

**Private Career College Key Performance
Indicator Operating Procedure
2016 Collection Cycle**

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Purpose and Application

Effective governance and appropriate accountability mechanisms are crucial in all sectors within Ontario's postsecondary education system to protect students, ensure accountability and promote the successful achievement of the institutions' objectives. Performance measurement, through the calculation of performance indicators, is an important accountability tool.

The Ministry of Advanced Education and Skills Development (ministry) has defined five Key Performance Indicators (KPIs) to measure the performance of vocational programs provided by Ontario's private career colleges (PCCs):

1. Graduation Rate (sole non-survey-based KPI);
2. Graduate Employment Rate;
3. Graduate Employment Rate in the Field of Study;
4. Graduate Satisfaction Rate; and
5. Employer Satisfaction Rate.

This operating procedure applies to all PCCs in Ontario, for the 2016 KPI collection cycle, starting on July 1, 2016 (first data upload) and ending on October 31, 2017 (last survey window). It sets out the actions required of PCCs to allow Forum, working on behalf of the Superintendent of Private Career Colleges (Superintendent), to calculate KPIs for **all of their approved vocational programs, as listed in the ministry's registration system.** For the 2016 KPI collection cycle, all five KPIs will be calculated and published for all PCCs in the sector.

KPIs two (2) through five (5) above are calculated from the results of a graduate outcomes survey and an employer satisfaction survey. For the 2016 collection cycle, the graduate outcomes survey ([Appendix B](#)) will target all individuals who graduated from a vocational program from January 1 – December 31, 2016, starting six months after graduation. The employer satisfaction survey ([Appendix C](#)) will target employers of 2016 graduates who consented to their employers being interviewed.

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

Graduation Rates are calculated from enrolment and graduate data files reported by PCCs to Forum at three set time periods per year. These data files must be audited and a complete audit report must be sent to Forum and the ministry by **September 1, 2017 for the 2016 collection cycle.**¹

KPIs can be used by PCCs to demonstrate their achievements and to identify where changes could be made to programs and services to better meet the needs of students and employers. The Superintendent will also use the KPI data to advise and inform planning and policy-making for the PCC system.

Legal Authority

The accountability requirements for PCCs are outlined in the Superintendent's binding Policy Directive #11 – Private Career College Key Performance Indicators and Performance Objectives – issued pursuant to the *Private Career Colleges Act, 2005* (Act). Policy Directive #11 is available on Forum's website at www.pcckpi.ca along with other key KPI information.

All PCCs are required to comply with all of the requirements set out in this operating procedure, pursuant to:

- Subsection (53) (1) (a) of the [Private Career Colleges Act, 2005](#): setting out the Superintendent's authority to set out performance indicators for vocational programs and govern the publication of information by PCCs respecting these indicators;
- [Policy Directive #11 – Private Career College Key Performance Indicators and Performance Objectives](#): establishing KPIs for PCCs and accountability requirements related to the KPI initiative; and
- Subsections 36.1 and 36.2 of [Ontario Regulation 415/06](#): setting out the information that PCCs must provide to the Superintendent to allow for the calculation and publishing of PCC KPIs.

¹ As the last data upload window for the 2016 KPI Collection Cycle closes on March 31, 2017, the Superintendent has set the KPI audit deadline for **September 1, 2017**. Audit reports covering Winter, Summer and Fall 2016 data (and historical data for new campuses/PCCs) must be submitted by this time. Please see the 2016 Audit Guideline for more details.

Glossary

(a) Data Upload Windows: All registered PCCs are required to upload data to Forum at three set time periods per calendar year.

During the first upload window, from July 1 to August 31, 2016, all PCCs are required to upload data on Winter Term entrants and graduates; that is, students who enrolled and students who graduated between January 1 to April 30, 2016.

During the second upload window, from October 1 to November 30, 2016, all PCCs are required to upload data on Summer Term entrants and graduates; that is, students who enrolled and students who graduated from May 1 to August 31, 2016.

Finally, during the third upload window, from February 1 to March 31, 2017, all PCCs are required to upload data on Fall Term entrants and graduates; that is, students who enrolled and students who graduated between September 1 and December 31, 2016. This information is summarized in the table below:

| Number | Term | Upload Window | Entrants and Graduates Included |
|--------|--------|-------------------------------|---------------------------------|
| 1 | Winter | July 1 – August 31, 2016 | January 1 – April 30, 2016 |
| 2 | Summer | October 1 – November 30, 2016 | May 1 – August 31, 2016 |
| 3 | Fall | February 1 – March 31, 2017 | September 1 – December 31, 2017 |

(b) Employer Satisfaction Rate KPI: The percentage of employers who indicate that they are satisfied with the graduate’s overall PCC preparation.

(c) Enrolment Term: Three periods of time per calendar year – defined as “Winter,” “Summer,” and “Fall” – in which PCCs must track and report students who enrolled and started training in their vocational program. One enrolment data file must be submitted to Forum at each data upload window, representing the three Enrolment Terms:

| Term | Date of Enrolment (2016) | Data Upload Window |
|--------|---------------------------|-------------------------------|
| Winter | January 1 – April 30 | July 1 – August 31, 2016 |
| Summer | May 1 – August 31 | October 1 – November 30, 2016 |
| Fall | September 1 – December 31 | February 1 – March 31, 2017 |

- (d) Entrant:** A student who enrolls in a PCC’s vocational program and does not withdraw from the program before its defined Grace Period. A student who enrolls in a PCC’s non-vocational program is not considered an entrant for the purposes of KPIs.
- (e) File Reference Number:** A unique confirmation number provided by Forum for each successfully uploaded enrolment or graduate file. In the final audit report, PCC auditors are required to provide a list of the enrolment and graduate files audited as a schedule to their final audit report, specifying the file reference numbers, original versus revised files and necessary corrections.
- (f) FIPPA:** *Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31, as amended.*
- (g) 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.
- (h) Grace Period:** The calendar period of time during which an entrant can withdraw from a vocational program and not be considered to have started that program. The Grace Period will be defined as the lesser of 25% of program duration (i.e., one week for every month), **to a maximum of eight weeks**. Students that withdrew from a vocational program within its Grace Period should not be included in the enrolment data file for the associated term.
- (a) Graduate:** A former student of a registered PCC who has completed all the necessary requirements for a full-time or part-time vocational program that has been approved by the Superintendent, including all academic and practical requirements as approved by the Superintendent.

- Every graduate must be reported by the PCC to Forum for his or her final Graduation Term of study in a graduate data file within three months of the end of the graduate's Graduation Term. Every graduate reported must have also been reported as an entrant in an enrolment data file, at the time he or she began training.
 - A former student of a PCC's non-vocational program is not considered a graduate for the purposes of KPIs.
 - Any student who has not completed his or her practical or other requirements is not to be reported as a graduate until he or she has done so. Practical requirements include practicums, work placements and co-operative education terms. Completing the necessary requirements also includes applying for graduation, if required by the PCC.
- (i) **Graduation Date:** The date on which a former student of an approved vocational program has completed all of the necessary requirements of the program, including all academic and practical requirements.
- (j) **Graduation Allowed Period:** The calendar period of time within which an entrant is expected to graduate, calculated as two times (or 200%) of the program's duration in weeks. Entrants who do not graduate within this period are deemed to have not graduated.
- (k) **Graduation Rate KPI:** The percentage of students who were scheduled to graduate *and did graduate* in the 2016 calendar year based on their Graduation Allowed Period. The Graduation Rate calculation excludes students who withdraw from a vocational program within the program's defined Grace Period or who transferred out of their program and into another vocational program provided at the same institution.
- (l) **Graduate Employment Rate KPI:** The percentage of graduates of a vocational program in the labour force who were employed six months after graduation.
- (m) **Graduate Employment Rate in the Field of Study KPI:** The percentage of graduates of a vocational program in the labour force who were employed in a field related to their training six months after graduation.
- (n) **Graduate Satisfaction Rate KPI:** The percentage of graduates of a vocational program who perceived that their PCC experience was useful to them in achieving their goals six months after graduation.

- (o) Graduate Terms:** Three periods of time per calendar year – defined as “Winter,” “Summer,” and “Fall” – in which PCCs must track and report students who graduated from their vocational program. One graduate data file must be submitted to Forum at each data upload window, representing the three Graduation Terms:

| Term | Date of Graduation (2016) | Data Upload Window |
|--------|---------------------------|-------------------------------|
| Winter | January 1 – April 30 | July 1 – August 31, 2016 |
| Summer | May 1 – August 31 | October 1 – November 30, 2016 |
| Fall | September 1 – December 31 | February 1 – March 31, 2017 |

- (p) Key Performance Indicators (KPIs):** KPIs are metrics that will measure, in a consistent manner across the PCC system, PCC performance against ministry stated goals and objectives. There are five KPIs that will be calculated for the PCCs sector: Graduation Rate, Graduate Employment Rate in the Field of Study, Graduate Satisfaction Rate, and Employer Satisfaction Rate.

- Graduation rates are calculated for PCCs’ vocational programs based on the audited enrolment and graduate data reported by PCCs to Forum. The remaining four KPIs are calculated by conducting a graduate outcomes survey and an employer satisfaction survey.

- (q) Private Career College (PCC):** A PCC is an educational institution or other institution, agency or entity that provides one or more vocational programs to students for a fee and pursuant to individual contracts with the students, but does not include a College of Applied Arts and Technology, a public university or a school as defined under the *Education Act*. See subsection 1(1) of the [Act](#) for the legal definition.

- (r) [Private Career Colleges Act, 2005](#) (Act):** The legislation that governs PCCs and ensures they meet certain standards for the vocational programs they offer, as well as advertising, refund policies, and instructor qualifications.

- (s) Program Start Date:** The date on which a student commenced training in a vocational program provided by a PCC, as specified in the student’s enrolment contract with the PCC.

(t) Superintendent of Private Career Colleges (Superintendent): An appointee of the Minister of Advanced Education and Skills Development who may exercise the powers and shall perform the duties conferred or imposed upon him or her by or under the Act.

(u) Survey Window: The calendar period of time in which Forum will contact graduates of PCCs' vocational programs to administer the graduate outcomes survey and employers of graduates (who consented to have their employer contacted) to administer the employer satisfaction survey. The following three survey windows will occur for 2016:

| Survey Windows | | Survey Population | Graduate Represented |
|----------------|-------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------|
| 1 | October 1, 2016 – February 28, 2017 | 2016 Winter Graduates + Employers | 2016 Winter Term Graduates and Employers: Graduated from January 1 to April 30, 2016 |
| 2 | February 1 – June 30, 2017 | 2016 Summer Graduates + Employers | 2016 Summer Graduates and Employers: Graduated from May 1 to August 31, 2016 |
| 3 | June 1 – October 31, 2017 | 2016 Fall Graduates + Employers | 2016 Fall Graduates and Employers: Graduated from September 1 to December 31, 2016 |

Note: The employer satisfaction survey is administered during the last month of the above Survey Windows.

(v) Transfer Student: A student who transferred from one vocational program into another vocational program within the same institution (legal entity). These individuals will not be considered non-graduates of the first program they enrolled in, but will be included in the Graduation Rate calculation of the program they transferred into. Please note that transfers between legal entities are considered non-graduates.

(w) Vocational Program: A full-time or part-time postsecondary program of instruction, provided by a registered PCC, that provides the skills and knowledge required in order to obtain employment in a prescribed vocation, as defined under the Act. All vocational programs must be approved by the Superintendent. See subsection 1(1) of the [Act](#) for the legal definition.

PCC Requirements

These mandatory reporting requirements are for the 2016 KPI collection cycle, detailed in [Appendix A](#). Note the Forum portal will also specify which terms PCCs are required to upload. **As a reminder, you must report on all approved vocational programs and ensure program details are consistent with those included in the ministry's registration system (currently the Registration Information for Career Colleges (RICC) system).**

First Data File Upload in 2016 (Winter Term)

- All entrants who enrolled in a PCC's vocational program during the Winter Enrolment/Graduate Term (January 1 – April 30, 2016) must be reported in an enrolment data file. If there were no entrants during this period, a null/blank file must be uploaded.
- All graduates who enrolled in a PCC's vocational program during the Winter Enrolment/Graduate Term (January 1 – April 30, 2016) must be reported in a graduate data file. If there were no graduates during this period, a null/blank file must be uploaded.
- The finalized enrolment and graduate data files must be uploaded to Forum during the first data upload window – between **July 1 and August 31, 2016**. **As data reporting requires every mandatory field to be completed and records within in each file to be formatted precisely, it is highly recommended PCCs begin the upload process early enough to leave sufficient time before the upload deadline for correcting errors.**
- **Please note that once the Winter Term upload window closes, you will no longer be able to modify or re-upload your Winter Term files until the time of your KPI audit.**

Second Data File Upload in 2016 (Summer Term)

- All entrants who enrolled in a PCC's vocational program during the Summer Enrolment/Graduate Term (May 1 – August 31, 2016) must be reported in an enrolment data file. If there were no entrants during this period, a null/blank file must be uploaded.
- All graduates who enrolled in a PCC's vocational program during the Summer Enrolment/Graduate Term (May 1 – August 31, 2016) must be reported in a graduate data file. If there were no graduates during this period, a null/blank file must be uploaded.

- The finalized enrolment and graduate data files must be uploaded to Forum during the second data upload window – between **October 1 and November 30, 2016**. As data reporting requires every mandatory field to be completed and records within in each file to be formatted precisely, it is highly recommended PCCs begin the upload process early enough to leave sufficient time before the upload deadline for correcting errors.
- Please note that once the Summer Term upload window closes, you will no longer be able to modify or re-upload your Summer Term files until the time of your KPI audit.

Third Data File Upload in 2016 (Fall Term)

- All entrants who enrolled in a PCC's vocational program during the Fall Enrolment/Graduate Term (September 1 – December 31, 2016) must be reported in an enrolment data file. If there were no entrants during this period, a null/blank file must be uploaded.
- All graduates who enrolled in a PCC's vocational program during the Fall Enrolment/Graduate Term (September 1 – December 31, 2016) must be reported in a graduate data file. If there were no graduates during this period, a null/blank file must be uploaded.
- The finalized enrolment and graduate data files must be uploaded to Forum during the third data upload window – between **February 1 and March 31, 2017**. As data reporting requires every mandatory field to be completed and records within in each file to be formatted precisely, it is highly recommended PCCs begin the upload process early enough to leave sufficient time before the upload deadline for correcting errors.
- Please note that once the Fall Term upload window closes, you will no longer be able to modify or re-upload your Fall Term files until the time of your KPI audit.

It is important to adhere to the data reporting deadlines. Failure to submit the required enrolment and graduate data files to Forum by the deadlines specified in this operating procedure may lower your PCC's survey completion rates and, therefore, impact your final KPIs.

Staffing Requirements

Each PCC is to designate staff to serve as (1) a Key PCC Contact and, (2) as a Contact for Graduates and Employers. Both roles can be designated to a single staff member.

The KPI Contacts are required to work with the ministry and Forum to conduct the graduate outcomes and employer satisfaction surveys, and to tabulate and report the results. Each PCC must advise Forum of the name and contact information of its Key PCC Contacts.

Alternative staff must be named by each institution and are expected to carry out the responsibilities of the Key PCC Contact and the Contact for Graduates and Employers when they are not available. The Key PCC Contact and the Contact for Graduates and Employers are to work with alternative staff to keep each other informed.

Key PCC Contact

The Key PCC Contact acts as a single point of contact for the ministry and Forum and should have a thorough understanding of the KPI reporting process. The contact is to keep PCC staff, students, graduates, and employers informed about the KPI initiative. The contact is to coordinate the:

- Preparation and certification of the enrolment data file for each enrolment term and submission of it to Forum;
- Preparation and certification of the graduate data file for each graduation term and submission of it to Forum;
- Preparation and certification of a null report when a PCC has no entrants or no graduates for a specific term;
- Revisions to the enrolment and graduate data files;
- Search for alternative phone numbers for hard-to-find graduates;
- Distribution of survey data reports within the PCC;
- Update of the PCC auditor's contact information on the Forum portal;
- Forwarding of previously submitted files to the PCC auditor, as needed;
- Follow up with the PCC auditor to ensure the auditor's reports are filed within the prescribed deadlines and in the prescribed format;
- Ensure that all KPI invoices are paid within 30 days;
- Advise the ministry and service provider of any changes to the PCC's KPI contact information via Forum's web site; and
- Update the ministry and service provider of contact information for the PCC's key executive – president, Chief Executive Officer, owner, director or officer – via Forum's web site.

The Key PCC Contact ensures that the PCC meets the reporting deadlines specified in this operating procedure.

Contact for Graduates and Employers

The Contact for Graduates and Employers acts as a single point of contact for graduates and employers. The contact is to provide:

- Information to graduates and employers about the KPI surveys and the PCC; and
- Alternative phone numbers for hard-to-find graduates to the Key PCC Contact.

Instructions for Completing the Enrolment Data Record ([Appendix D](#))

For each enrolment term, participating institutions are required to prepare an electronic graduate data file of all entrants as defined in the [Glossary](#) section. When a PCC has had no entrants within a term, it must file a null/blank enrolment data file.

Enrolment data files must be prepared by PCCs in an Excel file with a data record for each enrollee following the guidelines and field notes below. The template Excel file can be downloaded from [Forum's Portal](#).

- **In completing your enrolment data files, you must ensure that all fields are completed correctly and that the information provided is consistent with that approved in the ministry's registration system (e.g., program name, duration, format).**
- All fields must be completed correctly so that Forum can import the file directly into their database and computer-assisted telephone interview system.
- Fields that have multiple words should be filled out with one space between words.
- All year values must be inputted in four digit format (e.g., 2014, 2015, etc.).

Your file must conform to the format listed below and will be checked during the upload process against information from the ministry's registration system. Successful uploads will be given a unique confirmation number. Unsuccessful uploads will be given a detailed list of errors.

Each time you upload an enrolment data file to the Forum Portal, the system will conduct a thorough check to ensure that the information included in your file is consistent with the information approved in the ministry's registration system, including

program name, duration and format. Forum will also check for the inclusion of all mandatory fields, field width, permitted values, range of values, characters and formats (See [Appendix D](#)).

Where the same field is required in the graduate data file, the required format is identical.

Entrants to Exclude

Students that withdrew from a vocational program within the allowed Grace Period should not be included in your enrolment data file for the associated term.

Instructions for Completing the Graduate Data Record ([Appendix E](#))

For each graduation term, participating institutions are required to prepare an electronic graduate data file of all graduates as defined in the [Glossary](#) section. When a PCC has had no graduates within a term, it must file a null/blank graduate data file.

Graduate data files must be prepared by PCCs in an Excel file with a data record for each graduate following the guidelines and field notes below. The template Excel file can be downloaded from [Forum's Portal](#).

- **In completing your graduate data files, you must ensure that all fields are completed correctly and that the information provided is consistent with that approved in the ministry's registration system (e.g., program name, duration, and format).**
- All fields must be completed correctly so that Forum can import the file directly into their database and computer-assisted telephone interview system.
- Fields that have multiple words should be filled out with one space between words.
- All year values must be inputted in four digit format (e.g., 2014, 2015, etc.).

Each time you upload a graduate data file to the Forum Portal, the system will conduct a thorough check to ensure that the information included in your file is consistent with the information approved in the ministry's registration system, including **program name, duration and format**. Forum will also check for the inclusion of all mandatory fields, field width, permitted values, range of values, characters and formats (See [Appendix E](#)).

Where the same field is required in the enrolment data file, the required format is identical.

KPI Audit Requirement

PCCs are to engage a licensed public accountant in the province of Ontario, as defined under the [Public Accountancy Act, 2004](#), to provide an audit of the enrolment and graduate data reported to Forum for the purposes of KPIs.

Institutions are required to have all of their 2016 enrolment and graduate data audited and submit a completed 2016 KPI Audit Report by no later than September 1, 2017. For new PCCs and campuses, this audit must also capture all

entrants and graduates starting from the date of the PCC's/campuses first registration/approval.

As set out in the [2016 KPI Audit Guideline](#), auditors are to examine an appropriate sample of the enrolment and graduate data files to provide the ministry with a level of assurance that the information included in the enrolment and graduate data files was not misstated, and correctly matches the records held by the PCC.

An auditor's report without reservation or qualified items is required for the KPI initiative. If the auditor is unable to provide a report without reservation or qualified items, a full written explanation of the rationale for why it cannot be provided – including details of any qualifications or reservations – is to be included in the final audit report.

The audit reports are to be **uploaded to Forum's website by the PCC auditor and sent to the ministry:** PCCKPI-Policy@ontario.ca, copying Imran.Khan@Ontario.ca.

Submission and Revision of Data Files**Forum Data Checks**

The enrolment and graduate data files are to be sent by the PCC directly to Forum via the secure web-based data file uploader. The enrolment and graduate data file format is checked automatically and the number of entrants and graduates in the files are counted. The number of entrants and graduates and any format errors in the file are displayed immediately.

PCCs' enrolment and graduate data files are checked by Forum to ensure that the files are complete and accurate and the graduates reported in the graduate data file match entrants in previously submitted enrolment files.

Link to PCC Auditors

If a file is correct, Forum advises the PCC's auditor via e-mail, providing a [file reference number](#) and a web-link from which the file can be securely downloaded.

If a file contains errors, the Key PCC Contact is to ensure that the appropriate revisions are made and the file is resubmitted to Forum for checking using the data file uploader. If the revised file is correct, Forum advises the PCC auditor via e-mail, providing a file reference number and a web-link from which the file can be securely downloaded.

Amending a Submitted File

If any changes are required to a data file, the revised data file is to be re-uploaded by the PCC to Forum's secure portal. With the approval reference number, the auditor has access to the revised file.

If an enrolment or graduate data file is amended at any time, a complete new file must be uploaded to Forum.

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.

Handling Hard-to-find Graduates

The Key PCC Contact is to assist Forum in finding alternative phone numbers of graduates once other avenues have been exhausted.

The exchange of contact information for hard-to-find graduates between Forum and PCCs is done on-line. The hard-to-find graduate listing is found on Forum's secure web site.

Forum will regularly update the hard-to-find graduates list once the survey commences to provide PCCs with access to the information in real time. Only graduates who Forum cannot find will be listed together with all the phone numbers that are on file.

PCCs are to provide Forum with new graduate phone numbers as soon as they become available so that Forum has access to the information in real time. When a PCC receives a new phone number, it is to be added to the list in the space provided. If a PCC finds a graduate at one of the existing phone numbers, that phone number is to be added in the new phone number box and Forum will keep trying to reach the graduate at that number.

The list of hard-to-find graduates is posted by date of initial listing. This allows PCCs to see immediately if any new listings have been added since the list was last checked.

KPI Payments

The ministry has developed a streamlined billing process that allows for a one-time billing at the end of each KPI collection cycle, based on the number of completed graduate outcomes and employer satisfaction surveys associated with each PCC.

PCCs should expect to receive an invoice related to KPI services in the winter of the year following the start of the collection cycle. For example, for the 2016 collection cycle, PCCs should receive their KPI invoice in winter 2017/18.

PCCs should assume that they will pay approximately \$20.00 - \$30.00 for each completed graduate outcomes and employer satisfaction survey. This will include a unit cost (\$13.55 for graduate survey; \$9.85 for employer survey) as well as a fixed cost allocation which is shared across PCCs in the sector; associated with the costs of calculating the final KPIs and producing the preliminary/final reports.

KPI Reports

The data collected by the graduate outcomes survey is solely for the purpose of calculating and publishing KPIs for vocational programs provided by PCCs. Only aggregate and depersonalized data is published and provided to PCCs and the ministry.

In compliance with the requirements set out in the [Freedom of Information and Protection of Privacy Act, 1990](#) (FIPPA), confidentiality is maintained by not publishing information for categories in which the total number of individuals is less than five.

Once received from the ministry/Forum, the Key PCC Contact is responsible for distributing KPI reports to the appropriate staff in the PCC.

Preliminary KPI Survey Reports

For each of the three survey windows per KPI Collection Cycle, each PCC will receive from Forum its preliminary survey data at the institutional, campus and program levels. The Graduation Rate KPI is not survey-based and will be calculated at the end of the Collection Cycle and provided to PCCs at that time.

Preliminary KPI reports will detail the number of PCC graduates and employers who were contacted by Forum 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.). However, if an institution has

no graduate data reported for a given term, a preliminary KPI report for that term will not be available for the institution to review.

Final KPI Reports

At the end of the KPI Collection Cycle, Forum will provide PCCs and the ministry with final KPI results at the institution, campus and program levels. These results will also be publicly posted at the time and in the manner determined by the Superintendent.

Publication of KPI Data

The ministry will publish PCCs' final KPI results annually, following the last survey window in each collection cycle. Individual PCCs must release their KPI results to the public at the time and in the manner to be prescribed by the Superintendent. In publishing the KPI results, PCCs are to adhere to the following requirements:

- PCCs are not to be ranked by KPIs. Rather, KPIs show areas of strength and verify that performance is at acceptable levels.
- All KPIs are to be reported together as no one indicator provides a complete picture of PCC performance.

Summary of Responsibilities

Private Career Colleges

The PCC is responsible for:

- Appointing a Key PCC Contact and a Contact for Graduates and Employers to work with the ministry and Forum on the administration of the KPI surveys.
- Providing all necessary information to Forum as specified in this operating procedure, including:
 - Preparing and uploading to Forum CVS or Excel files with entrants for approved vocational programs of instruction.
 - Preparing and uploading to Forum CVS or Excel files with graduates of approved vocational programs of instruction.
- Making any changes required to correct errors in the enrolment and graduate data files, as identified by the PCC's auditor and resubmitting revised enrolment and graduate data files to Forum.

- Engaging an accountant licensed to practice as a public accountant in the province of Ontario, as defined under the [Public Accountancy Act, 2004](#), to conduct an audit of the enrolment and graduate data provided to Forum by the prescribed deadline. See 2015 Audit Guidelines for further detail.
- Submitting the complete audited enrolment and graduate report to the Superintendent within six months of the PCC's fiscal year end, at its renewal of registration deadline.
- Informing the ministry and Forum of any changes associated with the KPI initiative at the PCC.
- Keeping PCC staff, students, graduates, and employers informed about the KPI process and results.
- Publishing final KPI results on its public website, as directed by the Superintendent.

Service Provider

Forum is responsible for:

- Managing the data upload process for PCCs' enrolment/graduate data.
- Managing an external website relating to the PCC KPI initiative and a PCC portal.
- Conducting the Graduate Outcomes and employer satisfaction surveys.
- Analyzing enrolment/graduate data and calculating the final KPIs.
- Providing preliminary and final reports to the ministry and PCCs.
- Estimating KPI costs.

Ministry of Advanced Education and Skills Development

The ministry is responsible for:

- Administering the KPI initiative.
- Providing the KPI results to PCCs for their annual announcement and publishing the KPI results on the ministry's website annually.
- Revising the KPI Operating Procedure and Audit Guideline, as required.
- Using data to advise and inform government about the PCC system's achievement of its mandate and in the planning and policy-making for the PCC system.

Appendix A: 20156KPI Collection Cycle Calendar

Note: PCC required actions are in **bold**.

| DATE | ACTIVITY | LEAD | DESCRIPTION |
|-----------------------------------------|-------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| July 1-August 31, 2016 | 1st Data Upload Window | PCCs | All PCCs submit the 2016 Winter Term Enrolment and Graduate Data Files to Forum. |
| October 1, 2016-February 28, 2017 | 1 st Survey Window | Forum | Service provider conducts the graduate outcomes survey with 2016 Winter Term graduates. Employer satisfaction survey conducted during the last month (February 2017). |
| October 1, 2016-January 31, 2017 | Update Hard-to-find Graduate Lists | PCCs | PCCs update their hard-to-find graduate lists. |
| October 1-November 30, 2016 | 2nd Data Upload Window | PCCs | PCCs submit the 2016 Summer Term Enrolment and Graduate Data Files to Forum. |
| February 1-June 30, 2017 | 2 nd Survey Window | Forum | Service provider conducts the graduate outcomes survey with 2016 Summer Term graduates. Employer satisfaction survey conducted during the last month (June 2017). |
| February 1-May 30, 2017 | Update Hard-to-find Graduate Lists | PCCs | PCCs update their hard-to-find graduate lists. |
| February 1-March 31, 2017 | 3rd Data Upload Window | PCCs | PCCs submit the 2016 Fall Term Enrolment and Graduate Data Files to Forum. |
| April 2017 | 1 st Preliminary Report | Forum | PCCs can download their 2016 Winter Term preliminary survey reports from Forum. |
| June 1-October 31, 2017 | 3 rd Survey Window | Forum | Service provider conducts the graduate outcomes survey with 2016 Fall Term graduates. Employer satisfaction survey conducted during the last month (October 2017). |
| June 1-September 30, 2017 | Update Hard-to-find Graduate Lists | PCCs | PCCs update their hard-to-find graduate lists. |
| August 2017 | 2 nd Preliminary Report | Forum | PCCs can download their 2016 Summer Term preliminary survey reports from Forum. |

| DATE | ACTIVITY | LEAD | DESCRIPTION |
|-------------------|------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| September 1, 2017 | 2016 Audit Reports Due | PCCs | <p>PCCs submit their 2016 audit reports to the Ministry. All Winter, Summer and Fall 2016 data files must be audited by this time.</p> <p>All historical data files (starting at registration/approval) must be audited for new PCCs and campuses.</p> |
| Winter 2017/18 | Data Review Period | PCCs | PCCs will have a period to review their KPI data prior to publication. |
| Winter 2017/18 | KPI Billing | Ministry/ PCCs | PCCs invoiced for the total number of surveys completed by graduates and employers. |
| Summer 2018 | Consolidated Reports/Final Posting | Forum/ Ministry | PCCs/ministry receives the Consolidated KPI Reports. Final KPIs published by the Ministry. |

Appendix B: Graduate Outcomes Survey²

The following is the survey preamble and the core graduate outcomes survey. The questions do not necessarily represent all of the questions that may be asked.

PCC Graduate Outcomes Survey

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 www.pcckpi.ca web site 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. 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
 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

² Note: Questions numbered to align with those included in the public college graduate outcomes survey.

- 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 NOT (EMPLOYED, OR NOT EMPLOYED BUT HAVE ACCEPTED A JOB IN Q.6 OR WAS EMPLOYED IN Q.11), 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 → GO TO Q.34 (SKIPS EMPLOYER)
 - Yes, partially → GO TO Q.34 (SKIPS EMPLOYER)
 - No → GO TO Q.34 (SKIPS EMPLOYER)
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 |
|---------------------------------------------------------------------------------------------------|----|----------------|--------|---|----|----------|---|---|
| | | Neither | | | | | | |
| | VD | D | D or S | S | VS | DK/N | | |
| 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.27

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 FROM LIST**) 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.

- | | | |
|--------------------------|-------------------------------------------------|---------------|
| <input type="checkbox"/> | Yes, permission given | → CONTINUE |
| <input type="checkbox"/> | No, permission not given | → GO TO Q.114 |
| <input type="checkbox"/> | 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

**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 C: Employer Satisfaction Survey³

The following is the survey preamble and the employer satisfaction survey.

Employer Satisfaction Survey

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 www.pcckpi.ca 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)**.

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

³ Note: Questions numbered to align with those included in the public college graduate outcomes survey.

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 D: Instructions for Completing the Enrolment Data File

A.1 Organization ID: Use the standard six-character PCC abbreviation, as defined by the ministry in the Registration Information for Career College (RICC) system. This will be checked during upload against ministry database.

A.2 PCC ID: Use the standard six-character PCC ID, or “campus code”, as defined by the ministry in RICC. This will be checked during upload against ministry database.

A.3 Operating Name (as in RICC)

A.4 Legal Name (as in RICC)

A.5 OSAP Institution Code: Use the standard four-character OSAP code as defined by the ministry in RICC. This will be checked during the upload against ministry database

B.1 Student ID: A unique student identification number must be provided for every student and graduate of a PCCs’ vocational program **and maintained for this individual from enrolment to graduation**. The same number should be used if a student enrolls in more than one vocational program at the PCC. This will be used to match enrolment records with graduate records. 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 Operating 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: Do **not** include hyphens, parentheses, or blank spaces. Complete phone numbers must be provided as follows:

North American phone numbers must contain 10 digits: the three-digit area code and the seven-digit local code. **The "1" prefix for long distance numbers should not be included.**

- Telephone numbers for other countries are to include "011" and the country code, the routing code, and the local number.

F.1 Date of birth: The date of birth (YYYYMMDD) must be entered to validate the survey for KPI calculation.

F.2 Study Visa: Use the code **Y** if a study visa recipient, otherwise use **N**.

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

F.4 Language spoken: Use **E** for English, **F** for French and **O** for Other. This refers to the individual’s first language.

F.5 Accommodation required: Use **S** for Sighted, **H** for Hearing and **N** for None/Other. This refers to required survey accommodations.

G.1 OSAP Funding: Use the code **Y** if partially or completely OSAP funded. Otherwise, use **N**.

G.2 Funding Status: Code **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 individual receives funding from multiple funding sources referenced in the prior sentence, please enter the primary non-OSAP funding source. Only reference **L** for “Self-Funded” if the individual does not receive funding from any of the other non-OSAP funding sources.

H.2 Enrolment term: Use code **W** for Winter (January 1st – April 30th), **S** for Summer (May 1st – August 31st) or **F** for Fall (September 1st – December 31st).

Section I: Superintendent-approved program name and details, exactly as included in RICC.

I.5 Work Integrated Learning: Use **PR** if the program has a practicum or placement (as approved in RICC) or **NO** if your program does not have a practicum or placement.

K. Internal and External email address: The external email address is mandatory. Optionally, PCCs may also provide the entrant’s internal email address. 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 an entrant has transferred out of one vocational program and into another vocational program within the same legal entity please use **Y** in M.1 and include the name of the program the student transferred out of in M.2. If the student is not a transfer student, leave **M.1 and M.2 blank**.

For entrants of **more than one vocational program of instruction** in a specific term, report each program separately.

The layout of the enrolment data file is as follows:

Sample Enrolment Data File

| Enrolment Data File Fields (Sections A-C, E-I, K mandatory, D, J optional, M as needed) | Width | Checking |
|-----------------------------------------------------------------------------------------|-------|-----------------|
| Section A: PCC ID (all fields mandatory) | | |
| A.1 Organization ID (as in RICC) | 6 | AESD file |
| A.2 PCC ID (as in RICC) | 6 | AESD file |
| A.3 Operating Name (as in RICC) | 80 | - |
| A.4 Legal Name (as in RICC) | 80 | - |
| A.5 OSAP Institution Code (as in RICC) | 4 | AESD file |
| Section B: Entrant/Graduate ID (all fields mandatory) | | |
| B.1 Student ID (unique, mandatory, grad data file match) ^{1,2} | 15 | Unique |
| B.2 Family Name (grad data file match) | 40 | At least 1 char |
| B.3 Given Name (grad data file match) | 40 | At least 1 char |
| Section C: Permanent address (all fields mandatory except apartment number) | | |
| C.1 Permanent apartment number | 5 | - |

| | | |
|----------------------------------------|----|-----------------|
| C.2 Permanent street address | 35 | At least 1 char |
| C.3 Permanent town/city | 30 | At least 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 |

Section D: Local address (optional)

| | | |
|------------------------------------|----|-----------------|
| 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, blk |

Section E: Telephone numbers (one number mandatory, 10 digits min)

| | | |
|----------------------------|----|--------------------|
| E.1 Permanent phone number | 15 | At least 10 digits |
| E.2 Local phone number | 15 | - |
| E.3 Other phone number | 15 | - |
| E.4 Cellphone | 15 | - |

Section F: Demographics (all fields mandatory)

| | | |
|-----------------------------------------------------------------------|---|-----------------|
| F.1 Birth Date (yyyymmdd) (used for grad data file match) | 8 | yyyymmdd format |
| 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 (Sighted (S), Hearing (H), None/Other (N)) | 1 | S,H, N |

Section G: Funding Status (all fields mandatory)

| | | |
|---------------------------------------------------------|---|------------------------|
| 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 |

Section H: Program start date (all fields mandatory) (only those exceeding Grace Period reported)

| | | |
|----------------------------------------|---|--------------|
| 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 |

Section I: Program of instruction (each program; all fields mandatory)

| | | |
|----------------------------------------|-----|-----------|
| I.1 Approved program name (as in RICC) | 105 | AESD file |
|----------------------------------------|-----|-----------|

| | | |
|-------------------------------------------------------------------------------|-----|---------------|
| I.2. Program duration HH (hours, as in RICC) | 4.2 | n n n n . d d |
| I.3 Program duration WK (weeks, as in RICC) (3.2) (n n n . d d) | 3.2 | AESD file |
| I.4 Program format (FT, PT, FT/PT, as in RICC) | 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 |

Section J: College program of instruction info (all fields optional)³

| | | |
|----------------------------------------------------|----|---|
| 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 | - |

Section K: E-mail addresses (external address is recommended⁴, internal address is optional)

| | | |
|-----------------------------------------|----|-------------|
| K.1 External e-mail address (mandatory) | 40 | @ character |
| K.2 Internal e-mail address (optional) | 40 | - |

Section M: Transfer Students (all fields mandatory)

| | | |
|--------------------------------------------------------|-----|----------------|
| 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 |

Notes:

¹ In order to match entrants in the enrolment file with graduates in the grad data file, a unique student number is required. If your PCC does not assign student numbers, please assign unique student numbers to each entrant in this file. You can use any numbering system that you wish as long as it creates a unique number for each entrant. You will have to provide the same number in the grad data file when the entrant graduates.

² Only depersonalized data (i.e. excluding student identifier, student name and address, and day of birth) will be returned to each PCC.

³ These fields are optional but if provided will allow Forum to report back to each PCC their results by PCC program name, PCC program code, PCC division/school/faculty and campus location. These breakdowns are not required for KPI reporting purposes and will not be provided to the ministry.

⁴ This field is recommended as it will help Forum contact hard to find graduates.

Appendix E: Instructions for Completing the Graduate Data File

A.1 Organization ID: Use the standard six-character PCC abbreviation, as defined by the ministry in the Registration Information for Career College (RICC) system. This will be checked during upload against ministry database.

A.2 PCC ID: Use the standard six-character PCC campus code, as defined by the ministry in RICC. This will be checked during upload against ministry database.

A.3 Operating Name (as in RICC)

A.4 Legal Name (as in RICC)

A.5 OSAP Institution Code: Use the standard four-character OSAP code as defined by the ministry in RICC. This will be checked during the upload against ministry database

B.1 Student ID: A unique student identification number must be provided for every student and graduate of a PCCs' vocational program **and maintained for this individual from enrolment to graduation**. The same number should be used if a student enrolls in more than one vocational program at the PCC. This will be used to match enrolment records with graduate records. 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 Operating 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: Do **not** include hyphens, parentheses, or blank spaces. Complete phone numbers must be provided for every graduate as follows:

North American phone numbers must contain 10 digits: the three-digit area code and the seven-digit local code. **The "1" prefix for long distance numbers should not be included.**

- Telephone numbers for other countries are to include "011" and the country code, the routing code, and the local number.

F.1 Date of birth: The date of birth (YYYYMMDD) must be entered to validate the survey for KPI calculation.

F.2 Study Visa: Use the code **Y** if a study visa recipient, otherwise use **N**.

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

F.4 Language spoken: Use **E** for English, **F** for French and **O** for Other. This refers to the individual's first language. **F.5 Accommodation required:** Use **S** for Sighted, **H** for Hearing and **N** for None/Other. This refers to required survey accommodations.

G.1 OSAP Funding: Use the code **Y** if partially or completely OSAP funded. Otherwise, use **N**.

G.2 Funding Status: Code **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 individual receives funding from multiple funding sources referenced in the prior sentence, please enter the primary non-OSAP funding source. Only reference **L** for “Self-Funded” if the individual does not receive funding from any of the other non-OSAP funding sources.

H.2 Graduate term: Use code **W** for Winter (January 1st – April 30th), **S** for Summer (May 1st – August 31st) or **F** for Fall (September 1st – December 31st).

Section I: Superintendent-approved program name and details, exactly as included in RICC.

I.5 Work Integrated Learning: Use **PR** if the program has a practicum or placement (as approved in RICC) or **NO** if your program does not have a practicum or placement.

K. Internal and External email address: The external email address is mandatory. Optionally, PCCs may also provide the entrant’s internal email address. 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: Colleges may **optionally** 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.

For graduates of **more than one vocational program of instruction** in a specific term, report each program separately.

N. Program of instruction: Please include the name of the approved vocational program from which the individual graduated. **This field is necessary to help match enrolment and graduate files.**

The layout of the graduate data file is as follows:

Sample Graduate Data File

| Graduate Data File Fields (Sections A-C, E-I, N mandatory, D, K-L optional) | Width | Checking |
|------------------------------------------------------------------------------|-------|-----------------|
| Section A: PCC ID (all fields mandatory) | | |
| A.1 Organization ID (as in RICC) | 6 | AESD file |
| A.2 PCC ID (as in RICC) | 6 | AESD file |
| A.3 Operating Name (as in RICC) | 80 | - |
| A.4 Legal name (as in RICC) | 80 | - |
| A.5 OSAP Institution Code (as in RICC) | 4 | AESD file |
| Section B: Entrant/Graduate ID (all fields mandatory) | | |
| B.1 Student ID (unique, mandatory, enrolment data file match) ^{1,2} | 15 | Unique |
| B.2 Family name (enrolment data file match) | 40 | At least 1 char |
| B.3 Given name (enrolment data file match) | 40 | At least 1 char |

Section C: Permanent address (all fields mandatory except apartment number)

| | | |
|----------------------------------------|----|-----------------|
| C.1 Permanent apartment number | 5 | - |
| C.2 Permanent street address | 35 | At least 1 char |
| C.3 Permanent Town/city | 30 | At least 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 |

Section D: Local address (optional)

| | | |
|------------------------------------|----|-----------------|
| 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, blk |

Section E: Telephone numbers

| | | |
|----------------------------|----|--------------------|
| E.1 Permanent phone number | 15 | At least 10 digits |
| E.2 Local phone number | 15 | - |
| E.3 Other phone number | 15 | - |
| E.4 Cellphone | 15 | - |

Section F: Demographics (all fields mandatory)

| | | |
|--------------------------------------------------------------------------------|---|-----------------|
| F.1 Day of birth (yyyymmdd) (must match previous enrolment file) | 8 | yyyymmdd format |
| 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 to do the survey (Sighted, Hearing, None/Other (N)) | 1 | S,H, N |

Section G: Funding Status (all fields mandatory)

| | | |
|---------------------------------------------------------|---|------------------------|
| 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 |

Section H: Graduation date (all fields mandatory)

| | | |
|-------------------------------------|---|--------------|
| H.1 Graduation year (yyyy) | 4 | Yyyy format |
| H.2 Graduation term (PCCs)(S, F, W) | 1 | S,F,W format |
| H.3 Graduation month and day (mmdd) | 4 | Mmdd format |

Section I: Program of instruction (each program; all fields

mandatory)

| | | |
|-------------------------------------------------------------------------------|-----|---------------|
| I.1 Approved program name (as in RICC) | 105 | AESD file |
| I.2. Program duration HH (hours, as in RICC) | 4.2 | nnnn.dd |
| I.3 Program duration WK (weeks, as in RICC) (3.2) (nnn.dd) | 3.2 | AESD file |
| I.4 Program format (FT, PT, FT/PT, as in RICC) | 5 | FT, PT, FT/PT |
| I.5 Work integrated learning (as in RICC – Practicum (PR), No Practicum (NO)) | 2 | PR, NO |

Section K: E-mail addresses (external address is recommended²)

| | | |
|-----------------------------------------|----|-------------|
| K.1 External e-mail address (mandatory) | 40 | @ character |
| K.2 Internal e-mail address (optional) | 40 | - |

Section L: Employer (all fields optional)³

| | | |
|-----------------------------------|----|---|
| Employer organization name | 40 | - |
| Employer suite number | 5 | - |
| Employer street address | 35 | - |
| Employer town/city | 30 | - |
| Employer province/state (list) | 2 | - |
| Employer postal/zip code (ananan) | 10 | - |
| Employer country | 2 | - |
| Supervisor family name | 40 | - |
| Supervisor given name | 40 | - |
| Supervisor title | 35 | - |
| Supervisor phone number | 15 | - |
| Supervisor phone extension | 7 | - |

Notes:

¹Must match the student identification number provided in the enrolment file.

²The external e-mail addresses is recommended as it will help Forum reach hard to find graduates.

³Employer information is requested in order to conduct the employer survey. If available, this information will considerably shorten the survey length for graduates.

Appendix F: Service Provider's Contact Information

For questions regarding your **data uploads or the audit process**, please contact, Forum Research Inc.:

Lorne Bozinoff, Ph.D.
President
Forum Research Inc.
180 Bloor Street, Suite 1400
Toronto, Ontario
M5S 2V6

Telephone: 1-866-206-7660
E-mail: pcckpi@forumresearch.com
Website: www.forumresearch.com
PCC KPI Website: www.pcckpi.ca

For any **policy related questions** regarding KPIs and the audit of enrolment and graduate data, please contact the Ministry of Advanced Education and Skills Development: PCCKPI-Policy@ontario.ca.