Ontario ⟁

Private Career College

Key Performance Indicators

Frequently Asked Questions

November 1, 2022

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1. Key Definitions and Abbreviations

Grace Period – a period that is calculated as the lesser of 25% of the approved program duration and eight weeks. For the KPI purposes, individuals who enroll into an approved program of a PCC and withdraw from this program within Grace Period are considered to have not enrolled into this program.

KPI – key performance indicator

Forum Research Inc. – the ministry's KPI service provider

Forum Research helpdesk (1-866-206-7660 or pcckpi@forumresearch.com) – a support center for all questions related to: PCC KPI portal, KPI data file preparation, upload, and audit; and graduate and employer surveys.

ORGID –organization ID, the six-digit number assigned to a college's legal entity in the ministry's PARIS system.

OSAP – Ontario Student Assistance Program

PARIS – the ministry's Program Approval & Registration Information System

PCC – private career college registered under the *Private Career Colleges Act, 2005*

PCCID – campus ID, the six-digit number assigned to a college's campus in the ministry's PARIS system.

PCC KPI Audit Guideline – the document that provides information to PCCs on how to have their KPI data audited for the purposes of the KPI program. The Guideline is annually published on the PCC KPI portal.

PCC KPI Operating Procedure – an annually released document that provides information to PCCs on how to participate in the KPI program. The Procedure is annually published on the PCC KPI portal.

PCC KPI Policy mailbox (pcckpi-policy@ontario.ca) – a mailbox dedicated to the KPI policy-related questions only.

PCC KPI Portal (www.pcckpi.ca) – an online portal that facilitates secure upload of KPI data files and data file audit reports, and offers information related to the ministry's KPI program for Ontario PCCs. The Portal is managed by Forum Research Inc.

Policy Directive on Private Career College Key Performance Indicators and Performance Objectives – a policy directive issued by the Superintendent of private career colleges in accordance with the *Private Career Colleges Act, 2005*. **The Directive mandates all PCCs to participate in the KPI program**.

WSIB – Workplace Safety and Insurance Board

2. General Questions

Why do PCCs have to report KPI data to the ministry?

Under section (53) (1) (a) of the *Private Career Colleges Act, 2005*, the 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 set out the information that PCCs must provide to the Superintendent to enable calculation and publication of KPIs.

What KPIs are published for PCCs?

Policy Directive on Private Career College Key Performance Indicators and Performance Objectives establishes KPIs and related accountability requirements for the PCC sector.

KPIs for the PCC sector include: 1) Graduation Rate; 2. Graduate Employment Rate; 3) Graduate Employment Rate in the Field of Study; 4) Graduate Satisfaction Rate; 5) Employer Satisfaction Rate, and 6) OSAP Default Rate.

Who is responsible for collecting KPI data from PCCs and calculating the KPIs?

Following an open competitive procurement process, the ministry signed an agreement for provision of KPI services with Forum Research Inc. The scope of services includes surveying of PCC graduates and their employers, collection and analysis of KPI data, and generation of KPI reports.

Where can I find documentation related to a KPI reporting cycle?

KPI Operating Procedures, Audit Guidelines, KPI calculation methodology, as well as Enrolment and Graduate KPI Data File Templates are published at www.pcckpi.ca. To access documentation for a reporting cycle, click on the link to this reporting cycle on the left side of the screen.

My PCC is not approved for OSAP. Does it need to participate in the KPI work?

All PCCs, regardless of their OSAP approval status, are required to prepare and submit KPI data files in accordance with the PCC KPI Operating Procedure and have these data files audited in accordance with the PCC KPI Audit Guideline.

Do PCCs need to include international students in their KPI data files? Our international students graduate and then return to their country as per their Student Visa requirements. How are these individuals contacted when they return to their country? Since international students who graduate from a career college do not receive a Post-Graduation Work Permit, there is no incentive for them to stay and find a job in Ontario.

The Superintendent collects and analyses information about performance of all vocational programs offered by the PCCs. As vocational programs are attended by both domestic and international students, performance of a PCC that is eligible to accept international students cannot be adequately measured without taking into consideration all students attending this college.

While most PCC graduates are not eligible for Post-Graduation Work Permit, they may pursue other routes of becoming eligible for employment in Ontario (e.g., Canadian work visa). For the KPI purposes, international students are surveyed regardless of their country of residence or employment and their employment status is considered, whether it is domestic or international. This is why it is important that the colleges provide both the permanent and the temporary address and telephone contact information for their international students.

3. PCC KPI Portal

My PCC was recently approved. How do I get my PCC's KPI portal login information?

PCCs receive from [Forum Research helpdesk](#) an automated email with instructions on how to log into [PCC KPI portal](#) several weeks after they are registered in PARIS. Contact your inspector if your PCC's registration information is not in PARIS.

How can I change my PCC's primary KPI contact?

A PCC's primary KPI contact is derived from this PCC's contact information in PARIS. Make sure that your PCC's contact information in PARIS is current; and if it is not, have it updated.

Why can't I access all campuses (PCCIDs) of my organization (ORGID) on my user account?

Users of secondary accounts can access only one campus (PCCID). To access all campuses under one ORGID, the primary account user must log in using ORGID. If you need access to other PCCs' file submission pages, contact the primary account holder to request access to more than one PCC.

How can I reset my password?

To reset your password, visit https://reporting.forumresearch.com/PCC/ResetPassword.aspx. If the 12-hour deadline to change the password has passed, repeat the password reset process.

How can I create a secondary user account?

To create a secondary user account, the primary account holder must log into https://reporting.forumresearch.com/PCC/Admin. Scroll down to step 2, enter in first name, last name, email address and campus. Write down the password listed under these fields, as this password cannot be retrieved after the account is created. Then click "Create User".

4. Preparing and Submitting (Uploading) KPI Data Files

Where can I upload my PCC's KPI data files?

Check KPI data file submission timelines in the PCC KPI Operating procedure for that reporting cycle. Log in at https://reporting.forumresearch.com/PCC/.

Scroll down to the upload window for the reporting cycle in question.

Note that while the enrolment data file upload windows are open, the graduate data file upload windows are not. These windows will open once you have uploaded the corresponding enrollment file. Always upload KPI data files in a chronological order.

Select your campus using the drop-down menu. Enter the auditor's email address. If you do not have an auditor right now, enter auditor@auditor.com.

Enter the President/CEO/Owner/Director's email address. This would be the primary account holder.

You will see two options. The first option, "I have no students to submit for this period" is only to be used if you have zero enrolments or graduates. The second option, "I have students to submit for this period" is used if you have enrollment or graduates.

If you select the first option, click on "Please click here to upload an empty file". A page will appear indicating your confirmation code.

If you select the second option, you will need to click on Choose File to select the file you wish to upload. After that, click on "Please click here to upload a valid file".

The next page will indicate if the file was accepted. If the file was rejected, review the errors and try to correct them. If you do not see the issue, email the reference code at the end of the error message to Forum Research helpdesk and their analyst will assist you.

No students have enrolled to or graduated from my PCC during a reporting cycle. Do I need to submit KPI data files for this reporting cycle?

Yes, your PCC must upload blank KPI data file templates; please see the answer to the question below for information on how to do this.

I had no graduate or enrolled student during a term. How do I prepare and submit enrolment and graduate data files for this term?

To report that no students enrolled or graduated during a term, log into the PCC KPI portal, go to the data file submission page, click "Upload" next to the corresponding term window; this will bring up the file upload page. Select the campus, input email addresses for the auditor. Select "I have no students to submit for this period" and click "Please click here to upload an empty file". The system will automatically upload an empty file for you and generate a confirmation code.

A student who enrolled during a term dropped out shortly after enrolment. Does my PCC need to include her information into the enrolment data file for that term?

Students who enroll into an approved program during a term and withdraw from this program within a Grace Period, which is calculated as the lesser of 25% of the

approved program duration and eight weeks, must not be included into the enrolment data file.

Example 1. Let's consider a student who enrolled into an eight-week program during a term and dropped out after one week. For this student, the **Grace Period**, calculated as the lesser of 25% of the approved program duration and eight weeks, **equals two weeks**. As the student in question dropped out within the Grace Period, he must not be included into the enrollment data file for the term.

Example 2. Let's consider a student who enrolled into a 56-week program during a term and dropped out after nine weeks. For this student, the **Grace Period**, calculated as the lesser of 25% of the approved program duration and eight weeks, **equals eight weeks**. As the student in question dropped out after the Grace Period, she must be included into the enrollment data file for the term.

What is a data file submission reference code?

The data file submission page of the PCC KPI portal generates a file name or reference code when a data file is uploaded. If a data file is rejected by the system, the error message generates a reference code indicating the ORGID, PCCID, year, term, and time of upload. If you are unable to fix the file error, email this reference code to the Forum Research helpdesk and request help with troubleshooting.

My PCC's data files contain a program that is not on the approved programs' list. What should I do?

The approved program list is generated based on PARIS information provided by the Ministry. If your PCC's program info in PARIS is incorrect, have it updated or contact your PCC's inspector.

Why can't I upload my PCC's graduate data file before I upload the enrolment file?

The graduate upload window for any term will not open until the corresponding enrolment file is uploaded. Before uploading graduate files, PCCs must upload the preceding enrolment files first.

Does my PCC have outstanding KPI data files for a reporting cycle?

Data file submission status is shown on the data file submission page of the PCC KPI portal. If the status of a data file is shown as "Missed" or "Upload", it is outstanding and needs to be uploaded. "0 records" indicates that you have uploaded a file that does not contain students. In other words, you uploaded a file with "0 students".

I received an email stating that some files have not been uploaded. However, I have all confirmation codes for those uploads.

When an enrolment file is re-uploaded to the PCC KPI portal, the system automatically removes any subsequent graduate files when an enrolment file is re-uploaded. The system is designed in such a way to ensure there are no graduate files without corresponding enrolment files. If you re-upload an enrolment file, you must re-upload subsequent graduate files.

Which fields are mandatory, and which are optional in the enrolment and graduate data file templates?

PCC KPI Operating Procedure for a reporting cycle contains detailed information on how to populate student data file templates for that cycle; this includes information on mandatory or optional nature of each field.

What are the timelines for uploading KPI data files to the PCC KPI portal?

KPI data file upload timelines for a reporting cycle can be found in the PCC KPI Operating Procedure for that reporting cycle

My PCC's data file contains errors, but the upload window is closed. How can I re-upload this file?

Contact pcckpi-policy@ontario.ca indicating that you need to re-upload files for the terms in question and request a permission to re-upload the files. Once the permission is granted, a Forum Research helpdesk analyst will manually open the upload window for you to re-upload the file.

Should I include third-party funded students in my enrolment and graduate data files (e.g., WSIB, Aboriginal funding)?

All students who enrolled in your PCC's approved vocational programs during a term and did not drop out during the Grace Period must be included in your PCC's enrolment data file for that term.

All students who graduated from your PCC's vocational programs during a term must be included in your PCC's graduate data file for that term.

Include "T" in the "Funding Status" column of your data file for the third-party funded students unless these students receive WSIB (code "W") or Aboriginal ("N") funding.

I often get errors when uploading KPI data files. What should I do?

To avoid data file upload errors, follow the rules below:

- When preparing data files for a reporting cycle, use only the templates for that reporting cycle.
- All data files must be saved in .xlsx format.
- Do not change template formatting, as it is designed to enable the system to read the data.
- Remove all extra characters or spaces from all cells; otherwise, the system will be unable to read the data. To check if there are any extra characters, save the file as a .csv and open the file in notepad. This will show any extra spaces characters that must be removed.
- Follow all data file template-related instructions in the PCC KPI Operating Procedure. If the errors persist, contact Forum Research helpdesk.

How do I report a student that enrolled in one program, and then transferred into another?

To report enrolment and graduation history of a student who transferred between programs within the same ORGID in enrolment and graduate data files:

- Following original enrolment: submit student's enrolment information for the corresponding term.

- Following student's transfer between programs: submit information about student's enrolment in the new program for the term in which the transfer took place (enter Y in the column M.1 and include the name of the program from which the student has transferred in the column M.2 of the enrolment template).
- Following graduation: submit student's graduation information for the corresponding term in a KPIs reporting period.

I am unable to upload my PCC's KPI data files on time. How do I request an extension?

To request a data file submission extension, contact pcckpi-policy@ontario.ca.

What is my PCC's OSAP Institution Code?

A four-digit code, assigned by the ministry, if your PCC is not OSAP-approved, enter "XXXX".

If a student is 100% OSAP funded and I enter "Y" in the "OSAP Funding" column, do I leave the "Funding Status" column blank? What code do I use in the "Funding Status" column if the student is receiving funds from more than one funding source?

If a student is 100% OSAP funded, enter "Y" in the "OSAP Funding" column of your data file and enter "O" in the "Funding Status" column to indicate that the student is not receiving funds from any other funding source.

If a student is partially funded by OSAP (not 100% tuition), include "Y" in the "OSAP Funding" column and enter the primary non-OSAP funding source in the "Funding Status" column. Only reference "L" for "Self-Funded" if the individual does not receive funding from any of the other non-OSAP funding.

5. Audit Of KPI Data Files

What is meant by the audit of KPI data files?

PCC KPI Audit Guideline, which is annually published on the [PCC KPI portal](#), requires that each PCC's KPI data files be assessed by a licensed auditor to confirm that this PCC has accurately reported all its enrolment and graduate activity for all approved vocational programs.

No students have enrolled to or graduated from my PCC during a reporting cycle. Does my auditor need to audit these data files and to submit an audit report?

Yes, your PCC must upload blank KPI data file templates and your auditor will need to prepare and submit an audit report. Please refer to the PCC KPI Operating Procedure and PCC KPI Audit Guidelines.

I am an auditor of a PCC that has uploaded its KPI data files. Where can I download these KPI data files? Where can I upload the audit report?

After a PCC submits its KPI data files, its auditor will receive an automated email from Forum Research. This email will contain a personalized link to a page where the auditor will be able to download the files and to upload the final audit report.

To enable audit of their KPI data files, PCCs must ensure that their auditor's contact information on the PCC KPI portal is correct and up to date.

My PCC's auditor does not have access to all KPI files I have uploaded. What should I do?

PCCs must provide their auditor's email address for each upload window (three enrolment and 3 graduate data files) of a reporting cycle. To do this, open the file submission page on the PCC KPI portal and click "edit" found after the auditor email under column "Auditor's Email".

To enable audit of their KPI data files, PCCs must ensure that their auditor's contact information on the PCC KPI portal is correct and up to date.

My PCC's auditor has asked me to make corrections in a KPI data file. How can I re-upload the corrected KPI data file to the PCC KPI portal?

The auditor's upload page has a built-in mechanism that triggers re-opening of upload windows. To enable re-upload of data files for a reporting cycle, the auditor must select the reporting cycle and indicate that the PCC's data file requires re-uploading. When this is done, an email will be sent to the PCC indicating that the auditor found errors in certain KPI data files and the corresponding upload windows will become open.

Note that the abovementioned mechanism opens upload windows only for one week. If one week has passed, PCCs should ask their auditor to re-open the upload windows from the auditor's upload page.

My auditor has not received an email with the auditor's link. What should I do?

Log into the PCC KPI portal and open the KPI data file submission page. Confirm that your auditor's email address is correct. If the email address is correct, click "Resend email" and your auditor will receive an email with a link to the data files to be audited. If the email address is incorrect, click "Edit" to change the email address and "Resend email" after you made any changes.

Make sure that the auditor's email address must be specified for all upload windows of a reporting cycle correctly. When specifying a new auditor for a reporting cycle, change email address for all six (three enrolment and 3 graduate data files) upload windows.

6. Surveys

What questions will my PCC's graduates and their employers be asked when participating in the Graduate Outcomes and Employer Satisfaction surveys?

Questions of the Graduate Outcomes and Employer Satisfaction surveys are provided in appendices of the PCC KPI Operating Procedure.

What should my PCC do to improve participation of its graduates in the survey?

PCCs should notify their soon-to-graduate students about the upcoming Student Outcomes survey and encourage their participation in the survey. Make sure to mention that the survey will be conducted by Forum Research and that the graduates will be invited to participate in the survey via a text message, an email, or a telephone call.

Informing students and graduates about the surveys must be done in an objective and impartial manner to avoid compromising the validity of the data.

To facilitate graduates' participation in the Graduate Outcomes survey, when completing enrolment and graduate KPI data file templates, PCCs must provide up-to-update email addresses and telephone numbers.

Taking into consideration that after graduation most graduates lose access to the PCC email account and that most PCC email accounts are designed to reject mass mailings, it is essential that, when completing student data files, graduates' external (personal) email addresses are provided that are external to the PCC (not PCC domain-based).

When conducting the Graduate Outcomes survey, Forum Research may be unable to locate certain graduates. To help improve survey response rates, PCCs are required to help Forum Research obtain alternative email addresses and telephone numbers for such graduates.

The latest list of hard-to-find graduates can be found by logging into the [PCC KPI portal](#). PCCs should provide new graduate email addresses and telephone 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.

Will a graduate's refusal to participate in the Graduate Outcomes survey negatively impact my PCC's KPIs?

No, it will not. Only those graduates who consent to complete the Graduate Outcomes survey are included in the KPI calculations. At the same time, to ensure that a PCC's performance is better reflected in its KPI results, it is important that the PCC takes all necessary steps to increase its graduates' high survey participation.

7. KPI Results

How are the KPIs calculated?

KPI calculation methodology is explained in an appendix to the latest PCC KPI Operating Procedure; it is also issued as a separate document on the [PCC KPI portal](#).

Where can I access KPI results?

You may download detailed KPI results for your PCC by logging into the [PCC KPI portal](#) at the organizational level (not at the campus level) at https://reporting.forumresearch.com/PCC/Login.aspx.

A summary of the KPI results for all PCCs posted on the Ontario Open Data website https://data.ontario.ca/dataset/private-career-colleges-pcc-key-performance-indicators and on the ministry's website http://www.tcu.gov.on.ca/pepg/audiences/pcc/#kpi.

Why is there a discrepancy between the PCC's record of the number of students who graduated in a year and the grad rate results published by the ministry?

KPI calculation methodology is explained in an appendix to the latest PCC KPI Operating Procedure; it is also issued as a separate document on the [PCC KPI portal](#).

Why is ND or SS reported in Graduate Employment Rate, Graduate Satisfaction Rate etc.? Why is my sample size lower than expected?

ND stands for "No Data"; SS indicates low number of graduates who completed the Graduate Outcomes survey (the sample size for calculating your PCC's KPI result is less than 5).

When will the next KPI results be released?

For estimated KPI publication timelines, see PCC KPI Operating Procedure. For more detailed information, contact pcckpi-policy@ontario.ca.

My PCC submitted all KPI data files for a reporting cycle. Why were not my PCC's KPI results published by the ministry?

All KPI data files submitted by a PCC for a reporting cycle must be audited in accordance with the PCC KPI Audit Guideline for that cycle. If a PCC does not have its data files audited, and no KPI data file audit report is submitted by this PCC's auditor, this PCC's KPI results will be calculated but not approved or published by the ministry.

Non-compliant PCCs may download their detailed KPI results by logging into the PCC KPI portal at the organizational level (using ORGID as the login). Note that these PCCs must not post their KPIs, use them for the purposes of OSAP approval or renewal, or for the purpose of advertising, and may be subject to compliance and enforcement measures under the *Private Career Colleges Act, 2005*.

Who should I contact at the Ministry regarding KPI results?

Contact Forum Research helpdesk with all questions related to the KPI results. If you require more information, contact pcckpi-policy@ontario.ca.

8. OSAP Approval

My PCC is seeking OSAP approval. What is the application process and what KPIs are necessary for this?

With all OSAP-related questions, visit https://www.ontario.ca/page/osap-ontario-student-assistance-program or contact the ministry's area responsible for OSAP directly.

9. KPI Billing

Who pays for Key Performance Indicators?

In accordance with the Policy Directive on Private Career College Key Performance Indicators and Performance Objectives, PCCs are charged a KPI fee. The fee for a reporting cycle will be invoiced to PCCs after publication of KPIs for that reporting cycle.

What are the expected KPI-related costs for a PCC?

PCCs should expect to pay $20 - $30 for each completed Graduate Outcomes and Employer Satisfaction survey. This figure includes the unit-cost per survey, as well as a fixed cost shared by all PCCs, which is associated with the costs of maintaining PCC KPI portal, analyzing KPI data, calculating KPIs and producing reports.