Private Career College Key Performance Indicator Operating Procedure

2013 Collection Cycle

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Purpose and Application

Effective governance and appropriate accountability mechanisms are crucial in all sectors within the 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 Training, Colleges and Universities (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;

2. Graduate Employment Rate;

3. Graduate Employment Rate in the Field of Study;

4. Graduate Satisfaction; and

5. Employer Satisfaction.

This operating procedure applies to all PCCs approved for the Ontario Student Assistance Program (OSAP), for the 2013 KPI collection cycle. The operating procedure sets out the actions required of PCCs to allow a service provider, working on behalf of the Superintendent of Private Career Colleges (Superintendent), to calculate KPIs for vocational programs provided by these institutions. In this first collection cycle (2013), only the first three KPIs – Graduation Rate, Graduate Employment Rate, and Graduate Employment Rate in the Field of Study – will be calculated and published for OSAP-approved PCCs. In the subsequent collection cycle in 2014, all five KPIs will be calculated and published for OSAP-approve PCCs. For the 2015 collection cycle, all five KPIs will be calculated and published for all registered PCCs in the sector.

In conducting the graduate outcomes survey required to calculate KPIs (2.) through (5.) (above), standard survey administration procedures will be used to ensure a consistent, objective approach across all PCCs, and to yield survey results that are reliable, comparable (both among PCCs and with public colleges), and verifiable.

The accountability requirements for PCCs are outlined in Superintendent's binding Policy Directive #11 – Private Career College Key Performance Indicators and Performance

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Objectives – issued pursuant to the *Private Career Colleges Act, 2005*. You can view all of the Superintendent's policy directives on the ministry's public website: Superintendent's Policy Directives and Fact Sheets. Policy Directive #11 will also be available on the service provider's website at www.pcckpi.ca.

For the 2013 collection cycle, the KPI data will be used by OSAP-approved 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 Requirements

All OSAP-approved private career colleges 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* (Act): 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.

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Glossary

(a) **Data Upload Windows:** For the 2013 KPI collection cycle, OSAP-approved PCCs are required to upload data to Forum three times per calendar year:

	Data Upload Window	Data Uploaded	Terms Represented by Data
1	July 12 – September 31, 2013	All Winter Term entrants and graduates as well as all entrants and graduates going back 200% of the PCC's longest vocational program's duration	Winter: January 1 – April 30, 2013 Historical Data: All terms going back 200% of the PCC's longest vocational program's duration
2	November 1 – November 30, 2013	All Summer Term entrants and graduates	Summer: May 1 – August 31, 2013
3	March 1 – March 31, 2014	All Fall Term entrants and graduates	Fall: September 1 – December 31, 2013

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

(c) **Enrolment Term:** the calendar period of time in which an entrant enrols in a program. The enrolment term is to be reported as shown below.

Term	Date of Enrolment (2013)
Winter	January 1 – April 30
Summer	May 1 – August 31
Fall	September 1 – December 31

(d) **Entrant:** a student who enrols in a PCC's vocational program and does not withdraw from the program before the Grace Period. A student who enrols 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) **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.**

(h) **Graduate:** A former student of a PCC who has completed all necessary requirements for an approved vocational program, including all academic and practical requirements as approved by the Superintendent. Every graduate must be reported by the PCC to the service provider 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. A former student of a PCC's non-vocational program is not considered a graduate for the purposes of KPIs.

(i) **Graduation Date:** The date on which a former student of an approved vocational program has completed all 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 200% of the program 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 that enrolled in a specific vocational program and successfully graduated from the program within the Graduation Allowed Period. The Graduation Rate KPI will not include enrolled students that withdraw from a vocational program within the allowed Grace Period.

(l) **Graduate Employment 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 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) Graduation Term: the calendar period of time in which all program requirements have been met. Any student who has not completed his or her practical or other requirements is not to be included 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. The graduation term is to be reported as shown below.

Term	Date of Graduation (2013)
Winter	January 1 – April 30
Summer	May 1 – August 31
Fall	September 1 – December 31

(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:
- o Graduation Rate;
- o Graduate Employment Rate;
- o Graduate Employment Rate in the Field of Study;
- o Graduate Satisfaction; and
- o Employer Satisfaction.

Graduation rates are calculated for PCCs' vocational programs based on the audited enrolment and graduate data collected from PCCs by the service provider, working on behalf of the Superintendent. The latter 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.*

(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.

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(s) Program Start Date (formerly called "Enrolment Date"): The date on which a student commenced training in a vocational program provided by a registered 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 Training, Colleges and Universities 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 the service provider will contact graduates of PCCs' vocational programs to administer the graduate outcomes survey. The following three survey windows will occur annually:

Survey Window	Survey Population	Graduation Dates Included (2013)
October 1 – December 31 (2013)	2013 Winter Graduates	January 1 – April 30
January 1 – March 31 (2014)	2013 Summer Graduates	May 1 – August 31
June 1 – August 31 (2014)	2013 Fall Graduates	September 1 – December 31

(v) 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.

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PCC Requirements

These mandatory requirements are for the **2013 survey cycle**, detailed in Appendix A, to collect data from OSAP-approved PCCs regarding:

First Data File Upload (Winter Term)

- All entrants who enrolled in a PCC's vocational program over the **past** period of time representing 200% duration of the PCC's longest vocational program (as of January 1, 2013), as well as all entrants during the Winter Term (January 1 – April 30, 2013). For example, if a PCC's longest vocational program is three years; all entrants from 2008 to 2013 must be provided for all approved vocational programs.

- All graduates who graduated from a PCC's vocational program over the past period of time representing 200% duration of the PCC's longest vocational program (as of January 1, 2013), as well as all graduates during the Winter Term (January 1 – April 30, 2013).

Second Data File Upload (Summer Term)

- All entrants who enrolled in a PCC's vocational program and all graduates who graduated from a PCC's vocational program during the Summer Term (May 1 – August 31, 2013).

Third Data File Upload (Fall Term)

- All entrants who enrolled in a PCC's vocational program and all graduates who graduated from a PCC's vocational program during the Fall Term (September 1 – December 31, 2013).

Survey Population

For the 2013 survey cycle, the graduate outcomes survey (Appendix B) is to be conducted with all graduates of vocational programs provided by OSAP-approved PCCs.

In the subsequent survey cycle (2014), the employer survey included in Appendix C will be conducted with the employers of these graduates who consented to their employers being interviewed. This survey is included for your information.

PCC Contacts

Each PCC is to designate staff to serve as a Key PCC Contact and as a Contact for Graduates and Employers to work with the ministry and the service provider contracted by the ministry to conduct the graduate and employer surveys and to tabulate and report the results. Each PCC must advise the service provider of the name on contact information for its Key PCC Contact and Contact for Graduates and Employers via the service provider's website.

Alternative staff are to be named 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 the service provider. 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 the service provider;

- Preparation and certification of the graduate data file for each graduation term and submission of it to the service provider;

- 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 in the service provider database;

- 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 in the PCC's KPI contact information with the service provider via the service provider's web site; and

- Update contact information for the PCC's key executive – president, Chief Executive Officer, owner, director or officer.

The Key PCC Contact ensures that the PCC meets the deadline dates outlined 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.

In the College of Applied Art and Technology sector, beyond the above two responsibilities, the Contact for Graduates and Employers is responsible for providing career assistance to graduates seeking employment. PCCs are encouraged to mirror this best practice and provide such assistance to graduates.

PCCs are to provide the service provider with their enrolment and graduate data to allow for the calculation of graduation rates and the surveying of graduates six months after graduation. For each of the three graduate surveys, PCCs are to prepare:

- An electronic enrolment file containing an entrant data record for each entrant at the PCC, as shown in the section Instructions for Completing the Enrolment Data Record; and

- An electronic graduate data file containing a graduate data record for each graduate, as shown in the section Instructions for Completing the Graduate Data Record.

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Each enrolment and graduate data file is to be completed correctly and reconciled with each other before the service provider can start to survey the graduates.

Audit of Enrolment and Graduate Data Files

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 report on their enrolment and graduate data. This audit report is due at the same time as the audit of PCCs' financial statements; within six months of their fiscal year end, at the renewal of registration deadline. PCC auditors are to examine a sample of the enrolment and graduate data files following the KPI Audit Guideline to provide the ministry with a level of assurance that the information included in the enrolment and graduate data files has not been misstated. The Audit Guideline is available on the www.pcckpi.ca website.

All enrolment and graduate data provided to Forum within the PCC's fiscal year are to be examined at the same time as the audit of the PCC's financial statements. This means that for some graduation terms, the enrolment and graduate data files may be audited after the graduate survey has been conducted whereas for other graduation terms, the enrolment and graduate data files are audited before the survey begins. 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 is to be included in the final audit report.

The audit reports are to be uploaded to the service provider's web site by the PCC auditor and provided to the ministry by the PCC annually, at the time of renewal of registration.

Instructions for Completing the Enrolment Data Record (Appendix E)

For each enrolment term, prepare an electronic graduate data file of all entrants as defined in the Glossary section.

- **Note:** For the 2013 Winter Term, you must report all entrants who enrolled in your vocational programs over the **past** period of time representing 200% duration of your longest vocational program (as of January 1, 2013), as well as all entrants during the Winter Term (January 1 – April 30, 2013).

Prepare an Excel file or a CSV file with a data record for each enrollee following the guidelines and field notes below[1]. The Excel file can be downloaded from the service provider's website: www.pcckpi.ca.

- All fields are to be completed correctly so that the service provider can import the file directly into their database and into their computer-assisted telephone interview system.

- Fields that have multiple words should be filled out with one space between words.

- **All** year values are four digits.

Regardless of format selected, the file must conform to the format listed below and will be checked during the upload process. Successful uploads will be given a unique confirmation number. Unsuccessful uploads will be given a detailed list of errors.

The enrolment data file upload will check for:

- Inclusion of all mandatory fields;
- Field width;
- Permitted values, range of values, characters and formats; and
- Conformity with ministry's approved program database.

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

<u>Instructions for Completing the Graduate Data Record (Appendix F)</u>

For each graduation term, prepare an electronic graduate data file of all graduates as defined in the Glossary section.

- **Note:** For the 2013 Winter Term, you must report all graduates who graduated from your vocational programs over the **past** period of time representing 200% duration of

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[1] Prepare a null/blank file for terms where there were no entrants. The file must contain only the header row from the example template.

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your longest vocational program (as of January 1, 2013), as well as all graduates during the Winter Term (January 1 – April 30, 2013).

Prepare an Excel file or a CSV file with a data record for each graduate following the guidelines and field notes below[2]. The Excel file can be downloaded from the service provider's website: www.pcckpi.ca.

- All fields are to be completed correctly so that the service provider can import the file directly into their database and into their computer-assisted telephone interview system.

- Fields that have multiple words should be filled out with one space between words.

- **All** year values are four digits.

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

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[2] Prepare a null/blank file for terms where there were no graduates.

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Submission and Revision of Enrolment and Graduate Data Files

Submission of Enrolment and Graduate Data Files		Surveying	Term Survey Results & Reports[3]
Term	**To Service Provider Date**	**Graduate Survey Windows**	**Graduate Survey Results to Ministry and PCCs Date**
Winter 2013	July 31, 2013 – September 30, 2013	October 1 – December 31, 2013	January 31, 2014
Summer 2013	November 30, 2013	January 1 – March 31, 2014	May 31, 2014
Fall 2013	March 31, 2014	June 1 – August 31, 2014	September 31, 2014

The service provider advises the PCC auditor via e-mail, providing a file reference number and a web-link from which the file can be securely downloaded.

The PCC's enrolment and graduate data files are to be checked by the service provider 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.

The enrolment and graduate data files are to be sent by the PCC directly to the service provider 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.

If a file is correct, the service provider advises the PCC auditor via e-mail, providing an approval reference number and a web-link from which the file can be securely downloaded.

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[3] Note: KPI results and reports will be unaudited at these dates. Audited KPI results and reports will be provided after each PCC has had its enrolment and graduate data files audited (within six months of its fiscal year end).

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

The PCC auditor is responsible for auditing the enrolment and graduate data within the same deadlines as the financial audit.

For privacy and data security reasons, the auditor <u>does not</u> send the data file directly to the service provider, as the service provider already has a copy. If any changes are required to the data file, the revised data file is to be re-uploaded by the PCC. With the approval reference number, the auditor has access to the data files on the service provider's secure web-site.

It is important to adhere to the deadline dates. Failure to submit the enrolment and graduate data files to the service provider by the date specified may result in loss of surveying time and in lower completion rates for the PCC.

Amending a submitted file

If an enrolment or graduate data file is amended at any time, a complete new file should be uploaded to the service provider.

<u>Following Up with Graduates</u>

Search for Alternative Telephone Numbers of Graduates

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

The exchange of hard-to-find graduates information between the service provider and the PCCs is done on-line.

The hard-to-find graduate listing is found on the service provider's secure web site.

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

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PCCs are to provide the service provider with new graduate phone numbers as soon as they become available so that the service provider 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 the service provider 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.

Payment

Approximately 30 days before the start of each survey wave, each PCC will be invoiced by the ministry for that survey wave. Invoices will be based on the number of graduates in the previous graduation term and the expected completion rate. At the end of the annual KPI collection cycle, PCCs' actual completions will be reconciled against their previously estimated completions to calculate a final amount outstanding or a credit due. These timelines are subject to change for the first year of KPI implementation.

Distribution of Survey Results and Reports

The data collected by the graduate outcomes survey is for administrative and statistical purposes of the PCCs and the ministry. Only aggregate data are reported, and only depersonalized responses are provided back 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.

The Key PCC Contact is to distribute to the appropriate staff in the PCC the following data and reports, made available on the service provider's web site for each of the three graduate outcomes survey waves:

- The raw survey results in either ASCII or CSV file; and

- Tabulated reports, as outlined in Appendix D.

Communication

Informing prospective students, graduates, and employers about the graduate or 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 and/or making leading statements. PCCs are also not to rank themselves or other PCCs based on the KPI results.

Release of the KPI Data

The ministry will publicly announce PCCs' final KPI results annually, following each KPI 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.

- The context and unique local circumstances are to be provided as background for the KPI results.

- KPI data are to be shared publicly, particularly with stakeholders who provided time and input to the surveys or data collection (i.e., students, graduates, employers).

- KPI data are to be reported as quickly as possible depending on data readiness.

Further Information

To obtain further information regarding this operating procedure, contact your ministry Inspector. To obtain information on the graduate data file or survey process, contact the service provider via the contact information found in Appendix E.

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Summary of Responsibilities

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The PCC is responsible for:

- Appointing a Key PCC Contact and a Contact for Graduates and Employers to work with the ministry and the service provider on the administration of the KPI surveys.

- Providing all necessary information to the service provider 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 the service provider.

- 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 within its fiscal year. See 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 the service provider 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.

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- Working with the ministry, through the joint PCC-ministry KPI Policy Committee and Operations Subcommittee, to address issues and make recommendations concerning the administration of the graduate and employer surveys.

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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.

- Working with the PCC sector to explore issues concerning the administration of the KPI surveys and make decisions on changes that may be required.

- 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: Survey Cycle Calendar – 2013-14

DATE	ACTIVITY
July 12-September 30, 2013	**PCCs submit the Winter 2013 Enrolment and Graduate Data Files to the service provider[4].**
October 2013	**Service provider works with OSAP-approved PCCs to assist in uploading historical enrolment and graduate data.**
November 1-December 31, 2013	**Service provider conducts the graduate outcomes survey with Winter 2013 graduates.**
November 1-December 31, 2013	Service provider updates website list with hard-to-find graduates on a daily basis.
November 1-December 31, 2013	PCCs update lists of hard-to-find graduates.
November 1-November 31, 2013	**PCCs submit the Summer 2013 Enrolment and Graduate Data Files to the service provider.**
December 1-December 31, 2013	Ministry issues invoices for the Winter and Summer 2013 survey wave.
January 31, 2014	Service provider sends to the PCCs and the ministry the Winter 2013 graduate survey data and reports (unaudited until PCCs submit their audited enrolment/graduate data files).
January 1-March 31, 2014	**Service provider conducts the graduate outcomes survey with Summer 2013 graduates.**
January 2-March 31, 2014	Service provider updates website list with hard-to-find graduates on a daily basis.
January 2-March 31, 2014	PCCs update lists of hard-to-find graduates.
March 1-March 31, 2014	**PCCs submit the Fall 2013 Enrolment and Graduate Data Files to the service provider.**
April 1-April 30, 2014	Ministry issues invoices for the Fall 2013 survey wave.
May 31, 2014	Service provider sends to the PCCs and the ministry the Summer 2013 graduate survey data and reports (unaudited until PCCs submit their audited enrolment/graduate data files).

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[4] **Note:** For the 2013 Winter Term, you must include all entrants and graduates for the past period of time representing 200% duration of your longest vocational program.

DATE	ACTIVITY
June 1-August 31, 2014	**Service provider conducts the graduate outcomes survey with Fall 2013 graduates.**
June 2-August 31, 2014	Service provider updates website list with hard-to-find graduates on a daily basis.
June 2-August 31, 2014	PCCs update lists of hard-to-find graduates.
September 31, 2014	Service provider sends to the PCCs and the ministry the Fall 2013 graduate survey data and reports (unaudited until PCCs submit their audited enrolment/graduate data files).
November-December 2014	**PCCs and the ministry receive the consolidated graduate and employer KPIs, survey data collected in 2013-14, and reports.**

Appendix B: Graduate Outcomes Survey[5]

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 Training, Colleges and Universities   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 Training, Colleges and Universities. We're following up with students who graduated from _____ **(COLLEGE FROM LIST)** six months ago in order to get your comments about the 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 the follow-up, it is available on the collegekpi.com web site or I can give you a contact name, number and address at your 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
    ☐   Not employed, but looking for a job   ➔CONTINUE

---

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

☐   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 be ....READ 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 during 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

	VD	D	Neither D nor S	S	VS	DK/N
A. Course content	1	2	3	4	5	9 [1581]
B. Courses were up-to-date	1	2	3	4	5	9 [1582]

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

IF NOT (EMPLOYED, OR NOT EMPLOYED BUT HAVE ACCEPTED A JOB IN Q.6 OR WAS EMPLOYED IN Q.11) GO TO Q.34:

24. What company or organization did you/will you work for?
    - ☐ Recorded company or organization
    - ☐ Self-employed or freelance➔CONTINUE
    - ☐ Refused ➔GO TO Q.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**) College improve its performance, Forum would like to survey employers who have hired graduates of the college to ask their opinion of the relevance of the 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 colleges.
    - ☐ Yes, permission given ➔ CONTINUE
    - ☐ No, permission not given ➔ GO TO Q.114
    - ☐ No, permission not given, will talk to employer ➔ GO TO Q.114

29. Could you please give me your immediate supervisor's name and title?
    - ☐ Recorded immediate supervisor's name and title
    - ☐ Refused
    - ☐ Don't know

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

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

IF PERMISSION GIVEN IN Q.28
AND NOT REFUSED/ DON'T KNOW IN Q.29 AND NOT REFUSED IN Q.30,
MARK FOR EXTRACTION TO THE EMPLOYER SURVEY

Section C – Program Evaluation

34. How would you rate your satisfaction with the usefulness of your 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 Survey[6]

The following is the survey preamble and the survey.

Employer Satisfaction Survey

Good day, my name is _____ and I'm calling from Forum on behalf of the Ontario Ministry of Training, Colleges and Universities. 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 Training, Colleges and Universities 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 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 the follow-up, it is available on the collegekpi.com website or I can give you the name of someone to call at the 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

---

[6] 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 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 WAS THANKS AND CALL WAS TERMINATED

Appendix D: Survey Data and Reports

Raw Data

For each survey, the PCC is to receive from the service provider its own depersonalized raw data as specified below. The raw data are to be in an Excel file or CSV format and provided to the PCC via a login and password secured File Transfer Protocol (FTP) site:

- Graduate data submitted to the service provider by PCCs **excluding personal identification information** such as the student identification number, the graduate's name, local and permanent street addresses, and all phone numbers;

- Survey data for the entire graduate outcomes survey population (e.g., completes, incompletes, refusals, etc.) excluding personal identification information;

PCC KPI Data

For each survey and all three surveys combined, each PCC is to receive from the service provider its own KPI data outlined below by PCC program name/campus code provided to the PCC via a login and password secured File Transfer Protocol (FTP) site:

- The overall Graduate Employment Rate for each of its vocational programs: the percentage of PCC graduates in the labour force that were employed during the reference week; and

- The overall Graduate Employment Rate in the Field of Study for each of its vocational programs: the percentage of PCC graduates in the labour force that were employed during the reference week in a field related to their training;

In 2014, each PCC will receive from the service provider the graduation rates associated with each of its vocational programs for the 2013 calendar year.

Tabulated Reports

For each survey and all three surveys combined, each PCC is to receive from the service provider via download from the service provider's website, the following tabulated reports in either PDF or in an electronic tab delimited file (TDF) format:

- A **Graduate Comparative Report** showing for each vocational program provided by the PCC, the percentage of each response and the total number of responses for each survey question, as well as KPI and related statistics.

For each survey and for all three surveys combined, the provincial average of each response to each question is included. For the combined report, only the provincial program average for each response to each question is provided.

For each survey and all three surveys combined, each PCC is to be provided with:

- A **Graduate Outcomes Report,** showing the graduate outcomes for each vocational program provided by the PCC.

Appendix E: Instructions for Completing the Enrolment Data File

A.1 Organization ID: Use the standard (6) 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 (6) 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 (4) 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. 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. 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, 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 wave, the service provider 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 and into another vocational program at a PCC please use **Y** in L.1 and include the name of the program the student transferred out of in L.2. If the student is not a transfer student, leave **L.1 and L.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	MTCU file
A.2 PCC ID (as in RICC)	6	MTCU 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	MTCU 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 digit
C.3 Permanent town/city	30	At least 1 digit
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	MTCU 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	MTCU 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 Approved Program Name (as in RICC)	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 recommended[4], 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	MTCU 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 the service provider 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 the service provider contact hard to find graduates.

Appendix F: Instructions for Completing the Graduate Data File

A.1 Organization ID: Use the standard (6) 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 (6) 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 (4) 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. 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. 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).

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 wave, the service provider 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-H, N mandatory, D, K-L optional)	Width	Checking
Section A: PCC ID (all fields mandatory)		
A.1 Organization ID (as in RICC)	6	MTCU file
A.2 PCC ID (as in RICC)	6	MTCU 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	MTCU 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 digit
C.3 Permanent Town/city	30	At least 1 digit
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, but optional for pre 2013 graduates)

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 K: E-mail addresses (external address is recommended[2] but optional for pre 2013 graduates, internal address is optional)

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	-

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

N.1 Approved program name (as in RICC)	105	MTCU file

Notes:

[1]Must match the student identification number provided in the enrolment file.
[2]The external e-mail addresses is recommended as it will help the service provider reach hard to find graduates.
[3]Employer information is requested in order to conduct the employer survey. If available, this information will considerably shorten the survey length for graduates.

Appendix G: Service Provider's Contact Information

For more information on the graduate data file or survey processes, contact

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

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