

2023 Key Performance Indicator Operating Procedure

**Private Institutions Seeking First-Time Approval
for the Purposes of OSAP**

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1. Purpose and Application

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 institutions' objectives. Performance measurement, through the collection of performance indicators, is an important accountability tool.

For private postsecondary institutions in Ontario seeking first-time approval for the purposes of the Ontario Student Assistance Program (OSAP), the Ministry of Colleges and Universities (MCU) has defined two Key Performance Indicators (KPIs) to measure and evaluate:

1. Graduation rate
2. Graduate employment rate

The operating procedure outlined in this document applies to private postsecondary institutions in Ontario that are seeking first-time approval for the purposes of OSAP and do not receive direct operating funding from MCU.

This operating procedure sets out the actions required of institutions to allow a service provider, Forum Research Inc., to collect and calculate two years of graduation rates and graduate employment rates. MCU will use these KPIs in the process of evaluating an institution's application for approval for the purposes of OSAP. To be assessed by MCU for KPI performance, an institution must have at least five students/graduates in the measured overall graduation rate and overall graduate employment rate for each of the two years.

A standardized survey will be used to calculate graduate employment rates in order to ensure a consistent and objective approach that will yield reliable, comparable, and verifiable results. Forum Research will calculate graduation rates using enrolment and graduate lists submitted by each institution. To help ensure the accuracy of the KPI rates, these lists must be audited before Forum Research initiates collection and calculation of the KPI rates.

KPI results of institutions seeking first-time OSAP approval will not be posted to a MCU public website. However, for institutions that are approved for the purposes of OSAP,

KPI data are published annually on a MCU public website to aid prospective students and their parents in making an informed choice with respect to students' studies. The KPI data also serve as a public record of the student outcomes for programs funded through OSAP and will aid institutions in assessing student and program outcomes.

Minimum KPI Rates for Obtaining First-Time OSAP Approval

For each of the two years of collected graduation and graduate employment rates, private postsecondary institutions seeking first-time approval must achieve both of the following:

- Overall graduate employment rate of **at least 75%**.
- Overall graduation rates that are **at least 55%**

The two most recent years of published graduation and graduate employment rate thresholds are as follows:

Period	Graduate Employment Rate Threshold	Average Graduation Rate (80% of Sector Average)
2021	75.0%	55.0%
2022	75.0%	55.0%

Applicant institutions that achieve overall graduation and graduate employment rates in each of two years at or above these levels would meet the KPI standard.

2. Glossary

Key Terms

OSAP-recognized program: A program that meets the following conditions:

- Is at the postsecondary level*
- Provides at least 12 full-time study weeks (over a 15-week period)
- Leads to a diploma, degree, or certificate

- For non-degree programs, they must be a minimum of 20 hours of instruction per week.

*Postsecondary level excludes education for high school equivalency, academic upgrading below a postsecondary level, English as a second language (ESL), and French as a second language (FSL).

Periods of practical training required for acceptance in a professional corporation or for the practice of a trade or profession (e.g., medical internship/residency, dietetic internship, real estate agent, in-class and practical training of employed apprentices) are also not considered OSAP-recognized programs.

Programs that are not recognized by OSAP are *not* included in this KPI collection.

Graduation rate: The percentage of enrolments that started year 1 of an OSAP-recognized program on a full-time basis and graduated at any point within the graduation window (defined at H in the “Related Terms” section below)

Graduation rate =
$$\frac{\text{number of graduates within the graduation window}}{\text{number of enrolments for the graduation window}}$$

More explicitly, the graduation rate is equal to the number of year 1 full-time enrolments that graduated within the graduation window, divided by the number of year 1 full-time enrolments scheduled to graduate within the graduation window.

For institutions that apply for OSAP in calendar year 2023, the graduation window of enrolments concludes in calendar year 2021 or 2022. From this data, a 2021 graduation rate and a 2022 graduation rate will need to meet or exceed the 55% threshold.

Entrant Transfers to Another OSAP-Recognized Program **within the Institution**

For the graduation rate, if an entrant transfers **within the institution** to another program and is given *advanced standing* for the second program, and:

- graduates from the second program within the graduation window of the first program, he or she will count as an enrolment and graduate of the second program; *or*
- does not graduate from the second program or graduates after the graduation window of the first program, he or she will count as an enrolment of the second program.

Entrants who begin two programs within a period specified in the table starting on page 8 will be recorded twice: once as an entrant of the first program and once as an entrant of the second program.

Transfers-in from another institution who are given Advanced Standing

For the graduation rate files, transfers-in from another institution who are given advanced standing **are not to be included in the graduation rate files** because it would be difficult to determine their initial start date at the former institution and graduation window.

For the graduate employment rate file, transfers-in from another institution who graduate from an OSAP recognized program within the period on **page 10 are to be included in the graduate employment rate file.**

Graduate employment rate: The percentage of all graduates of OSAP-recognized programs who were employed (full-time or part-time) at six full months after graduation.

Graduate employment rate =
$$\frac{\text{number of employed graduates at 6 months}}{\text{number of graduates in the labour force at 6 months}}$$

More explicitly, the graduate employment rate is equal to the number of employed graduates divided by the number of graduates who, six months after graduation, are employed, are not employed but are seeking employment, and are not employed but have accepted a job that will start shortly.

The Graduate Employment Rate Data File includes all graduates of OSAP-recognized programs who started full-time, part-time, or with advanced standing.

The graduate employment rate includes outcomes of surveyed graduates of OSAP-recognized programs who started part-time, full-time, or with advanced standing. From the graduate employment results, a 2021 graduate employment rate and a 2022 graduate employment rate will be calculated and the institution needs to meet or exceed the 75% threshold.

Related Terms

- A. Grace period:** Twenty-five percent of the program duration (e.g., one week for every four weeks of study) up to a maximum of eight weeks from the year 1 start date. Entrants who withdraw during the grace period are *not* included in the calculation of the graduation rate.
- B. Withdrawal:** An entrant who starts year 1 on a full-time basis and withdraws or is expelled within the grace period. A withdrawal is not included in the enrolment count used to calculate graduation rates.
- C. Entrant:** A student who starts year 1 of an OSAP-recognized program on a full-time basis and has not been given advanced standing. Entrants **include** students who withdraw within, or after, the grace period and students who remain enrolled after the grace period.
- D. Enrolment:** An entrant who is still enrolled in the same program after the grace period, or a full-time entrant who transferred **within the institution** to another program and was given *advanced standing* for the second program.
- E. Advanced standing:** Credit given to a student at admission to a program for having already completed one or more of the required courses or study years of the program.
- F. Graduate:** A student who started year 1 of an OSAP-recognized program on a full-time or part-time basis, or entered the program with advanced standing, and

successfully completed all academic and practicum requirements of the OSAP-recognized program.

G. Graduation date: Date that the student successfully completed all required academic and practicum requirements of an OSAP-recognized program. Typically this is the study end date of the final year of the program.

H. Scheduled program duration: The duration of the program as described below. The number of weeks is calculated from the scheduled year 1 start date to the scheduled end date of the program. For example, if a program is scheduled from January 2, 2022 to December 31, 2023, regardless of study breaks, the number of weeks would be 104 and the program would be a two-year program. The table below indicates the number of weeks for programs of one to five years.

1 year	12 to 52 weeks from scheduled start to end date
2 years	53 to 104 weeks from scheduled start to end date
3 years	105 to 156 weeks from scheduled start to end date
4 years	157 to 208 weeks from scheduled start to end date
5 years	209 to 260 weeks from scheduled start to end date

I. Graduation window: The period for which a student who started year 1 of an OSAP-recognized program on a full-time basis and without advanced standing is assessed for the graduation rate. This window is calculated at roughly 200 percent of the regular scheduled duration for programs of three years or less. The graduation window is seven years for semester 1, year 1 full-time starts in four-year and five-year programs.

Note: To accommodate for programs of 27 to 52 weeks in which students may not have access to required courses in every term, the graduation window is one year from the scheduled end date (as indicated in the table below). Institutions

and auditors are responsible for ensuring that *all entrants* with the start dates indicated in the table are listed in the Graduation Rate Data File.

Scheduled Program Duration	Graduation Window Closes	2021 and 2022 Graduation Rate Data File Includes All Full-time Year 1 Entrants Who Started between:
12 to 26 weeks	Start Date Plus Number of scheduled weeks from start to end multiplied by 2. (e.g. graduation window for a student who started a 15-week program on Aug. 1, 2020 closes 30 weeks after Aug. 1, 2020.)	January 2020 and June 2022
27 to 52 weeks	1 year from scheduled end date	January 2019 and June 2021
2 years	4 years from year 1 start date	January 2017 and December 2018
3 years	6 years from year 1 start date	January 2015 and December 2016
4 or 5 years	7 years from year 1 start date	January 2014 and December 2015

How does the Graduation Window work?

If, for example, a full-time student started Year 1 of a 2-year program on January 15, 2016, the window for graduation would close January 15, 2020 which is 4 years from the Year 1 Start Date. Because the window for graduation concludes in 2020 that student would be included in the calculation of the 2020 graduation rate. If he/she graduates at any point before January 15, 2020 he/she is counted as both an enrolment and a graduate. If the student is still enrolled after the grace period and does not graduate before January 15, 2020, the student is counted only an enrolment.

Forum Research is responsible for calculating the date that the entrant's graduation window closes. If an entrant's graduation window closes before 2020 or after 2021, the

entrant will *not* be included in Forum Research's calculation of the 2020 and 2021 graduation rates. It is possible for entrants in programs of 52 weeks or less and the range of start dates indicated in the table starting on **page 8** to have a graduation window that closes before 2020 or after 2021.

J. Graduation Rate Data File: Data file that the applicant institution submits to Forum Research which includes records for all full-time entrants in OSAP-recognized programs whose year 1 start dates coincide with those in the preceding table. Entrants whose graduation window finishes during the 2020 or 2021 calendar year will be included in the calculation of the 2020 and 2021 graduation rates.

Records for entrants must be entered in the exact layout outlined in Appendix C.

K. Graduate employment window: The 30-month period before the month in which the two KPI files are submitted to the auditor for review. For the respective month of auditor engagement, all graduates of OSAP-recognized programs for the matching 30-month period noted below are to be listed in the Graduate Employment Rate Data File. For example, if you engage an auditor in May 2022, you will list all graduates of OSAP recognized programs from November 2019 to April 2022 in the Graduate Employment Data File.

Month of Auditor Engagement in 2023	Graduate Employment Window for Employment Survey
January	July 2020 to December 2022
February	August 2020 to January 2023
March	September 2020 to February 2023
April	October 2020 to March 2023
May	November 2020 to April 2023
June	December 2020 to May 2023
July	January 2021 to June 2023
August	February 2021 to July 2023
September	March 2021 to August 2023

Month of Auditor Engagement in 2023	Graduate Employment Window for Employment Survey
October	April 2021 to September 2023
November	May 2021 to October 2023
December	June 2021 to November 2023

To maximize the contact rate for the graduate employment survey, institutions are required to list graduates from the 30-month period prior to the month of engaging the auditor. The following considerations relate to this requirement:

- If there is a delay in starting the graduate employment survey, listing the additional 6 months of graduates will enable Forum Research to contact graduates who have recently reached the point of being out of school for 6 full months. A survey may be delayed for a number of reasons, including a prolonged audit or delayed prepayment to Forum Research.
- For the employment survey, graduates who have been out of school for not much longer than 6 full months are typically easier to contact than graduates who have been out of school for longer periods.
- Once Forum Research has received the finalized Graduation Rate Data File and finalized Graduate Employment Rate Data File from the auditor, and all registration/prepayment arrangements and the OSAP Compliance Unit's review of the audit report have been completed, Forum Research will start surveying graduates who have been out of school for at least 6 months. The survey will be conducted over a period of about 5 weeks, and graduates will be asked about their status at 6 full months after graduation.
- The most recent 24 months of graduates with employment rate results will be included in each of the 2 years of graduate employment rates.

L. Graduate Employment Rate Data File: Data file which includes records for all graduates of all OSAP-recognized programs during the graduate employment window that the applicant institution submits to Forum Research. Forum Research uses this data file to contact graduates and conduct the graduate employment survey used to calculate the graduate employment rate.

Records of graduates must be entered in the exact layout outlined in Appendix D.

M. Key Performance Indicators (KPIs): The graduation rate and the graduate employment rate, which are collected for the purposes of applying for first-time OSAP approval. The employment survey of graduates will collect information on their employment status at six months after graduation. It will also collect information on the type of employment (e.g., full-time or part-time), income, and whether the employment was related to the subject of the program from which they graduated. From this data, Forum Research will calculate program and institutional outcomes.

In addition to graduation and graduate employment rates; information on the nature of the employment such as the employed grads working full-time, average graduate full-time income, and percentage of employed graduates who found work related to their program may be released by institutions but it should be made equally available for all programs and not selected programs.

N. Auditor: An accountant licensed to practise as a public accountant in the province of Ontario, as defined under the Public Accountancy Act, 2004, whom an applicant institution engages to conduct an audit of the enrolment and graduate data files, as required by MCU.

3. Designated Institution Contact

Each institution is to designate a staff member to serve as a key contact for KPI collection. The person will work with MCU and Forum Research to conduct the graduate surveys, tabulate and report the results, and act as a contact in the event that graduates have questions that Forum Research cannot answer.

Each institution must inform Forum Research of the name and other information for the key contact via Forum Research's website. At least one alternative staff member is to be named in the event that the key contact is not available.

The key contact is to keep institution staff, students, and graduates informed about the KPI initiative and is responsible for coordinating and monitoring the following:

- Forwarding the contact information for the independent auditor to Forum Research at the time the data files are submitted
- Following up with the auditor to ensure that the audit report is filed by the prescribed deadlines
- Submitting the correctly formatted Graduation Rate and Graduate Employment Data Files to Forum Research
- Informing Forum Research of alternative phone numbers for hard-to-find graduates
- Distributing survey data reports within the institution;
- Providing Forum Research updates, if necessary, of the contact information of the institution's auditor
- Answering questions from graduates that Forum Research cannot answer
- Paying KPI invoices from the auditor and Forum Research on time
- Updating MCU and Forum Research, via Forum Research's website, about any changes in the KPI contact information
- Updating the contact information for the institution's key executive – president, owner, director, and/or officer

4. Requirements

Requirements for the KPI application cycle are described below.

First-time applicants for approval for the purposes of OSAP must upload two data files to Forum Research's website:

1. **Graduation Rate Data File**, including records for all entrants of OSAP-recognized programs whose year 1 start date coincides with that in the table starting on **page 8**,
2. **Graduate Employment Rate Data File**, including records for all graduates of OSAP-recognized programs who graduated during the graduate employment window, as shown in the table on **page 10**

The data files that applicant institutions submit must include all relevant records for students of OSAP-recognized programs and be uploaded to Forum Research via its secure [OSAP KPI Guidelines at http://www.privateapply.ca](http://www.privateapply.ca). These uploads will enable Forum Research to conduct employment surveys of graduates and calculate both graduate employment rates and graduation rates for OSAP-recognized full-time programs.

When the data files are uploaded, Forum Research will automatically validate that they are correctly formatted and produce, if required, an error report outlining any necessary corrections that need to be made to the formatting.

Audit Requirement

After sending its submission to Forum Research, an applicant institution must engage an auditor to conduct an audit and prepare a finalized audit report of the Graduation Rate and Graduate Employment Rate Data Files. The institution must provide the required contact information to Forum Research at the time the data files are submitted. Before submitting the Graduation Rate and Graduate Employment Rate Data Files to Forum Research and commencing the audit process for the purpose of KPI collection, the institution must send to MCU for approval the letter of engagement from the auditor.

Forum Research will provide the auditor with access to the data files so that the auditor can ensure that both files comply with the requirements laid out in this operating

procedure and the document *2022 Key Performance Indicator Audit Guideline: Private Institutions Seeking First-Time Approval for the Purposes of OSAP* (the audit guideline), which is available on Forum Research's [OSAP KPI Guidelines website at http://www.privateapply.ca](http://www.privateapply.ca).

Once the auditor is able to provide a finalized audit report without reservation, the auditor will upload the completed audit report and both finalized data files to the Forum Research website. For more information on the audit requirements and process, including requirements related to errors or omissions see section 7 of this document and the audit guideline.

5. Instructions for Completing the Graduate Employment Rate Data File and Graduation Rate Data File

Applicant institutions are to provide Forum Research with the Graduate Employment Rate Data File and Graduation Rate Data File for each student, in the identified data record format as shown in the section “Instructions for Completing the Graduate Employment Rate Data File and Graduation Rate Data File.”

Both of these files must be completed in full, submitted to Forum Research, and audited by an independent accountant before Forum Research starts to survey graduates.

These files must be in either an Excel or a Comma Separated Values (CSV) file format as described in this section. The Excel file template for the Graduation Rate Data File layout and the Graduate Employment Rate Data File can be downloaded from Forum Research’s [OSAP KPI Guidelines website at http://www.privateapply.ca](http://www.privateapply.ca).

All fields are to be completed exactly as required so that Forum Research can import the file directly into its database and into its computer-assisted telephone interview system.

One space must be left between words in a field that contains multiple words.

All year values are four digits.

Regardless of the type of file used, it must conform to the format described below and will be checked during the upload process. Successful uploads will be given a unique confirmation number. Unsuccessful uploads will result in a detailed list of errors.

The data file upload will check for:

- completion of all mandatory fields;
- field width; permitted values, range of values, characters, and formats.

Explanation of Certain Fields in the Data Files

Field	Graduate Employment Rate Data File (E) Graduation Rate Data File (G) Both Files (B)
A.1/AA.1 Operating name: Institution name and location as they appear on the OSAP Pre-Assessment Form. If your institution has more than one location in a city/town, add the street name (e.g., City College – Hamilton – King St.).	B
B.1/BB.1 Student ID: A unique student identification number must be provided. The ID number must not exceed 15 characters. If a student identification system is not place, one must be implemented for this data collection process.	B
C.3, C.4/CC.3, CC.4: Program duration from year 1 start to end date including study breaks: 12 to 52 weeks (1 year) 2 years to 5 years (see page 7 for further details on program duration)	B
D.1 Start date year 1: Date that the student started year 1 full-time – Entrants listed in the Graduation Rate Data File	G

<p>DD.1 Study start date: Date that graduates listed in the Graduate Employment Rate Data File started the program. (This field recognizes that some graduates may have advanced standing and, for example, may have started the program in year 2 rather than year 1 or started year 1 part-time.)</p>	<p>E</p>
<p>FF, GG Permanent and/or local addresses: Separate the apartment and street address and the city and province code. Use standard two-letter abbreviations for provinces, territories, and states.</p>	<p>E</p>
<p>HH Telephone numbers: Do <i>not</i> include hyphens, parentheses, or blank spaces. North American phone numbers must contain 10 digits: the three-digit area code and the seven-digit local number. The "1" prefix for long-distance numbers should not be included.</p> <p>Telephone numbers for other countries are to include "011" and the country code, the routing code, and the local number.</p>	<p>E</p>
<p>II Email address: If available, enter the email address(es) of the graduate.</p> <p>If a graduate cannot be reached by telephone during a graduate outcomes survey, Forum Research will email graduates to ask for a telephone number where he or she can be reached.</p>	<p>E</p>
<p>JJ Demographics of graduates: Used to help administer the graduate employment survey.</p>	<p>E</p>

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<p>JJ.1 Gender: Use 1 for male, 2 for female, and 3 for unknown.</p> <p>JJ.2 Language spoken: Use E for English and F for French. Refers to the student's primary language of communication during his or her studies.</p> <p>JJ.3 Additional accommodation required to complete survey: Use S for sight, H for hearing, and N for no additional accommodation required.</p>	
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Graduation Rate Data File Fields	Width	Check
Section A: School ID (all fields mandatory)		
A.1 Operating name	80	At least 1 character
Section B: Student ID (all fields mandatory)		
B.1 Student ID	15	Unique
B.2 Family name	40	At least 1 character
B.3 Given name	40	At least 1 character
Section C: Program of instruction (all fields mandatory unless noted otherwise)		
C.1 Program name	105	At least 1 character
C.2 Program code (internal to your institution)	15	At least 1 character
C.3 Program duration 1 year – (12 to 52 weeks); enter number of weeks, leave blank if 2 to 5 years	2	# – range check: 12 to 52 or blank
C.4 Program duration 2 to 5 years; enter number of years, leave blank if 1 year	1	# – range check: 2 to 5 or blank

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Section D: Start date year 1 (all fields mandatory)

D.1 Start date year (yyyy)	4	yyyy
D.2 Start date month and day (mmdd)	4	mmdd

Section E: Withdrawal date (mandatory only if withdrew)

E.1 Withdrawal date year (yyyy)	4	yyyy – if not blank, complete E.2
E.2 Withdrawal date month and day (mmdd)	4	mmdd – if not blank, complete E.1

Section F: Graduation status and date of graduation

(F1 is mandatory for all; F2 and F3 are mandatory for graduates)

(F4, F5, and F6 are mandatory *only if* F1 = N *and* transferred to another program – otherwise leave blank)

(F6 and F7 are mandatory *only if* graduated from program F5 – otherwise leave blank)

F.1 Graduated from program in C.1	1	(Y/N)
F.2 Graduation date year (yyyy)	4	yyyy – leave blank if F.1 is N
F.3 Graduation date month and day (mmdd)	4	mmdd – leave blank if F.1 is N
F.4 If F1 = N and transferred to a program, enter T	1	Alpha – leave blank if F.1 is Y
F.5 If F4 = T, enter name of program	105	Alpha – leave blank if F.4 is T
F.6 If graduated from program F5, enter graduation year	4	yyyy – if not blank, complete F.7
F.7 If graduated from program F5, enter graduation date	4	mmdd – if not blank, complete F.6

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Graduate Employment Rate Data File Fields	Width	Check
Section AA: School ID (all fields mandatory)		
AA.1 Operating name on application	80	At least 1 character
Section BB: Graduate ID (all fields mandatory)		
BB.1 Student ID (mandatory)	15	Unique
BB.2 Family name	40	At least 1 character
BB.3 Given name	40	At least 1 character
Section CC: Program of graduation (all fields mandatory unless noted otherwise)		
CC.1 Program name	105	At least 1 character
CC.2 Program code (internal to your institution)	15	At least 1 character
CC.3 Program duration 1 year (12 to 52 weeks); enter number of weeks, leave blank if 2 to 5 years	4	# – range check: 12 to 52 or blank
CC.4 Program duration 2 to 5 years; enter number of years, Leave blank if 1 year	4	# – range check: 2 to 5 or blank
Section DD: Study start date (all fields mandatory)		
DD.1 Start date year	4	yyyy
DD.2 Start date month and day (mmdd)	4	mmdd
Section EE: Graduation date (all fields mandatory)		
EE.1 Graduation date year (yyyy)	4	yyyy
EE.2 Graduation date month and day (mmdd)	4	mmdd
Section FF: Permanent address (all fields mandatory except apartment number)		
FF.1 Permanent apartment number	5	–
FF.2 Permanent street address	35	At least 1 digit
FF.3 Permanent town/city	30	At least 1 Country
FF.4 Permanent province/state (list)	2	based

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FF.5 Permanent postal/zip code (alphanumeric)	10	Country based
FF.6 Permanent country (CA = Canada, US = United States, OT = other than CA or US)	2	CA, US, OT

Section GG: Local address (if different from permanent; if same as permanent, leave blank)

GG.1 Local apartment number	5	–
GG.2 Local street address	35	At least 1 digit
GG.3 Local town/city	30	At least 1 digit
GG.4 Local province	2	Country based
GG.5 Local postal code (alphanumeric)	10	Country based
GG.6 Country code (CA, US, OT)	2	

Section HH: Telephone numbers (one number mandatory, 10 digits minimum)

HH.1 Permanent phone number	15	If entered, minimum 10 digits
HH.2 Local phone number (if different from permanent)	15	If entered, minimum 10 digits
HH.3 Other phone number (if available)	15	If entered, minimum 10 digits

Section II: Email addresses (if available; if not available, leave blank)

II.1 Primary email address	40	@
II.2 Secondary email address	40	@

Section JJ: Demographics (all fields mandatory)

JJ.1 Gender (M = male, F = female, U = unknown)	1	M, F, U
JJ.2 Language spoken (E = English, F = French)	1	E, F
JJ.3 Additional accommodation required to do the survey (S = sight, H = hearing, N = none)	1	S, H, N

6. Following Up with Graduates

It is the responsibility of the applicant institution, through the key KPI contact, to assist Forum Research in finding alternative phone numbers of graduates.

The exchange of information about hard-to-find graduates between Forum Research and the institution is done online via the hard-to-find-graduates list, available on Forum Research's secure website.

Forum Research will update the hard-to-find-graduates list each evening once the survey commences so that institutions have access to the information immediately. Only graduates whom Forum Research cannot find will be listed, together with all the phone numbers on file for them.

Institutions will provide Forum Research with new graduate phone numbers as soon as they become available so that it has immediate access to the information. When an institution receives a new phone number, it is to be added to the list in the space provided. If an institution finds a graduate at one of the existing phone numbers, that phone number is to be added in the new phone number box, and Forum Research 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 institutions to see immediately if any new listings have been added since the list was last checked.

7. Audit of Graduation Rate and Graduate Employment Rate Data Files

Auditors are to examine the Graduation Rate and Graduate Employment Rate Data Files to provide MCU with reasonable assurance that the lists of entrants and graduates in the data files are complete, that information has not been misstated, and that entrants and graduates have not been omitted or mistakenly included.

Both the original Graduation Rate Data File and the original Graduate Employment Rate Data File are to be examined and modified as required before Forum Research proceeds with the collection and calculation of KPI rates. An audit report without reservation or qualified items is a condition of OSAP program approval.

Auditing Guidelines

Institutions seeking first-time approval for OSAP are to engage a public accountant licensed in the province of Ontario, in accordance with the Public Accountancy Act, 2004. The auditor is required to provide an audit report on the institution's enrolment and graduate data. This audit report is due when the auditor uploads his/her audited data files to Forum Research.

For details on the audit process, see *2023 Key Performance Indicator Audit Guideline: Private Institutions Seeking First-Time Approval for the Purposes of OSAP* (the audit guideline), available on Forum Research's [OSAP KPI Guidelines website at http://www.privateapply.ca](http://www.privateapply.ca).

The cost of performing the audit is the responsibility of the institution. Compiling the student data in accordance with this KPI operating procedure will minimize the cost of the audit and amount of time required for the audit.

Process for Correction of Errors, Omissions, or Overstatements

The auditor must identify and inform the institution about any errors, omissions, and/or overstatements the auditor detects in the data files, and the institution must resolve them immediately, as described below:

1. The auditor is to identify and inform the institution about the changes/possible changes required to correct errors, omissions, and/or overstatements in the original Graduation Rate Data File and the original Graduate Employment Rate Data File (the original files will remain unchanged, and the auditor and institution will update copies of those files with any required changes, as described below).
2. The institution is then to work with the auditor to review and make the changes required to correct errors, omissions, and/or overstatements and ensure that all issues related to the recording of data have been resolved.
3. When satisfied that the two data files are complete and error free, the auditor will submit a finalized Graduation Rate Data File and a finalized Graduate Employment Rate Data File to Forum Research, generating new file reference numbers for the revised files, and issue an audit report.

A list of the Graduation Rate and Graduate Employment Rate Data Files audited, specifying **original** versus **revised** files and all necessary corrections, must be included with the final audit report the auditor provides to the institution and uploaded to Forum Research.

Changes to Submitted Data

Changes to the Graduation Rate Data File and Graduate Employment Rate Data File by the institution will not be accepted after the auditor has submitted the audit report, except under extraordinary circumstances and only with explicit authorization from MCU. The institution's key executive – president, chief executive officer, owner, director, or officer – as well as the auditor must authorize any proposed adjustments the institution requests after the audit report has been submitted.

8. Payment

Forum Research will invoice each institution for services provided.

Invoices will be based on the number of graduates in the Graduate Employment Rate Data File and the expected completion rate. At the end of the application cycle, institutions' actual completions will be reconciled against their previously estimated completions to calculate a final amount outstanding or a credit due.

Institutions are responsible for engaging and paying the auditor.

Before the institute submits the Graduation Rate and Graduate Employment Rate Data Files to Forum Research, the institution must send MCU a letter verifying engagement of an auditor for the purpose of KPI collection.

9. Distribution of Survey Results and Reports

The data collected by the graduate employment survey are for administrative and statistical purposes of the institution and MCU. Only aggregate data are reported, and only student/graduate level results without personal identifiers such as first name are provided to institutions and MCU.

In accordance with the Ontario Freedom of Information and Protection of Privacy Act, 1990, confidentiality is maintained by not publishing information for categories in which the total number of respondents is less than five.

The key KPI contact is to distribute to the appropriate staff in his or her institution only the following data and reports, made available on Forum Research's website for the graduate employment survey:

- The raw survey results in CSV file format
- Tabulated reports as outlined in Appendix B

10. Communication

Institutions can increase graduates' receptiveness towards the employment survey, and help maximize the survey completion rate, by sending all graduates listed in the Graduate Employment Rate Data File a letter or email informing them that Forum Research Inc. will attempt to contact them by phone over the coming month or two. This communication would be sent after the auditor has reviewed and submitted an accepted audit report with two complete and accurate data files of enrolments and graduates, as described in this document and the respective KPI audit guideline.

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

Institutions may release the completed KPI results, including overall rates and rates, but should make them equally available for all programs and not just selected programs. Only rates based on five or more students may be released.

11. Further Information

To obtain further information regarding this operating procedure, contact the OSAP Compliance Officer assigned to your institution.

To obtain more information on the processes for compiling and submitting data files or survey process, contact Forum Research. See Appendix E for contact information.

12. Summary of Responsibilities

Postsecondary Institutions

The institution is responsible for:

- appointing a key KPI contact to work with MCU, Forum Research, the auditor, and graduates on the administration of the KPI collection;
- providing complete and accurate Graduation Rate and Graduate Employment Rate Data Files to Forum Research, and updating files to correct any errors or omissions;
- providing all necessary information to Forum Research as specified in this operating procedure and *2022 Key Performance Indicator Audit Guideline: Private Institutions Seeking First-Time Approval for the Purposes of OSAP* (the audit guideline), including contracting an independent accountant to audit the Graduation Rate and Graduate Employment Rate Data Files (and correcting the lists for any missing entrants or graduates, or incorrect information) before Forum Research can proceed with the collection and calculation of KPI rates and filing the audit report at the time of application;
- informing MCU of any changes associated with the KPI initiative at the institution (e.g., the institution's decision not to proceed with KPI collection);
- paying Forum Research for KPI collection and calculation;
- paying the auditor for auditing the Graduation Rate and Graduate Employment Rate Data Files;
- working with MCU and Forum Research to address issues and make recommendations concerning future administration of the application process.

Ministry of Colleges and Universities

MCU is responsible for:

- administering the KPI initiative in collaboration with Forum Research;
- working with the institutions to explore issues concerning the administration of the KPI application process and make decisions on changes that may be required;

- receiving the auditor's letter of engagement and providing the auditor with supporting data, including, but not limited to, the institution's audited financial statements;
- advising the institution of the results of its KPI collection and its impact on the institution's application for first-time approval for OSAP purposes;
- revising the KPI operating procedure for applicants as required;
- using data to advise and inform government about the institution's outcomes and in the planning and policy-making for institutions approved for the purposes of OSAP.

Independent Auditor

The auditor is responsible for:

- providing assurance to MCU and Forum Research that the Graduation Rate and Graduate Employment Rate Data Files have been provided without errors, omissions, or overstatements according to the instructions in this operating procedure and the audit guidelines;
- uploading the finalized data files to Forum Research once an audit report without reservation has been prepared;
- uploading the necessary documents to Forum Research, including, if applicable, an audit report without reservation, auditor's notes and recommendations to management, and a report of errors, omissions, and corrections;
- identifying any errors, omissions, or overstatements in the institution's reported enrolment and graduate activity, and working with the institution to make any and all necessary changes to correct them;
- ensuring, if applicable, that any finalized Graduation Rate and Graduate Employment Rate Data Files contain all the required corrections and that no additional changes have been made.

Forum Research Inc.

Forum Research is responsible for:

- building and maintaining its [OSAP KPI Guidelines website](http://www.privateapply.ca), (<http://www.privateapply.ca>);

- providing the institution access to that website to enable Graduation Rate and Graduate Employment Rate Data Files to be uploaded;
- providing the independent auditor access to the uploaded data files via the Auditor's Portal;
- receiving finalized Graduation Rate and Graduate Employment Rate Data Files, and the final audit report without reservation from the independent auditor;
- using the information provided in the Graduate Employment Rate Data File to conduct the survey of graduates to calculate the graduate employment rates;
- notifying the institution of any hard-to-find graduates, according to the process outlined in this operating procedure;
- using the information provided in the Graduation Rate Data File to calculate the graduation rates;
- providing to the institution and to MCU a final report, containing no personal information that would reveal the identity of graduates, of the graduation rate and graduate employment rate.

Appendices

Appendix A: Graduate Employment Survey (Questionnaire)

Appendix B: Survey Data and Reports from Service Provider

Appendix C: Graduation Rate Data File Record Layout

Appendix D: Graduate Employment Rate Data File Record Layout

Appendix E: Contact Information for Service Provider

Appendix A: Graduate Employment Survey

Note: Question numbers correspond to those used for this and other surveys.

Good evening/afternoon, my name is _____ and I'm calling from Forum Research on behalf of ____ **(INSTITUTION NAME FROM LIST)**. Could I speak to _____ **(NAME FROM LIST)**? **IF PERSON IS NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK. WHEN YOU REACH THE RIGHT PERSON, CONTINUE:**

Hi, _____ **(FIRST NAME FROM LIST)**, my name is _____ and I'm calling from Forum Research on behalf of ____ **(INSTITUTION NAME FROM LIST)**.

Forum Research is following up with students who graduated from _____ **(INSTITUTION NAME FROM LIST)** to find out about their education and employment experiences since graduating.

This information is being collected under a directive of the Ontario Ministry of Colleges and Universities for the purposes of developing performance indicators of postsecondary institutions in Ontario applying for OSAP approval and for related statistical and reporting purposes.

Before we start, I would like to assure you that your individual responses will remain anonymous. Reports provided by Forum Research to the ministry and _____ **(INSTITUTION NAME 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. _____ **(INSTITUTION NAME FROM LIST)** will also be able to use the responses to improve its programs and services.

If you want more information about this or the follow-up, I can give you a contact name and that person's telephone number and address at your college. **IF ASKED, PROVIDE**

NAME, PHONE NUMBER, AND ADDRESS OF INSTITUTION CONTACT FROM LIST PROVIDED.

- 1 Were you attending an educational institution on a full-time or part-time basis during the reference week (i.e., 6 months after graduation)?
 - ☐ Yes, full-time **(FINISH)**
 - ☐ Yes, part-time **(CONTINUE TO 6)**
 - ☐ No **(CONTINUE TO 6)**

- 6 During the reference week were you ...
 - ☐ employed or self-employed **(SKIP TO 15a)**
 - ☐ employed or self-employed but looking for another job **(SKIP TO 15a)**
 - ☐ not employed, but had accepted a job to start shortly **(CONTINUE TO 15b)**
 - ☐ not employed, but looking for a job **(CONTINUE TO 11)**
 - ☐ not employed, and not looking for a job **(CONTINUE TO 10)**

- 10 Have you looked for employment since graduation?
 - ☐ Yes **(CONTINUE TO 11)**
 - ☐ No **(FINISH)**
 - ☐ Refused

- 11 Between graduation and the reference week, were you ever employed?
 - ☐ Yes **(CONTINUE TO 15b)**
 - ☐ No **(FINISH)**
 - ☐ Refused **(FINISH)**

- 15a As of the reference week were you ...
 - ☐ a permanent employee
 - ☐ self-employed
 - ☐ freelance
 - ☐ a contract employee
 - ☐ a temporary or on-call employee
 - ☐ a seasonal or summer employee
 - ☐ an elect-to-work employee
 - ☐ an apprentice
 - ☐ Refused**(CONTINUE TO 16)**

- 15b At that time were you ...
- ☐ a permanent employee
 - ☐ self-employed
 - ☐ freelance
 - ☐ a contract employee
 - ☐ a temporary or on-call employee
 - ☐ a seasonal or summer employee
 - ☐ an elect-to-work employee
 - ☐ an apprentice
 - ☐ Refused
- (CONTINUE TO 16)**
- 16 At that time, how many hours per week did you work at your job?
- ☐ ____ per week
 - ☐ Refused
- (CONTINUE TO 20)**
- 20 Was the job related to the _____ program that you graduated from?
- ☐ Yes
 - ☐ Yes, partially
 - ☐ No
- 22 To what extent did the training/credentials you received from your program help you get your job? Would you say the skills were ...
- ☐ extremely helpful
 - ☐ helpful
 - ☐ slightly helpful
 - ☐ not helpful
 - ☐ Don't know
- 21 To what extent were the skills you developed in your program useful for your job? Would you say the skills were ...
- ☐ extremely helpful
 - ☐ helpful
 - ☐ slightly helpful
 - ☐ not helpful

- ☐ Don't know

(CONTINUE TO 23a)

23a At that time, what was your gross salary? **(BEST APPROXIMATION IF UNSURE)**

- ☐ \$_____ per hour/week/month/year
☐ Refused
☐ Don't know

(CONTINUE TO 23b)

23b What was/will be your gross salary for the job you accepted to start shortly after the reference week? **(BEST APPROXIMATION IF UNSURE)**

- ☐ \$_____ per hour/week/month/year
☐ Refused
☐ Don't know

(CONTINUE TO 27)

27 What type of business, industry, or service is this?

- ☐ _____
☐ Refused
☐ Don't know

THANK CORRESPONDENT AND TERMINATE CALL.

Appendix B: Survey Data and Reports

Raw Data

The applicant institution is to receive from Forum Research its own raw data without personal identifiers of the students/graduates as specified below. The following raw data are to be in an Excel or a Comma Separated Values (CSV) file format and provided to the institution via a log-in and password secured File Transfer Protocol (FTP) site:

- Graduate data submitted to Forum Research by the institution 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 employment survey population (e.g., completes, incompletes, refusals) excluding personal identification information

KPI Data

The institution will receive from Forum Research, via a log-in and password-protected FTP site, the institution's own KPI data (as outlined below) by program name:

- The overall graduate employment rate for the institution for each of two years (i.e., two 12-month periods) and each of its OSAP-recognized programs – that is, the percentage of graduates in the labour force that were employed during the reference week
- The overall 2020 graduation rate and overall 2021 graduation rate for the institution and each of its programs

Tabulated Reports

From the survey of graduates, the institution is to receive from Forum Research, via download from its 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-recognized program provided by the institution:
 - The percentage of surveyed graduates who provided a response and the total number of responses for each survey question

- KPI and related statistics

For the employment survey, the institution is to be provided with:

- A graduate employment report showing the graduate outcomes for each OSAP-recognized program provided by the institution.

Appendix C: Graduation Rate Data File Record Layout

Field	Length (characters)	Position
A. Operating name 1) Operating name	80	1–80
B. Student identification 1) Student identification number 2) Family name 3) Given name	Up to 15 40 40	81–95 96–135 136–175
C. Program of instruction 1) Program name 2) Program code (internal to your institution) 3) Program duration of 1 year (12 to 52 weeks); enter number of weeks, leave blank if 2 to 5 years 4) Program duration 2 to 5 years; enter number of years, leave blank if 1 year	105 15 2 1	176–280 281–295 296–297 298
D. Start date in year 1 1) Calendar year (e.g., 2010) 2) Starting month and day (mmdd, e.g., 0331)	4 4	299–303 304–307
E. Withdrawal date 1) Calendar year (e.g., 2010) 2) Withdrawal month and day (mmdd, e.g., 0415)	4 4	308–311 312–315
F. Graduation status (all entrants) and graduation date (If applicable) 1) Graduated from program of instruction (Y/N) 2) Calendar year of graduation (yyyy) 3) Graduation date month and day (mmdd) 4) If F1 = N and transferred to a program, enter T (otherwise leave blank) 5) If F4 = T, enter name of program (otherwise leave blank) 6) If F4 = T and graduated from F5, enter calendar year of graduation (yyyy) 7) If F6 completed, enter month and day (mmdd)	1 4 4 1 105 4 4	316 317–320 321–324 325 326–430 431–434 435–438

Note: If a student was an entrant of more than one program with a year 1 start date that coincides with the start dates shown on page 8, enter the student information for each program of entrance.

Appendix D: Graduate Employment Rate Data File Record Layout

2023 Key Performance Indicator Collection for Applicants

Operating Procedure

Field	Length (characters)	Position
AA. Operating name 1) Operating name as listed by institution on application	80	1–80
BB. Graduate identification 1) Student identification number 2) Family name 3) Given name	Up to 15 40 40	81–95 96–135 136–175
CC. Program of graduation 1) Program name 2) Program code (internal to your institution) 3) Program duration 1 year (12 to 52 weeks); enter number of weeks, leave blank if 2 to 5 years 4) Program duration 2 to 5 years, enter number of years, leave blank if 1 year	105 15 2 1	169–273 274–288 289–290 291
DD. Study start date in program 1) Calendar year (e.g., 2010) 2) Starting month and day (mmdd, e.g., 0331)	4 4	292–295 296–299
EE. Graduation date 1) Calendar year (yyyy) 2) Graduation date month and day (mmdd)	4 4	300–303 304–307
FF. Permanent address 1) Permanent apartment number 2) Permanent street address 3) Permanent town/city 4) Permanent province/state 5) Permanent postal/zip code 6) Permanent country (CA = Canada, US = United States, OT = other)	5 35 30 2 10 2	308–312 313–347 348–377 378–379 380–389 390–391
GG. Local address 1) Local apartment number 2) Local street address 3) Local town/city 4) Local province/state 5) Local postal/zip code 6) Local country (CA, US, OT)	5 35 30 2 10 2	392–396 397–431 432–461 462–463 464–473 474–475
HH. Telephone numbers 1) Primary telephone number 2) Secondary telephone number 3) Other telephone number (if available)	15 15 15	476–490 491–505 506–520

2023 Key Performance Indicator Collection for Applicants

Operating Procedure

II: Email addresses 1) Primary email address 2) Secondary email address	40 40	521–560 561–600
JJ. Demographics 1) Gender (1 = male, 2 = female, 3 = unknown) 2) Language spoken (E = English, F = French) 3) Additional accommodation required (S = sight, H = hearing, N = none)	1 1 1	601 602 603

Note: If a student graduated from more than one OSAP-recognized program within the 30-month graduate employment window (see page 10), the graduate would be recorded for each program of graduation.

Appendix E: Service Provider’s Contact Information

For more information on the Graduation Rate Data File, Graduate Employment Rate Data File, or survey processes, contact:

Lorne Bozinoff, PhD
President
Forum Research Inc.
180 Bloor Street, Suite 1400
Toronto, ON M5S 2V6

Telephone: 1-866-206-7660

Website: <http://www.forumresearch.com>

OSAP KPI Guidelines website: <http://www.privateapply.ca>

For more information on KPIs and the audit process, contact the OSAP Compliance Officer assigned to your institution.