

**Other Private Institutions
Key Performance Indicator (KPI)
Operating Procedure
2014-15 Survey 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.

For all institutions in Ontario approved for the purposes of the Ontario Student Assistance Program (OSAP), the Ministry of Training, Colleges and Universities ("the Ministry") has defined three Key Performance Indicators (KPIs) to measure in a consistent manner. The three KPIs are:

1. Graduation Rate;
2. Graduate Employment Rate;
3. OSAP Default Rate.

The operating procedure outlined in this manual applies to all Other Private Institutions (OPI) in Ontario which are approved for the purposes of OSAP, do not receive direct operating funding from the Province, and are not registered private career colleges (Appendix H).

This operating procedure sets out the actions required of all Other Private Institutions to allow a service provider to collect and calculate on an annual basis the Graduation Rate and Graduate Employment Rate KPIs, starting with the 2014-15 survey cycle. These KPIs will then be collected and published by the Ministry for all OSAP-approved institutions. In addition, the Ministry will continue to calculate and publish annual OSAP Default Rates.

A standardized survey will be employed to calculate Graduate Employment Rates in order to ensure a consistent and objective approach that will yield results that are reliable, verifiable and comparable (both among OPIs, private career colleges, public colleges and Other Public Institutions). Graduation Rates will be calculated by the service provider using enrolment and graduate lists submitted by each institution. To help ensure the accuracy of graduation rates, these lists are required to be audited.

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For the 2014-15 survey cycle, the KPI data will be used by OSAP-approved OPIs 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. KPI data will be made available publicly so that, together with other information, prospective students and their parents they can make a more informed choice of studies. The Ministry will also use the KPI data to advise and inform planning and policy-making.

Legal Requirements

Pursuant to Section 6.3 of the Performance Requirements governing the approval for private institutions for the purposes of OSAP, approved private institutions are required to participate annually in processes relating to the measurement of their students and graduates, as identified by the Minister of Training, Colleges and Universities from time to time.

Glossary

(a) Auditors for Purposes of KPI: Accountants licensed to practice as a public accountant in the province of Ontario, as defined under the *Public Accountancy Act, 2004*, who are engaged by an OPI to conduct an audit of the enrolment and graduate data files, as required by the ministry.

(b) Data Upload Windows: Institutions are required to upload data to their service provider three times per year.

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

(d) 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
Summer	May 1 – August 31
Fall	September 1 – December 31
Winter	January 1 – April 30

(e) Entrant: a student who enrolls in an OPI's OSAP-eligible program and does not withdraw from the program before the Grace Period.

(f) File Reference Number: A unique confirmation number provided by your institution's service provider for each successfully uploaded enrolment or graduate file. In the final audit report, OPI 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.

(g) FIPPA: *Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31*, as amended.

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- (h) **Grace Period:** The calendar period of time during which an entrant can withdraw from a 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.**
- (i) **Graduate:** A former student of an OPI who has completed all necessary requirements for an approved program, including all academic and practical requirements as approved by the institution. Every graduate must be reported by the OPI to the service provider for his or her final Graduation Term of study in a graduate data file in the prescribed timelines.
- (j) **Graduation Date:** The date on which a former student of an approved program has completed all necessary requirements of the program, including all academic and practical requirements.
- (k) **Graduation Allowed Period:** the calendar period of time within which an entrant is expected to graduate, calculated as 200% of the program duration with the exception of Baccalaureate Degrees where the completion time frame equals approximately seven years. Entrants who do not graduate within this period are deemed to have not graduated.
- (l) **Graduation Rate KPI:** The percentage of students that enrolled in a specific program and successfully graduated from the program within the Graduation Allowed Period. To acknowledge the possibility of program transfers within the institution, a student who transfers to an OSAP-approved program of equal length and is awarded advanced standing and graduates from that program within the graduation window will be considered an enrolment and graduate of the program of graduation. The Graduation Rate KPI will not include entrants who withdrew within the Grace Period.
- (m) **Graduate Employment KPI:** the percentage of graduates of a program in the labour force who were employed six months after graduation.
- (n) **Graduate Employment Rate in the Field of Study:** the percentage of graduates of a program in the labour force who were employed in a field related to their training six months after graduation.
- (o) **Graduate Satisfaction KPI:** the percentage of graduates of a program who perceived that their OPI experience was useful to them in achieving their goals six months after graduation.

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(p) 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 OPI. The graduation term is to be reported as shown below.

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

(q) Key Performance Indicators (KPIs): KPIs are three metrics that will measure, in a consistent manner across the OPI system, OPI performance against ministry stated goals and objectives. There are three KPIs that will be calculated for the OPII sector in 2014-15:

- Graduation Rate;
- Graduate Employment Rate;
- Graduate Satisfaction

(r) OSAP-Approved Program: a full-time postsecondary program approved for attendance by OSAP recipients.

(s) Other Private Institution (OPI): Private institution authorized to offer one or more postsecondary education programs in Ontario that has received approval by the Minister of Training, Colleges and Universities for student loan purposes and is not a Private Career College registered under the *Private Career Colleges Act, 2005*.

(t) 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.

(u) Program Start Date: The date on which a student commenced training in a program provided by a registered OPI, as specified in the student's enrolment contract with the OPI.

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(v) **Survey Window:** the calendar period of time in which the service provider will contact graduates of OPI's programs to administer the graduate outcomes survey.

Other Private Institutions Requirements

These mandatory requirements are for the **2014-15 survey cycle**, detailed in [Appendix A](#), to collect data from OPIs:

Service Provider

Each OPI is required to enter into an Agreement with a service provider who will survey its graduates six months after graduation using a prescribed script and calculate graduation rates for its programs using a prescribed methodology, while adhering to prescribed standards endorsed by the Ministry. The service provider will also have to provide services such as locating “hard-to-find” graduates, cleaning the data and providing the Ministry with reports.

It is expected that starting in 2015-16, the service provider will conduct an employer survey with the employers of these graduates who consented to their employers being interviewed.

The selected service provider must be a member-in-good-standing of the Marketing Research and Intelligence Association (MRIA), the self-regulatory association which governs and represents the market, survey, and public opinion industry in Canada.

Each OPI is responsible for the cost of administering the surveys and the calculation of the graduation rates.

Survey Population

For the 2014-15 survey cycle, the graduate outcomes survey ([Appendix B](#)) is to be conducted with all graduates of programs provided by OSAP-approved OPIs.

In the subsequent survey cycles (starting 2015-16), 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.

OPI Contacts

Each OPI is to designate staff to serve as a Key OPI Contact and as a Contact for Graduates and Employers to work with the ministry and the service provider contracted by the OPI to conduct the graduate and employer surveys and to tabulate and report the

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results. Each OPI must advise the service provider of the name on contact information for its Key OPI 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 OPI Contact and the Contact for Graduates and Employers when they are not available.

The Key OPI Contact and the Contact for Graduates and Employers are to work with alternative staff to keep each other informed.

Key OPI Contact

The Key OPI Contact acts as a single point of contact for the ministry and the service provider. The contact is to keep OPI staff, students, graduates, and employers informed about the KPI initiative. The contact is to coordinate the:

- Institution's entering into an agreement with a service provider;
- Submission to the Ministry of the Service Provider Contact Information form (Appendix I) upon entering into an Agreement with a Service provider and will submit the completed form to the Ministry via e-mail: colleges.branch@Ontario.ca. The form includes the service provider's contact information and attestation of the service provider's member-in-good-standing of the Marketing Research and Intelligence Association (MRIA), the self-regulatory association which governs and represents the market, survey, and public opinion industry in Canada.
- 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 OPI 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;

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- Distribution of survey data reports within the OPI;
- Update of the OPI auditor's contact information in the service provider database;
- Forwarding of previously submitted files to the OPI auditor, as needed;
- Follow up with the OPI 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 as agreed to in the Agreement with the Service Provider;
- Advise the ministry and service provider of any changes in the OPI's KPI contact information with the service provider via the service provider's web site; and

The Key OPI Contact ensures that the OPI 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 OPI; and
- Alternative phone numbers for hard-to-find graduates to the Key OPI 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. OPIs are encouraged to mirror this best practice and provide such assistance to graduates.

OPIs 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, OPIs are to prepare:

- An electronic enrolment file containing an entrant data record for each entrant at the OPI, as shown in the section [Instructions for Completing the Enrolment Data Record](#); and

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- 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. All graduates are to be checked to ensure that they exist in previously submitted enrolment files

Audit of Enrolment and Graduate Data Files

Other Private Institutions 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. Your auditor will have to offer your KPI service provider and the Ministry with a level of assurance that the information on the Enrolment Record File and the Graduate Record File has not been misstated and accurately represents your student and graduate activity for the relevant period.

All three enrolment and all three graduate data files are to be examined once annually and reported to the Ministry by July 31. This means that for some graduation terms, the enrolment and graduate data files may be audited after the graduate employment 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 as PDF files using web site links e-mailed to auditors when OPIs submit their winter graduate data files to the service provider. The structure of the file name is to comprise of the OPI code, "Audit Report" and cohort, for example:

EPAS Audit Report 14s-15f.pdf.

The Audit Guideline requirements are described in Appendix K

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 Summer 2013**, you must report all entrants who enrolled in your OSAP-eligible programs over the **past** period of time representing 200% duration of your longest OSAP Eligible program with the exception of Baccalaureate Degrees where the completion time frame equals approximately seven years (as of May 1, 2013), as well as all entrants during the Summer Term (May 1 – August 31, 2013).

Prepare an Excel file or a CSV file with a data record for each enrollee following the guidelines and field notes below¹. Regardless of the service provider that your institution has engaged, the Excel file can be downloaded from Forum Research's website www.opikpi.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

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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- Conformity with ministry's approved program database.

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

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

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

- **Note:** For the 2013 Summer Term, you must report all graduates who graduated from your OSAP-eligible programs over the **past** period of time representing 200% duration of your longest OSAP-eligible program with the exception of Baccalaureate Degrees where the completion time frame equals approximately seven years (as of May 1, 2013), as well as all graduates during the Summer Term (May 1 – August 31, 2013).

Prepare an Excel file or a CSV file with a data record for each graduate following the guidelines and field notes below². The Excel file can be downloaded from a service provider's website such as www.opikpi.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.

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

Submission and Revision of Enrolment and Graduate Data Files

The file submission deadlines are outlined below:

Graduating semester 2013-14	2013-14 Graduate Record File Upload	Graduating semester 2014-15	2014-15 Graduate Record File Upload
Summer 2013 (May 1 – August 31)	February 21, 2015	Summer 2014 (May 1 – August 31)	February 21, 2015
Fall 2013 (September 1 – December 31)	February 21, 2015	Fall 2014 (September 1 – December 31)	May 30, 2015
Winter 2014 (January 1 – April 30)	February 21, 2015	Winter 2015 (January 1 – April 30)	June 30, 2015

The service provider advises the OPI auditor via e-mail, providing a [file reference number](#) and a web-link from which the file can be securely downloaded.

The OPI'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 OPI 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 OPI 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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If a file contains errors, the Key OPI 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 OPI auditor via e-mail, providing a file reference number and a web-link from which the file can be securely downloaded.

The OPI auditor is responsible for auditing the enrolment and graduate data.

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 OPI. 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 OPI.

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.

Following Up with Graduates**Search for Alternative Telephone Numbers of Graduates**

The Key OPI 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 OPIs 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 OPIs 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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POIs 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 an OPI receives a new phone number, it is to be added to the list in the space provided. If an OPI 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 OPIs to see immediately if any new listings have been added since the list was last checked.

Payment

Each OPI will be required to enter into an agreement with a service provider who will survey its graduates six months after graduation using a prescribed script and calculate graduation rates for your programs using a prescribed methodology. The terms of Agreement should include a payment schedule. Each OPI will be responsible for the cost of administering the survey and the calculation of graduation rates.

Distribution of Survey Results and Reports

The data collected by the graduate outcomes survey is for administrative and statistical purposes of the OPIs and the ministry. Only aggregate data are reported, and only depersonalized responses are provided back to OPIs 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 OPI Contact is to distribute to the appropriate staff in the OPI 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. OPIs 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. OPIs are also not to rank themselves or other OPIs based on the KPI results.

Release of the KPI Data

The ministry will publicly announce OPIs' final KPI results annually, following each KPI collection cycle. Individual OPIs must release their KPI results to the public at the time and in the manner to be prescribed by the Ministry. In publishing the KPI results, OPIs are to adhere to the following requirements:

- OPIs 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 OPIs 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 the ministry's Postsecondary Accountability Branch at PSAB@ontario.ca

To obtain information on the graduate data file or survey process, contact your service provider.

Summary of Responsibilities

Other Private Institution (OPI)

The OPI is responsible for:

- Appointing a Key OPI 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 its service provider CVS or Excel files with entrants for OSAP-approved programs of instruction.
 - Preparing and uploading to its service provider CVS or Excel files with graduates of OSAP-approved programs of instruction.
 - Making any changes required to correct errors in the enrolment and graduate data files, as identified by the OPI'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 its service provider. See Audit Guidelines (Appendix K) for further detail.
- Submitting the complete audited enrolment and graduate report to the Ministry by July 31 of each year.
- Informing the ministry and the service provider of any changes associated with the KPI initiative at the OPI.
- Keeping OPI staff, students, graduates, and employers informed about the KPI process and results.
- Publishing final KPI results on its public website, as directed by the Ministry.

Ministry of Training, Colleges and Universities

The ministry is responsible for:

- Administering the KPI initiative.
- Providing the KPI results to the OPIs for their annual announcement and publishing the KPI results on the ministry's website annually.
- Working with the OPI 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 as required.
- Using data to advise and inform government about the OPI system's achievement of its mandate.

Appendix A: Survey Cycle Calendar – 2014-15

To be finalized once process has been established.

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.

OPI Graduate Outcomes Survey

Good evening/afternoon, my name is _____ and I'm calling from _____ 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 _____ on behalf of the Ontario Ministry of Training, Colleges and Universities. We're following up with students who graduated from _____ **(INSTITUTION FROM LIST)** six months ago in order to get your comments about the school and your experiences since graduating. This information is being for the purposes of developing performance indicators for OSAP-eligible programs at private institutions.

Before we start, I would like to assure you that your individual responses will remain anonymous. Reports provided by _____ to the Ministry and _____ **(INSTITUTION 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 program of study, which will be made public to allow current and prospective students to make more informed choices in their education. _____ **(INSTITUTION 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 _____ 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

³ 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 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 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 NOT TO BE USED IN 2014-15

~~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 _____ (INSTITUTION FROM LIST) improve its performance, _____ 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 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 Survey⁴ NOT TO BE USED IN 2014-15

The following is the survey preamble and the survey.

OPI Employer Satisfaction Survey

Good day, my name is _____ and I'm calling from _____ 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 _____ **(INSTITUTION 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 for the purposes of developing performance indicators for private institutions. 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. _____ will provide a depersonalized report of all of employer responses to both the ministry and _____ **(INSTITUTION FROM LIST)**. The ministry will use the depersonalized responses to develop performance indicators all programs in Ontario, which will be made public to allow current and prospective students to make more informed choices in their education. _____ **(INSTITUTION 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 _____ website or I can give you the name of someone to call at the school _____, _____ **(INSTITUTION 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 preparation by _____ (INSTITUTION) 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 OPI 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 OPI via a login and password secured File Transfer Protocol (FTP) site:

- Graduate data submitted to the service provider by OPIs **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;

OPI KPI Data

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

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

In March 2015, each OPI will receive from the service provider the graduation rates associated with each of its OSAP-eligible programs for the 2014-15 reporting year.

Tabulated Reports

For each survey and all three surveys combined, each OPI 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 OSAP-approved program provided by the OPI, 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 OPI is to be provided with:

- **A Graduate Outcomes Report**, showing the graduate outcomes for each OSAP-eligible program provided by the OPI.

Appendix E: Instructions for Completing the Enrolment Data File

NOTE: Greyed out items are not to be included in the graduate data file. Please use to a series of 'X' to populate these fields (e.g., a (6) six-character field should be populated as 'XXXXXX').

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

A.4 Legal Name

A.5 OSAP Institution Code: Use the standard (4) four-character OSAP code as defined by the ministry. 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 an OPI's OSAP-eligible program. The same number should be used if a student enrolls in more than one OSAP-eligible program at the OPI. This will be used to match enrolment records with graduate records. Each student identification number must be 15 characters or less. Should an OPI 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 (Appendix J).

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: OSAP-approved program name and details.

I.5 Work Integrated Learning: (Work integrated learning relates to structured work experience which was an official component of the program). Use **PR** if the program has a practicum or placement 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, OPIs 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 OSAP-approved program into another OSAP approved program at an OPI 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 OSAP-approved 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

NOTE: Greyed out items are not to be included in the graduate data file. Please use to a series of 'X' to populate these fields (e.g., a (6) six-character field should be populated as 'XXXXXX').

Enrolment Data File Fields (Sections A-C, E-I, K mandatory, D, J optional, M as needed)	Width	Checking
Section A: OPI ID (all fields mandatory)		
A.1 Organization ID (as in RICC)	6	XXXXXX
A.2 PCC ID (as in RICC)	6	XXXXXX
A.3 Operating Name	80	At least 1 char
A.4 Legal Name	80	MTCU file
A.5 OSAP Institution Code	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 (See Appendix J)	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 (See Appendix J)	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	X

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 defined in OSAP)	105	MTCU file
I.2. Program duration HH (hours)	4.2	nnnn.dd
I.3 Program duration WK (weeks) (3.2) (nnn.dd)	3.2	MTCU file
I.4 Program format (FT, PT, FT/PT)	5	FT, PT, FT/PT
I.5 Work integrated learning (Practicum (PR), No Practicum (NO))	2	PR, NO
I.6 Campus postal code (ananan)	6	ananan

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

J.1 Approved Program Name (if available)	40	-
J.2. OPI program code (if available)	15	-
J.3 OPI 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 (within institution) (all fields mandatory)

M.1 Transfer status (Y = yes, N/ blk = no)	1	Y, N/blk
M.2 Name of program transferred from (as defined by OSAP, 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 OPI 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 OPI.

³ These fields are optional but if provided will allow the service provider to report back to each OPI their results by OPI program name, OPI program code, OPI 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

Instructions for Completing the Graduate Record File

NOTE: Greyed out items are not to be included in the graduate data file. Please use to a series of 'X' to populate these fields (e.g., a (6) six-character field should be populated as 'XXXXXX').

A.1 Organization ID: Use the standard (6) six-character institution 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 Institution ID: Use the standard (6) six-character institution campus code, as defined by the ministry in RICC. This will be checked during upload against ministry database.

A.3 Operating Name

A.4 Legal Name

A.5 OSAP Institution Code: Use the standard (4) four-character OSAP code as defined by the ministry. 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 an institution's program. The same number should be used if a student enrolls in more than one OSAP-eligible program at the institution. This will be used to match enrolment records with graduate records. Each student identification number must be 15 characters or less. Should an institution 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 (Appendix J).

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, institutions 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: OPIs may optionally provide employer information for each graduate from 2015-16 onwards. 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 OSAP-eligible program of instruction** in a specific term, report each program separately.

N. Program of instruction: Please include the name of the approved OSAP-eligible 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 Record File

Graduate Data File Fields (Sections A-C, E-H, N mandatory, D, K-L optional)			Width	Checking
Section A: Institution ID (all fields mandatory)				
A.1 Organization ID (as in RICC)	6	XXXXXX		
A.2 Institution ID (as in RICC)	6	XXXXXX		
A.3 Operating Name	80	At least 1 char		
A.4 Legal name	80	MTCU file		
A.5 OSAP Institution Code	4	MTCU file		
Section B: Entrant/Graduate ID (all fields mandatory)				
B.1 Student ID (unique, mandatory, enrolment data file match) ¹	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 (see Appendix J)	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 (see Appendix J)	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 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	X
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 (Institution's)(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 mandatory, 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 and only for 2015-16 onwards)		
Employer organization name	40	X's (40)
Employer suite number	5	XXXXX
Employer street address	35	X's (35)
Employer town/city	30	X's (30)
Employer province/state (See Appendix J)	2	XX
Employer postal/zip code (ananan)	10	XXXXXXXXXX
Employer country	2	XX
Supervisor family name	40	X's (40)
Supervisor given name	40	X's (40)
Supervisor title	35	X's (35)
Supervisor phone number	15	X's (15)
Supervisor phone extension	7	XXXXXXX
Section N: Program of instruction (each program; all fields mandatory)		
N.1 Program name	105	MTCU file

Notes:

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

Appendix G: Service Provider's Contact Information

For more information on the graduate data file or survey processes, contact your service provider.

Appendix H: Private Other Institutions

Institute for Christian Studies

Charles Sturt University

Master's College and Seminary

Tyndale University College

Great Lakes Bible College

Covenant Canadian Reformed Teachers College (EPFM)

Heritage College & Seminary

Redeemer University College

Emmanuel Bible College

Canadian College of Naturopathic Medicine

Nav Canada

Canadian Christian College

Canadian Memorial Chiropractic College

Niagara University

Appendix I - Service Provider Contact Information

Full Legal Name and Address of your Institution:

NAME: _____

ADDRESS: _____

CONTACT: _____

PHONE: _____

E-MAIL: _____

Full Legal Name and Address of your Service Provider:

NAME: _____

ADDRESS: _____

CONTACT: _____

PHONE: _____

E-MAIL: _____

Attestation

I hereby attest that _____ was a member- in-good-standing

(legal name of your KPI Service Provider)

of the Marketing Research and Intelligence Association (MRIA), the self-regulatory association which governs and represents the market, survey, and public opinion industry in Canada, at the time of signing an Agreement with our institution to administer Key Performance Indicators (KPI).

Dated this _____ day of _____ 2014

(An authorized signing officer)

(Print Name)

(Title)

Please return by August 6, 2014 by email to: colleges.branch@Ontario.ca

Appendix J – Province/Territory/State Codes

Code	Province/Territory/State	Code	Province/Territory/State
AB	Alberta	LA	Louisiana
BC	British Columbia	ME	Maine
MB	Manitoba	MD	Maryland
NB	New Brunswick	MA	Massachusetts
NL	Newfoundland and Labrador	MI	Michigan
NT	Northwest Territories	MN	Minnesota
NS	Nova Scotia	MS	Mississippi
NU	Nunavut	MO	Missouri
ON	Ontario	MT	Montana
PE	Prince Edward Island	NE	Nebraska
QC	Quebec	NV	Nevada
SK	Saskatchewan	NH	New Hampshire
YT	Yukon Territory	NJ	New Jersey
ZX	Canadian citizen living abroad	NM	New Mexico
ZY	Not Applicable	NY	New York
ZZ	Unknown	NC	North Carolina
AL	Alabama	ND	North Dakota
AK	Alaska	OH	Ohio
AZ	Arizona	OK	Oklahoma
AR	Arkansas	OR	Oregon
CA	California	PA	Pennsylvania
CO	Colorado	RI	Rhode Island
CT	Connecticut	SC	South Carolina
DE	Delaware	SD	South Dakota
DC	District of Columbia	TN	Tennessee
FL	Florida	TX	Texas
GA	Georgia	UT	Utah
HI	Hawaii	VT	Vermont
ID	Idaho	VA	Virginia
IL	Illinois	WA	Washington
IN	Indiana	WV	West Virginia
IA	Iowa	WI	Wisconsin
KS	Kansas	WY	Wyoming
KY	Kentucky		

Appendix K – Audit Requirements Enrolment and Graduate Data

Other Private Institutions (OPIs) are to engage a licensed public accountant in the province of Ontario, pursuant to the [Public Accountancy Act, 2004](#), to provide an audit report on their enrolment and graduate data. This audit report is due by July 31 of each year.

The cost of performing the audit is the responsibility of the OPI.

Based on the internal records maintained by the OPI, auditors are required to provide the ministry with a level of assurance that the information in the enrolment and graduate data files reported to the OPI's KPI service provider has not been misstated.

Auditors must assess whether or not the OPI reported its student/graduate activity for all approved OSAP-eligible programs for the associated KPI Collection Cycle

Auditors are required to provide assurance for the following information, using the appropriate sample of enrolment and graduate data files **provided to OPI's KPI service provider:**

- a) The individual's first and last name;
- b) The individual's student identification number;
- c) The approved OSAP-eligible program in which the individual is/was undergoing training;
- d) The individual's enrolment date;
- e) The individual's graduation date;
- f) Students reported to have transferred from one program to another (within the same PCC); and
- g) Terms in which the PCC reported to have no entrants or graduates (e.g., null files).

Note: It is not necessary for auditors to validate all fields included in the enrolment and graduate data files and outlined in this Operating Procedure. The ministry only requires an auditor's opinion around (a)-(g) above.

The ministry views as being of considerable merit the application of *statistical sampling* techniques in support of the auditor's opinion. Where such techniques are applied, the ministry considers appropriate a confidence level of **95 per cent and a precision limit of 2 per cent** with respect to the upper limit of net overstatement. Specifically, in such a case, an auditor's opinion without reservation or qualified items would be interpreted as attesting with 95 per cent certainty to the OPI's reporting of its enrolment and graduate activity. The enrolment and graduate data are not more than 2 per cent greater than the values that would have been derived if every student record had been examined. Errors detected in the enrolment and graduate sample selected are to be identified by the auditor and corrected by the OPI. The OPI is then responsible to resubmit the revised file to its KPI service provider. Further investigation should be undertaken by the auditor to determine whether or not such errors are unusual occurrences or are indications of systematic reporting problems.

An error report/statement of omissions or overstatements⁵, along with any documentation pertaining to unusual occurrences or systemic reporting problems, is to be reported to the OPI and uploaded to the OPI's KPI service provider by the OPI auditor. See [Schedule A](#) for the error report template.

⁵ This file should summarize the errors that were identified by the auditor and corrected by the PCC.

Error Reports/Statement of Omissions or Overstatements

Any errors detected by the OPI auditor in the data files are to be identified by the auditor to the OPI and immediately corrected by the OPI as follows:

1. The OPI auditor is to identify to the OPI the changes required to correct errors in the graduate and enrolment data files;
2. The OPI is then to make the changes required to correct the errors and re-submit these files to the OPI's KPI Service Provider, generating new file reference numbers for the revised files; and
3. The OPI auditor is to verify that all errors have been corrected.

A list of the enrolment and graduate files audited, specifying original versus revised files and all necessary corrections, is a requirement of the final audit report, provided by the OPI auditor to the OPI and uploaded to the OPI's KPI service provider. **The OPI auditor must ensure that the revised file contains all of the required corrections.** See [Appendix A](#) for a sample auditor's report including an error report template.

Changes to Submitted Data

The submission of an accurate audit of enrolment and graduate data is crucial. It is therefore critical that students and graduates are accurately reported by the OPI and submitted to the OPI's KPI service provider on a timely basis.

OPI adjustments to the enrolment and graduate data files will not be accepted after the enrolment and graduate audit report is submitted by the auditor except under extraordinary circumstances and only with explicit authorization from the Ministry. Any proposed adjustments requested after the audit is submitted must be authorized by the OPI's key executive – president, Chief Executive Officer, owner, director or officer – and the OPI's auditor.

Audited Enrolment and Graduate Report

An auditor's report, without reservation or qualified items, is required for the OPI KPI initiative. If the auditor is unable to provide a report without reservation or qualified items, a full written rationale is to be sent by the auditor to the OPI and uploaded to the OPI's service provider. Further direction will be provided by the Ministry to the OPI after reviewing the matter.

The OPI's auditor is required to:

Upload to the OPI's KPI service provider and provide to the ministry the complete audited enrolment and graduate report by July 31. This report should be uploaded as one document in PDF format and made up of the following components and in the following order:

1. The **Auditor's Report**, signed and dated by the external auditor who performed the audit using the template provided and citing all confirmation numbers for the files that have been audited, including any revised files. See [Appendix L](#) for a template of the auditor's report.
2. If one has been provided to the OPI, a copy of the **auditor's management recommendation letter**; and

3. If errors have been detected during the audit process, a **summary file of the errors that were detected** by the auditor and corrected by the OPI (e.g., error report), along with any documentation pertaining to unusual occurrences or systemic reporting problems. The OPI auditor must ensure the revised file contains all of the required corrections.

Auditors' Portal

The final auditor's report must be on the same data as was provided to the OPI's KPI service provider. With the [file reference number](#), the auditor has access to the data files on OPI's KPI service provider's secure web site. If any changes are required to the data files, it is the OPI's responsibilities to make these changes and re-upload the revised file(s) to the OPI's KPI service provider.

For further information regarding the Auditor Portal, please contact the service provider at

Appendix I: Auditor's Report Templates

[A PDF version of this document can be downloaded from your KPI service provider]

AUDITOR'S REPORT - Other Private Institutions (OPIs)

To the Director, Postsecondary Accountability Branch:

We have audited **[name of institution]**'s compliance with enrolment and graduate data reporting requirements as set out in the *Operating Procedure - Other Private Institutions Key Performance Indicator (KPI) 2014-15 Survey Cycle*. For the 2014-15 KPI collection cycle, our audit included **[name of institution]**'s reporting of all entrants and graduates for the terms from **[earliest term]** to **[last term required]**, as set out in Appendix E and F of the *Operating Procedure - Other Private Institutions Key Performance Indicator (KPI) 2014-15 Survey Cycle*. Compliance with the above referenced documents is the responsibility of the management of the OPI. Our responsibility is to express an opinion on the compliance of the OPI in reporting its enrolment and graduate data based on our audit.

Our audit was conducted in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance of whether the reported enrolment and graduate data complied with the reporting requirements set out in the *Operating Procedure - Other Private Institutions Key Performance Indicator (KPI) 2014-15 Survey Cycle* and to obtain reasonable assurance whether the graduate information is free of material misstatement. Such an audit includes examining, on a test basis, evidence supporting compliance, evaluating the overall compliance with these criteria, and where applicable, assessing the accounting principles used and significant estimates made by management.

In our opinion, **[enter name of institution]**, for the terms from **[earliest term]** to **[last term required,]** as set out in Appendix E and F], is in compliance, in all material respects, with enrolment and graduate reporting requirements set out in the *Operating Procedure - Other Private Institutions Key Performance Indicator (KPI) 2014-15 Survey Cycle*.

City

(Signed).....

Licensed Public Accountant

Date

SCHEDULE A: ERROR REPORT TEMPLATE

Audited File (Reference File Number)	File Status (Original “O” versus Revised “R”)	Further Information/ Summary of Corrections