

**Private Career College Key Performance
Indicator Operating Procedure
2014 Collection Cycle**

TABLE OF CONTENTS

Purpose and Application	1
Legal Requirements	2
Glossary	3
PCC Requirements	7
First Data File Upload (2014 Winter Term)	7
Second Data File Upload (2014 Summer Term)	7
Third Data File Upload (2014 Fall Term)	7
Required PCC KPI Contacts	8
Key PCC Contact	8
Contact for Graduates and Employers	9
Audit of Enrolment and Graduate Data Files	10
Instructions for Completing the Enrolment Data Record (Appendix D)	11
Entrants to Exclude	12
Instructions for Completing the Graduate Data Record (Appendix E)	12
Submission and Revision of Enrolment and Graduate Data Files	13
Amending a Submitted File	14
Hard-to-find Graduates	14
Search for Alternative Telephone Numbers of Graduates	14
KPI Payments	15

Distribution of KPI Reports	15
Preliminary KPI Survey Reports	16
Final KPI Reports.....	16
Release of KPI Data.....	16
Communication	17
Further Information.....	17
Summary of Responsibilities	17
Private Career Colleges.....	17
Service Provider	18
Ministry of Training, Colleges and Universities	18
Appendix A: 2014 KPI Collection Cycle Calendar	20
Appendix B: Graduate Outcomes Survey.....	21
Appendix C: Employer Satisfaction Survey	25
Appendix D: Instructions for Completing the Enrolment Data File.....	27
Sample Enrolment Data File	28
Appendix E: Instructions for Completing the Graduate Data File	31
Sample Graduate Data File	32
Appendix F: Service Provider’s Contact Information	35

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 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 2014 KPI Collection Cycle, starting on July 1, 2014. It 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. For the 2014 KPI collection cycle, all five KPIs will be calculated and published for OSAP-approved PCCs. In the subsequent collection cycle, all five KPIs will be calculated and published for all registered PCCs in Ontario.

In conducting the Graduate Outcomes and Employer Satisfaction Surveys 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 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 the service provider's website at www.pckpi.ca along with other key KPI information.

For the 2014 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](#): 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.

Glossary

(a) Data Upload Windows: For the 2014 KPI collection cycle, OSAP-approved PCCs are required to upload data to Forum three times per calendar year. PCCs that were approved for OSAP after December 31, 2012 (new to KPIs) are also required to submit historical data during the first data upload window.

	Data Upload Window	Data Uploaded	Student/Graduate Terms Represented by Data
1	Winter: July 1, 2014 – August 31, 2014	All Winter Term entrants and graduates. New OSAP-approved PCCs also required to submit historical data.	January 1 – April 30, 2014 Historical Data (new OSAP-approved PCCs only): All terms going back 200% of the PCC's longest vocational program's duration.
2	Summer: October 1 – November 30, 2014	All Summer Term entrants and graduates	May 1 – August 31, 2014
3	Fall: February 1 – March 31, 2015	All Fall Term entrants and graduates	September 1 – December 31, 2014

(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 enrolls in a program. The enrolment term is to be reported as shown below.

Term	Date of Enrolment (2014)
Winter	January 1 – April 30
Summer	May 1 – August 31
Fall	September 1 – December 31

(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) **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.
- (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 Graduation Term 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 200% of the program's duration. The Graduation Rate calculation excludes students who transfer out into another vocational program provided at the same institution and those who withdraw from a vocational program within the program's defined 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 (2014)
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: Graduation Rate, Graduate Employment Rate in the Field of Study, Graduate Satisfaction, and 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) **New OSAP-approved PCCs:** Those institutions approved for OSAP after December 31, 2012. These institutions are required to participate in the 2014 KPI collection

cycle and report the required student/graduate data, including historical data, for all of their campuses, whether or not all campuses are approved for OSAP.

- (r) **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*.
- (s) **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.
- (t) **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.
- (u) **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.
- (v) **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 and employers of graduates (who consented to have their employer contacted) to administer the Employer Satisfaction Survey. The following three survey windows will occur annually:

Survey Window	Survey Population	Terms Included (2014)
October 1, 2014 – February 28, 2015	2014 Winter Graduates + Employers	Winter: January 1 – April 30
February 1 – June 30, 2015	2014 Summer Graduates + Employers	Summer: May 1 – August 31
June 1 – October 31, 2015	2014 Fall Graduates + Employers	Fall: September 1 – December 31

Note: The Employer Satisfaction Survey is administered during the last month of the above Survey Windows.

- (w) **Transfer Student:** A student who transferred from one vocational program into another vocational program at the same institution (legal entity). Transfer students

will not be considered non-graduates for the purpose of the Graduation Rate calculation.

- (x) 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.

PCC Requirements

These mandatory requirements are for the **2014 survey cycle**, detailed in [Appendix A](#), to collect data from OSAP-approved PCCs regarding:

First Data File Upload (2014 Winter Term)

- **New OSAP-approved PCCs only:** All entrants and graduates who enrolled/graduate 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, 2014). For example, if a PCC's longest vocational program is three years; all entrants from 2009 to 2014 must be provided for all approved vocational programs.
- **All OSAP-approved PCCs:** All entrants who enrolled in a PCC's vocational program and all graduates who graduated from a PCC's vocational program during the Winter Term (January 1 – April 30, 2014).

Second Data File Upload (2014 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, 2014).

Third Data File Upload (2014 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, 2014).

Graduate Outcomes Survey Population

For the 2014 survey cycle, the Graduate Outcomes Survey ([Appendix B](#)) will be conducted with all graduates of vocational programs provided by OSAP-approved PCCs and the Employer Satisfaction Survey ([Appendix C](#)) will be conducted with the employers of those graduates who consent to their employers being interviewed.

Required PCC KPI Contacts

Each PCC is to designate staff to serve as (1) a Key PCC Contact and, (2) as a Contact for Graduates and Employers. These designated staff (both roles can be designated to a single staff member) are required 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 and contact information for its Key PCC Contact and Contact for Graduates and Employers via the service provider's website.

Alternative staff shall 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 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 to the PCC's KPI contact information via the service provider'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 the service provider's web site.

The Key PCC Contact ensures that the PCC meets the deadline dates outlined in this operating procedure.

In the Colleges 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.

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.

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](#).

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 of the enrolment and graduate data reported to the service provider for the purposes of KPIs. This audit is due at the same time as the audit of the PCCs' financial statements, **by their renewal of registration deadline**. Following the KPI Audit Guideline, auditors are to examine a 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. The Audit Guideline is available on the www.pcckpi.ca website.

All enrolment and graduate data provided to Forum prior to the PCC's renewal of registration deadline is to be examined at the same time as the audit of the PCC's financial statements (see KPI Audit Guidelines). This means that for some graduation terms, the enrolment and graduate data files may be audited after the Graduate Outcomes 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 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 the service provider's website by the PCC auditor and provided to the ministry.

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 graduate data file.

- **New OSAP-approved PCCs only:** For the 2014 Winter Term, institutions that have received first-time OSAP approval since December 31, 2012 must report all entrants who enrolled in vocational programs over the **past** period of time representing 200% duration of the longest vocational program (with program approval as of January 1, 2014), as well as all entrants during the Winter Term (January 1 – April 30, 2014).

Participating institutions must prepare an Excel file or a CSV file with a data record for each enrollee following the guidelines and field notes below.¹ The template 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 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;

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.

- 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.

Entrants to Exclude

Students that withdrew from a vocational period 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.

- **New OSAP-approved PCCs:** For the 2014 Winter Term, institutions that have received first-time OSAP approval since December 31, 2012 must report all graduates who graduated from vocational programs over the **past** period of time representing 200% duration of the longest vocational program (with program approval as of January 1, 2014), as well as all graduates during the Winter Term (January 1 – April 30, 2014).

Participating institutions must prepare an Excel file or a CSV file with a data record for each graduate following the guidelines and field notes below.² The template 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 computer-assisted telephone interview system.
- Fields that have multiple words should be filled out with one space between words.

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

- All year values are four digits.

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

Submission and Revision of Enrolment and Graduate Data Files

Submission of Enrolment and Graduate Data Files		Surveying
Term	To Service Provider Date	Graduate/Employer Survey Windows
Winter 2014	July 1, 2014 – August 31, 2014	October 1, 2014 – February 28, 2015
Summer 2014	October 1 – November 30, 2014	February 1 – June 30, 2015
Fall 2014	February 1 – March 31, 2015	June 1 – October 31, 2015

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.

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 does not 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.

Hard-to-find Graduates

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 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 the service provider cannot find will be listed together with all the phone numbers that are on file.

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.

KPI Payments

The ministry has developed a streamlined billing process that allows for a one-time billing at the end of each collection cycle, based on the number of completed Graduate Outcomes and Employer Satisfaction Surveys associated with the institution. This new process will eliminate the need to reconcile estimated versus actual costs on an annual basis.

For the 2014 collection cycle, OSAP-approved private career colleges will pay \$24.32 per completed Graduate Outcomes Survey. This cost includes a unit cost of \$13.35 for every completed Graduate Outcomes Survey and a fixed cost allocation of \$10.97 associated with the costs of calculating the final Indicators and producing preliminary/final reports. This fixed cost allocation has increased from last year because the number of graduates reported was well below last year's estimate and the fixed costs are now spread across a much smaller number of units.

For the 2014 collection cycle, OSAP-approved private career colleges will also pay \$27.45 per completed Employer Satisfaction Survey. This cost includes a unit cost of \$9.85 for every completed Employer Satisfaction Survey and a fixed cost allocation of \$17.60 associated with the costs of calculating the final Indicators and producing preliminary/final reports.

Distribution of KPI Reports

The data collected by the Graduate Outcomes Survey is for administrative and statistical purposes of the PCCs and the ministry. Only aggregate data is 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 all 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 the service provider 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/employers who were contacted by the service provider 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.).

Final KPI Reports

At the end of the KPI Collection Cycle, the service provider 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.

Release of KPI Data

The ministry will publicly post 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.
- 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.

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.

Further Information

To obtain further information regarding this operating procedure, contact your ministry Inspector. To obtain information on the enrolment and graduate data files or survey process, contact the service provider via the contact information found in [Appendix F](#).

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 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.
- 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.

Service Provider

The service provider 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 KPIs.
- Providing preliminary and final reports to the ministry and PCCs.
- Estimating KPI costs.

Ministry of Training, Colleges and Universities

The ministry is responsible for:

- Administering the KPI initiative.

**1.0 Governance and
Accountability****Key Performance Indicators
2014 Collection Cycle****Operating Procedure**

- 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: 2014 KPI Collection Cycle Calendar

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

DATE	ACTIVITY	LEAD	DESCRIPTION
July 1-August 31, 2014	1st Data Upload Window	PCCs	OSAP-approved PCCs submit the Winter 2014 Enrolment and Graduate Data Files to the service provider. New OSAP-approved PCCs also submit historical data (200% longest program duration).
October 1, 2014-February 28, 2015	1 st Survey Window	Forum	Service provider conducts the Graduate Outcomes Survey with Winter 2014 graduates. Employer Satisfaction Survey conducted during the last month (February 2015).
October 1, 2014-January 31, 2015	Update Hard-to-find Graduate Lists	PCCs	PCCs update their hard-to-find graduate lists.
October 1-November 30, 2014	2nd Data Upload Window	PCCs	PCCs submit the Summer 2014 Enrolment and Graduate Data Files to the service provider.
February 1-June 30, 2015	2 nd Survey Window	Forum	Service provider conducts the Graduate Outcomes Survey with Summer 2014 graduates. Employer Satisfaction Survey conducted during the last month (June 2015).
February 1-May 30, 2015	Update Hard-to-find Graduate Lists	PCCs	PCCs update their hard-to-find graduate lists.
February 1-March 31, 2015	3rd Data Upload Window	PCCs	PCCs submit the Fall 2014 Enrolment and Graduate Data Files to the service provider.
March/April 2015	2014 Winter Term Reports	Forum	PCCs can download their 2014 Winter Term survey reports from the service provider.
June 1-October 31, 2015	3 rd Survey Window	Forum	Service provider conducts the Graduate Outcomes Survey with Fall 2014 graduates. Employer Satisfaction Survey conducted during the last month (October 2015).
June 1-September 30, 2015	Update Hard-to-find Graduate Lists	PCCs	PCCs update their hard-to-find graduate lists.
July/August 2015	2014 Summer Term Reports	Forum	PCCs can download their 2014 Summer Term survey reports from the service provider.
October 31, 2015	KPI Billing	Ministry/ PCCs	PCCs invoiced for the total number of surveys completed by graduates and employers.
Winter 2015	Consolidated Reports/Final Posting	Forum/ Ministry	PCCs/ministry receives the Consolidated KPI Reports. Final KPIs published by the Ministry.

Appendix B: Graduate Outcomes Survey³

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 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 the 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

³ 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 during 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

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

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

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

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

30. And could I have your supervisor's phone number, starting with the area code?
- Telephone number: _____
 - Refused
 - Don't know

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

Section C – Program Evaluation

34. How would you rate your satisfaction with the usefulness of your private career college education in achieving your goals after graduation? Please indicate if you are very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Section D – Validation Question

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

INDICATE GENDER:

- Male
- Female

***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 Survey⁴

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 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 the 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

⁴ 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 (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 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	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 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	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 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	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 E: 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 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, but optional for pre 2014 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 recommended² but optional for pre 2014 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:

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

²The external e-mail addresses is recommended as it will help the service provider 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 more information on the data upload or survey processes, contact:

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 policy related questions, contact:

Rachel Ross
Senior Policy Advisor, Private Career Colleges Branch
Ministry of Training, Colleges and Universities

E-mail: Rachel.Ross@ontario.ca

Revision: July 17, 2014 [Pgs. 29, 33, November 20, 2014]