

KPI Processing and Transmission Problems – A critical review of the 2015 Reporting Cycle

CCO – KPI Workshop – December 8, 2016

Common processing errors – strategies for prevention
for 2016

Transmission issues – tips for fewer uploading issues

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Common KPI data processing and upload errors

- A detailed look at what went wrong with KPI's in the 2015 reporting cycle. A lesson for 2016.
- Problems that arose at the data file level as well as technical issues with uploading data to Forum Research

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Common KPI errors / problems 2015 Reporting Cycle

- This was a new audit requirement for all non-OSAP designated PCC's.
- Various hurdles required to engage the proper administrative staff as well as understanding the terminology and requirements of uploading data on template files to Forum Research
- Some issues found at the Forum Research level which required some form of override to resolve

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

KPI Processing Errors (pre audit stage)

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Student files were not organized

- Incompleteness of student files will cause delays of the KPI audit.
- Normally, when we are auditing the student file, there are some key information the auditor is looking for:
 - Student contract states student name, ID, Program, starting date.
 - Final transcript or diploma to prove the graduation
 - If the program require passing of a certified exam A copy of certification is required to ascertain the graduation date.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Confusion of enrolment date

- The enrolment date should be the date the student commenced the program not the date student signed the contract.
- A record on the student contract must state when the student started the program. If a student changes the start date, the change should be reflected on the contract

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Confusion of graduation date

- The diploma date may not necessarily be the date the student graduated.
- The graduation date on final transcript is the acceptable date. However, if the program requires taking a certified exam or required practicum, the date the student passed the exam will be the graduation date (ie. NACC certified exam for PSW)

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
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Duplicate or missing student ID

- Duplicate or missing student ID were very common errors. Create a ID numbering policy and a database to manage the student ID that have been already issued.
- In excel we suggest for each student ID copy the ID onto the find icon. If no other instance exists, then then it is not duplicated. In any event, the portal at Forum Research will also give an error result for duplicated ID.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

No withdrawal form

- Some PCCs did not maintain formal withdrawal forms. The formal withdrawal date is required to determine if the student can be exempted from enrolment.
- Recall eligible withdrawals occur the lesser of 8 weeks or 25% of the total program duration.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Change the naming convention of student ID

- If a PCC implements a change of student ID naming convention after uploading the KPI files to forum research, the changes must also be retroactively changed to all previously uploaded KPI files. Forum Research's system does match the student ID with the name on the enrolment and graduate data files
- A good strategy is to future proof your ID # to allow for growth and non duplication. For example - ST000101 is better than ST0101
- It would be ideal to have all enrolments graduate with their existing ID # before changing the ID naming convention.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Vocational program error

- There is confusion on a similar program that was offered both part time and full time. When a student registered, some PCCs didn't keep the information relating to part time or full time program in the student file.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Academic terms VS reporting term

- Some PCCs academic terms do not match the KPI reporting terms (ie winter, summer and fall). KPI files need to be reclassified properly to match up to the specific date periods of the KPI terms.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Communication with auditor

- A good error preventative measure is to keep in communication with your auditor for guidance to minimize data file errors. The investment in time up front will reduce audit time.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Common Forum Research Upload Error Messages

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Uploading issues - Technical

- On occasion when uploading files, even if the data files **appear** correct, an error message would still arise.
- There were known technical issues at Forum Research which required manual override. Many times we had to have the assistance of Arie Kishinovsky - ariiek@forumresearch.com to work though this known IT problem.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Uploading issues – Template problems

- Upon uploading a missing data error message would arise
- There are two possibilities for this problem
 - The information was not entered as required or
 - There were formatting issues on your excel file, you can copy the format from other cells without errors and re-enter the information to solve the issue. (ie hidden excel formulas, formatting etc)

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

Post Audit KPI Error Corrections

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

KPI Error correction matters

- MAESD on July 19, 2016 and on September 23, 2016 gave the opportunity to OSAP designated schools to correct their 2014 KPI data files.
- The reason for this was to allow for correction of the enrolments so that in 2015 or 2016 graduates could be uploaded. (Recall graduated student information is compared against the enrolment at Forum Research)
- However non-OSAP schools experienced the same problem. There was no specific letter to address this matter however it is advisable that each PCC contact MAESD to request for data file correction

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

KPI Error correction matters

- In order to correct the files, the KPI data files must be re-audited by the auditor. The auditor will require supporting documentation for the changes required.
- Caution should be made respect to the addition of students which may not agree with total vocational revenues and reported amounts to CRA.
- Emphasis for the future is to ensure completeness

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmndl@tarole.ca
www.tarole.ca

2016 KPI Operating Procedures – New Rules

- First Time Reporters: PCCs and PCC campuses participating in the KPI initiative for the first time in the collection cycle (e.g., 2016 for this year). New PCCs and campuses must submit enrolment and graduate files covering all terms going back to the date they first started operating.
- The audit reports are to be uploaded to Forum's website by the PCC auditor and sent to the ministry: PCKPI-Policy@ontario.ca, copying Imran.Khan@Ontario.ca

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmndl@tarole.ca
www.tarole.ca

2016 KPI Operating Procedures – New Rules

- As data files may only be uploaded to Forum's portal during **set times per year**, your auditor should be prepared to download your files from the portal, work offline and re-upload any revised files once the uploader is unlocked.

This would indicate that there will be restrictions after the upload windows to further upload and download KPI data files.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca

2016 KPI Operating Procedures – New Rules

- The enrolment and graduate file templates have 3 new fields as follows:
 - Program Duration in hours
 - Program Duration in weeks
 - Program format (full time or part time)

Edmund Leong, CPA, CA - Tator, Rose & Leong,
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www.tarole.ca

KPI best practices

- Refer to original presentation on our website for best day to day KPI administrative practices

www.tarole.ca/news/

Go to the PDF link for :

- 1) Key Strategies for Success
- 2) Tips & Traps – KPI Update

- A look back at your 2015 errors will save time and effort in the 2016 reporting cycle

Edmund Leong, CPA, CA - Tator, Rose & Leong,
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www.tarole.ca

Disclaimer

- Not all the materials contained in these materials are authoritative. The materials presented are based on our interpretation of the Private Career College Key Performance Indicator Guidelines 2015 Collection Cycle dated August 14, 2015. They are intended to promote discussion and to provide insight to management with respect to management and administration of their PCC's.

Edmund Leong, CPA, CA - Tator, Rose & Leong,
Chartered Accountants - Edmundl@tarole.ca
www.tarole.ca