- [PCCA Policy Directive #11, Private Career College Key Performance Indicators and Performance Objectives](#) establishes KPIs and related accountability requirements for the PCC sector.

3. KPI service provider to the Ministry

Following a competitive procurement process, the Ministry of Advanced Education and Skills Development (“Ministry”) retained services of Forum Research Inc. (“Forum”) to conduct the following 2017 KPI reporting cycle-related activities:

- Coordinate PCC KPI reporting cycle;
- Develop and manage secure web-based KPI data file upload mechanism;
- Collect KPI data files from PCCs;
- Provide KPI help desk support to PCCs;
- Conduct data quality assurance and control activities and work with PCCs to resolve data quality issues;
- Develop PCC graduate and employer surveys;
- Conduct PCC graduate and employer surveys;
- Calculate PCC KPIs; and
- Provide KPI calculation results to the Ministry and PCCs.

4. Key PCC information and contacts for the 2017 KPI reporting cycle

Information about 2017 PCC KPI reporting cycle, including guides, templates, frequently asked questions, KPI portal login and password reset can be found on the [PCC KPIs Website](#).

PCCs must direct all questions related to KPI data collection, upload, audit, and graduate and employer surveys to Forum Research helpdesk at 1-866-206-7660 or pcckpi@forumresearch.com.

PCCs must direct all KPI policy-related questions to pcckpi-policy@ontario.ca.

5. PCC KPIs

[PCCA Policy Directive #11, Private Career College Key Performance Indicators and Performance Objectives](#) establishes the following KPIs for the PCC sector:

KPI #	Key Performance Indicator	KPI Definition
1	Graduation Rate	The percentage of students who enrolled in a vocational program and who successfully graduated from that program within the allowed period of time
2	Graduate Employment Rate	The percentage of graduates of a vocational program in the labour force who were employed during a defined period of time following graduation
3	Graduate Employment Rate in the Field of Study	The percentage of graduates of a vocational program in the labour force who were employed in a field related to their training during a defined period of time following graduation
4	Graduate Satisfaction Rate	The percentage of graduates of a vocational program who perceived that their PCC experience was useful to them in achieving their goals after graduation during a defined period of time following graduation
5	Employer Satisfaction Rate	The percentage of employers who indicate that they are satisfied with the graduate's overall PCC preparation during a defined period of time following the graduate's graduation date

KPI #1 is calculated based on the enrolment and graduate data reported by the PCCs.

KPIs #2 - #5 are calculated based on the results of the graduate outcomes and employer satisfaction surveys administered by Forum.

6. KPI process: parties' roles and responsibilities

The Ministry

- Oversee the KPI-related activities and provide policy support;
- Provide results of KPI calculation to the PCCs;
- Publish KPI report on the Ministry's website;
- Revise the Procedure and Audit Guideline, as required; and
- Use KPI results for the sector coordination, planning, and policy-making;

KPI Vendor

- Develop and manage a web-based portal that would enable:
 - Secure portal access for the PCCs and their auditors;
 - Secure upload and storage of the PCC student data files;
 - Quality control of the uploaded data;
 - Timely notification of the PCCs and their auditors on data quality and data file readiness for audit;
 - Secure upload and storage of the PCC student data audit reports;
- Manage PCC student data file upload process;
- Conduct the Graduate Outcomes and Employer Satisfaction surveys;
- Analyze enrolment and graduate data and calculating KPIs;
- Providing preliminary and final KPI reports to the ministry and PCCs; and
- Estimate KPI costs.

PCC

- Appoint a Key PCC Contact and a Contact for Graduates and Employers;
- Prepare and upload enrolment and graduate PCC student data files;
- Correct student data file errors, as identified by the automated portal checker and/or auditor and upload revised data file;
- Engage a licensed public accountant to conduct an audit of the data files;
- Inform the Ministry and Forum of any PCC changes related to the KPI initiative;
- Inform PCC staff, students, graduates, and employers about the KPI process;
- Publish final KPI results on the PCC's public website.

7. KPI Process: PCC Staffing Requirements

PCCs are required to designate members of their staff as 1) a Key PCC KPI Contact and 2) a Contact for Graduates and Employers; both roles can be designated to one individual. PCCs must also designate a member of their staff who would carry out the responsibilities of the Key PCC Contact when they are unavailable.

Names, contact information and role of each staff member identified above must be provided to Forum.

Responsibilities of the Key PCC KPI Contact

Key PCC Contact should have an in-depth understanding of the KPI collecting and reporting process, and:

- Act as the Ministry's and Forum's point of contact for the KPI initiative
- Inform PCC staff, students, graduates, and employers about the initiative.

Key PCC Contact is responsible for:

- Preparing and submitting of the enrolment and graduate data files for each term;
- Making revisions to the enrolment and graduate data files;
- Identifying alternative phone numbers for hard-to-find graduates;
- Distributing survey data reports within the PCC;
- Updating the PCC auditor's contact information in a timely manner;
- Ensuring the auditor's reports are submitted on time and in accordance with the prescribed requirements;
- Ensuring that all KPI invoices are paid within 30 days; and
- Advising the Ministry and Forum of any changes to the PCC's KPI contact information.

8. PCCs that must submit student enrolment and graduate data files

All PCCs must submit student enrolment and graduate data files for 2017. PCC that were registered or opened a new campus after April 30, 2016 must submit data files for the PCC or the new campus for both 2016 and 2017.

9. Preparing student enrolment and graduate data files

To enable upload of PCC student enrolment and graduate data files, administration of graduate and employer surveys and proper calculation of KPIs, PCCs must prepare student and graduate data files in accordance with the rules outlined below.

For the purposes of student data reporting, each student is considered to have enrolled (started training) or graduated during a winter, summer or fall term as specified in the table below. Student enrolment and graduate data file must be prepared for each term.

Term	2017 Enrolment or Graduation Date
Winter	January 1 – April 30
Summer	May 1 – August 31
Fall	September 1 – December 31

Student enrolment data file

1. Student enrolment file template

Student enrolment data file must be prepared using the 2017 enrolment file template that can be downloaded from the [PCC KPIs Website](#). When populating the template, PCCs must ensure that all PCC, campus and vocational program information is identical to that in the Registration Information for Career Colleges system (“RICC”) or in the system that is prescribed by the Superintendent to be used instead of RICC (“Other system”). See appendices A1 and A2 for instructions on completing enrolment data file template.

2. Students whose information is to be included in the enrolment data file

Enrolment data file for a term must include information about each student who:

- Was enrolled into a PCC’s vocational program during that term; and
- Has not withdrawn from the vocational program within a period that is calculated as the lesser of 25% of the program duration and 8 weeks.

Student graduate data file

1. Student graduate data file template

Student graduate data file must be prepared using the 2017 graduate file template that can be downloaded from the [PCC KPIs Website](#). When populating the template, PCCs must ensure that all PCC, campus and vocational program information is identical to that in RICC or Other system. See appendices B1 and B2 for instructions on completing graduate data file template.

2. Students whose information is to be included in the graduate data file

Graduate data file for a term must include information about each student who:

- Completed all vocational program requirements and graduated from a PCC's vocational program during that term; and
- Graduated within the period equal to two times the approved program duration (in weeks) from the date of enrolment into the vocational program.

Note that:

- Students who transferred between vocational programs within the same PCC (legal entity) will not be considered non-graduates of the program they originally enrolled in; rather, they will be considered graduates of the program they transferred into;
- Students who transferred between vocational programs in two different legal entities will be considered to have not graduated; and
- Students who did not graduate within the period equal to two times the approved program duration (in weeks) from the date of enrolment into the vocational program will be considered to have no graduated.

Data quality

To enable successful upload of student enrolment and graduate data files, PCC must ensure that:

- All mandatory fields in student enrolment and graduation file templates are populated;
- If graduate and enrolment data files contain the same data fields, information in these fields is identical;
- Data field width, permitted values, range of values, characters and format match the requirements set in appendices A1, A2, B1 and B2.

10. Uploading student data files

To enable administration of graduate student and employer surveys, as well as calculation of sector KPIs, PCCs must upload their enrolment and graduate data files on the secure web portal managed by Forum.

Upload timelines

PCC must upload employment and graduate data files three times a year. The table below provides information on the timelines for each data upload, as well as the corresponding enrolment/graduation term for which the data is to be uploaded.

Upload #	PCC's Enrolment/Graduation Term	Upload timeline
1	<ul style="list-style-type: none"> All PCCs - Winter (Students who enrolled/graduated between January 1 and April 30, 2017) PCCs that were registered or opened a new campus after April 30, 2016 must also upload all 2016 enrolment/graduation data for the PCC/new campus 	November 6 - 30, 2017
2	Summer (Students who enrolled/graduated between May 1 and August 31, 2017)	November 6 – December 29, 2017
3	Fall (Students who enrolled/graduated between September 1 and December 31, 2017)	February 1 – March 31, 2018

See appendix E for detailed timelines of the 2017 PCC KPI reporting cycle.

A PCC that fails to upload student data files within specified above timelines may be found non-compliant with the regulatory requirements under PCCA and to be subject to progressive compliance measures. Such PCC may also experience lower graduate survey completion rates, which will impact its KPIs.

KPI portal registration

To register on Forum’s KPI portal, thus enabling submission of student enrolment and graduate data files, PCCs should follow steps outlined in the table below.

Step	Description
<p>Login to Forum’s KPI portal with PCC’s Primary Login (Org. ID).</p>	<ul style="list-style-type: none"> • If a PCC’s Head Office Contact information is outdated, update it in RICC/Other system. • Forum will create a new Primary Account User login for the PCC based on the information in RICC/Other system. PCC’s username will be its six-digit RICC Organization ID which starts with a “2”. • Forum will send the PCC’s primary login information – a link to the portal, username, and a temporary password – to the Head Office Contact email address as recorded in RICC/Other system. • Once you login with your temporary password, you will be asked to change it. Note: the password can be changed at any time. • If you no longer have access to the email with your login information, use the reset password link. • If you do not receive an email with your login information or require further assistance, contact Forum at pcckpi@forumresearch.com.
<p>Verify PCC’s Primary Account User</p>	<ul style="list-style-type: none"> • After logging in to the Forum portal, you must verify the name and email of your PCC’s Primary Account User: the person who will oversee KPI reporting requirements at your PCC. • Your Primary Account User does not have to be the person responsible for uploading files (see below).
<p>Create Secondary Account Users to upload campus data (optional)</p>	<ul style="list-style-type: none"> • Two options: (1) the Primary Account User can upload the enrolment/graduate files for all PCC’s campuses, or (2) assign Secondary Account Users: one person at each campus who is responsible for its enrolment/graduate file uploads. Secondary Account Users can be modified or deleted at any time.

Upload process

PCCs are required to upload their enrolment and graduate student data files for a specific term by logging in the KPI portal on the [PCC KPIs Website](#). PCCs that were registered or opened a new campus after April 30, 2016 must upload data files covering all terms going back to the date these PCCs/campuses first started operating.

Data files must be uploaded in a chronological order, as the graduates will only be accepted into the system if they can be matched to the previously uploaded entrants. If no students enrolled in or graduated from a PCC's vocational program during a term, the PCC must upload a file that includes only the column headers.

During the upload to the KPI portal, student data files will be automatically checked for data quality and integrity. If no errors are found during the upload, the PCC's auditor (see the next section) will be provided a file reference number and a web link from which the file can be securely downloaded for auditing. If errors are found during the upload, the PCC must make necessary changes and upload the modified file.

Note that student data files for a specific term may be uploaded or re-uploaded only within the specified above upload timeline for that term.

11. Audit of student data files

Student data files submitted by PCCs must be audited in accordance with the requirements set in the PCC KPI Audit Guideline for the 2017 KPI Reporting Cycle (to be issued by spring of 2018). To conduct an audit, PCCs must engage a licensed public accountant in the province of Ontario, as defined in the [Public Accounting Act, 2004](#).

If the auditor finds errors in the student data files submitted by a PCC, the PCC must:

- Correct all student data file errors; and
- Upload the modified student data files on the secure KPI portal.

The auditor must then review the newly uploaded data files and, if no data files contain errors, submit final audit report.

12. Graduate student and employer surveys

Purpose of the surveys

Four out of five KPIs established in [PCCA Policy Directive #11, Private Career College Key Performance Indicators and Performance Objectives](#) (KPIs #2 – #5) are calculated based on the results of:

- The graduate outcomes survey (see appendix C); and
- The Employer satisfaction survey (see appendix D).

The graduate outcomes survey will target all graduate students whose information was submitted by PCCs in the graduate student data files during the 2017 KPI reporting cycle. The survey will aim to measure graduate outcomes approximately 6 months after graduation.

The employer satisfaction survey will target employers of those graduates who consented to having their employers contacted with the survey.

Survey timelines

During the 2017 KPI reporting cycle, PCC graduates and their employers will be surveyed during the times outlined in the table below:

Survey window #	Survey Population	Survey timeline
1	<ul style="list-style-type: none"> • All PCCs - Winter (students who graduated between January 1 and April 30, 2017) • Students of PCCs that were registered or opened a new campus after April 30, 2016 • PCC graduates' employers (subject to consent) 	December 1, 2017 - January 31, 2018
2	<ul style="list-style-type: none"> • Summer (students who graduated between May 1 and August 31, 2017) • PCC graduates' employers (subject to consent) 	February 1 – June 30, 2018
3	<ul style="list-style-type: none"> • Fall (students who graduated between September 1 and December 31, 2017) • PCC graduates' employers (subject to consent) 	June 1 – October 31, 2018

Communicating to students, graduates and employers about the surveys

Publicly available PCC KPI reports may be used by:

- The Superintendent to inform sector policy decisions;
- PCCs to demonstrate their achievements and to identify what changes to make to better meet the needs of students and employers; and
- Potential students and their employers when selecting in what PCC to enrol or graduates of what PCC to hire.

Therefore, it is essential that PCCs inform their students about the upcoming survey and encourage them to participate in the survey.

Informing students, graduates, and employers about the surveys should be done in an impartial manner to avoid compromising the validity and reliability of the data. PCCs must not deliberately or inadvertently bias the survey results by redefining the response scale, encouraging the selection of one response over another, or making leading statements.

Helping Forum locate hard-to-find graduates

When conducting the graduate outcomes survey, Forum may experience difficulty locating certain graduates. To help improve survey response rates, PCCs are required to help Forum obtain alternative telephone numbers for such graduates.

The up-to-date list of hard-to-find graduates can be found by login into the PCC account on the [PCC KPIs Website](#). PCCs are to provide new graduate phone numbers as soon as they become available. The list of hard-to-find graduates is posted by date of initial listing, thus allowing PCCs to see if any new listings have been added since the list was last checked.

13. PCC billing for the 2017 KPI reporting cycle

At the end of the 2017 KPI reporting cycle, each PCC will be billed on the cost recovery basis. PCC should expect to pay approximately \$25-\$30 for each completed survey; which amount includes the per-unit survey cost, as well as the cost associated with the PCC's share of costs of calculating KPIs and producing reports.

14. KPI reports

Information protection and use of collected data

The data collected in the course of conducting the surveys will be used only for the purpose of calculating and publishing PCC sector KPIs.

PCC KPI reports will contain only aggregate and anonymized data. Information for categories that include five or fewer individuals will not be published.

Preliminary KPI reports

PCCs will receive from Forum preliminary survey results for each survey window; the KPIs will be provided at the PCC, campus and program levels.

Preliminary survey reports will contain the number of graduates and employers who were contacted and completed the graduate outcomes and employer satisfaction surveys. The reports will also summarize survey responses for the survey populations (e.g., completes, incompletes, refusals, etc.). If a PCC reported no graduate student data reported for a given term, preliminary survey report for that term will not be provided.

Note that the Graduation Rate KPI is not survey-based and will be calculated only at the end of the 2017 reporting cycle.

Final KPI reports and their publication

At the end of the 2017 KPI reporting cycle:

- The Ministry will publish final KPI reports at the time and in the manner prescribed by the Superintendent; and
- PCCs will receive final KPI results and publish these results at the time and in the manner prescribed by the Superintendent.

Appendix A1. Populating enrolment data files

Note: data file items marked * will be automatically checked during the upload.

Note: for students enrolled in more than one vocational program during a specific term, report each program separately.

***A.1 Organization ID:** Enter the standard six-character PCC abbreviation as defined in RICC system or in the system that is prescribed by the Superintendent to be used instead of RICC ("Other system").

***A.2 PCC ID:** Enter the same six-character PCC ID as in RICC/Other system.

A.3 Operating Name: Enter the same as in RICC/Other system.

A.4 Legal Name: Enter the same as in RICC/Other system.

***A.5 OSAP Institution Code:** Enter the four-character OSAP code as defined in RICC/Other system.

B.1 Student ID: PCCs must assign unique student identification number for every student of its vocational program and maintain this number for this student from enrolment to graduation. Use the same number if a student enrolls in more than one vocational program at the PCC. Each student identification number must be 15 characters or less. Should a PCC not currently use a student identification system, one must be developed in accordance with this Procedure.

C, D. Permanent and local addresses: Separate the apartment and street address and the city and province code. Use standard two-letter Canada Post and United States Postal Service codes for provinces and states (e.g., ON, FL, BC, etc.).

E. Telephone numbers: Enter phone numbers as described below:

- Do not include hyphens, parentheses, or blank spaces;
- For North American phone numbers, enter 10 digits: the three-digit area code and the seven-digit local code (e.g., XXXXXXXXXX);
- Telephone numbers for other countries are to include "011" and the country code, the routing code, and the local number. (e.g., 011XXXXXXXXXX)

F.1 Date of birth: Enter the date of birth in the following format: YYYYMMDD.

F.2 Study Visa: Enter **Y** if the student is a study visa recipient; otherwise, enter **N**.

F.3 Gender: Enter **M** for Male, **F** for Female and **U** for Unknown.

F.4 Language spoken: Enter student's first language as follows: **E** for English, **F** for French and **O** for Other.

F.5 Accommodation required: Enter type of survey accommodations required by the student as follows: **S** for Sight-related, **H** for Hearing-related and **N** for None/Other.

G.1 OSAP Funding: Enter **Y** if the student is partially or completely OSAP-funded; otherwise, enter **N**.

G.2 Funding Status: Enter **I** for International, **S** for Second Career, **W** for Workplace Safety and Insurance Board, **N** for Aboriginal, **L** for Self-Funded, **O** for 100% OSAP Funded, **T** for Third-Party Funded, or **P** for Other. If the student receives funding from multiple sources referenced above, enter the primary non-OSAP funding source. Enter **L** for "Self-Funded" if the student does not receive funding from non-OSAP sources.

H.2 Enrolment term: Enter **W** for students who enrolled in the winter term (January 1 – April 30), **S** for students who enrolled in the summer term (May 1 – August 31), or **F** for students who enrolled in the fall term (September – December 31).

Section I: Enter program name and details, exactly as included in RICC/Other system.

I.5 Work Integrated Learning: Enter **PR** if RICC/Other system indicate that the program has a practicum or placement; otherwise, enter **NO**.

K. Internal and External email address: Enter student's external (recommended) and internal (optional) email addresses. If a graduate cannot be reached by telephone during a graduate outcomes survey window, Forum will e-mail graduates requesting a telephone number where they can be reached.

M. Transfer Students: If a student has transferred from one vocational program and into another within the same legal entity, enter **Y** in M.1 and include the name of the program the student transferred from in M.2. If the student is not a transfer student, leave M.1 and M.2 blank.

Appendix A2. Formatting enrolment data files

Enrolment Data File Field Mandatory sections: A-C, E-I and K Optional sections: D, J Other sections: M (populate where applicable)	Number of characters	Checking
<u>Section A: PCC ID (all fields mandatory)</u>		
A.1 Organization ID (as in RICC/Other system)	6	AESD file
A.2 PCC ID (as in RICC)	6	AESD file
A.3 Operating Name (as in RICC/Other System)	80	-
A.4 Legal Name (as in RICC)	80	-
A.5 OSAP Institution Code (as in RICC/Other system)	4	AESD file
<u>Section B: Entrant/Graduate ID (all fields mandatory)</u>		
B.1 Student ID (unique, mandatory, grad data file match) ^{1,2}	15	Unique
B.2 Family Name (grad data file match)	40	Min. 1 char
B.3 Given Name (grad data file match)	40	Min. 1 char
<u>Section C: Permanent address (all fields mandatory except apartment number)</u>		
C.1 Permanent apartment number	5	-
C.2 Permanent street address	35	Min. 1 char
C.3 Permanent town/city	30	Min. 1 char
C.4 Permanent province/state (list)	2	Country based
C.5 Permanent postal/zip code (ananan)	10	Country based
C.6 Permanent country (CA, US, OT)	2	CA, US, OT
<u>Section D: Local address (optional)</u>		
D.1 Local apartment number	5	-
D.2 Local street address	35	-
D.3 Local town/city	30	-
D.4 Local province/state (list)	2	Country/blank
D.5 Local postal/zip code (ananan)	10	Country/blank
D.6 Local country (CA, US, OT)	2	CA, US, OT

Enrolment Data File Field Mandatory sections: A-C, E-I and K Optional sections: D, J Other sections: M (populate where applicable)	Number of characters	Checking
<u>Section E: Telephone numbers (one number mandatory, 10 digits min)</u>		
E.1 Permanent phone number	15	Min. 10 digits
E.2 Local phone number	15	-
E.3 Other phone number	15	-
E.4 Cellphone	15	-
<u>Section F: Demographics (all fields mandatory)</u>		
F.1 Birth Date (yyyymmdd) (used for grad data file match)	8	yyyymmdd
F.2 Study Visa (Y/N)	1	Y, N
F.3 Gender (Male, Female, Unknown)	1	M, F, U
F.4 Language spoken (English, French, Other)	1	E, F, O
F.5 Accommodation required (Sight-related (S), Hearing-related (H), None/Other (N))	1	S,H, N
<u>Section G: Funding Status (all fields mandatory)</u>		
G.1 OSAP funding (Y, N)	1	Y, N
G.2 Funding status (Valid codes I, S, W, L, N, O, T, P)	1	I, S, W, L, N, O, T, P
<u>Section H: Program start date (all fields mandatory) (only those exceeding Grace Period reported)</u>		
H.1 Program start year (yyyy)	4	yyyy format
H.2 Program start term (S, F, W)	1	S,F,W format
H.3 Program start month and day (mmdd)	4	mmdd format
<u>Section I: Program of instruction (each program; all fields mandatory)</u>		
I.1 Approved program name (as in RICC)	105	AESD file
I.2. Program duration HH (hours, as in RICC/Other system) ³	4.2	nnnn.dd
I.3 Program duration WK (weeks, as in RICC/Other system) (3.2) (nnn.dd) ⁵	3.2	AESD file

Enrolment Data File Field	Number of characters	Checking
Mandatory sections: A-C, E-I and K Optional sections: D, J Other sections: M (populate where applicable)		
I.4 Program format (FT, PT, FT/PT, as in RICC/Other sys.)	5	FT, PT, FT/PT
I.5 Work integrated learning (as in RICC – Practicum (PR), No Practicum (NO))	2	PR, NO
I.6 Campus postal code (ananan)	6	ananan
<u>Section J: College program of instruction info (all fields optional)</u> ⁴		
J.1 Program name (as referred to by the PCC)	40	-
J.2.College program code (if available)	15	-
J.3 College division/school/faculty (if available)	15	-
J.4 Campus location code (if available)	15	-
<u>Section K: E-mail addresses (external address is recommended</u> ⁵ , <u>internal address is optional)</u>		
K.1 External e-mail address (mandatory)	40	@ character
K.2 Internal e-mail address (optional)	40	-
<u>Section M: Transfer Students (all fields mandatory)</u>		
M.1 Transfer status (Y = yes, N/ blk = no)	1	Y, N/blk
M.2 Name of program transferred from (as in RICC, blk)	105	AESD file, blk

¹ A unique student number is required to match students in enrolment and graduate files. If a PCC does not assign student numbers, a unique number is to be assigned to each student using any numbering system. PCCs are to provide the same number in the graduate data file when the student graduates.

² Only de-identified data will be returned to each PCC.

³ This field must include two decimals after the comma.

⁴ This section is optional, but if provided, it will allow Forum to report back to each PCC their results by program name, program code, division/school/faculty and campus location. These breakdowns are not required for KPI reporting purposes and will not be provided to the Ministry.

⁵ This field is recommended, as it will help Forum contact hard-to-find graduates.

Appendix B1. Populating graduate data files

Note: data file items marked * will be automatically checked during the upload.

Note: for students graduating from more than one vocational program during a specific term, report each program separately.

***A.1 Organization ID:** Enter the standard six-character PCC abbreviation as defined in RICC system or in the system that is prescribed by the Superintendent to be used instead of RICC ("Other system").

***A.2 PCC ID:** Enter the same six-character PCC ID as in RICC/Other system.

A.3 Operating Name: Enter the same as in RICC/Other system.

A.4 Legal Name: Enter the same as in RICC/Other system.

***A.5 OSAP Institution Code:** Enter the four-character OSAP code as defined in RICC/Other system.

B.1 Student ID: PCCs must assign unique student identification number for every student of its vocational program and maintain this number for this student from enrolment to graduation. Use the same number if a student enrolls in more than one vocational program at the PCC. Each student identification number must be 15 characters or less. Should a PCC not currently use a student identification system, one must be developed in accordance with this Procedure.

C, D. Permanent and local addresses: Separate the apartment and street address and the city and province code. Use standard two-letter Canada Post and United States Postal Service codes for provinces and states (e.g., ON, FL, BC, etc.).

E. Telephone numbers: Enter phone numbers as described below:

- Do not include hyphens, parentheses, or blank spaces;
- For North American phone numbers, enter 10 digits: the three-digit area code and the seven-digit local code (e.g., XXXXXXXXXX);
- Telephone numbers for other countries are to include "011" and the country code, the routing code, and the local number. (e.g., 011XXXXXXXXXX)

F.1 Date of birth: Enter the date of birth in the following format: YYYYMMDD.

F.2 Study Visa: Enter **Y** if the student is a study visa recipient; otherwise, enter **N**.

F.3 Gender: Enter **M** for Male, **F** for Female and **U** for Unknown.

F.4 Language spoken: Enter student's first language as follows: **E** for English, **F** for French and **O** for Other.

F.5 Accommodation required: Enter type of survey accommodations required by the student as follows: **S** for Sight-related, **H** for Hearing-related and **N** for None/Other.

G.1 OSAP Funding: Enter **Y** if the student is partially or completely OSAP-funded; otherwise, enter **N**.

G.2 Funding Status: Enter **I** for International, **S** for Second Career, **W** for Workplace Safety and Insurance Board, **N** for Aboriginal, **L** for Self-Funded, **O** for 100% OSAP Funded, **T** for Third-Party Funded, or **P** for Other. If the student receives funding from multiple sources referenced above, enter the primary non-OSAP funding source. Enter **L** for "Self-Funded" if the student does not receive funding from non-OSAP sources.

H.2 Graduation term: Enter **W** for students who graduated in the winter term (January 1 – April 30), **S** for students who graduated in the summer term (May 1 – August 31), or **F** for students who graduated in the fall term (September – December 31).

Section I: Enter name(s) and details of the program(s) from which the student graduated during the term, exactly as included in RICC/Other system.

I.5 Work Integrated Learning: Enter **PR** if RICC/Other system indicate that the program has a practicum or placement; otherwise, enter **NO**.

K. Internal and External email address: Enter student's external (recommended) and internal (optional) email addresses. If a graduate cannot be reached by telephone during a graduate outcomes survey window, Forum will e-mail graduates requesting a telephone number where they can be reached.

L. Employer information (optional): Colleges may provide employer information for each graduate. This information will be verified with the graduates during the graduate survey and will be used to contact the employers.

Appendix B2. Formatting graduate data files

Graduate Data File Field	Number of characters	Checking
Mandatory sections: A-C, E-I, and K Optional sections: D, J and L		
<u>Section A: PCC ID (all fields mandatory)</u>		
A.1 Organization ID (as in RICC/Other system)	6	AESD file
A.2 PCC ID (as in RICC)	6	AESD file
A.3 Operating Name (as in RICC/Other System)	80	-
A.4 Legal Name (as in RICC)	80	-
A.5 OSAP Institution Code (as in RICC/Other system)	4	AESD file
<u>Section B: Entrant/Graduate ID (all fields mandatory)</u>		
B.1 Student ID (unique, mandatory, grad data file match) ¹	15	Unique
B.2 Family Name (grad data file match)	40	Min. 1 char
B.3 Given Name (grad data file match)	40	Min. 1 char
<u>Section C: Permanent address (all fields mandatory except apartment number)</u>		
C.1 Permanent apartment number	5	-
C.2 Permanent street address	35	Min. 1 char
C.3 Permanent town/city	30	Min. 1 char
C.4 Permanent province/state (list)	2	Country based
C.5 Permanent postal/zip code (ananan)	10	Country based
C.6 Permanent country (CA, US, OT)	2	CA, US, OT
<u>Section D: Local address (optional)</u>		
D.1 Local apartment number	5	-
D.2 Local street address	35	-
D.3 Local town/city	30	-
D.4 Local province/state (list)	2	Country/blank
D.5 Local postal/zip code (ananan)	10	Country/blank
D.6 Local country (CA, US, OT)	2	CA, US, OT

Graduate Data File Field	Number of characters	Checking
Mandatory sections: A-C, E-I, and K Optional sections: D, J and L		
<u>Section E: Telephone numbers (one number mandatory, 10 digits min)</u>		
E.1 Permanent phone number	15	Min. 10 digits
E.2 Local phone number	15	-
E.3 Other phone number	15	-
E.4 Cellphone	15	-
<u>Section F: Demographics (all fields mandatory)</u>		
F.1 Birth Date (yyyymmdd) (used for grad data file match)	8	yyyymmdd
F.2 Study Visa (Y/N)	1	Y, N
F.3 Gender (Male, Female, Unknown)	1	M, F, U
F.4 Language spoken (English, French, Other)	1	E, F, O
F.5 Accommodation required (Sight-related (S), Hearing-related (H), None/Other (N))	1	S,H, N
<u>Section G: Funding Status (all fields mandatory)</u>		
G.1 OSAP funding (Y, N)	1	Y, N
G.2 Funding status (Valid codes I, S, W, L, N, O, T, P)	1	I, S, W, L, N, O, T, P
<u>Section H: Graduation date (all fields mandatory) (only those exceeding Grace Period reported)</u>		
H.1 Program start year (yyyy)	4	yyyy format
H.2 Program start term (S, F, W)	1	S,F,W format
H.3 Program start month and day (mmdd)	4	mmdd format
<u>Section I: Program of instruction (each program from which the student graduated during the term; all fields mandatory)</u>		
I.1 Approved program name (as in RICC/Other system)	105	AESD file
I.2. Program duration HH (hours, as in RICC/Other sys.) ²	4.2	nnnn.dd
I.3 Program duration WK (weeks, as in RICC/Other system) (3.2) (nnn.dd) ²	3.2	AESD file
I.4 Program format (FT, PT, FT/PT, as in RICC/Other s.)	5	FT, PT, FT/PT

Graduate Data File Field	Number of characters	Checking
Mandatory sections: A-C, E-I, and K Optional sections: D, J and L		
I.5 Work integrated learning (as in RICC – Practicum (PR), No Practicum (NO))	2	PR, NO
I.6 Campus postal code (ananan)	6	ananan
<u>Section K: E-mail addresses (external address is recommended, internal address is optional)</u>		
K.1 External e-mail address ³ (recommended)	40	@ character
K.2 Internal e-mail address (optional)	40	-
<u>Section L: Employer (all fields optional)</u> ⁴		
L.1 Employer organization's name	40	-
L.2 Employer suite number	5	-
L.3 Employer street address	35	-
L.4 Employer town/city	30	-
L.5 Employer province/state (list)	2	-
L.6 Employer postal/zip code (ananan)	10	-
L.7 Employer country	2	-
L.8 Supervisor's family name	40	-
L.9 Supervisor's given name	40	-
L.10 Supervisor's title	35	-
L.11 Supervisor's phone number	15	-
L.12 Supervisor' phone extension	7	-

¹ The student number is to match that from the enrolment data files.

² This field must include two decimals after the comma.

³ This field is recommended, as it will help Forum contact hard-to-find graduates.

⁴ This information is requested in order to shorten the survey length for graduates.

Appendix C. Graduate outcomes survey¹

Good evening/afternoon, my name is _____ and I'm calling from Forum on behalf of the Ontario Ministry of Advanced Education and Skills Development. Could I speak to _____ **(NAME FROM LIST)? IF NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK. WHEN YOU HAVE THE RIGHT PERSON, CONTINUE:** Hi, _____ **(FIRST NAME FROM LIST)**, my name is _____ and I'm calling from Forum on behalf of the Ontario Ministry of Advanced Education and Skills Development. We're following up with students who graduated from _____ **(COLLEGE FROM LIST)** six months ago in order to get your comments about the private career college and your experiences since graduating. This information is being collected under subsection 53 (1) of the *Private Career Colleges Act, 2005* for the purposes of developing performance indicators for private career colleges.

Before we start, I would like to assure you that your individual responses will remain anonymous. Reports provided by Forum to the Ministry and _____ **(COLLEGE FROM LIST)** will not include your name or any other personal identifiers. The Ministry will use the depersonalized responses to develop performance indicators for your vocational program, which will be made public to allow current and prospective students to make more informed choices in their education. _____ **(COLLEGE FROM LIST)** will also be able to use the depersonalized responses to improve its programs and services.

If you want more information about this or to follow-up, it is available on the [PCC KPIs Website](#) or I can give you a contact name, number and address at your private career college. **IF ASKED PROVIDE COLLEGE CONTACT, PHONE NUMBER AND ADDRESS FROM LIST PROVIDED.**

¹ Survey questions were numbered to align with those in the public college graduate outcomes survey.

1. First of all, could you tell me whether you were attending an educational institution on a full-time basis or part-time basis during the reference week?

- Yes, full-time - Skip to Q.34
- Yes, part-time
- No

6. During the reference week were you... READ LIST

- Employed or self-employed →SKIP TO Q.15
- Employed or self-employed, but looking for another job →SKIP TO Q.15
- Not employed, but had accepted a job to start shortly →CONTINUE
- Not employed, but looking for a job →CONTINUE
- Not employed, but not looking for a job →CONTINUE

11. Have you ever been employed since graduation?

- Yes → GO TO (INSTRUCTIONS BEFORE) Q.15
- No → GO TO (INSTRUCTIONS BEFORE) Q.15
- Refused → GO TO (INSTRUCTIONS BEFORE) Q.15

If employed, or not employed but have accepted a job in q.6, or was employed in q.11 - continue. If none of the above, go to q.34.

15. Were you/will you beREAD LIST

- A permanent employee [1482]
- Self-employed
- Freelance
- A contract employee
- A temporary/occasional or on-call employee
- Seasonal or summer employee
- Refused

20. Was this job related to the (PROGRAM NAME) program that you graduated from?

Do not accept a "don't know" response

- Yes
- Yes, partially
- No

21. To what extent did the skills you developed at the private career college help you get your job? Would you say the skills were....READ LIST 1 - 5

- 5. Extremely helpful [1580]
- 4. Helpful
- 3. Neither helpful or unhelpful
- 2. Not helpful
- 1. Not at all helpful
- 9. Don't know/Not applicable, had job before college

22. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program? Please tell me if you were very satisfied, satisfied, neither or dissatisfied, dissatisfied or very dissatisfied. The first aspect is...

READ AND ROTATE LIST

- A. Course content 1 2 3 4 5 9 [1581]
- B. Courses were up-to-date 1 2 3 4 5 9 [1582]
- C. Overall quality of instruction 1 2 3 4 5 9 [1583]
- D. Equipment was up-to-date 1 2 3 4 5 9 [1584]
- E. Preparation for the job market 1 2 3 4 5 9 [1585]
- F. Skills developed in Co-op, clinical, field placement experience, and career placement services 1 2 3 4 5 9 [1586]

If not (employed, or not employed but have accepted a job in q.6 or was employed in q.11) go to q.34:

24. What company or organization did you/will you work for?

- Recorded company or organization
- Self-employed or freelance →CONTINUE
- Refused →GO TO Q.28

25-26. So that we can know where our graduates are working, could I have the local address of this company?

- Recorded street address, city, province, postal code, USA or Country
- Refused
- Don't know

Section B – Employer Consent

If not employed in q.6, go to q.34, if employed in q.6 and self-employed or freelance in q.15, go to q.34, else continue:

28. To help (college name) improve its performance, Forum would like to survey employers who have hired graduates of the private career college to ask their opinion of the relevance of the private career college's programs. Would you give the ministry permission to contact your employer? Any information that is collected from the employer is collected under the same authority, subsection 53 (1) of the Private Career Colleges Act, 2005, and will be used for the same purposes as described at the beginning of the interview to help students and graduates make informed career decisions and to review programs. Only depersonalized information will be provided to the Ministry to publish aggregate data on the performance of private career colleges.

- Yes, permission given → CONTINUE
- No, permission not given → GO TO Q.114
- No, permission not given, will talk to employer → GO TO Q.114

29. Could you please give me your immediate supervisor's name and title?

- Recorded immediate supervisor's name and title
- Refused
- Don't know

30. And could I have your supervisor's phone number, starting with the area code?

- Telephone number: _____
- Refused
- Don't know

If permission given in q.28 and not refused/ don't know in q.29 and not refused in q.30, mark for extraction to the employer survey

Section C – Program Evaluation

34. How would you rate your satisfaction with the usefulness of your private career college education in achieving your goals after graduation? Please indicate if you

are very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Section D – Validation Question

44. For survey validation purposes, graduates were asked to provide the day and month of their birth

INDICATE GENDER:

- Male
- Female
- Unknown

Graduates who were employed in q.6 and self-employed or freelance in q.15 went on to q.71 of the employer satisfaction survey; otherwise respondents were thanked and call was terminated.

Appendix D. Employer satisfaction survey²

Good day, my name is _____ and I'm calling from Forum on behalf of the Ontario Ministry of Advanced Education and Skills Development. Could I speak to

_____ **(NAME FROM LIST)? IF NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK. WHEN YOU HAVE THE RIGHT PERSON, CONTINUE:** We are

conducting a follow-up for the Ontario Ministry of Advanced Education and Skills Development with organizations that have hired graduates from _____ **(COLLEGE FROM LIST)** in the last year. The purpose of this follow-up is to find out how well you feel the private career college has prepared its graduates to meet your needs as an employer. It is not an evaluation of the graduate. _____

(GRADUATE'S FIRST AND FAMILY NAME) indicated that he/she was hired by your organization and that you were the person most familiar with his/her work.

_____ **(GRADUATE'S FIRST NAME)** has given us permission to contact you.

The information obtained through this survey is being collected under the *Private Career Colleges Act, 2005* for the purposes of developing performance indicators for private career colleges. These performance indicators will help students make more informed decisions concerning their postsecondary education.

Before we start, I would like to assure you that your responses will not be attributed to you or to your company. Forum will provide a depersonalized report of all of employer responses to both the Ministry and _____ **(COLLEGE FROM LIST)**. The ministry will use the depersonalized responses to develop performance indicators for all vocational programs in Ontario, which will be made public to allow current and prospective students to make more informed choices in their education.

_____ **(COLLEGE FROM LIST)** will also be able to use the depersonalized responses to improve its programs and services.

If you want more information about this or to follow-up, it is available on the [PCC KPIs Website](#) or I can give you the name of someone to call at the private career college _____, _____ **(COLLEGE CONTACT, PHONE NUMBER AND ADDRESS NUMBER FROM LIST PROVIDED)**.

² Survey questions were numbered to align with those in the public college graduate outcomes survey.

Section A – Employment Status

70. First of all, I'd like to confirm that (graduate's first and family name) has been employed by you during the reference week?

- Yes – continue
 No – thank and terminate

Section B – Program Evaluation

74. In general, how would you rate your satisfaction with this employee's overall private career college preparation for the type of work he/she was doing? Please indicate if you were very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Thank respondent and terminate call.

Appendix E. Timelines of the 2017 PCC KPI reporting cycle

DATE	ACTIVITY	LEAD	DESCRIPTION
November 6 - 30, 2017	1st Data Upload Window	PCC	PCCs submit Winter Term enrolment and graduate data files to Forum.
December 1 - 31, 2017	1st Survey Window	Forum	Forum conducts the graduate outcomes survey with Winter Term graduates. Employer satisfaction survey conducted in January 2018.
December 1 - 29, 2017	Update Hard-to-find Graduate Lists	PCC	PCCs update their hard-to-find graduate lists.
November 6 – December 29, 2017	2 nd Data Upload Window	PCCs	PCCs submit Summer Term enrolment and graduate Data Files to Forum.
February 1 – June 30, 2018	2nd Survey Window	Forum	Forum conducts the graduate outcomes survey with Summer Term graduates. Employer satisfaction survey is conducted in June 2018).
February 1 – May 30, 2018	Update Hard-to-find Graduate Lists	PCC	PCCs update their hard-to-find graduate lists.
February 1 – March 31, 2018	3 rd Data Upload Window	PCC	PCCs submit Fall Term enrolment and graduate data files to Forum.
April 30, 2018	1 st Preliminary Report	Forum	PCCs can download their Winter Term preliminary survey reports from Forum.
June 1 – October 31, 2018	3 rd Survey Window	Forum	Forum conducts the graduate outcomes survey with Fall Term graduates. Employer satisfaction survey conducted in October 2018.
June 1 – September 30, 2018	Update Hard-to-find Graduate Lists	PCC	PCCs update their hard-to-find graduate lists.
August 31, 2018	2 nd Preliminary Report	Forum	PCCs can download Summer Term preliminary survey reports from Forum.

Ministry of Advanced Education and Skills Development

DATE	ACTIVITY	LEAD	DESCRIPTION
September 1, 2018	2016 Audit Reports Due	PCC	PCCs submit their audit reports to the Ministry. All Winter, Summer and Fall data files must be audited by this time. All historical data files (starting at registration/approval) must be audited for new PCCs and campuses.
Winter 2018/19	Data Review	PCCs	PCCs review their KPI data prior to publication.
Winter 2018/19	KPI Billing	Ministry/ PCC	PCCs invoiced for the KPI surveys.
Summer 2019	Consolidated Reports/Final Posting	Forum/ Ministry	PCCs/Ministry receives the Consolidated KPI Reports. Final KPIs published by the Ministry.