

Student Satisfaction KPI Survey

2006-07 Survey Cycle

TABLE OF CONTENTS

Purpose and Application	1
Glossary	2
Requirements.....	3
Key College Contact	3
Advanced Survey Notification	4
College-Specific Questions for the Advanced and Formal Surveys.....	5
Postsecondary Programs of Instruction File	5
Packaging File.....	7
Local Agreement.....	9
Student Profile Data File	11
Communication.....	11
Survey Protocol	11
Student Survey Population.....	12
Survey Administration Procedures	14
Return of Completed Surveys	17
Distribution of Survey Results and Reports	18
Release of Key Performance Indicator Data.....	18
Review and Adjustment of the Student Satisfaction KPI.....	19
Further Information.....	19
Summary of Responsibilities	20
Colleges of Applied Arts and Technology	20

Ministry of Training, Colleges and Universities	20
Appendix A: Key Dates	21
Appendix B: Service Provider's Contact Information	25
Appendix C: Student Satisfaction Survey Instructions for Students	26
Appendix D: Packaging File	28
Appendix E: Student Profile Data File by Program	29
Appendix F: Instructions for Survey Administrators.....	31
Appendix G: Process Verification	34
Appendix H: Student Satisfaction Survey.....	35
Appendix I: Survey Results and Reports.....	37
Appendix J: Review and Adjustment of the KPI Data.....	40
Appendix K: College Codes	42

Bold title in Table of Contents denotes that the section has been revised.

Purpose and Application

Effective governance and appropriate accountability mechanisms are key factors in ensuring that the citizens of Ontario are well served by government agencies and transfer payment recipients. They are also crucial to the successful achievement of the colleges' objectives. Performance measurement through the collection of performance indicators is an important accountability tool.

The Ministry of Training, Colleges and Universities (MTCU) and the colleges of applied arts and technology have defined five Key Performance Indicators (KPIs) to measure, in a consistent manner across the college system, college performance against ministry stated goals and objectives. The five KPIs are:

- graduate employment;
- graduate satisfaction;
- employer satisfaction;
- student satisfaction; and
- graduation rate.

The first three KPIs – graduate employment, graduate satisfaction, and employer satisfaction – are used to distribute performance funding to the colleges.

The accountability requirements for colleges are outlined in the Minister's Binding Policy Directive on [Governance and Accountability Framework](#) that the Minister of Training, Colleges and Universities has issued pursuant to the [Ontario Colleges of Applied Arts and Technology Act, 2002](#). The Act also authorizes the Minister to request any financial or other information from the colleges.

This operating procedure, which applies to all colleges, sets out the requirements for the colleges' administration of the student satisfaction survey used to collect the Student Satisfaction KPI data, and for the publication of the KPI data. Standard survey administration procedures are used to ensure a consistent, objective approach across all colleges, and to yield survey results that are reliable, comparable, and verifiable. The intent of the survey protocol is to safeguard the integrity of the survey results by administering the survey in an impartial manner and in a controlled environment.

These procedures were developed by the joint college-ministry KPI Steering Committee that provides advice and makes recommendations to the ministry on the administration of the KPI initiative.

The KPI data are used by colleges to demonstrate their achievements and to identify where changes could be made to programs and services to better meet the needs of students. The ministry also uses the data to advise and inform government about the colleges and in the planning and policy-making for the college system.

Glossary

Advanced survey: the student satisfaction survey that colleges may choose to administer during a specified two-week period in November each year to field, co-op, and clinical placement students who are unavailable to be surveyed in February.

Formal survey: the student satisfaction survey that colleges are required to administer to the student survey population during a specified two-week period in February each year.

Postsecondary program of instruction: collectively, basic postsecondary and post-basic programs of instruction, which are defined below.

- **Basic postsecondary program:** a program of instruction that conforms to the levels of learning articulated in the Credentials Framework (see Minister's Binding Policy Directive on [Framework for Programs of Instruction](#): Appendix A) and leads to the awarding of one of the following credentials: Ontario College Certificate, Ontario College Diploma, Ontario College Advanced Diploma, or an applied degree. Basic postsecondary programs also include joint college-university programs that lead to the awarding of a degree by the university partner.
- **Post-basic program:** a program of instruction that conforms to the levels of learning articulated in the Credentials Framework (see Minister's Binding Policy Directive on [Framework for Programs of Instruction](#): Appendix A) and leads to the awarding of an Ontario College Graduate Certificate.

Student governments(s): the minimum number of student organizations that have both elected leadership and by-laws setting out their methods of operation, are recognized by the college's board of governors, and, when viewed in combination at an individual college, represent all students [belonging to the survey population] who are eligible to vote for a student organization (definition as stated in the operating procedure

[Tuition and Ancillary Fees Reporting](#), Appendix C, Requirements for Protocols for Introducing or Increasing Compulsory Non-Tuition-Related Incidental Fees).

Student Satisfaction KPI: the average percentage of students who completed the survey and who responded that they were satisfied or very satisfied with the quality of their learning experience, support services, and educational resources.

Student survey population: all students enrolled in postsecondary programs of instruction approved for funding through the general purpose operating grant (GPOG), including those enrolled in applied degree programs, except for:

- Students who are:
 - registered in their first semester of their program of instruction; or
 - have been given advanced standing and are in the program of instruction for the first time.
- Students who are registered as part-time students and are NOT pursuing a certificate or diploma.

Requirements

These mandatory requirements are for the **2006–07** survey cycle, detailed in [Appendix A](#).

Key College Contact

Each college is to designate a staff person to serve as a Key College Contact for the student satisfaction survey to work with MTCU and the service provider contracted by the ministry to refine the survey instrument, prepare and deliver the survey packages to the colleges, and tabulate and report the KPI results.

An alternative staff member is to be named and is expected to carry out the responsibilities detailed below when the Key College Contact is not available.

The Key College Contact is to:

- Ensure that the college informs the ministry whether or not the college will conduct the advanced survey in November.
- E-mail to the service provider up to five college-specific questions.

- Provide the service provider with a list of college postsecondary programs of instruction funded by the ministry through the general purpose operating grant.
- Provide the service provider with the packaging file and student profile data file of the college.
- Work with the student government(s) to identify its role in the student satisfaction survey process and develop a local agreement formalizing the college's survey process.
- Work with the service provider on college-specific procedures for the delivery and return of the surveys.
- Communicate and promote the student satisfaction survey to college students, faculty, support staff, management, and student government(s).
- Coordinate the administration of the student satisfaction survey.
- Ensure that the college meets the deadlines as outlined in this operating procedure.

Advanced Survey Notification

There are two periods in the academic year during which the student satisfaction survey is conducted:

- two weeks in November, which is optional; and
- two weeks in February, which is mandatory.

Only students who will be on field, co-op, or clinical placements during the February survey period may participate in the advanced survey in November, or those approved through the Non-Traditional Pattern of Program Delivery option.

The Key College Contact is to ensure that the college e-mails the ministry in September indicating whether or not the college will be undertaking the advanced survey in the fall. No changes can be made after this date. The letter is to be e-mailed to the Colleges Branch director at colleges.branch@Ontario.ca.

Key dates to notify MTCU about conducting the advanced survey and the survey periods in which to administer the advanced and formal survey are shown in [Appendix A](#).

College-Specific Questions for the Advanced and Formal Surveys

Colleges may submit to the service provider up to five college-specific questions to be added at the end of their student satisfaction survey. The questions and the responses are not disclosed to the ministry and they are not included in the calculation of the KPI.

Colleges are to adhere to the following guidelines

- Include the college's name in the submission to the service provider.
- Provide their questions in the language(s) (i.e., English and/or French) in which the surveys are to be conducted.
- Structure the questions as closed-ended questions and provide a single response list. Each response opportunity counts as one question, for example, a five-part question counts as five questions.

The Key College Contact is to e-mail the college-specific questions for the advanced survey to the service provider in September (see [Appendix B](#) for the service provider's address). The **same** questions will be used for the formal survey in February. Colleges cannot submit an additional five college-specific questions for the formal survey.

Colleges that participate **only** in the formal survey are to e-mail their college-specific questions to the service provider in November.

The Key College Contact is to verify that the college-specific questions prepared and sent by the service provider are correct.

The deadline dates for submission and verification of the college-specific questions for the advanced and formal surveys are shown in [Appendix A](#).

Postsecondary Programs of Instruction File

The **same** postsecondary programs of instruction file is to be used for the advanced and formal surveys. Colleges that participate in the advanced survey are to submit this information once in September. No new programs may be added for the formal survey in February.

The colleges that do not participate in the advanced survey are to prepare and submit their postsecondary program of instruction file in November using the same procedures.

The Key College Contact is to send to the service provider (see [Appendix B](#) for the service provider's address) information via a password protected web-based data file uploader the programs of instruction file.

The file format is checked automatically and any format errors are displayed immediately. If the file is correct, the Key College Contact is advised immediately that the file has been successfully uploaded. If the file contains errors, the Key College Contact is to ensure that the appropriate revisions are made and the file is resubmitted to the service provider using the data file uploader.

The programs of instruction file includes the following and is to be sent by the due dates outlined in [Appendix A](#):

- A **complete** list of all college postsecondary programs of instruction approved for funding by MTCU¹ by campus in an ASCII file for the instruction sheet for students (see [Appendix C](#)). Colleges that provide the list of programs for the advanced survey **are not** to provide a second list for the formal survey in February.

The program names should be names that students can easily recognize as their program. Both program and campus names supplied in this file will be the names displayed on college reports provided by the service provider. Colleges should review these program and campus naming conventions to ensure any truncation or use of proper (mixed) case titles are appropriate, prior to submitting the list to the service provider.

The college may provide their own two-digit program codes. When **colleges provide their own two-digit codes, the first digit must be an alphabetical character between A and Z; the second digit must be numeric character between 0 and 9**. Alternatively, the service provider will generate a two-digit alphanumeric code for each program on the back of the instruction sheet. Students will be required to place this program code on the survey.

This list of college postsecondary programs of instruction must match the program names in the student profile data elements file that the college is to send to the service provider in January. This one file will combine the advanced and formal student profile information. **If the service provider generates the**

¹ These are the program groupings by which internal college reports can be prepared following receipt of all of the student satisfaction survey results in March each year.

two-digit codes, then a file in a format identical to the format of the program list file with the two-digit codes will be returned to the college to use to produce the student profile data elements file.

Colleges are to identify this file as xxxslst ("xxx" stands for the first three letters of the college name, "s" stands for student satisfaction survey, "lst" stands for list of programs).

The college code to be used in the postsecondary programs of instruction file is defined in Appendix K, and must be used in all files that the college is to send to the service provider.

FIELDS	Length (characters)	Position
College Code	4	1-4
Campus or location (e.g., Newnham)	30	5-34
Campus code (i.e., short form or abbreviation of campus or location, e.g., NM)	8	35-42
College program name (e.g., Law & Security)	45	43-87
College program code (i.e., short form or abbreviation of name code, e.g., LAW&SEC)	12	88-99
Approved program sequence (APS) number	5	100-104
MTCU code	5	105-109
College division/school/faculty name (optional)	45	110-154
College division/school/faculty code (optional)	8	155-162
TWO-DIGIT alphanumeric program code (optional)	2	163-164

- The total number of surveys required for both the advanced survey and/or the formal survey.
- Approval that the college's instruction sheet, prepared by the service provider, is correct.

Packaging File

The Key College Contact is to send to the service provider (see [Appendix B](#) for the service provider's address) information via a password protected web-based data file uploader the packaging file.

The file format is checked automatically and any format errors are displayed immediately. If the file is correct, the Key College Contact is advised immediately that

the file has been successfully uploaded. If the file contains errors, the Key College Contact is to ensure that the appropriate revisions are made and the file is resubmitted to the service provider using the data file uploader.

The packaging file includes the following and is to be sent by the due dates outlined in [Appendix A](#):

- An electronic list in an ASCII file (see [Appendix D](#)) for each of the courses in which students are to be surveyed². Colleges are to identify this file as xxxspfd ("xxx" stands for the first three letters of the college name, "s" stands for student satisfaction survey, "pfd" stands for packaging file data).

The college may include other identifiers to place on the pre-fixed label of each package to allow for the efficient delivery of survey packages to the appropriate class. Other identifiers may include the course section contact name, day of week, date, room number, and/or time.

To ensure correct sorting order, if the college opts to use the 'Date' field, the date should appear as yy/mm/dd. If 'Day of the Week' field is used, then a number must be assigned to each day of the week, for example, 1-Monday, 2-Tuesday, 3-Wednesday, 4-Thursday, 5-Friday, 6-Saturday, and 7-Sunday.

- The address (one per college) to which the courier is to deliver the box of survey package envelopes. Couriers do not deliver to post office box addresses.
- Instructions on how the survey packages are to be sorted (e.g., day of week and course name). If the college does not provide a preferred sort option to the service provider, the default sort will be by course name and course code.
- Approval of the verification report of the packaging file, including verification of the courier address to ensure that packages go to the Key College Contact at the right location.

² Packaging file refers to college-specific information required for the service provider to ensure the correct preparation of the survey packages for each college. The data elements in the file include the college name, campus, course/program name, course/program code, course/program section number, and number of students enrolled in the course/program section.

No additional course packages will be added to the ones already sent after the college has verified and approved the packaging file and has received delivery of the boxes of packaged surveys.

Local Agreement

The Key College Contact and any other college personnel as required and the student government(s) are to develop, review, and/or revise a college process to administer the survey based on the protocol set out in this document. The student government is to play a significant role in the administration of the survey and is to certify that the survey has been conducted according to the local agreement that formalizes the internal survey administration. College and student government(s) and/or members of the student body are to:

- Develop a local agreement that formalizes the internal survey administration.
- Participate in the design and/or modifications of the survey administration process.
- Support the administration process.
- Observe the overall college survey process.
- Certify³ that the survey was conducted according to the protocol by signing the certification section on each survey package envelope (see [Appendix G](#)), and
- Release publicly, particularly to stakeholders who provided time and input to the survey/data collection (i.e., students and college staff), the survey results as per the framework for [Release of Key Performance Indicator Data](#).

A local agreement is to include the following elements:

- a general statement of agreement between the college and student government(s);

³ To comply with MTCU's audit requirements, the independent service provider is required to obtain certification from the survey administrators (student and/or college staff) that the survey was conducted according to the protocol.

- a statement of the responsibilities and roles, in general or specific terms, of the college and the student government(s);
- the promotion and communication of the survey and process to students and college employees by such means as flyers, memos, e-mails, class and meeting presentations, college newspapers, etc.;
- the time period or term for the signed agreement;
- the recruitment and training of students and staff for survey administration;
- the storage and security of surveys during the survey process;
- a process for debriefing or review of the survey administration process to plan for the next survey cycle;
- the discussion and sharing of the results and participation in the development of strategies to address raised issues; and
- a format for the release of the survey results to key stakeholders: the students and college staff.

An agreement is to be drawn up for each of the surveys or may cover both surveys. The local agreement(s) must be submitted to MTCU in:

- October if the advanced survey is to be conducted; and
- January if only the formal survey is to be administered.

The specific due dates for the submission of this agreement are listed in [Appendix A](#).

The agreement is to be signed by an executive member of the college and the president(s) of the student government/association. A copy of the signed agreement is to be e-mailed to the Colleges Branch director at colleges.branch@Ontario.ca and the original is to be mailed to the Director, Colleges Branch, Ministry of Training, Colleges and Universities, Mowat Block, 9th Floor, 900 Bay Street, Toronto, ON, M7A 1L2.

If a college and student government(s) cannot reach an agreement, the college is still expected to ensure that the survey is conducted using college staff in accordance with the survey administration procedures in this document. A letter is to be e-mailed to the

Colleges Branch director at [colleges.branch@ Ontario.ca](mailto:colleges.branch@Ontario.ca) outlining the reasons why an agreement could not be reached.

Student Profile Data File

The Key College Contact is to send to the service provider via a password protected web-based data file uploader the student profile data (spd) in an ASCII file (see [Appendix E](#)). In January, by the date specified in [Appendix A](#), colleges are to identify this file as xxxsspd ("xxx" stands for the first three letters of the college name, "s" stands for student satisfaction survey, and "spd" stands for student profile data). All field, co-op, and clinical placement students that completed the advanced survey in November are to be included in this student file as well as those approved through the Non-Traditional Pattern of Program Delivery option. An effective date of January 30 of the year in which the formal survey is conducted is to be used to determine a student's age.

The file format is checked automatically and any format errors are displayed immediately. If the file is correct, the Key College Contact is advised immediately that the file has been successfully uploaded. If the file contains errors, the Key College Contact is to ensure that the appropriate revisions are made and the file is resubmitted to the service provider using the data file uploader.

Communication

Informing students about the student satisfaction survey through posters or newspapers is to be done in an impartial manner to avoid compromising the validity and reliability of the data. Students are to be informed that:

- All survey responses are valid.
- Students should select a response that best reflects how they feel.
- The survey results are not currently used to distribute performance funding to colleges.

Survey Protocol

The college is responsible for the overall survey process and for ensuring that the student satisfaction survey is conducted in a controlled, impartial environment that will ensure the integrity, consistency, and confidentiality of the data collected. The colleges and the service provider are required to carry out the same survey administration and distribution procedures for both the advanced survey and the formal survey.

The Key College Contact is to:

- establish internal college mechanisms for the effective and efficient distribution and return of survey packages;
- convey the information about the internal college distribution procedures to the service provider in accordance with the deadlines listed in [Appendix A](#);
- work with the student government(s) to administer the survey according to the local agreement and in keeping with this operating procedure.

Student Survey Population

The student satisfaction survey is to be conducted with all students enrolled in postsecondary programs of instruction approved by MTCU for funding through the general purpose operating grant, including those enrolled in applied degree programs, except for:

- Students who are:
 - registered in their first semester of their program of instruction; or
 - have been given advanced standing and are in the program of instruction for the first time.
- Students who are registered as part-time and are NOT pursuing a certificate or diploma.

Students enrolled in the collaborative nursing programs (MTCU 81400) are to be included in the survey, as long as the students are in at least their second semester in a college setting.

Students with Special Needs

Students with special needs, who require assistance and/or alternative means to complete the survey, are to be accommodated as determined by each college. Colleges are to work with their special needs departments to identify the students with special needs and to ensure that appropriate accommodations, as required, are arranged prior to the survey period to enable such students to complete their surveys during the two-week survey period.

Students with special needs may complete the survey at the college's special needs centre. Students with special needs may have the assistance of an aide or assistant to complete the survey and may also use assistive devices to complete the survey. Colleges are to ensure that any accommodations for students with special needs have been addressed prior to completing and forwarding the packaging file data to the service provider.

Colleges may request the service provider, through the completion of the packaging file, to prepare a survey package for students with special needs by placing "Special Needs" in the course name field section of the packaging file. If these students complete the survey individually or in small groups at the special needs centre, the following steps are to be followed:

- 1) The completed surveys **MUST** be sealed in a college envelope to ensure the integrity of the process.
- 2) Individually sealed college envelopes are to be inserted into the service provider's envelope on which the certification section is printed.
- 3) The service provider's envelope is to be sealed and the certification section signed.
- 4) The service provider's envelope is to be sent to the service provider by the last due date, as specified in [Appendix A](#).

Distance Education Students

In keeping with the protocol intent, students who are studying at home, using the correspondence method, are **NOT** to be included in this survey. Only those distance education students who are attending a class at a distant site and for whom a site administrator and/or student monitor is in attendance are to be surveyed.

When colleges are preparing the packaging file, they are requested to provide the service provider with the name of the distance education site(s) by the earliest date possible in October for the advanced survey and in January for the formal survey, as listed in [Appendix A](#).

Advanced Standing

Students with advanced standing who have reached the second semester of their program or beyond should participate in the survey.

Students who have been given advanced standing and are actually attending the program for the first time should NOT be asked to participate in the survey. These students have not been in the program long enough to effectively evaluate the program, services, and learning experiences.

Part-time Students

Part-time students pursuing a certificate or diploma in an MTCU funded full-time postsecondary program of instruction should participate in the survey. The mode or time of the course delivery should not be a factor.

If a part-time student is NOT pursuing a certificate or diploma in an MTCU funded full-time postsecondary program of instruction, they should NOT be asked to participate in the survey.

Non-Traditional Pattern of Program Delivery

Colleges that provide program delivery in a non-traditional pattern, which in some cases under the existing guidelines is excluded from the student satisfaction survey process, can have these programs considered for inclusion in the survey process and the overall Student Satisfaction KPI.

If all other requirements of the protocol for student satisfaction survey administration have been met, colleges may write to the Colleges Branch director at colleges.branch@Ontario.ca requesting that a program be included in the survey process. The request must include details of the program delivery and be signed by the college president. Colleges are to forward their requests to the ministry at least one month prior to the mid-September date on which colleges are to submit to the service provider a list of programs by campus, and the total number of surveys required for the advanced survey and the formal survey.

The ministry will review each request and advise the college of its decision in advance of the mid-September date.

If approval is given, the results will be included in the college's Student Satisfaction KPI for the survey cycle year when the surveying occurs.

Survey Administration Procedures

Survey package envelopes have instructions for survey administrators (see [Appendix F](#)) affixed to the envelope and contain a standard instruction sheet for each student being surveyed. These instructions provide important information to survey administrators and

to students. In explaining the survey to students, survey administrators are to be careful not to inadvertently bias the survey results by redefining the response scale or encouraging students to select one response over another. Survey administrators are to explain to students that:

- The five-point scale is frequently used in satisfaction surveys.
- All responses on the scale are valid.
- Students should choose a response that best describes how they feel.
- The survey results are not currently used to fund colleges.

Survey administrators are to avoid making statements like the following, which may lead to bias in the results:

- "Give us good ratings and we will get money to improve programs."
- "Give us poor ratings and we will not get money to improve programs."
- "Only 'Very Satisfied' and 'Satisfied' count as positives for the KPI."
- "We did poorly last time, but we have made improvements and we are hoping this will show in the results."
- "We were just behind college ABC last year; this year we hope to pass it in the ratings."
- "'Neither Satisfied nor Dissatisfied' is:
 - a negative response."
 - is the same as being 'Dissatisfied' in the KPI calculation."
 - is not a useful response."

It takes approximately 10 minutes to review the instructions with the class before students begin to complete the survey. Completion of the surveys takes approximately 20 to 30 minutes.

Students who are registered in a specific program, but who may be attending a class of another program when the student satisfaction surveys are distributed in class, are to

be asked to declare if they have already completed a student satisfaction survey. Students who should NOT complete the survey include:

- Students who completed this survey in the past 10 days or the advanced survey in November;
- Students who are:
 - registered in their first semester of their program; or
 - have been given advanced standing and are in the program for the first time.
- Students who are registered as part-time and are NOT pursuing a certificate or diploma.

The survey administrators are to:

- Administer, with the active participation of the student government(s), the surveys as per the local agreement and the Instructions for Survey Administrators attached as [Appendix F](#). In the event that a student does not participate in the administration of the survey, the college staff member is to do so.
- Ensure that the survey packages and pencils are available for distribution.
- Distribute the survey (see [Appendix H](#)) and survey instruction sheet to all eligible students in classes that have been identified during the "survey week". A student representative from each class may be asked to participate in the administration process. Faculty, learning facilitators, or survey administrators are to stay in class during the completion of the survey in case questions or difficulties arise but are asked to allow the students to complete the surveys in confidence.
- Conduct the survey during the beginning 20 to 30 minutes of the class.

- Ensure that the certification section, which is printed on the envelope and confirms that the survey process was conducted according to the instructions, is signed (see [Appendix G](#)).⁴

Note: The surveys will NOT be processed for the colleges but will be recorded if the following conditions occur:

- Envelopes are unsealed or incorrectly sealed;
- No person's name appears in the certification section;
- No certifying signature appears in the certification section;
- Surveys are returned loose; or
- Surveys are returned in non-standard packages.

Other surveys will be recorded and processed and flagged as problem surveys if there are:

- packages with more completed surveys than the number of students in the class;
- packages with no numbers;
- packages with incomplete numbers, for example, packages for which the number of students in the class is missing;
- surveys with incorrect or no program codes.

Return of Completed Surveys

For both the advanced survey and formal survey, each college is to:

- Identify a location(s), agreed upon by the college and student government(s) through the local agreement, for the return of the completed surveys contained in sealed envelopes. The college location is to be central, secure, and lockable;

⁴ This certifies that, to the best knowledge of the student and/or staff member, the survey was conducted according to the standard protocol. The service provider requires certification to satisfy the ministry's verification requirements.

- Apply a courier package tracking label to each box or PuroPak sent to the service provider. The service provider will provide 10 of these tracking labels for the advanced survey and 30 for the formal survey. The tracking labels are to be used in consecutive order. The service provider will expect to receive packages with tracking labels in consecutive order. This will enable the service provider to inform colleges if any packages have not arrived and to recommend that missing packages be traced immediately.
- Return the completed survey packages to the service provider by next-day courier service by the dates specified in [Appendix A](#). All unused surveys are also to be included in survey packages and returned to the service provider.

Distribution of Survey Results and Reports

The data collected by the advanced and formal student satisfaction surveys are aggregated and used for administrative and statistical purposes of the colleges and the ministry. Only aggregate data are reported, and all individual responses are confidential.

In light of the Ontario [Freedom of Information and Protection of Privacy Act](#), confidentiality is maintained by not publishing information for categories in which the total number of individuals is less than five.

The Key College Contact is to:

- Notify the service provider via e-mail that the comparative report colleges receive is to be provided in pdf format rather than hard copy by the due date specified in [Appendix A](#).
- Distribute to the appropriate staff in the colleges the following data and reports received from the service provider for the surveys:
 - the raw survey results in either an ASCII file or dbf format; and
 - tabulated reports as outlined in [Appendix I](#).

Release of Key Performance Indicator Data

The colleges' KPI results are announced annually in the spring. Individual colleges may release their results to the public after the announcement. In publishing the KPI results, colleges and the ministry are to adhere to the following requirements:

- Colleges are not to be ranked by KPIs; rather, show areas of strength and that performance is at acceptable levels.
- All KPIs are to be reported together as no one indicator provides a complete picture of college performance.
- The context and unique local circumstances are to be provided as background for the Student Satisfaction 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.

Review and Adjustment of the Student Satisfaction KPI

The ministry undertakes a review of the KPI data collected during the previous collection cycle and makes adjustments to ensure that only data obtained from eligible students are used in the calculation of the KPI (see [Appendix J](#)). A memo detailing the review and adjustment process is sent to the college president, registrar, and Key College Contacts for the student satisfaction survey.

The Key College Contact for the student satisfaction survey is to ensure that:

- The appropriate college staff review the KPI summary report for the student satisfaction survey provided by the service provider.
- Any requests from the college to adjust the surveys included in the KPI calculation are sent to the ministry for consideration.
- The student satisfaction certification form is signed by the college president and returned by the due date.

Further Information

For further information regarding this operating procedure, click on the Contact link provided in the Contacts section of the web site to consult with the appropriate [ministry contact](#). The service provider administering the student satisfaction survey can be reached via the contact information found in [Appendix B](#).

Summary of Responsibilities

Colleges of Applied Arts and Technology

The college is responsible for:

- Appointing a Key College Contact to work with the service provider and the ministry on the administration of the Student Satisfaction KPI survey.
- Providing all necessary information to the service provider as specified in this operating procedure.
- Working with the student government(s) to jointly develop a local agreement that formalizes the internal survey process.
- Conducting the student satisfaction survey in a controlled, impartial environment.
- Keeping college staff and students informed about the KPI process and results.
- Working with the ministry, through the joint college-ministry KPI Steering Committee, to address issues and make recommendations concerning the administration of the student satisfaction survey.

Ministry of Training, Colleges and Universities

The ministry is responsible for:

- Administering the KPI initiative.
- Providing the KPI results for the annual announcement.
- Working with the colleges, through the KPI Steering Committee, to explore issues concerning the administration of the student satisfaction survey and make decisions on changes that may be required.
- Revising operating procedures as required, taking into account the recommendations of the KPI Steering Committee and the impact of the changes on the colleges.
- Using data to advise and inform the government about the college system's achievement of its mandate and in planning and policy-making for the college system.

Appendix A: Key Dates

ADVANCED SURVEY, October 30 to November 10, 2006 (optional)

(Colleges may choose to participate in the advanced survey to survey ONLY (1) their field, co-op, and clinical placement students who will not be available during the February 5 to February 16, 2007 survey period, and (2) those students in a non-traditional pattern of program delivery for which MTCU approval to survey has been obtained). (See [Appendix B](#) for the service provider's address.)

DATE	ACTIVITY
August 15, 2006	Colleges submit to MTCU a request to review for inclusion in the survey process program(s) delivered in a non-traditional pattern.
September 1, 2006	Colleges declare to MTCU their decision to survey in November 2006 field, co-op, and clinical placement students and those approved through the Non-Traditional Pattern of Program Delivery option.
September 5, 2006	Colleges send up to five college-specific questions to the service provider. Since this is the start of a new survey process, colleges must re-submit their questions, even if the questions have not changed from the previous year.
September 11, 2006	Colleges provide the service provider via a password protected web-based data file uploader with an electronic list of ALL college programs by campus for the student instruction sheet. Colleges provide the service provider with the total number of surveys required for the advanced survey in November and the formal survey in February. (This will eliminate the need for colleges to provide this information again in December.)
September 11, 2006	Service provider develops and revises the final survey forms and survey package envelope.
September 18, 2006	Service provider sends the college survey instruction sheet to the colleges by e-mail for approval.
September 22, 2006	Colleges approve their survey instruction sheet.
September 25, 2006	Service provider sends the college-specific questions to the colleges by e-mail for approval.
September 26, 2006	Service provider sends to the colleges the program list with two-digit codes generated by the service provider.
September 27, 2006	Colleges approve the college-specific questions for their survey.

DATE	ACTIVITY
October 2-4, 2006	Colleges send to the service provider via a password protected web-based data file uploader the electronic packaging file for administering the surveys. Colleges inform the service provider of the designated drop-off location to which a courier is to deliver the survey package envelopes. Colleges indicate how they would like the service provider to sort the survey packages.
October 4-6, 2006	Service provider sends the electronic verification reports of packaging file data to the colleges.
October 4-6, 2006	Colleges approve the verification report of the packaging file data and verify the courier address to which packaged surveys will be sent.
October 6, 2006	Colleges provide MTCU with the local survey administration agreements and/or revisions between colleges and student government(s).
October 16–20, 2006	Service provider prepares the survey packages.
October 18–23, 2006	Service provider sends the survey packages and a corresponding number of student instruction sheets to colleges by courier.
October 30 to November 10, 2006	Colleges conduct the advanced survey.
November 1, 2006	Colleges courier the survey packages completed on October 30 and 31 to the service provider by next-day courier service.
November 6, 2006	Colleges courier the survey packages completed on November 1 to 3 to the service provider by next -day courier service.
November 8, 2006	Colleges courier the survey packages completed on November 6 and 7 to the service provider by next-day courier service.
November 10, 2006	Colleges courier the survey packages completed on November 8 and 9 to the service provider by next -day courier service.
November 13, 2006	Colleges courier ALL remaining survey packages to the service provider by next-day courier service.

FORMAL SURVEY, February 5 to February 16, 2007

DATE	ACTIVITY
November 22, 2006	Colleges that did not participate in the advanced survey send up to five college-specific questions to the service provider. Since this is the start of a new survey process, colleges must re-submit their questions, even if the questions have not changed from the previous year.
November 27, 2006	Colleges that did not participate in the advanced survey provide the service provider via a password protected web-based data file uploader with an electronic list of the file names of college programs by campus for the student instruction sheet. Colleges provide the service provider with the number of surveys required for the formal survey.
December 4, 2006	Service provider sends the college survey instruction sheet to the colleges by e-mail for approval.
December 11, 2006	Colleges approve their survey instruction sheet.
December 11, 2006	Service provider sends the college-specific questions to the colleges by e-mail for approval.
December 13, 2006	Colleges approve college-specific questions for their survey.
December 18, 2006	Service provider sends to the colleges the program list with two-digit codes generated by the service provider.
January 12, 2007	Colleges provide MTCU with the local survey administration agreements and/or revisions between colleges and student government(s).
January 16–18, 2007	Colleges send to the service provider via a password protected web-based data file uploader electronic packaging file for administering surveys. Colleges inform the service provider of the designated drop-off location to which a courier is to deliver the survey package envelopes. Colleges indicate how they would like the service provider to sort the survey packages.
January 16–18, 2007	Service provider sends the electronic verification report of the packaging file to the colleges and verifies the courier address to which packaged surveys will be sent.
January 18–22, 2007	Colleges approve the verification report of the packaging file and verify the courier address to which packaged surveys will be sent.
January 19–25, 2007	Service provider prepares the survey packages.

DATE	ACTIVITY
January 22–26, 2007	Service provider sends the survey packages and a corresponding number of student instruction sheets to colleges by courier.
January 29, 2007	Colleges send the service provider via a password protected web-based data file uploader the student profile data file and include students from the advanced survey.
January 30, 2007	Colleges notify the service provider via e-mail that the comparative report should be provided in a pdf format rather than hard copy.
February 5 -16, 2007	Colleges conduct the formal survey.
February 7, 2007	Colleges courier the survey packages completed on February 5 and 6 to the service provider by next-day courier service.
February 12, 2007	Colleges courier the survey packages completed on February 7 to 9 to the service provider by next-day courier service.
February 14, 2007	Colleges courier the survey packages completed on February 12 and 13 to the service provider by next -day courier service.
February 16, 2007	Colleges courier the survey packages completed on February 14 and 15 to the service provider by next-day courier service.
February 19, 2007	Colleges courier ALL remaining survey packages to the service provider by next -day courier service.
March 28, 2007	MTCU and the colleges receive electronic and hard copies of the Student Satisfaction KPI data and each college receives its own raw data
November– December 2007	The final review and adjustment process is completed.
January 31, 2008	Service provider provides all colleges and the ministry with a final KPI report showing each college's adjustments.

Appendix B: Service Provider's Contact Information

For more information on the student satisfaction survey process, contact:

Compustat Consultants Inc.
67 First Street
Orangeville, Ontario
L9W 2E6

Tel: 888-246-8068

Fax: 519-938-8554

E-mail: datacoll@compustatconsultants.com

Appendix C: Student Satisfaction Survey Instructions for Students

Thank you for your assistance in completing the student satisfaction survey.

IMPORTANT INFORMATION (to be read by each student completing the survey)

This is a great opportunity for you to give meaningful feedback to the college that will make a difference. This feedback will help contribute to the development of strategies to improve college programs and resources, improve the quality of college life, and provide greater assurances that graduates will be "work ready". Six months after you graduate, you will again be provided an opportunity to give feedback when you are surveyed by an independent service provider for the graduate employment and graduate satisfaction survey.

INSTRUCTIONS

1. All responses on the five-point scale are valid.
2. Choose a response that best describes how you feel.
3. Make heavy dark marks. PLEASE USE A PENCIL. Please fill in boxes like this:
4. Do not use check marks to select boxes.
5. If you erase, please erase completely.
6. Please do not make any other marks on this form.

Please DO NOT complete the survey (simply return the blank survey to the survey administrator) if:

1. You have already completed the survey in the past 10 days or during the weeks of October 30 to November 10, 2006.
2. You are (a) registered in the first semester of your program or (b) have been given advanced standing and are in the program for the first time.
3. You are registered as a part-time student and are NOT pursuing a certificate or diploma.

Please note: It is important to identify your program by placing the two-digit alphanumeric program code on the front of the survey. See the back of this sheet for the program names and the two-digit alphanumeric program codes. If you are uncertain about the program name and/or code, please ask the survey administrator in the class for assistance.

Purpose of the survey: The Ministry of Training, Colleges and Universities believes that colleges have the responsibility to provide you with high-quality and relevant programs that meet your learning needs. This survey measures how satisfied you are with the quality of your learning experience, support services, and educational resources and will provide an indication of how well these needs are being met. The results of the survey will also provide information about areas of strength or concern so that institutions can develop strategies for improvement. The survey results are not currently used to distribute performance funding to colleges.

Confidentiality: The information gathered from this survey is confidential.

- Student names are not on the survey and are not recorded anywhere.
- Surveys are not numbered.
- Faculty or learning facilitators are not identified on the survey.

Please be assured that when you complete this survey, information reported will not identify you in any way.

Neither the colleges nor the ministry will see the survey results by class. Programs of less than five students will not be identified to the colleges or the ministry.

Length of the survey:

It should take 20 to 30 minutes to complete the survey. Please take your time and read the instructions and survey questions carefully.

Appendix D: Packaging File

A separate packaging file* should be completed for each separate course or program in which students will be surveyed and forwarded to the service provider via a password protected web-based data file uploader no later than **October 4, 2006** for those colleges wishing to undertake the advanced survey (field, co-op, and placement students ONLY) and no later than **January 18, 2007** for the formal survey. (See [Appendix B](#) for the service provider's address.)

Colleges are to identify this file as xxxspfd ("xxx" stands for the first three letters of the college name, "s" stands for student satisfaction survey, and "pfd" stands for packaging file data).

The college code to be used in the Packaging Record Layout is defined in Appendix K.

<i>Packaging Record Layout</i>		
Fields	Length (Characters)	Position
1. College code (e.g., HUMB)	4	1–4
2. Campus or location (e.g., Newnham)	30	5–34
3. Course or program name (e.g., Economics)	45	35–79
4. Course or program code (i.e., short form or abbreviation of name code, EC100)	10	80–89
5. Course or program section number (e.g., A)	5	90–94
6. Number of surveys required in the packages	3	95–97
7. Drop-off location	60	98–157

Optional fields have been provided to assist colleges and to facilitate in the distribution process.

Optional Fields

8. Course section contact name	30	158–187
9. Day of the week (1-Monday, 2-Tuesday, 3-Wednesday, 4-Thursday, 5-Friday, 6-Saturday, and 7-Sunday.)	9	188–196
10. Date (yy/mm/dd)	8	197–204
11. Room number	8	205–212
12. Time	8	213–220

*Packaging file are fields of college-specific information required by the service provider to package the surveys by course, program, course or program section, college, and location. This information will be placed on the outside of the envelopes containing the surveys that will be sent to each college.

Appendix E: Student Profile Data File by Program

As part of the administration for the student satisfaction survey process, there is a requirement to gather data on the student profile for each program of study that will be surveyed in the advanced and formal surveys. A precise audit of the KPI responses cannot be done since the students will not be identified in the survey process. In lieu of an audit, the student profile data is compared to the survey respondents profile to ensure that a representative body of students was surveyed. A separate student profile data file is required only once but should include student profile data for both the advanced and formal surveys. This file should be forwarded to the service provider send to the service provider via a password protected web-based data file uploader no later than **January 29, 2007**. (See [Appendix B](#) for the service provider's address.)

Colleges are to identify this file as xxxsspd ("xxx" is the first three letters of the college name, "s" stands for student satisfaction survey, and "spd" stands for student profile data).

The college code to be used in the Student Profile Data Record Layout is defined in Appendix K.

An effective date of January 30, 2007 will be used to determine a student's age.

<i>Student Profile Data Record Layout</i>		
Fields	Length (characters)	Position
1. College code (e.g., HUMB)	4	1–4
2. TWO-DIGIT CODE assigned by the service provider or the college	2	5–6
3. College program name (e.g., Law & Security)	45	7–51
4. College program code (i.e., short form or abbreviation of name code, e.g., LAW&SEC)	8	52–59
5. MTCU code	5	60–64
6. Approved program sequence (APS) number	5	65–69
7. Campus or location (e.g., Newnham)	30	70–99
8. Campus code (i.e., short form or abbreviation of campus or location, e.g., NM)	8	100–107
9. Program TOTAL enrolment number (NOT in their first semester) enrolled in full-time, postsecondary program approved for	3	108–110

	MTCU funding through GPOG identified		
10.	Program full-time enrolment number (NOT in their first semester) enrolled in full-time, postsecondary program approved for MTCU funding through GPOG identified	3	111–113
11.	Program part-time enrolment number (NOT in their first semester) enrolled full-time, postsecondary program approved for MTCU funding through GPOG identified	3	114–116
12.	Number of males in target group	3	117–119
13.	Number of females in target group	3	120–122
14.	Number with English as a first language in target group	3	123–125
15.	Number with French as a first language in target group	3	126–128
16.	Number with Other as a first language in target group	3	129–131
17.	Number ages less than 21 in target group	3	132–134
18.	Number ages 21–25 in target group	3	135–137
19.	Number ages 26–30 in target group	3	138–140
20.	Number ages 31–35 in target group	3	141–143
21.	Number ages more than 35 in target group	3	144–146

Field Notes

4 and 8. College program code and campus code: These fields may be left blank, but any data they contain will be useful for data analysis.

9–19. Complete a student profile data record for each full-time, postsecondary program approved for MTCU funding through the GPOG. Enter the number of students (NOT in their first semester) enrolled in the Winter semester (January term).

Appendix F: Instructions for Survey Administrators***KPI STUDENT SATISFACTION
SURVEY PACKAGE ENVELOPE***

Student Satisfaction Survey Pkg# 123456

New Liskeard
OP2000 3AO
Office Administration
Mary Smith
COLL WED L567(College drop-off location inserted for
completed survey packages)

Please administer this survey at the
beginning of class.

Please do not hand out surveys until you have completed steps 1 to 4.

Step 1 Confirm that the information on this survey package envelope is correct
(see label above):

(1) college name, (2) campus, (3) course name, (4) course code, (5)
course section number

Confirm that pencils are available.

Step 2 Inform the students about the survey:

This survey is an opportunity for students to give the college meaningful
feedback that will make a difference.

This feedback will contribute to the development of strategies to improve
college programs and resources.

This feedback will improve the quality of college life and provide greater
assurances that graduates will be "work ready."

The five-point scale is frequently used in satisfaction surveys.

All responses on the scale are valid.

Students should choose a response that best describes how they feel.

The survey results are not currently used to fund colleges.

Ask students enrolled in the collaborative nursing program (MTCU 81400) to focus on their college experience when completing the survey.

Step 3

Determine how many students are in each of the following categories and place the respective number in each of the four boxes below (if zero, place "0" in the box):

Total number of students in the classroom at the time of administering the survey: _____

Students who should **NOT** complete the survey include:

1. Number of students who have completed this survey in the past 10 days or during the weeks of October 30 to November 10, 2006. _____
2. Number of students who are (a) registered in their first semester of their program or (b) have been given advanced standing and are in the program for the first time. _____
3. Number of students registered as part-time and NOT pursuing a certificate or diploma. _____

Step 4

Instruct the students to use a pencil to make a solid, thick stroke through the selection boxes. Other marks on the survey are not permitted. An erasure can be made, but it must be done completely.

Instruct the students in completing Section A of the survey by:

1. confirming the names of the programs in which students are registered (print the names on the board or flip chart);
2. instructing the students to fill in the appropriate code for the program that is identified on the chart provided on the back of the instruction sheet (print the relevant program codes on the board or flip chart);

3. asking if anyone is currently taking courses in more than one program. If so, ask the student to fill in the program code for the program in which he or she is currently registered.

Instruct the students to read the student instruction sheet prior to completing the survey. If students are having problems with program names and/or codes, please encourage them to ask the survey administrator for assistance.

- Step 5 Hand out the instruction sheets and the survey to eligible students. DO NOT hand out the survey to students who are ineligible.

Faculty, learning facilitators, and survey administrators are encouraged to stay in case questions or difficulties arise during the completion of the survey, but are asked to allow the students to complete the surveys in confidence.

- Step 6 Collect the completed surveys and place them and any blank surveys in the original envelope. DO NOT INCLUDE PENCILS.

- Step 7 Seal the envelope (the envelope lip will seal on contact with the envelope). Sign the certification section on the envelope confirming that the process outlined in these instructions has been followed.

CERTIFICATION SECTION

Print name here:

Please ensure that you have:

- (1) filled in the numbers – STEP 3,
- (2) sealed the envelope, and
- (3) printed and signed your name in this box indicating that the survey has been conducted according to the protocol.

Signature:

To comply with the verification requirements of the Ministry of Training, Colleges and Universities, the colleges' survey administrators must complete this certification section to verify that the survey was conducted according to the instructions.

Deliver the envelope of completed surveys to the designated drop-off location(s) as indicated at the top of this survey package envelope.

Appendix G: Process Verification

To ensure that the KPI data are accurately compiled and reported, the service provider is required to have an independent public accountant examine the KPI data tabulation and reporting processes according to the ministry's *Guidelines to Examine Collection and/or Reporting Procedure*.

According to the guidelines, the service provider is to reconcile the data received from the colleges with the certification signed by a college official and/or a student from the student body, which certifies that to the best of their knowledge and belief the survey was conducted according to the protocol.

The certification located on the survey package envelope (see below) must be completed by the survey administrator. Survey envelope packages on which this section is incomplete will be rejected.

CERTIFICATION SECTION

Print name here: _____

Please ensure that you have:

- (1) filled in the numbers – STEP 3,
- (2) sealed the envelope, and
- (3) printed and signed your name in this box indicating that the survey has been conducted according to the protocol.

Signature: _____

To comply with the verification requirements of the Ministry of Training, Colleges and Universities the colleges' survey administrators must complete this certification section to verify that the survey was conducted according to the instructions.

1.0 Governance and Accountability **Student Satisfaction KPI Survey** **Operating Procedure**
2006-07 Survey Cycle

SECTION D: Please indicate YOUR usage of the following facilities/resources and services. Rate how important they are to YOU, and if you used them, rate YOUR satisfaction with them.	USAGE			IMPORTANCE		SATISFACTION				
	Did Not Use/ Not Available	Low Use	High Use	Not Important	Important	Very Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	
27. Library/Resource Centre.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Open Access Computer Labs/Resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Peer Tutoring Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Special Skills Services - e.g. Math/Writing/ Remedial Assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Space for individual/group study.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Counselling/Native Counselling/Advising Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Special Needs/Disability Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Bookstore.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Recreation/Athletics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Registration/Records Services e.g. timely issuing of grades, transcripts, diplomas; accuracy of the student record; promptness in correcting errors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Health Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Cafeteria/Food Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Safety and Security Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. Financial Aid Services (i.e. please comment on the service provided, not the amount of money received).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. Co-op/Field Placement Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. Employment/Placement/Career Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. Comfort/Cleanliness/Accessibility of college facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. The OVERALL quality of the facilities/resources in the college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. The OVERALL quality of the services in the college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SECTION E: Please rate the importance of, and your satisfaction with:										
46. The concern of people at this college for your success.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. Your overall college experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SECTION F: To help us group responses, please provide the following information about yourself: (No information which could identify an individual will be reported.)					SECTION G: College-Specific Questions					
48. You are: <input type="checkbox"/> Female <input type="checkbox"/> Male										
49. Your age is (in years): <input type="checkbox"/> Less than 21 <input type="checkbox"/> 26-30 <input type="checkbox"/> More than 35 <input type="checkbox"/> 21-25 <input type="checkbox"/> 31-35										
50. Your first language is: <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other										
51. The education you completed before entering this program includes: (Select all that apply.) <input type="checkbox"/> High school diploma <input type="checkbox"/> College upgrading <input type="checkbox"/> Some previous college <input type="checkbox"/> College diploma <input type="checkbox"/> Some university <input type="checkbox"/> University degree <input type="checkbox"/> Other <input type="checkbox"/> None of the above										
52. Your main goal in enrolling in this program is: (Select only one.) <input type="checkbox"/> To prepare for employment/career <input type="checkbox"/> To prepare for further college or university study <input type="checkbox"/> To pursue an interest or for personal development <input type="checkbox"/> Other										
53. You are registered as a: <input type="checkbox"/> Full-time student <input type="checkbox"/> Part-time student										

mc002

Thank you for your participation.

Appendix I: Survey Results and Reports

Each college will receive its own results from the formal survey or the advanced and formal surveys combined, including responses to its specific questions. The Key College Contact receives:

- the raw survey results in either ASCII file or dbf format; and
- tabulated reports detailed below.

A comparative report will be provided to each college that includes a provincial average, the college average, and each program average, in hard copy or pdf format, and tab-delimited electronic format. Colleges will receive the above reports in March as shown in [Appendix A](#).

In addition to the above, each college will receive in ASCII format (suitable for WordPerfect or Microsoft) a report that includes the following:

- Administrative Summary:

This section documents the number of processed survey packages and the number of rejections; and provides a list of the rejected packages by course/program name with the reasons for rejection.

- Survey Results:

Colleges receive a report that will include the total number in the class, the total number completing a survey, and the return rate (percentage of students in the class who completed a survey).

The Student Satisfaction KPI for each college is defined as the average percentage of students who completed the survey and who responded that they were satisfied or very satisfied with the quality of their learning experience, support services, and educational resources.

The Student Satisfaction KPI calculation is derived from responses of all capstone questions combined. The KPI calculation is based on students who:

- answered Question 2 (In which semester/term are you currently enrolled?);
- indicated that they are in semester 2 or above;

- answered ALL capstone questions.

Each college will receive for each program and all programs combined the percentage of respondents who answered in the categories of "Satisfied"/"Very Satisfied", "Neither Satisfied nor Dissatisfied", and "Dissatisfied"/"Very Dissatisfied" to each of the capstone questions and all combined.

In addition, colleges will receive the distribution of responses (numbers and percentages) for all survey questions and the total number of students registered at the college.

- Return Rate Calculation:

The return rate is calculated using numbers from the certification section on the survey package envelope. If the numbers are incomplete or contradictory, they will be excluded.

The return rate is:

$$\frac{\text{total \# of surveys in class} - \text{\# of first semester students (Q2 ' 1 - adjustment*)}}{\text{total \# of students in class} - (\text{\# of students who already completed the survey} + \text{\# of students in first semester including students with advanced standing} + \text{\# of part-time students not pursuing a diploma or certificate**})}$$

* surveys not from the relevant student population, i.e., students in first semester who completed the survey

** assumes these numbers are mutually exclusive

- Student Profile Data Compared to Survey Data:

As part of the administration for both the advanced and formal student satisfaction surveys, the service provider is required to gather student profile data for each program of study that will be surveyed. A precise audit of the KPI responses cannot be done since the students will not be identified in the process. In lieu of an audit, the student profile data will be used to analyze the survey responses to ensure that they are representative of the student population.

Colleges will receive reports at the college level (numbers and percentage) comparing student profile data with the survey data in the following categories: gender, age, language, and student registration status.

- Data File Structure and Documentation:

A data file structure is a structure that positions the data within field names and positions. The data file of results is provided by the service provider in ASCII file and dbf format.

Appendix J: Review and Adjustment of the KPI Data

In the fall of each year, the ministry launches, with a memo to college presidents, the annual review and adjustment process on data harvested in the previous cycle.

The purpose of the review and adjustment process is to ensure that only data obtained from eligible students, graduates, and employers are used in the calculation of the KPI. This is particularly important for the three KPIs (graduate employment, graduate satisfaction, and employer satisfaction) that are used to distribute performance funding.

The student satisfaction data the college receives from the service provider in March already incorporate adjustments and exclusions necessary to meet the requirements of the survey administration protocol. The following are not included in the KPI calculation and are not eligible for inclusion:

- unsealed or incorrectly sealed envelopes;
- survey packages received after the final drop-off date;
- certification labels received without an individual's name and/or signature;
- surveys that are returned loose; and
- surveys that are returned in non-standard envelopes.

All other surveys are included in the college KPI calculation.

Colleges can review the KPI summary report for the student satisfaction survey that was provided by the service provider to each college along with the actual data. The report lists the condition of survey packages received, problems encountered, and packages that were excluded from the KPI calculation.

If there are other adjustments that the college would like the ministry to consider for inclusion in the Student Satisfaction KPI, these must be forwarded to the ministry by December 14, 2007. The ministry reviews the adjustments that the college requested, and all approved adjustments are forwarded to the service provider.

If no further adjustments are required by the college, the Certification of Student Satisfaction Key Performance Indicator form shown below is returned, with the president's signature, by e-mail to the Colleges Branch director at colleges.branch@Ontario.ca and mailed to the Director, Colleges Branch, Ministry of Training, Colleges and Universities, Mowat Block, 9th Floor, 900 Bay Street, Toronto, ON, M7A 1L2.

The service provider incorporates all approved adjustments and produces a final report in January 2007. Each college is provided with a final KPI report that includes:

- details of adjustments as a result of the review;
- final raw student satisfaction data; and
- final Student Satisfaction KPI results.

Certification of 2006-07 Student Satisfaction Key Performance Indicator (KPI)

Name of College _____

This is to certify that the college has reviewed the 2006-07 student satisfaction data used in the calculation of the college Student Satisfaction KPI, and that the college will not be requesting any adjustments to the 2006-07 Student Satisfaction KPI.

Date: _____

Signed: _____
(College President)

Please return by December 15, 2007 by email to: colleges.branch@Ontario.ca

and send by regular mail to:

Director, Colleges Branch
Ministry of Training, Colleges and Universities
Mowat Block, 9th Floor
900 Bay Street,
Toronto, ON,
M7A 1L2

Click on "[Certification of Student Satisfaction Key Performance Indicator](#)" form as a data entry form.

You can click on the link above to get an electronic version of this form.

You can fill in all the fields on your computer except the president's signature.

You should then print it out and have your president sign it before sending it to the ministry.

Appendix K: College Codes

Colleges are to use the college codes listed below when submitting files to the service provider.

College Name	Code
Algonquin College	ALGO
Collège Boréal	BORE
Cambrian College	CAMB
Canadore College	CANA
Centennial College	CENT
Confederation College	CONF
Conestoga College	CONS
Durham College	DURH
Fanshawe College	FANS
Geogian College	GEOR
Geoge Brown College	GRBR
Humber College	HUMB
La Cité Collégiale	LACI
Lambton College	LAMB
Loyalist College	LOYT
Mohawk College	MOHA
Niagara College	NIAG
Northern College	NORT
Sault College	SAUL
Seneca College	SENE
Sheridan College	SHER
St. Lawrence College	SLAW
Sir Sandford Fleming College	SSFL
St. Clair College	STCL