



“Optimal use of data for effective decisions”

ONTARIO COLLEGES OF
APPLIED ARTS & TECHNOLOGY

REPORTS AND ANALYSIS CATALOGUE 2013-2014

***Trending Update to New
Student Survey!***

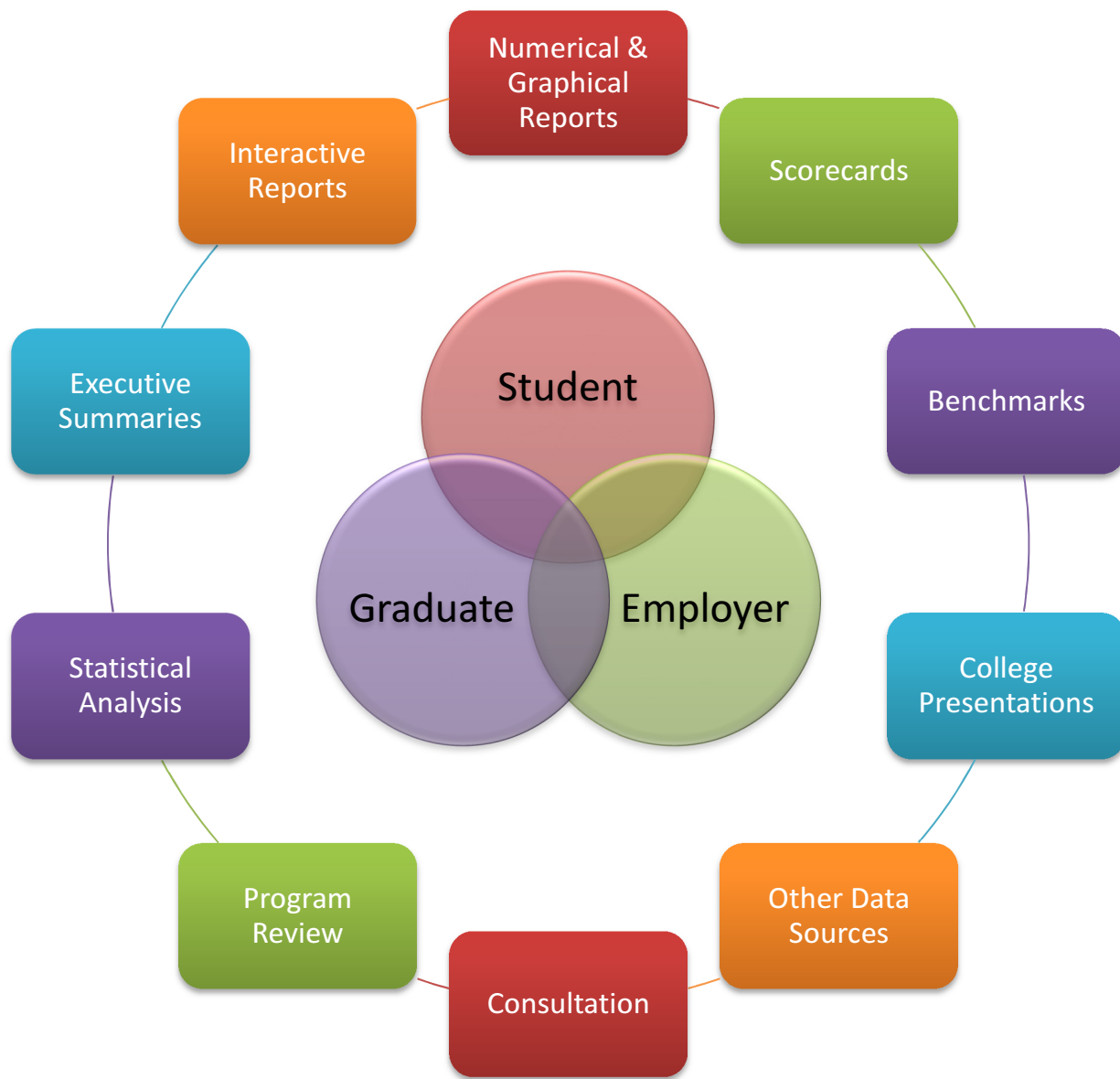


Table of Contents

SECTION 1 – Background Information.....	1
Introduction	2
Data Maintenance	4
Benchmarks	6
Correlations	8
Other Data Sources.....	8
Contact Information.....	9
SECTION 2 – KPI Reports.....	10
Quick Reference Guide to Reports.....	12
Numerical and Graphical Reports	13
Analysis Reports.....	56
PowerPoint Program Review Tools	70
Interactive Program Review Tools in Excel.....	72
SECTION 3 – Appendices.....	75
Appendix A: Benchmarks	76

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Section 1

Background Information

Introduction

With the KPI project going into its sixteenth year, a wealth of knowledge and experience has been accumulated based on the ongoing analysis of KPI data. This year, the Student Satisfaction Survey underwent an extensive review and many questions were refined and the survey was updated. As a result, we prepared and provided each college with a document mapping out the changes and outlining the available trending. Trending results for these items can be added to existing reports or displayed in customized reports that best suit your college's needs. The provincial dataset is also available to colleges to use in their reports and analysis. Many colleges have taken advantage of this data to help them better understand their strengths and direct their focus on areas requiring improvements.

CCI Research has been working with colleges over many years in order to continuously improve KPI-related products and services. Ideas and feedback from the colleges have been invaluable in developing a comprehensive approach to data analysis, as well as concise summaries of the most pertinent information. This collaborative approach has resulted in the enhancement of some existing reports, as well as the development of many new reports. Moreover, as the needs within the college system have grown year to year, our reports have correspondingly evolved to become increasingly **comprehensive, interactive, and powerful tools** which can provide results and analysis in a snapshot format or through extensively detailed reports. And, as always, all reports can be completely customized to suit your college's specific needs. Furthermore, our experienced analysis team can provide insight through additional statistical and conceptual analyses. Whatever your needs, we can help you effectively use KPI results to drive informed decisions at various levels.

This document provides details related to KPI data management, reporting, and analysis, as follows:

Section 1 is an introductory section discussing data maintenance processes and policies, data sharing opportunities, and reporting and analysis concepts.

Section 2 provides a description of the available reports including:

- Numerical and Graphical reports (i.e., reports without interpretation)
- Analysis reports (i.e., reports with interpretation)
- Program Review Tools

Section 2 also includes a Quick Reference Guide to Reports (see page 12) that indicates how the reports meet the information requirements of particular college personnel.

Note that the numerical and graphical reports and analysis offered by CCI Research are produced independently of the Ministry for all three surveys.

QUICK START TO KPI REPORTS!

If you want to jump ahead to the KPI report details go to page 12 for the Quick Reference Guide to Reports!

WHAT'S NEW?

As a result of the recent changes to the student satisfaction survey, all available student reports have been updated to reflect the revised questions. Trending is also available to meet the needs of your college. Every student report will include a summary of the changes, and how the trending was applied. Furthermore, as part of continuous improvements to make our reports even more dynamic and useful, our research team has made some exciting changes to our KPI Analytics Tool for this upcoming season to provide new optional modules.

In addition to the report options suggested throughout this catalogue, we are happy to work collaboratively to offer customized reports that best suit your College's needs.

NOTE: CCI Research also is experienced in preparing reports that include other important data sources, such as:

- Applications
- Enrolments
- Retention
- Graduation Rates
- Instructional Feedback Results

Please see page 8 (Other Data Sources) for more information.

Data Maintenance

For any report to provide useful information, it needs to be based on consistent and accurate data. Therefore, we invest a great deal of effort into ensuring the accuracy and consistency of your KPI data files. Specifically, CCI Research offers the following data maintenance services.

In order to accommodate the following data maintenance services, a program confirmation and data maintenance fee of \$550-\$1,650 may apply, depending on the data sets being used, the size of the college, and the number of years of trending required.

Data cleaning – current year

This data cleaning process involves reviewing your college data from the student, graduate, and employer surveys, as well as other files such as the student profile data file and other data sources to ensure that all information is in harmony to the best of our combined knowledge. This also includes a process to ensure that naming conventions and actual data are consistent between each data set and between each year in terms of program, division, and campus names.

As part of this process, student enrolment numbers are compared to the number of surveys completed to ensure that proper return rate information is available. This is important because return rates help in determining the accuracy of results and therefore impact subsequent interpretation. In order to correct any inconsistencies, a list is provided to the college which has problematic situations flagged for verification.

Queries are run against the student, graduate and employer data to check for any inconsistencies with any program, division, campus, or other identification information.

After consultation with a college, we update the data to correct the identified inconsistencies.

Note that if the inconsistencies are unresolved, reports and analysis by breakdown group (e.g., program or division) may include inaccuracies. For example, if the campus code used for a particular campus has multiple versions, there will be reports/analysis generated for each of these versions rather than for the particular campus at the overall level.

We also provide the opportunity for a college to group or cluster together data in a way that will make it most useful for the college when they receive their reports. Our processes allow for the tracking of original information in those fields being updated.

This entire process increases the reliability, accuracy, and usefulness of the data.

Data cleaning – previous years

When trending reports or analyses are requested, data from previous years will be updated and consolidated with current data to enable trending of results provided that historical data has not been purged. This process also ensures consistent coding and naming of program, division, and campus information between student, graduate and employer data, across all survey periods being trended. In addition, any survey changes, including those related to college-specific questions, are taken into consideration to allow for appropriate trending.

Other data maintenance efforts

There is also a process for the inclusion of student results from rejected ministry packages.

Please contact us for more information.

Benchmarks

A benchmark is a “measurable reference for comparison, but not necessarily a target measure”. In short, there are two types of benchmarks: (1) "average" type benchmarks which aim to take what is most relevant into consideration when forming a value with which to compare, and (2) "top" type benchmarks (e.g., Top, Top 3) which aim to take the most relevant high performer(s) when forming a value with which to compare.

A variety of benchmarks are possible at the college, campus, division, and program levels. The common benchmarks currently in use and available in our reports are described below. In addition other benchmarks that may be of interest are summarized in table format in Appendix A.

College Benchmarks

Average, Top 3, and Top types of college benchmarks are available at an overall level (e.g., Provincial Average) as well as based on college size (e.g., Top Large College) or geographic region (e.g., Metro Average or GTHA Average). Other benchmarks can be defined and customized according to your particular need.

Division/School/Faculty Benchmarks

Division benchmarks can be based on division specifications as defined by the Ministry:

- Applied Arts
- Business
- Health
- Technology

Alternatively, division benchmarks can be based on division specifications as established by individual colleges. With this option, provincial (and other) benchmarks are calculated based on the MTCU codes allocated to a division for your college (e.g., Community Services Division at College XYZ). This type of “average” division benchmark is currently generated on a customized basis for some colleges.

Please see Appendix A for a selection of possible Average, Top 3, and Top types of benchmarks at the college, division, and campus levels.

Program Benchmarks

The benchmarks available at the program level include the following average benchmarks that were available before data sharing:

Provincial Average

College Average

Division Average

MTCU Average (average of programs across the province with the same MTCU code)

In addition, the following benchmarks are now available because of data sharing:

Top 3 Program Average

- This is the average of the three programs with the top 3 results.
- This can be calculated when there are at least 4 programs in an MTCU grouping and at least 30 responses in total (we estimate that this will be available for approximately 20% of programs which contain about 60% of the students).
- If this benchmark cannot be calculated, then the MTCU average will be used.

Top Program

- This can be utilized under the same circumstances as the Top 3 Program average.

Specific selected program average

- This would be a customized benchmark based on college specifications.
- This could be another similar program (i.e., MTCU code) or a subset of programs within an MTCU code (e.g., the two-year version of the program only).

Specific selected programs named and shown independently

- This would produce a customized set of benchmarks based on college specifications.

Customized School program average

- This would produce a customized set of benchmarks showing similar program groupings across specified colleges for comparison.

Other factors, such as college size or geographic location, can be used to create other meaningful benchmarks.

The possibilities for benchmarks are virtually limitless. Some of these benchmarks are considered more standard in nature and can generally be substituted in various reports without increasing the cost of the reports. However, some benchmarks are less standard and may impact costs. Your quote will identify costs related to benchmarks, as appropriate.

Correlations

Drivers of satisfaction have been studied at the college, division, campus, and program levels. The purpose of this analysis is to understand what particular aspects of teachers, courses, facilities, and services are most highly related to the capstones or to KPI itself.

Given typically smaller numbers at the individual program level, we have approached this analysis by combining multiple years of data and conducting correlational analysis on the combined data for a program in order to bring more stability to the results. In addition, or alternatively, programs of the same type can be grouped together as defined by MTCU program code or by a definition of your choice. This type of driver analysis at the program level is very useful for providing additional insights for programs to better understand their students and improve their results.

Other Data Sources

Although the KPI data is widely used and has had a significant impact on the way colleges serve students, it is only one component of a larger picture required for the colleges in making decisions related to their programming and their facilities and services. For example, applicant data, enrolment data, retention data, graduation data and course assessment data also provide important perspectives for the college.

Applicant, enrolment, retention and/or graduation rate data can be supplied by the college to CCI Research for inclusion in various reports. For example, the KPI summary report can be expanded to include the **Graduation Rate (see page 38 for an example)**. Depending on the data provided and available, it may be possible to produce reports showing **all program indicators for a particular cohort**. This will allow for analysis of the relationships between these indicators and will provide additional insight with respect to improvement.

Course assessment data can be collapsed so that individual classes and teachers are not identified but **clustered results are made available by program**. These results can then be displayed with the KPI data in various reports. This will allow for an interesting comparison: Do the results agree? Do the course assessment results provide insight to help explain the KPI results? Course assessment results can be forwarded for inclusion in these reports; however, if we currently collect this data for you it would already be available for inclusion.

Contact Information

As always, CCI Research can customize reports and analysis to meet the unique needs of your college. Please direct questions regarding the content, specifications, or possible customization of analysis or program review tools to Rose D'Alimonte at rose@cci-research.com, or Ted Hodge at ted@cci-research.com to discuss your requirements or to obtain a specific quote. Or, if you prefer, please call 1-888-246-8068 Ext. 238.

Website: www.cci-research.com.

A dark blue rounded rectangular box with the text "Section 2" in white, bold font. This box is positioned at the top left of a larger white rectangular frame with a thin blue border.

Section 2

A large white rectangular area with a thin blue border, containing the text "KPI Reports" in bold black font. This area is positioned below the "Section 2" header box.

KPI Reports

Need A Report In A Hurry?

If you order by February, you can receive the following reports within 3 business days of the KPI release date.

- Executive Level At-A-Glance Report (Report #1a, page 14)
- Current Year Details At-A-Glance Report (Report #1b (description), page 14)
- Trending Details At-A-Glance Report (Report #1b (description), page 14)
- Facilities and Services Ranking Report (Report #3f, page 27)
- Student, Graduate, or Employer Comparative Report in Excel by Question (Report #3g, page 28)
- Student, Graduate, or Employer Comparative Report in Excel by Program* (Report #3h, page 29)
- Student KPI Results by College with Trending Report (Report #3j, page 31)
- Provincial Ranking Report with Trending (Report #3k, page 32)

Need a report even faster? The Student, Graduate, or Employer Comparative Report in Excel by Question can be in your hands on the KPI Release date.

*Note that this report can be ordered without going through the data maintenance process, however it will not take any program groupings or modifications into account.

New to KPI?

Our staff has over a decade of experience with KPI and is readily available to help you!

We offer the resources and expertise to do in-depth analysis on your own? Contact us and we can do it for you!

Need to give a presentation on KPI results but don't like public speaking? Sit back and relax as we can do the presentation for you!

Do you create reports that take too long to produce? Get us to do it for you, freeing up your valuable time!

Have an idea for a report but don't see it in here? Provide us the details and we can make your idea into reality!

Quick Reference Guide to Reports

The following table shows what reports and analysis are most appropriate for various college personnel or organizational groups. For your convenience, all reports have been numbered, and page references provided for easy access to detailed descriptions of the reports

Please note that urgent requests for reports may have additional associated costs.			President/CEO/COO	Vice-Presidents of Academics	Other Vice-Presidents	Program Coordinator	Faculty	KPI Researchers
NUMERICAL AND GRAPHICAL REPORTS								
Report #1a	Your College -at-a-Glance – Executive Level (sample provided)	(Page 14)	✓					
Report #1b	Your College -at-a-Glance – Detailed Level	(Page 14)		✓	✓			✓
Report #1c	Your Program -at-a-Glance – Executive Level	(Page 14)	✓	✓	✓			
Report #2a-d	Numerical Snapshot	(Page 16)				✓	✓	
Report #3a-k	Custom Comparative	(Page 18)	✓	✓	✓	✓		✓
Report #4a-c	Simple Graphical	(Page 33)					✓	
Report #5a-c	KPI Summary (Student/Graduate/Employer)	(Page 37)				✓	✓	
Report #6	Balanced Scorecard	(Page 40)	✓	✓	✓	✓	✓	✓
Report #7	High-to-Low Program	(Page 43)		✓		✓		
Report #8a-b	High-to-Low Questions	(Page 45)					✓	
Report #9a-b	Questions Summary by Program	(Page 48)					✓	
Report #10a-b	MS Excel High-to-Low	(Page 51)						✓
Report #10c	MS Excel Tabular	(Page 51)						✓
Report #11	Statistical Accuracy (sample not provided)	(Page 55)				✓		✓
ANALYSIS REPORTS (samples not provided, except for Report #21 & #23)								
Report #12a-c	Teaching and Learning Executive Summary: Student, Graduate, and Employer	(Page 57)		✓				✓
Report #13	Facilities and Services Executive Summary: Student	(Page 59)			✓			✓
Report #14	Student Engagement Executive Summary	(Page 60)						
Report #15	Teaching and Learning Improvement Priorities ** Includes optional Companion 'Review of Teaching and Learning Aspects' Component **	(Page 61)	✓	✓				
Report #16	Facilities and Services Improvement Priorities Report ** Includes optional Companion 'Service Review by Facility/Resource and Service Area' Component **	(Page 61)	✓		✓			
Report #17	Student Engagement Improvement Priorities	(Page 61)	✓	✓	✓	✓	✓	✓
Report #18	Graduate Teaching and Learning Improvement Priorities	(Page 61)	✓	✓	✓	✓	✓	✓
Report #19	Graduates' Experiences with and Perceptions of their Further Educational Outcomes	(Page 63)		✓		✓		✓
Report #20	Graduates' Program Transferability	(Page 64)	✓	✓		✓		✓
Report #21	Detailed Program Analysis Report	(Page 66)				✓		
Report #22 & 23	Divisional Analysis Report	(Page 67)		✓			✓	✓
Report #24 & 25	Program Review Tools	(Page 70)				✓		

Numerical and Graphical Reports

CCI Research has developed a set of reports which complement and enhance the information provided to the colleges by the Ministry. Each report provides a unique perspective on the results of the student, graduate and employer surveys.

There are currently 11 Numerical and Graphical Reports available. Details of these reports follows.

1. At-a-Glance ReportsPage 14
Your **College**-at-a-Glance ReportsPage 14
Your **Program**-at-a-Glance Reports.....Page 14
2. Numerical Snapshot ReportsPage 16
3. Custom Comparative ReportsPage 18
4. Simple Graphical ReportsPage 33
5. KPI Summary ReportPage 37
6. Balanced Scorecard ReportPage 40
7. High-to-Low Program ReportsPage 43
8. High-to-Low Question ReportsPage 45
9. Questions Summary Report by ProgramPage 48
10. MS Excel High-to-Low Reports & Tabular ReportsPage 51
11. Statistical Accuracy ReportsPage 55

The contents of these **Numerical and Graphical Report options** are presented in the following pages. **Sample report excerpts are included.** Note that these excerpts generally include selected benchmark options only. Specific benchmarks can be determined by your college's information requirements. In addition, **student engagement results can be added to any report.**

These reports will be provided in whichever one format is specified by each college. The reports can be obtained in paper format or an electronic format (PDF or tab-delimited) which would allow for the distribution of reports through e-mail or via the college web-site. In addition, most reports can be obtained in spreadsheet format (MS Excel).

Standard costing information is also provided. Note that "per report" costs typically refer to the number of programs or divisions for which the report is being produced.

Please direct questions regarding the content, specifications, or possible customization of the Numerical and Graphical Reports to Rose D'Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

At-a-Glance Reports

The Executive Level At-a-Glance Reports are very concise presentations of results. If you want to **see how your college or programs compare to other colleges in terms of student, graduate, or employer KPI results** then these reports provide a quick, visual means of comparison. There are also Detailed Level versions of these reports providing a visual presentation of each question as well as trends. These reports are available for the college and also for programs. At-a-Glance Reports now include Student Engagement Results!

College-at-a-Glance Reports

The reports available at the Executive Level include the following:

- **Executive Level: All KPI Indicators** (Report #1a)
KPI Student Satisfaction Rate, KPI Graduation Rate, KPI Graduate Satisfaction Rate, KPI Graduate Employment Rate, and KPI Employer Satisfaction Rate for all colleges and the provincial average in a graphical format, with your college highlighted (See sample on page 15). Includes historical results. Note there will be one chart for each indicator.

The reports available at the Detailed Level include the following:

- **Detailed Level #1: Current Year Survey Results** (Report #1b)
Results for each student, graduate and employer satisfaction question for all colleges and the provincial average for the current year are shown in a graphical format, with your college highlighted.
- **Detailed Level #2: Current Year Survey Results with Trends**
Same as the above but includes historical results.

Program-at-a-Glance Reports

- **Executive Level #1: Comparing College Program to Provincial Program** (Report #1c)
Same as above (Executive Level) comparing your college program results to other programs across the province with the same MTCU code, as well as the MTCU average in terms of all KPI indicators, current year student KPI and capstone results as well as results with trends.

At-a-Glance Reports	Price
Your College-at-a-Glance Reports	
Executive Level #1: All KPI Indicators With Trends	\$550
Detailed Level #1: Current Year	\$865
Detailed Level #2: With Trends	\$1,230
All of the above reports	\$2,485
Your Program-at-a-Glance Reports	Assuming that the College-at-a-Glance reports have been ordered, the range of costs for successive reports will be between \$42 and \$105.

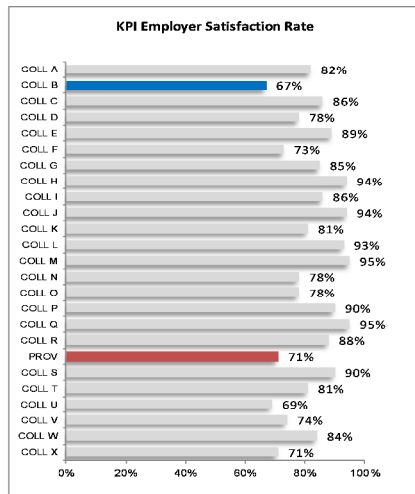
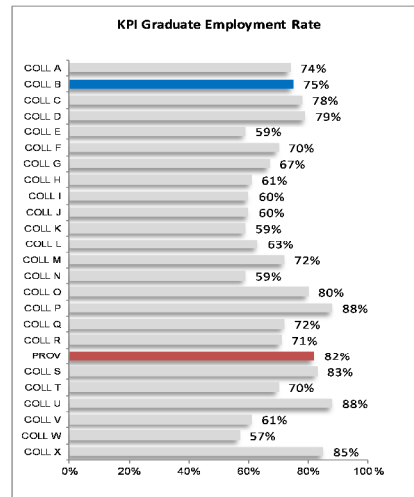
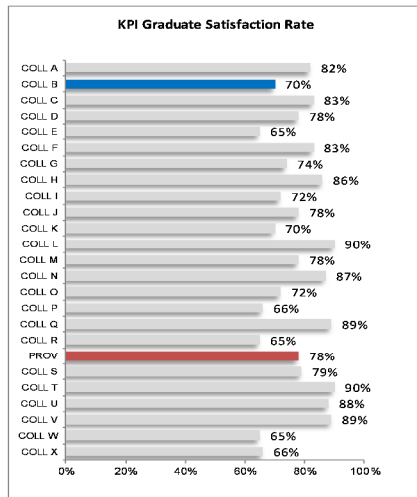
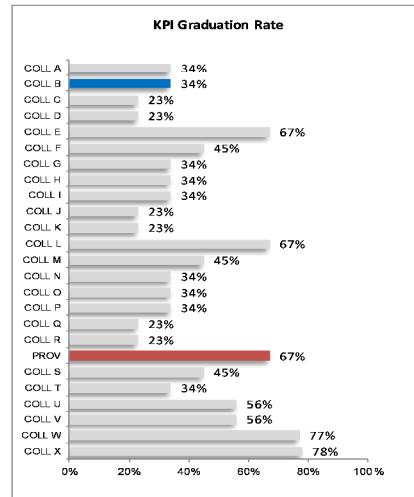
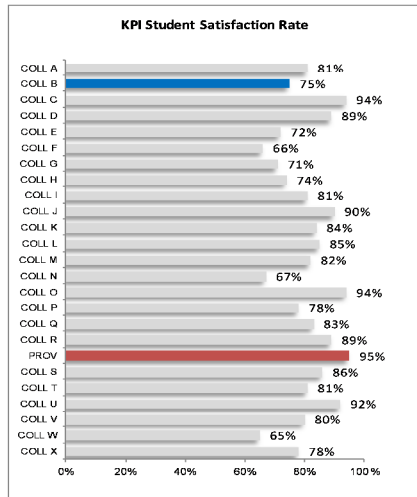
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Note that all College-at-a-Glance reports for all surveys can be obtained for the discounted price of \$2,485!

Your College-at-a-Glance Report: Report 1a

2014 Key Performance Indicators

College Name



The blue represents the results for "Your College".
 The grey represent all other colleges.
 The red represents the provincial average.

YOUR COLLEGE-AT-A-GLANCE REPORT
 Executive Level #1 -All KPI Indicators
 Note that the college results are based on the Shared Provincial Dataset.

The 2013/2014 KPI Graduation Rate is based on students who started one-year programs in 2011/2012, two-year programs in 2009/2010, and three-year programs in 2007/2008, and who had graduated by 2012/2013 as labeled above.

Numerical Snapshot Reports

The Numerical Snapshot Reports are **concise presentations of results**. If you want to get your core results on a couple of pages, then this report is for you. It can show four key results (i.e. percent satisfied, percent neutral, percent dissatisfied, and number of responses) for up to six breakdowns.

The samples on the following page show examples from the Numerical Snapshot Reports available for the Student (Report #2a) and Graduate (Report #2b) surveys. These are strictly samples ; **you can determine what you would like to see – six breakdowns are included in base price!**

Want to see more results? For a nominal charge you can order additional breakdowns for your reports!

	Student KPI	Student Engagement	Graduate	Employer
Numerical Snapshot Report	\$525 + \$30.50 per report	\$430 + \$25.00 per report	\$515 + \$27.25 per report	\$485 + \$25.00 per report

Please add HST.

For example, a set of reports with six breakdowns for the Student Satisfaction survey for the college and 65 programs would cost \$2,507.50.

Discounts are available for this report based on the number of reports required.

This report was originally developed in association with Seneca College.

Numerical Snapshot Report: Report 2a

Division

Your College

PROGRAM NAME - CODE

Graduate Satisfaction Survey

	Program '09/10				Program '10/11				Program '11/12				Program '12/13				Division '12/13				MTCU 12345 Program '12/13			
	Satisfaction				Satisfaction				Satisfaction				Satisfaction				Satisfaction				Satisfaction			
	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.

22. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?

a. Course content	66%	17%	17%	43	69%	18%	13%	38	63%	15%	22%	39	94%	0%	6%	34	92%	5%	3%	695	84%	1%	16%	602
b. Courses were up-to-date	82%	14%	4%	35	65%	3%	32%	38	64%	9%	28%	33	93%	1%	6%	32	78%	14%	8%	685	69%	30%	1%	615
c. Overall quality of instruction	73%	21%	7%	50	71%	15%	14%	28	68%	2%	30%	50	83%	1%	16%	46	88%	2%	11%	698	81%	1%	18%	865
d. Equipment was up-to-date	62%	20%	19%	40	63%	18%	19%	47	75%	12%	13%	29	79%	19%	3%	25	75%	12%	13%	583	72%	18%	10%	743
e. Preparation for the job market	90%	3%	7%	32	69%	15%	16%	28	74%	25%	1%	46	68%	8%	24%	31	79%	11%	10%	696	65%	5%	30%	813
f. Skills developed in Co-op, clinical, field placement experience, and career placement services	60%	17%	22%	35	91%	5%	3%	26	78%	15%	8%	47	65%	8%	27%	49	67%	8%	25%	645	77%	13%	10%	735

32. When you first started working after graduation how satisfied were you with your educational preparation for the following skills and abilities?

a. Specific job-related knowledge	85%	11%	4%	36	93%	2%	5%	41	75%	23%	1%	50	93%	1%	7%	47	83%	8%	9%	737	63%	2%	35%	858
b. Specific job-related skills	82%	12%	6%	25	66%	21%	13%	45	77%	9%	15%	38	85%	2%	13%	47	68%	25%	8%	652	83%	16%	2%	785
c. Oral communication	81%	16%	3%	43	80%	7%	13%	35	67%	30%	3%	47	94%	5%	1%	31	66%	1%	33%	678	86%	13%	1%	722
d. Written communications	88%	10%	2%	36	75%	14%	11%	40	89%	6%	5%	49	91%	8%	2%	37	74%	14%	12%	729	72%	23%	6%	792
e. Comprehension	60%	28%	12%	36	60%	1%	39%	34	63%	15%	23%	36	75%	24%	1%	48	69%	3%	8%	616	94%	2%	4%	766
f. Math skills	92%	7%	1%	37	70%	7%	24%	44	89%	9%	3%	35	79%	14%	7%	34	72%	5%	23%	582	62%	18%	20%	911
g. Computer skills	87%	11%	2%	34	72%	6%	22%	46	75%	9%	16%	33	62%	21%	17%	34	79%	10%	12%	762	92%	2%	6%	866

S% - "Very Satisfied" + "Satisfied", N% - "Neither Satisfied nor Dissatisfied", D% - "Dissatisfied" + "Very Dissatisfied", Sat. # Resp. - Total Satisfaction Responses.

Numerical Snapshot Report: Report 2b

PROGRAM NAME - CODE (Campus 1)

Your College

Student Satisfaction Survey

	Program '11				Program '12				Program '13				Program '14				Division '14				MTCU 12345 Program '14			
	Satisfaction				Satisfaction				Satisfaction				Satisfaction				Satisfaction				Satisfaction			
	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.	S %	N %	D %	Sat. # Resp.
3. Provides you with skills and abilities specific to your chosen career.	91%	6%	3%	30	80%	8%	11%	41	60%	17%	23%	44	68%	16%	16%	49	93%	3%	4%	768	88%	11%	1%	871
4. Provides you with skills and abilities helpful for your future life outside of work.	82%	1%	17%	34	74%	8%	18%	29	62%	1%	38%	39	79%	0%	21%	44	64%	28%	8%	651	64%	15%	21%	664
5. Helps you understand your career options.	86%	10%	3%	38	80%	9%	11%	37	61%	14%	25%	36	62%	17%	21%	38	64%	5%	31%	550	74%	15%	12%	624
6. Develops your writing skills.	68%	12%	19%	46	78%	9%	13%	31	75%	9%	16%	25	63%	26%	12%	30	66%	22%	12%	694	83%	1%	16%	887
7. Develops your speaking skills.	81%	1%	19%	50	82%	7%	12%	27	60%	31%	8%	28	92%	3%	4%	27	82%	9%	10%	766	68%	31%	1%	824
8. Develops your math skills.	84%	3%	13%	39	71%	12%	17%	27	73%	22%	5%	39	85%	1%	15%	40	82%	10%	7%	613	94%	0%	6%	701
9. Develops your ability to work with others.	69%	14%	17%	50	86%	13%	1%	45	77%	9%	14%	37	81%	2%	17%	42	83%	10%	7%	641	77%	22%	2%	636
10. Develops your ability to solve problems.	85%	1%	14%	27	84%	12%	4%	46	83%	7%	10%	34	95%	4%	2%	39	91%	9%	0%	619	85%	3%	12%	892
11. Develops your computer skills.	81%	5%	14%	49	89%	0%	11%	37	69%	19%	12%	38	89%	9%	2%	34	61%	11%	28%	601	71%	19%	10%	851
12. Helps you understand further education opportunities.	92%	6%	2%	36	74%	10%	17%	40	60%	33%	7%	27	83%	9%	8%	35	88%	9%	3%	691	79%	5%	16%	609
13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career.	82%	4%	14%	31	61%	25%	14%	35	79%	8%	13%	25	70%	3%	27%	48	74%	8%	18%	629	67%	2%	31%	889
14. Teachers are up-to-date/current in their fields.	66%	13%	22%	40	72%	28%	0%	44	90%	4%	6%	25	90%	1%	9%	33	65%	30%	5%	570	95%	3%	2%	721
15. Teachers' presentation of the subject material.	69%	15%	16%	49	63%	32%	5%	40	90%	9%	1%	28	70%	12%	18%	47	61%	11%	26%	764	95%	1%	5%	670
16. Helpfulness of teachers outside of class.	65%	24%	11%	46	69%	30%	1%	49	95%	2%	3%	33	77%	8%	15%	25	88%	10%	2%	573	70%	2%	29%	819
17. Promptness of feedback on your work.	61%	13%	26%	49	85%	6%	9%	32	62%	16%	22%	50	66%	26%	8%	31	95%	1%	4%	563	80%	14%	6%	745
18. Helpfulness of feedback on your work.	79%	11%	10%	27	62%	24%	14%	33	85%	11%	5%	41	92%	2%	6%	47	89%	3%	8%	681	77%	21%	3%	667

S% - "Very Satisfied" + "Satisfied", N% - "Neither Satisfied nor Dissatisfied", D% - "Dissatisfied" + "Very Dissatisfied", Sat. # Resp. - Total Satisfaction Responses.

Custom Comparative Reports

The Custom Comparative Reports allow you to **easily compare results** (i.e., detailed percentages, summary percentages and total responses) from **various groups** (i.e., breakdowns), by question, in an **easy-to-read table format**. You can select specific questions that you would like to have displayed or you can choose all questions. You may also specify various breakdowns such as campus, division, semester or demographic characteristics and any number of benchmarks. Standard trending does not include **province, MTCU, or semester trends**, but these may be **available as part of a custom order**.

Twelve sample report excerpts are shown on the following fourteen pages.

Report #3a (page 20): an excerpt from a Student Satisfaction Comparative Report for a particular program. Provincial, college and MTCU benchmarks are included along with 4 years of trending of program results. In addition, the current program results are broken down by year. This sample also includes the graphical option (Report #3a – Graphical Option) of the report (page 21). In this particular sample, the KPI satisfaction results are displayed in a graphical format, visually depicting significant differences.

Report #3b (page 22): an excerpt from a Graduate Satisfaction Comparative Report for all colleges. The provincial average is also included. Colleges are listed in alphabetical order, by name.

Report #3c (page 23): an excerpt from a Student Satisfaction Comparative Report for a particular program. Results for all colleges offering this program are included.

Report #3d (page 24): an excerpt from a Student Satisfaction Comparative Report showing all relevant benchmarks at the college level.

Report #3e (page 25): an excerpt from a Facilities & Services Comparative Report showing results by Campus for the current year. This sample also includes the option of offering the results with trends (Report #3e – Trending) (page 26).

The following reports are available in Excel:

Report #3f (page 27): a report showing the Student Satisfaction Facilities & Services Questions

Report #3g (page 28): an excerpt from a Student Satisfaction Comparative Report by Question.

Report #3h (page 29): an excerpt from a Student Comparative Report in Excel by Program.

Report #3i (page 30): a report showing the Student Satisfaction Learning Experiences Questions

We have also developed **province-wide, high level Detailed Comparative Reports**.

Report #3j (page 31): a report showing the Student Satisfaction results for Questions 3 to 49 for all colleges, as well as Overall KPI and Capstones with 4 years of trending. This report can be easily adapted to show MTCU program results instead of overall college results.

Comparative Reports - continued

Report #3k (page 32): a report showing the total satisfaction percent for each college for Student, Graduate, and Employer results, as well as Graduation Rate with trending. Colleges are ranked within each question/year with the top three highlighted along with a benchmark college for ease of comparison. A summary section at the bottom of the workbook has been added to allow you to select a school providing you with a comparison against the top three for that question/year. This report can be easily adapted to show MTCU program results instead of overall college results.

Receiving reports in Excel format allows you to **send an individual file in response to enquiries regarding a particular program (as opposed to one large PDF file)**.

Some of the above reports can be made available in Excel format for an additional nominal fee.

For a quotation on any of these reports or Report 3j or 3k, please contact Rose D'Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

	Student KPI	Student Engagement Items	Student KPI including Engagement Items	Graduate	Employer
Comparative Report a-j	\$585	\$390	\$730	\$640	\$415
Additional cost with graphical option	\$135	\$88	\$170	\$135	\$135
Additional cost with college-specific questions	\$135	\$135	\$135	\$135	\$135
Additional cost with trends	\$250	\$250	\$250	\$250	\$135
Range of cost for successive reports based on the number of reports ordered.	\$65-\$195	\$34-\$160	\$78.25-\$225	\$72-\$202	\$50-\$175

Please add HST.

Discounts are available for this report based on the number of reports required.

Custom Comparative Report: Report #3a

XYZ College

Student Satisfaction Survey 2013/2014 Program ABC

<i>CAPSTONE Questions and KPI</i>						
	Q13 Knowledge and Skills - Future Career	Q24 Learning Experiences - Program Quality	Q39 Quality of Services	Q49 Quality of Facilities/Resources	KPI Student Satisfaction	Responses
2013/2014 - Province	77.2%	63.3%	65.6%	89.8%	76.0%	76,607
2013/2014 - College	65.2%	83.7%	67.9%	79.6%	74.1%	2,218
2013/2014 - Province MCU 99999	65.9%	70.2%	63.4%	80.1%	69.9%	635
2013/2014 - Program	71.7%	74.0%	77.8%	71.9%	73.9%	69
2013/2014 - Program - Year 1	62.4%	79.9%	86.0%	66.6%	74.0%	25
2013/2014 - Program - Year 2	78.2%	62.5%	75.2%	70.6%	71.6%	37
2013/2014 - Program - Year 3	76.0%	79.8%	76.1%	73.5%	76.1%	13
2012/2013 - College	82.0%	76.2%	86.4%	86.2%	85.4%	2,308
2012/2013 - Program	62.5%	76.9%	62.0%	69.9%	66.1%	62
2011/2012 - College	72.5%	64.6%	73.9%	69.4%	70.6%	2,735
2011/2012 - Program	66.5%	84.0%	79.3%	65.5%	70.6%	53
2010/2011 - College	84.5%	75.0%	84.7%	86.1%	82.5%	2,822
2010/2011 - Program	73.2%	77.5%	88.7%	66.3%	74.2%	44
2009/2010 - College	82.5%	72.0%	83.9%	85.6%	81.0%	2,334
2009/2010 - Program	74.5%	76.4%	89.6%	62.6%	77.4%	38

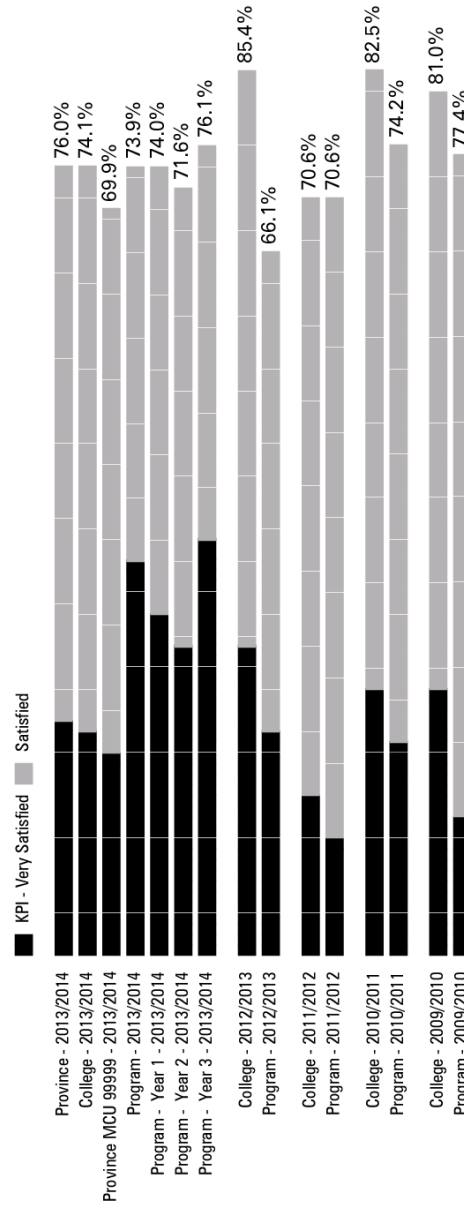
Students were included in KPI if they answered all 4 CAPSTONE questions and the semester question (Q2). Those in first semester/term were excluded.

Custom Comparative Report: Report #3a – Graphical Option

Student Satisfaction Survey 2013/2014 Program ABC

XYZ College

CAPSTONE Questions and KPI



Students were included in KPI if they answered all 4 CAPSTONE questions and the semester question (Q2). Those in first semester/term were excluded.

Custom Comparative Report: Report #3b

Graduate Satisfaction Survey 2012/2013 Program ABC

XYZ College

20. Was this job related to the program that you graduated from?		Yes	Yes, Partially	No	Don't know	Responses
Province		66.6%	8.4%	16.1%	8.9%	32,408
College A		81.1%	15.1%	2.8%	1.0%	753
College B		81.8%	12.0%	0.0%	6.2%	2,083
College C		76.7%	8.2%	0.1%	15.0%	1,898
College D		91.2%	5.2%	0.8%	2.8%	2,445
College E		67.2%	26.9%	2.8%	3.1%	1,213
College F		82.1%	16.5%	1.2%	0.2%	2,901
College G		73.6%	14.1%	0.3%	12.0%	990
College H		75.4%	9.1%	4.2%	11.3%	2,495
College I		66.0%	21.7%	5.0%	7.3%	2,658
College J		79.2%	8.0%	9.8%	3.0%	2,154
College K		64.3%	10.4%	15.0%	10.3%	1,847
College L		62.2%	24.7%	9.7%	3.4%	2,345
College M		69.2%	29.8%	0.0%	1.0%	917
College N		64.4%	1.2%	26.6%	7.8%	1,414
College O		64.7%	10.2%	20.7%	4.4%	886
College P		88.7%	10.5%	0.6%	0.2%	830
College Q		64.2%	28.2%	2.4%	5.2%	2,342
College R		88.7%	7.5%	0.3%	3.5%	2,221
College S		68.2%	25.7%	4.6%	1.5%	904
College T		82.5%	12.6%	2.2%	2.7%	1,897
College U		62.8%	7.0%	15.8%	14.4%	2,068
College V		65.3%	3.4%	30.0%	1.3%	2,919
College W		65.7%	8.9%	3.0%	22.4%	1,226
College X		84.8%	7.3%	1.9%	6.0%	1,621

Included only those respondents who were not attending an educational institution on a full-time basis, and who were either employed during the reference week, or not employed during the reference week but have accepted a job, or not employed during the reference week but had been employed since graduation.

Custom Comparative Report: Report #3c

Student Satisfaction Survey 2013/2014 Program ABC

XYZ College

<i>CAPSTONE Questions and KPI</i>						
	Q13 Knowledge and Skills - Future Career	Q24 Learning Experiences - Program Quality	Q39 Quality of Services	Q49 Quality of Facilities/Resources	KPI Student Satisfaction	Responses
XYZ College	76.1%	79.7%	81.8%	75.3%	78.2%	81
College A	83.4%	63.8%	91.2%	86.0%	81.1%	71
College B	78.2%	81.7%	73.8%	65.2%	74.7%	58
College C	68.4%	82.3%	66.8%	70.9%	72.1%	91
College D	87.3%	87.5%	89.5%	70.6%	83.7%	68

Students were included in KPI if they answered all 4 CAPSTONE questions and the semester question (Q2). Those in first semester/term were excluded.

Custom Comparative Report: Report #3d

XYZ College

Student Satisfaction Survey 2013/2014

<i>CAPSTONE Questions and KPI</i>						
	Q13 Knowledge and Skills - Future Career	Q24 Learning Experiences - Program Quality	Q39 Quality of Services	Q49 Quality of Facilities/Resources	KPI Student Satisfaction	Responses
Province	76.4%	73.3%	80.2%	80.5%	77.6%	76,861
College	72.9%	75.2%	81.7%	73.9%	75.9%	4,593
Large Colleges Average	72.3%	72.1%	90.1%	63.7%	74.6%	33,131
Metro Average	64.3%	85.5%	90.7%	81.1%	80.4%	21,658
Central Region Average	74.3%	81.4%	62.9%	75.9%	73.6%	22,072
Top 3 Colleges Average	85.2%	67.8%	74.1%	69.9%	74.3%	10,160
Top 3 Large Colleges Average	85.5%	90.0%	63.6%	89.0%	82.0%	12,831
Top 3 Metro Colleges Average	63.6%	82.7%	62.4%	63.9%	68.2%	10,357
Top 3 Central Region Average	64.6%	72.9%	73.2%	81.5%	73.1%	9,862
Top College (College L)	89.3%	83.3%	78.4%	87.2%	84.6%	2,699
Top Large College (College B)	69.2%	76.6%	76.4%	82.0%	76.1%	6,023
Top Metro College (College T)	83.0%	67.5%	63.4%	68.4%	70.6%	4,798
Top Central Region (College L)	79.6%	78.2%	71.8%	76.0%	76.4%	2,699

Students were included in KPI if they answered all 4 CAPSTONE questions and the semester question (Q2). Those in first semester/term were excluded.

Custom Comparative Report: Report #3e – Current Year

XYZ College

Facilities and Services Report 2013/2014

33. Health services.												
	Did Not Use / Not Available	Low Use	High Use	Usage Responses	Important	Importance Responses	Satisfied and Very Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied and Very Dissatisfied	Mean	Standard Deviation	Satisfaction Responses
College - 2013/2014	25%	53%	22%	4,574	59%	3353	69%	18%	13%	3.55	1.01	2676
Campus A - 2013/2014	45%	26%	29%	1,653	66%	912	78%	21%	2%	3.76	1.04	648
Campus B - 2013/2014	11%	67%	22%	1,126	74%	1001	67%	14%	19%	3.48	1.14	796
Campus C - 2013/2014	20%	67%	14%	1,795	36%	1440	61%	20%	19%	3.41	0.86	1232

Excludes students currently enrolled in the first semester/term.

Importance and Satisfaction statistics exclude students who chose "Not Applicable".

Satisfaction statistics are based on a 5-point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".

Custom Comparative Report: Report #3e - Trending

XYZ College

Facilities and Services Report 2013/2014

33. Health services.												
XYZ College												
	Did Not Use / Not Available	Low Use	High Use	Usage Responses	Important	Importance Responses	Satisfied and Very Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied and Very Dissatisfied	Mean	Standard Deviation	Satisfaction Responses
2013/2014 - College	26%	44%	30%	4,574	47%	3961	64%	23%	13%	3.50	0.95	3310
Campus A												
2013/2014	27%	47%	26%	1,653	58%	1202	76%	21%	3%	3.73	0.96	965
2012/2013	1%	80%	19%	1,531	34%	1511	58%	34%	8%	3.50	0.82	1241
2011/2012	15%	24%	62%	2,102	48%	1793	69%	28%	3%	3.66	0.89	1579
2010/2011	62%	25%	13%	1,825	49%	690	52%	8%	40%	3.12	1.14	581
Campus B												
2013/2014	11%	73%	16%	1,126	66%	999	77%	17%	6%	3.71	0.81	791
2012/2013	20%	32%	48%	1,537	54%	1228	54%	30%	16%	3.38	0.66	980
2011/2012	59%	20%	21%	1,998	86%	817	79%	1%	21%	3.58	1.00	725
2010/2011	18%	50%	32%	2,236	64%	1834	61%	13%	26%	3.34	0.65	1765
Campus C												
2013/2014	2%	65%	33%	1,795	54%	1761	53%	41%	6%	3.47	0.76	1554
2012/2013	5%	36%	59%	1,866	77%	1765	86%	2%	12%	3.74	0.68	1713
2011/2012	23%	31%	46%	1,687	63%	1301	75%	17%	8%	3.67	0.68	1026
2010/2011	3%	62%	35%	1,601	85%	1547	85%	4%	11%	3.74	0.89	1411

*Excludes students currently enrolled in the first semester/term.
Importance and Satisfaction statistics exclude students who chose "Not Applicable".
Satisfaction statistics are based on a 5-point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".*

Custom Comparative Report: Report #3f – Facilities & Services Ranking Report

25. Library/Resource Centre services	2009/2010					2010/2011					2011/2012					2012/2013					2013/2014				
	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking	% Satisfied + Very Satisfied	Valid Responses	Ranking				
Algonquin College	86.3%	3,914	8	62.1%	1,702	21	57.1%	3,108	22	78.6%	1,438	7	67.9%	4,822	19										
Cambrian College	59.2%	2,650	23	77.3%	1,409	14	80.9%	3,288	8	70.8%	1,559	16	86.5%	1,759	20										
Canadore College	67.2%	4,433	18	67.4%	1,495	18	71.1%	3,984	13	75.6%	1,624	9	83.5%	4,643	4										
Centennial College	81.0%	1,768	11	92.3%	3,444	2	55.7%	1,794	24	61.0%	2,702	24	89.0%	3,304	17										
College Boréal	78.2%	3,567	13	70.2%	2,188	9	72.4%	3,508	11	95.5%	3,378	1	82.8%	3,405	5										
Conestoga College	60.8%	2,960	22	81.8%	2,934	9	89.0%	3,602	4	78.5%	2,532	8	82.9%	4,497	5										
Confederation College	75.0%	4,220	15	77.3%	1,981	14	89.0%	2,039	4	73.5%	3,600	11	82.8%	3,434	6										
Durham College	65.1%	1,569	20	89.8%	1,993	4	62.6%	3,117	16	91.7%	1,067	3	88.3%	3,066	16										
Fanshawe College	90.5%	2,406	2	79.1%	4,712	11	67.5%	1,219	16	72.7%	2,055	14	92.1%	3,569	1										
Fleming College	88.4%	4,136	6	55.3%	1,554	24	93.4%	4,134	1	62.1%	4,467	23	83.9%	3,601	3										
George Brown College	70.5%	2,437	16	65.6%	4,068	20	86.8%	2,772	7	72.8%	1,478	13	55.0%	1,677	24										
Georgian College	89.2%	2,968	4	75.5%	979	16	76.4%	4,921	10	80.8%	4,198	5	79.4%	2,302	10										
Humber College	66.4%	2,966	19	94.0%	2,133	1	59.1%	4,352	20	90.0%	4,938	4	72.0%	1,434	15										
La Cité collégiale	76.2%	1,912	14	58.5%	3,863	23	91.9%	1,358	2	65.5%	1,979	22	80.1%	3,460	8										
Lambton College	63.8%	4,018	21	77.9%	3,149	13	56.9%	1,880	23	71.2%	2,583	15	75.2%	3,945	11										
Loyalist College	56.5%	2,673	24	83.2%	2,775	8	58.3%	2,821	21	70.5%	4,089	17	74.3%	3,212	12										
Mohawk College	67.8%	2,654	17	86.3%	4,014	7	71.5%	2,572	12	80.0%	3,633	6	88.6%	2,469	2										
Niagara College	90.3%	2,207	3	61.6%	2,801	22	89.9%	4,381	3	73.0%	4,600	12	73.0%	3,242	13										
Northern College	83.9%	3,268	9	79.6%	4,142	10	87.0%	2,527	6	66.8%	4,671	20	69.4%	2,761	16										
Sault College	86.8%	2,816	7	88.5%	3,638	5	69.7%	4,117	14	74.6%	2,969	10	72.5%	4,183	14										
Seneca College	79.3%	1,395	12	91.2%	1,016	3	61.7%	1,133	19	65.6%	3,254	21	79.9%	1,794	9										
Sheridan College	89.1%	4,462	5	65.9%	4,725	19	67.5%	1,765	16	93.3%	2,691	2	56.7%	2,321	22										
St. Clair College	92.5%	1,930	1	78.6%	3,062	12	67.8%	1,226	15	68.0%	3,799	19	55.8%	3,974	23										
St. Lawrence College	83.5%	4,025	10	87.9%	1,330	6	76.9%	4,863	9	69.2%	2,586	18	64.7%	3,971	21										

Excludes students currently enrolled in the first semester term.
 Importance and Satisfaction statistics exclude students who chose "Did Not Use/Not Available".
 Satisfaction statistics are based on a 5- point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".

Prepared by CCI Research Inc.

1 of 1

Please note that this report is also available showing your college's campuses or divisions

Custom Comparative Report: Report #3g – in Excel by question

7. This program ... Develops your speaking skills.										
	% Not Applicable	Responses	% Important	Importance Responses	% Satisfied and Very Satisfied	% Neither Satisfied nor Dissatisfied	% Dissatisfied and Very Dissatisfied	Mean	Standard Deviation	Satisfaction Responses
Overall										
Province	6	111363	87	104807	64	28	8	3.72	0.9	119892
Large Colleges	6	64912	88	60899	63	28	9	3.7	0.91	70641
Medium Colleges	5	34012	87	32173	65	27	7	3.75	0.87	36263
Small Colleges	6	12439	86	11735	65	28	6	3.78	0.87	12988
College	5	5103	91	4189	68	25	7	3.81	0.84	5074
Program A										
Province MTCU Code	0	291	96	291	85	14	2	4.21	0.76	345
Program A Code (Campus 1)	0	72	97	72	93	5	1	4.28	0.63	75
Program B										
Province MTCU Code	8	59	96	54	77	22	2	4.02	0.75	64
Program B Code (Campus 1)	50	6	100	3	83	17	0	4.17	0.75	6
Program C										
Province MTCU Code	0	119	100	119	89	8	3	4.18	0.7	130
Program C Code (Campus 1)	0	88	100	88	91	7	2	4.27	0.68	98
Program D										
Province MTCU Code	1	1156	99	1146	90	6	3	4.2	0.72	1347
Program D Code (Campus 1)	0	27	100	27	96	4	0	4.28	0.54	25
Program E										
Province MTCU Code	0	162	100	162	93	4	2	4.59	0.71	181
Program E Code (Campus 1)	0	32	100	32	82	8	11	4.13	1.04	38
Program F										
Province MTCU Code	32	670	85	457	58	32	10	3.56	0.94	554
Program F Code (Campus 1)	21	29	91	23	48	44	7	3.48	1.01	27
Program F Code (Campus 2)	23	22	94	17	67	28	6	3.72	0.75	18
Program G										
Province MTCU Code	0	122	100	122	72	19	9	3.83	0.91	129
Program G Code (Campus 1)	0	91	100	91	72	15	12	3.81	0.98	97

Excludes students currently enrolled in the first semester/term. Importance and Satisfaction statistics exclude students who chose "Not Applicable". Satisfaction statistics are based on a 5-point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".

Custom Comparative Report: Report #3h – in Excel by Program

3. This Program Provides you with skills and abilities specific to your chosen career.	Program	MTCU CODE
Not Applicable	0.0%	0.0%
Responses	28	86
Important	96.4%	98.8%
Importance Responses	28	86
Satisfied and Very Satisfied	75.6%	70.4%
Neither Satisfied nor Dissatisfied	19.5%	20.9%
Dissatisfied and Very Dissatisfied	4.9%	8.7%
Mean	4.00	3.81
Standard Deviation	0.84	0.96
Satisfaction Responses	41	115

Excludes students currently enrolled in the first semester/term.
Importance and Satisfaction statistics exclude students who chose "Not Applicable".
Satisfaction statistics are based on a 5-point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".

4. This program ... Provides you with skills and abilities helpful for your future life outside of work.	Program	MTCU CODE
Not Applicable	0.0%	1.2%
Responses	28	86
Important	78.6%	92.9%
Importance Responses	28	85
Satisfied and Very Satisfied	80.5%	68.1%
Neither Satisfied nor Dissatisfied	12.2%	21.2%
Dissatisfied and Very Dissatisfied	7.3%	10.6%
Mean	3.88	3.76
Standard Deviation	0.84	0.97
Satisfaction Responses	41	113

Excludes students currently enrolled in the first semester/term.
Importance and Satisfaction statistics exclude students who chose "Not Applicable".
Satisfaction statistics are based on a 5-point scale, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied".

Custom Comparative Report: Report #3i – Learning Experiences by Program with Trending

Program: Name		Total Satisfaction	Neutral	Total Dissatisfaction	# of Resp	Total Satisfied		
Questions		2014			2013	2012	2011	
3. Provides you with skills and abilities specific to your chosen career.	Program	73%	0%	27%	145	87%	62%	64%
	Year 1	80%	7%	14%	45			
	Year 2	69%	16%	15%	50			
	Year 3	62%	33%	5%	50			
4. Provides you with skills and abilities helpful for your future life outside of work.	Program	47%	8%	45%	87	60%	89%	61%
	Year 1	46%	48%	6%	26			
	Year 2	76%	6%	19%	34			
	Year 3	82%	5%	12%	27			
5. Helps you understand your career options.	Program	72%	4%	25%	106	42%	73%	44%
	Year 1	59%	34%	7%	31			
	Year 2	63%	9%	29%	33			
	Year 3	46%	8%	46%	42			
6. Develops your writing skills.	Program	76%	9%	14%	103	56%	47%	54%
	Year 1	40%	41%	19%	49			
	Year 2	61%	20%	19%	25			
	Year 3	72%	15%	14%	29			
7. Develops your speaking skills.	Program	82%	4%	14%	98	56%	40%	63%
	Year 1	47%	50%	2%	32			
	Year 2	53%	37%	10%	34			
	Year 3	67%	27%	7%	32			
8. Develops your math skills.	Program	93%	3%	4%	108	55%	47%	50%
	Year 1	88%	10%	2%	47			
	Year 2	52%	48%	0%	32			
	Year 3	80%	6%	14%	29			
9. Develops your ability to work with others.	Program	76%	15%	10%	95	94%	81%	64%
	Year 1	92%	7%	1%	37			
	Year 2	51%	21%	27%	32			
	Year 3	43%	25%	33%	26			
10. Develops your ability to solve problems.	Program	58%	19%	22%	100	69%	88%	58%
	Year 1	89%	5%	7%	26			
	Year 2	48%	48%	4%	39			
	Year 3	42%	43%	15%	35			
11. Develops your computer skills.	Program	89%	9%	2%	99	78%	94%	68%
	Year 1	41%	23%	36%	32			
	Year 2	91%	6%	4%	29			
	Year 3	71%	26%	3%	38			
12. Helps you understand further education opportunities.	Program	78%	7%	15%	130	48%	68%	42%
	Year 1	42%	32%	26%	48			
	Year 2	45%	8%	47%	46			
	Year 3	76%	6%	18%	36			
13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career.	Program	53%	37%	10%	93	92%	76%	80%
	Year 1	62%	10%	28%	27			
	Year 2	69%	25%	6%	35			
	Year 3	67%	31%	2%	31			

% satisfaction between 0 and 50 %
 % satisfaction between 51 % and 60 %

Custom Comparative Report: Report #3j – Student KPI Results by College Report with Trending

College		KPI Student Satisfaction				Capstone Q13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career.				Capstone Q24. The OVERALL quality of the learning experiences in this program.			
		Satisfaction				Satisfaction				Satisfaction			
		Very Satisfied + Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied + Dissatisfied	Responses	Very Satisfied + Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied + Dissatisfied	Responses	Very Satisfied + Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied + Dissatisfied	Responses
Year													
Overall Province	13/14	71%	28%	2%	117,652	77%	12%	11%	116,378	79%	17%	4%	93,900
	12/13	72%	19%	9%	118,426	76%	7%	17%	111,571	86%	1%	13%	103,595
	11/12	63%	2%	35%	105,340	90%	2%	8%	110,436	94%	1%	5%	113,488
	10/11	77%	4%	19%	101,159	92%	1%	7%	112,807	95%	2%	4%	93,258
	09/10	74%	4%	22%	95,796	76%	6%	18%	124,194	66%	8%	26%	105,609
Algonquin	13/14	90%	4%	5%	4,914	85%	5%	10%	3,776	81%	7%	12%	998
	12/13	69%	5%	26%	1,860	90%	3%	6%	1,930	82%	6%	12%	4,151
	11/12	76%	4%	20%	4,409	70%	6%	24%	969	85%	5%	11%	3,803
	10/11	61%	17%	22%	3,049	75%	21%	4%	1,488	78%	16%	6%	3,936
	09/10	66%	5%	29%	3,162	84%	4%	11%	3,488	67%	21%	12%	1,520
Boreal	13/14	92%	4%	4%	3,985	87%	7%	5%	3,361	88%	11%	1%	1,532
	12/13	76%	10%	14%	1,660	89%	6%	5%	4,325	92%	4%	4%	2,511
	11/12	87%	1%	13%	3,846	83%	8%	10%	5,152	62%	18%	20%	3,473
	10/11	95%	1%	4%	4,022	82%	15%	4%	4,007	81%	9%	10%	2,331
	09/10	92%	0%	8%	2,189	60%	28%	12%	3,137	69%	23%	8%	3,381
Cambrian	13/14	91%	4%	5%	3,583	76%	10%	14%	1,900	85%	1%	15%	3,948
	12/13	72%	4%	25%	1,571	93%	3%	4%	1,246	83%	17%	1%	2,884
	11/12	82%	16%	2%	2,141	61%	16%	24%	2,971	70%	2%	28%	4,987
	10/11	64%	17%	19%	5,133	90%	7%	2%	3,668	93%	3%	4%	1,950
	09/10	80%	6%	14%	2,308	87%	8%	5%	2,895	75%	11%	14%	1,112
Canadore	13/14	78%	21%	1%	5,153	90%	7%	3%	3,978	86%	10%	4%	4,043
	12/13	67%	11%	21%	1,229	80%	18%	1%	2,196	60%	25%	15%	5,183
	11/12	65%	19%	16%	2,045	77%	21%	3%	1,225	72%	25%	3%	4,631
	10/11	68%	18%	15%	3,809	79%	18%	3%	3,542	93%	1%	6%	3,040
	09/10	81%	9%	10%	1,777	92%	1%	8%	1,583	68%	7%	25%	3,481

Results are based on the Shared Provincial Dataset.
Excludes students currently enrolled in the first semester term.
Students were included in KPI if they answered all 4 CAPSTONE questions

Prepared by CCI Research Inc.

1

Custom Comparative Report: Report #3k – Provincial Ranking Report with Trending

Student Satisfaction																											
College	2013/2014		2012/2013		2011/2012		2010/2011		2009/2010		2008/2009		2007/2008		2006/2007		2005/2006		2004/2005		2003/2004		2002/2003		2001/2002		
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	
Algonquin	87.0%	9	84.5%	10	86.8%	10	92.9%	2	85.3%	15	76.7%	19	89.9%	8	76.1%	22	92.8%	5	80.0%	18	79.8%	18	83.5%	16	78.0%	20	
Cambrian	92.2%	4	91.7%	5	84.3%	16	89.9%	5	92.0%	6	93.5%	4	87.2%	11	88.2%	7	83.8%	16	95.8%	1	88.5%	7	83.8%	16	82.0%	14	
Canadore	92.8%	3	85.7%	7	93.0%	5	75.7%	23	78.3%	21	87.1%	12	93.0%	4	80.4%	18	76.6%	23	94.1%	4	75.9%	23	75.9%	24	76.0%	24	
Centennial	90.0%	6	93.8%	4	85.1%	13	80.9%	17	86.9%	14	88.3%	11	88.5%	10	83.9%	11	75.6%	24	94.9%	2	93.2%	3	91.3%	7	90.4%	7	
Collège Boréal	78.2%	22	95.3%	1	75.2%	24	80.7%	18	87.3%	13	81.0%	16	76.5%	22	75.7%	23	92.0%	7	77.2%	19	84.3%	11	83.8%	16	87.9%	8	
Comestoga	86.8%	11	83.8%	12	88.4%	8	89.3%	6	80.1%	18	90.4%	6	82.9%	18	89.6%	3	89.8%	12	76.4%	22	75.8%	24	77.9%	21	77.6%	21	
Confederation	79.2%	20	75.3%	24	88.6%	7	93.5%	11	94.7%	2	90.0%	17	90.1%	7	79.0%	20	94.6%	2	77.1%	20	82.3%	14	84.0%	15	79.4%	18	
Durham	75.7%	24	95.2%	2	93.8%	3	82.1%	14	77.8%	22	96.0%	1	78.9%	21	82.1%	14	91.7%	8	84.7%	13	82.5%	13	88.9%	11	86.1%	9	
Fanshawe	93.1%	2	77.6%	21	84.5%	14	92.8%	3	94.6%	1	90.1%	7	93.3%	3	89.3%	4	95.1%	1	91.3%	8	79.9%	16	89.3%	9	76.8%	23	
Fleming	78.4%	21	81.4%	15	79.0%	20	94.8%	1	83.2%	16	88.9%	10	84.9%	15	83.0%	13	76.8%	22	82.8%	16	95.9%	1	87.9%	12	83.5%	11	
George Brown	93.3%	1	94.6%	3	84.3%	16	77.5%	21	91.7%	7	89.5%	8	95.4%	1	75.2%	24	81.9%	18	91.6%	7	90.0%	5	92.9%	3	81.2%	15	
Georgian	89.1%	7	75.7%	23	93.8%	3	81.8%	15	75.6%	24	79.7%	18	91.6%	6	83.7%	12	89.9%	10	76.9%	21	93.4%	2	89.4%	8	83.1%	12	
Humber	83.2%	15	79.2%	19	85.8%	12	75.4%	24	80.0%	19	85.2%	14	76.1%	23	80.7%	17	79.2%	21	94.7%	3	75.2%	22	94.0%	2	79.5%	17	
La Cité	85.6%	12	85.1%	9	92.2%	6	82.0%	13	79.5%	20	94.1%	3	75.0%	24	95.5%	9	91.7%	8	92.9%	6	87.5%	9	91.4%	6	91.1%	6	
Lambton	87.0%	9	84.3%	11	88.4%	8	92.2%	4	89.2%	9	75.0%	24	79.0%	20	94.9%	1	87.6%	13	91.1%	9	79.4%	19	89.0%	10	79.2%	19	
Loyalist	82.2%	16	78.9%	20	86.4%	11	85.3%	8	88.9%	10	95.2%	2	84.5%	16	85.0%	10	86.0%	14	81.1%	17	88.6%	6	76.3%	23	91.8%	5	
Mohawk	81.2%	18	85.5%	8	80.6%	19	84.0%	9	93.6%	4	84.7%	15	89.0%	9	86.4%	8	92.1%	6	90.5%	11	84.4%	10	94.6%	1	94.8%	1	
Niagara	76.2%	23	79.5%	18	95.0%	1	76.7%	22	88.8%	11	89.1%	9	93.4%	2	90.2%	2	84.4%	15	90.9%	10	83.3%	12	83.6%	19	91.9%	4	
Northern	81.4%	17	76.3%	22	77.4%	22	80.5%	19	94.3%	3	85.7%	13	83.9%	17	80.4%	18	81.5%	19	75.1%	24	78.1%	21	77.1%	22	82.8%	13	
Sault	92.1%	5	81.9%	13	84.4%	15	83.8%	10	91.1%	8	75.2%	22	83.3%	14	81.4%	15	83.3%	17	84.7%	13	92.1%	4	92.9%	3	93.9%	2	
Seneca	84.3%	13	81.7%	14	94.3%	2	81.7%	16	92.1%	5	90.5%	5	93.0%	4	89.1%	6	89.9%	10	93.2%	5	81.1%	15	87.5%	13	92.4%	3	
Sheridan	87.9%	8	80.4%	16	78.4%	21	83.5%	11	82.6%	17	76.0%	20	86.6%	13	81.2%	16	93.6%	4	75.5%	23	79.3%	20	84.4%	14	77.4%	22	
St. Clair	83.4%	14	80.1%	17	75.5%	23	77.6%	20	75.9%	23	75.1%	23	79.4%	19	79.6%	20	93.9%	3	84.4%	15	79.9%	16	82.0%	20	80.6%	16	
St. Lawrence	80.1%	19	91.1%	6	82.0%	18	89.3%	6	88.7%	12	75.8%	21	86.7%	12	89.2%	5	80.2%	20	88.5%	12	88.2%	8	92.4%	5	85.8%	10	
PROVINCE																											
Rank 1	93.3%		95.3%		95.0%		94.8%		94.8%		96.0%		95.4%		94.9%		95.1%		95.8%		95.9%		94.6%		94.8%		
Rank 2	93.1%		95.2%		94.3%		92.9%		94.7%		95.2%		93.4%		90.2%		94.6%		94.9%		93.4%		94.0%		95.9%		
Rank 3	92.8%		94.6%		93.8%		92.8%		94.3%		94.1%		93.3%		89.6%		93.9%		94.7%		93.2%		92.9%		92.4%		
Collège Boréal	78.2%		95.3%		75.2%		80.7%		87.3%		81.0%		76.5%		75.7%		92.0%		77.2%		84.3%		83.8%		87.9%		

Students were included in KPI if they answered all 4 CAPSTONE questions and the semester question (Q2). Those students in first semester/term were excluded.

The percentage shown is the Total Satisfaction (Very satisfied + Satisfied)
The results are based on the shared provincial dataset.

Prepared by CCI Research Inc.

This report was originally developed in association with Collège Boréal.

Simple Graphical Reports

These reports are simple graphical presentations of the results from one or two groups (e.g., province, college, programs and/or divisions). Summary graphical charts, showing results for key questions, are included in addition to detailed graphical charts, showing percentages and other statistical information including mean and standard deviation.

A **two-group report** allows you to **display a benchmark alongside your primary results**. Each program report could have a set of numbers to compare with, such as the provincial or college results, or even a previous year's results (to enable trend analysis). Recall that the only benchmarks available for student engagement in the current year include provincial and MTCU results.

Report #4a (page 34): an excerpt from a two-group graphical report for the Student Satisfaction survey, comparing college results for the current and previous survey periods.

Report #4b (page 35): an excerpt from the same report (as above) and displays importance and satisfaction ratings for the same group of questions.

Report #4c (page 36): This report shows program results with benchmarks for Questions 3 to 49 along with overall KPI and Capstones. Possible benchmarks can be school, campus, overall college, MTCU program, or overall province and can include trending. Additional benchmarks can also be added. This report can be easily adapted to include Graduate and/or Employer Satisfaction questions, and/or the Student Engagement questions.

Simple Graphical Reports	Student	Student including Engagement Items	Graduate	Employer
1 group per report	\$230 + \$36.75 per report	\$300 + \$39 per report	\$250 + \$38 per report	\$190 + \$33 per report
2 groups per report	\$280 + \$44.50 per report	\$345 + \$50 per report	\$315 + \$44.50 per report	\$225 + \$38 per report
2 groups per report, where the 2 nd group is a previous year's results	\$280 + \$50 per report	\$345 + \$52 per report	\$315 + \$50 per report	\$225 + \$43.50 per report

Please add HST.

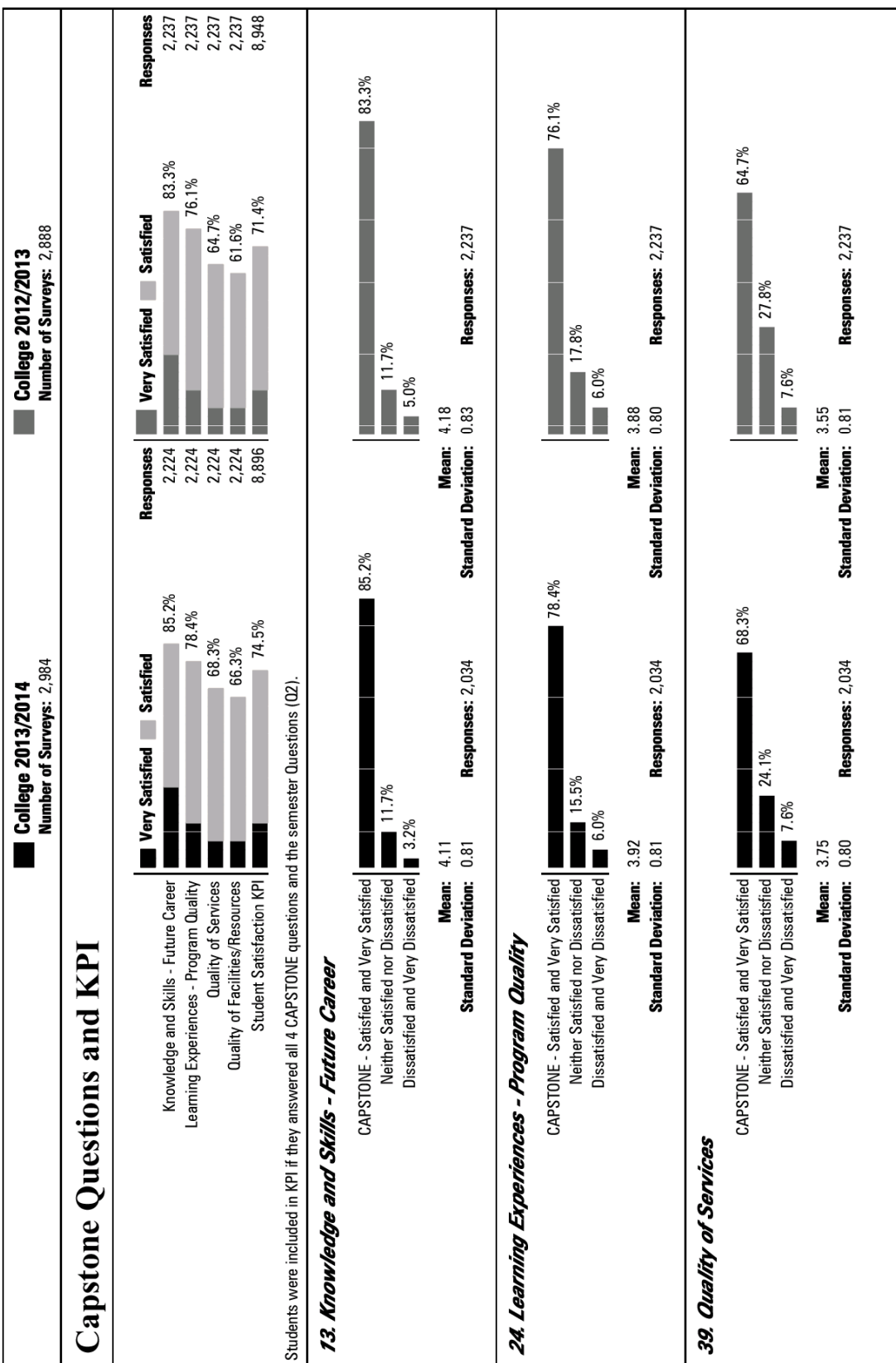
For example, a graphical report showing two groups (e.g., college and program) for the Student Satisfaction survey would cost \$280 and an additional \$44.50 x the number of programs.

Discounts are available for this report based on the number of reports required.

Simple Graphical Report: Report #4a

XYZ College

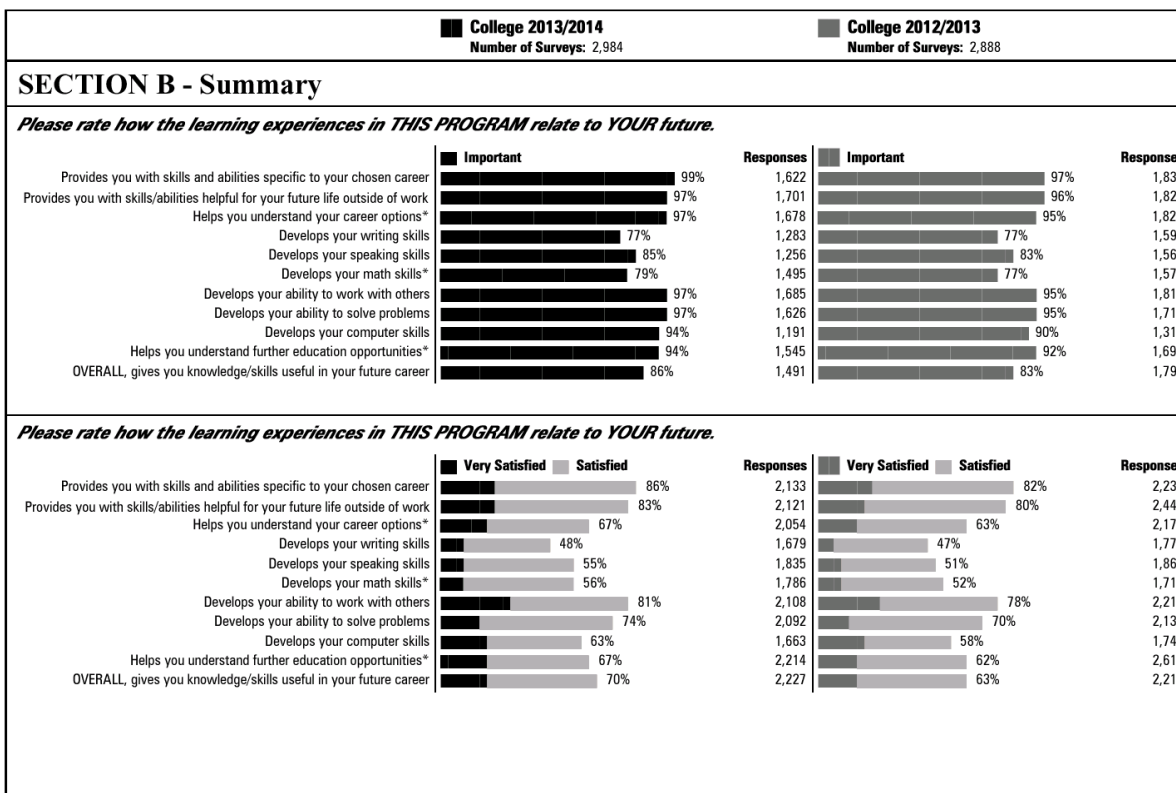
Student Satisfaction Survey 2013/2014



Simple Graphical Report: Report #4b

Student Satisfaction Survey 2013/2014

XYZ College



Simple Graphical Snapshot Report: Report #4c

Program Name

Questions	Data Source	Satisfaction Responses	Mean	% Not Applicable*	% Importance					% Agreement		
					0%	25%	50%	75%	100%	Total Disagree %	Neither Agree nor Disagree %	Total Agree %
KPI and Capstones												
Overall Student Satisfaction KPI	Program 2014	39	3.48	---	---					13	11	76
	School 2014	336	3.26	---	---					9	2	89
	College 2014	3482	3.26	---	---					22	11	67
CAPSTONE 13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career.	Program 2014	39	3.22	---	---					33		67
	School 2014	336	3.50	---	---					2		95
	College 2014	3482	3.50	---	---					14	12	74
CAPSTONE 24. The OVERALL quality of the learning experiences in this program.	Program 2014	39	3.17	---	---					8	7	90
	School 2014	336	3.37	---	---					25	6	69
	College 2014	3482	3.37	---	---					2	9	89
CAPSTONE 39. The OVERALL quality of the services in the college.	Program 2014	39	3.46	---	---					6	12	82
	School 2014	336	3.13	---	---					32	3	65
	College 2014	3482	3.13	---	---					2		98
CAPSTONE 49. The OVERALL quality of the facilities/resources in the college.	Program 2014	39	3.33	---	---					11	2	87
	School 2014	336	3.32	---	---					14	5	81
	College 2014	3482	3.32	---	---					2		96

KPI Summary (Student/Graduate/Employer)

The KPI Summary Report is a convenient **one-page summary** showing **all relevant KPI results** from the student, graduate, and employer surveys, for a **particular program or division**. The report comes with four breakdowns standard and additional breakdowns can be ordered.

Report #5a (page 38): This is the standard KPI Summary and shows the key KPI results for a program and includes the province, college, and MTCU program for the current and previous survey periods.

Report #5b (page 39): this is an example of the KPI Summary with two additional benchmarks ordered Top 3 Program and Top-Midsized Program.

	Student, Graduate and Employer
KPI Summary Report	\$815 for setup + \$8 per report
Discounted cost for those who have ordered other student, graduate and employer Numerical and Graphical Reports.	\$555 for setup + \$8 per report

Please add HST.

For example, a KPI Summary Report for the college would cost \$815 (or \$555 if your college receives multiple KPI reports) and an additional \$8 x the number of programs.

For a quotation on including student engagement items please contact Rose D’Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

KPI Summary Report: Report #5a

KPI Summary					Your College			
CAMPUS								
PROGRAM A - 12345								
	Province		Your College		MTCU-Province Code		Program 12345	
Student Satisfaction								
2009/2010	81.8%	118,018	90.2%	3,618	81.5%	195	88.6%	58
2010/2011	81.0%	111,751	93.3%	3,097	78.6%	146	80.9%	41
2011/2012	79.3%	97,652	89.9%	2,956	83.9%	202	83.1%	57
2012/2013	77.7%	118,785	80.1%	3,324	76.4%	138	77.5%	63
2013/2014	75.8%	96,019	83.5%	5,090	79.8%	108	81.5%	38
Graduation Rate								
S08/F08/W09	83.1%	117,389	83.2%	2,146	78.0%	104	82.9%	54
S09/F09/W10	87.5%	98,601	94.3%	4,557	95.7%	181	76.8%	63
S10/F10/W11	95.1%	112,112	85.3%	3,496	91.9%	99	75.6%	40
S11/F11/W12	84.5%	103,360	85.2%	4,321	84.4%	188	87.0%	64
S12/F12/W13	88.1%	106,202	75.6%	4,498	89.7%	111	94.2%	51
Graduate Satisfaction								
S08/F08/W09	78.5%	96,547	83.8%	1,962	90.4%	128	84.5%	45
S09/F09/W10	94.0%	104,969	89.4%	2,159	85.2%	113	95.8%	58
S10/F10/W11	89.9%	100,216	83.6%	2,951	82.0%	205	87.7%	58
S11/F11/W12	76.5%	105,860	84.0%	5,246	87.8%	212	89.1%	40
S12/F12/W13	78.0%	106,004	85.2%	4,501	89.3%	148	90.6%	48
Graduate Employment Rate								
S08/F08/W09	85.8%	116,846	76.0%	4,366	92.7%	221	88.1%	43
S09/F09/W10	83.8%	118,201	75.7%	3,950	94.7%	215	94.6%	64
S10/F10/W11	94.4%	105,883	96.0%	3,316	93.5%	191	92.3%	50
S11/F11/W12	84.5%	123,741	90.6%	3,894	81.7%	123	76.2%	63
S12/F12/W13	81.1%	96,217	82.1%	4,925	93.7%	153	80.7%	56
Employer Satisfaction								
S08/F08/W09	95.1%	113,953	83.9%	2,846	87.5%	202	91.5%	36
S09/F09/W10	93.4%	116,025	83.9%	3,429	83.6%	170	85.8%	55
S10/F10/W11	76.1%	102,711	83.9%	3,417	85.0%	209	81.6%	45
S11/F11/W12	86.7%	100,463	83.4%	2,057	92.2%	218	75.8%	62
S12/F12/W13	93.1%	111,092	83.5%	4,405	91.3%	102	76.8%	57

The following Program(s) has/have been grouped to be included in the results: [GROUP]

Prepared by CCI Research Inc.

KPI Summary Report: Report #5b

KPI Summary											Your College			
CAMPUS														
PROGRAM A - 12345														
	Province	Your College	MTCU-Province Code	Program 12345	Top 3				Top Mid-Size					
					Program Average	College	Program Average	College						
Student Satisfaction														
2009/2010	88.8%	111,826	80.1%	4,434	75.5%	189	81.7%	43	75.2%	134	College 5, College 8, College 17	90.1%	59	College 4
2010/2011	90.3%	112,811	82.2%	4,179	82.4%	130	80.4%	45	86.3%	156	College 4, College 2, College 15	81.6%	43	College 4
2011/2012	81.5%	124,641	87.3%	2,564	83.6%	98	88.9%	48	77.1%	114	College 4, College 10, College 15	84.5%	53	College 6
2012/2013	79.6%	114,891	86.5%	3,475	95.7%	168	85.8%	56	89.8%	145	College 21, College 5, College 3	90.0%	41	College 3
2013/2014	87.0%	111,916	89.6%	1,600	84.4%	206	84.8%	35	83.4%	103	College 23, College 13, College 14	76.8%	47	College 4
Graduation Rate														
S08/F08/W09	80.3%	96,176	75.7%	4,528	81.0%	96	76.9%	46						
S09/F09/W10	78.2%	117,876	91.2%	1,179	94.1%	206	87.6%	65						
S10/F10/W11	84.5%	117,062	78.2%	4,745	93.0%	167	79.1%	46						
S11/F11/W12	75.8%	101,925	88.7%	4,340	80.1%	202	81.4%	42						
S12/F12/W13	84.3%	116,023	87.4%	3,889	82.0%	192	76.2%	38						
Graduate Satisfaction														
S08/F08/W09	88.4%	123,910	84.7%	2,692	80.0%	182	85.7%	46	94.7%	139	College 12, College 2, College 15	89.9%	56	College 2
S09/F09/W10	87.3%	121,724	85.3%	1,749	87.7%	206	76.0%	37	90.7%	171	College 20, College 16, College 8	92.3%	49	College 7
S10/F10/W11	85.7%	108,507	94.8%	5,098	86.6%	93	86.8%	45	75.1%	185	College 3, College 19, College 23	83.4%	49	College 4
S11/F11/W12	93.4%	105,144	75.2%	4,347	83.8%	225	88.1%	63	79.1%	134	College 5, College 11, College 17	75.1%	50	College 5
S12/F12/W13	86.5%	97,591	75.4%	1,345	75.6%	146	94.0%	35	76.1%	169	College 20, College 6, College 2	90.6%	42	College 4
Graduate Employment Rate														
S08/F08/W09	93.8%	105,505	82.3%	3,460	92.9%	175	79.6%	59	96.0%	198	College 23, College 5, College 18	84.9%	56	College 3
S09/F09/W10	85.4%	109,753	84.1%	4,954	90.5%	175	84.7%	36	83.6%	206	College 16, College 12, College 20	83.4%	42	College 6
S10/F10/W11	79.8%	100,169	82.1%	4,075	92.2%	196	83.9%	58	80.3%	200	College 13, College 13, College 24	75.9%	56	College 3
S11/F11/W12	91.7%	119,365	91.6%	1,019	86.5%	111	80.5%	64	92.0%	155	College 2, College 8, College 3	85.1%	38	College 3
S12/F12/W13	85.5%	121,132	88.4%	4,395	87.0%	166	79.2%	35	80.6%	143	College 4, College 10, College 8	89.6%	63	College 5
Employer Satisfaction														
S08/F08/W09	75.9%	115,543	82.6%	972	87.4%	95	95.4%	57	82.5%	106	College 12, College 15, College 8	81.5%	38	College 4
S09/F09/W10	89.8%	99,622	76.6%	2,873	81.6%	135	84.4%	49	77.0%	125	College 19, College 3, College 10	88.8%	47	College 5
S10/F10/W11	76.9%	113,698	83.5%	4,842	83.3%	101	94.4%	50	77.5%	210	College 20, College 3, College 12	91.9%	50	College 3
S11/F11/W12	93.9%	98,929	86.7%	1,541	88.2%	141	85.1%	35	78.0%	137	College 16, College 4, College 19	76.4%	38	College 1
S12/F12/W13	93.4%	115,778	93.2%	1,452	92.3%	221	82.6%	62	85.3%	124	College 18, College 9, College 4	81.3%	44	College 7

Prepared by CCI Research Inc.

Balanced Scorecard Report

The Balanced Scorecard Report (**Report #6** on page 41) provides a concise summary of several data sources in one reader-friendly format. Results by program are presented utilizing KPI student, graduate and employer satisfaction results together with course assessment and applicants/registrants data. Current and 3 year trending results are included.

This is a tremendous way to assess the growth and stability of a program over time in relation to perceptions of teaching and learning effectiveness, course quality, and satisfaction and graduation rates.

This report was originally developed in association with La Cité collégiale.

For a quotation on your KPI Balanced Scorecard Report please contact Rose D'Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

Balanced Scorecard Report: Report #6

CCI Research Inc. (first produced in association with La Cité collégiale)

Sample Program Report Card

Program Name		Program Code	MTCU Code	APS Code	School	School Profile	Number of Semesters	Degree
B100-Sample Program		1234	51234	01013	Business	Post secondary	5	Basic Diploma
Student Satisfaction KPI								
Student Satisfaction ¹		Number of KPI Respondents 2013: 22	Prog.2 2013	MTCU.3 2013	Overall College 2013	Prog. 2012	Prog. 2011	Prog. 2010
CAPSTONE 13	OVERALL, your program provides knowledge and skills that will be useful in your future career.		87%	86%	88%	88%	90%	90%
CAPSTONE 24	The OVERALL quality of the learning experiences in this program		79%	76%	80%	78%	75%	82%
CAPSTONE 39	The OVERALL quality of services of the college		63%	62%	65%	67%	70%	82%
CAPSTONE 49	The OVERALL quality of physical resources and College facilities		63%	62%	65%	73%	57%	82%
KPIALL	Student Satisfaction KPI		73%	80%	84%	77%	73%	84%
Graduation rate			Prog. 12-13	MTCU.3 2013	Overall College 12-13	Prog. 11-12	Prog. 10-11	Prog. 09-10
	Graduation Rate		84%	64%	82%	83%	82%	82%
Course Assessment Results								
The Professor			Prog.2 2013	Number of Respondents 2013	Overall College 2013	Prog. 2012	Prog. 2011	Prog. 2010
1	The professor demonstrates a good knowledge of the subject area.		87%	23	76%	86%	84%	82%
2	The professor helps me to understand and apply information.		82%	22	78%	80%	79%	76%
3	The professor provides feedback that helps me to improve my performance.		76%	21	75%	75%	72%	74%
4	The professor encourages me to actively participate in this course.		87%	23	76%	86%	84%	82%
5	The professor communicates clearly.		82%	23	78%	80%	79%	76%
6	The professor relates to students in ways which promote mutual respect.		76%	23	75%	75%	72%	74%
7	The professor evaluates my performance fairly.		82%	23	76%	86%	84%	82%
8	The professor is available for consultation.		76%	23	78%	80%	79%	76%
The Curriculum			Prog.2 2013	Number of Respondents 2013	Overall College 2013	Prog. 2012	Prog. 2011	Prog. 2010
9	The learning requirements for this course are clearly stated so that I know what is expected of me.		82%	23	79%	80%	80%	81%
10	This course contributes to the program in which I am enrolled.		83%	22	78%	80%	80%	81%
11	This course is well organized.		89%	21	88%	90%	92%	90%
12	The learning experiences are related to the learning requirements of this course.		86%	21	80%	89%	89%	88%
13	The required support materials are useful.		78%	21	70%	78%	78%	78%
14	The methods used to evaluate my performance are clearly outlined in writing.		76%	21	78%	70%	68%	69%
15	Tests, assignments, projects and/or other expectations relate well to the learning requirements of this course.		84%	22	80%	79%	79%	78%
16	The workload in this course is appropriate.		76%	21	70%	68%	70%	77%
Course Quality			Prog.2 2013	Number of Respondents 2013	Overall College 2013	Prog. 2012	Prog. 2011	Prog. 2010
17	Overall, please rate the quality of this course.		89%	20	80%	79%	82%	84%

Graduate Satisfaction KPI									
Graduate Satisfaction ¹⁻⁴		Number of KPI Respondents	18	Prog. 12-13	MTCU.3 12-13	Overall College 12-13	Prog. 11-12	Prog. 10-11	Prog. 09-10
21	To what extent did the skills you developed during college help you get your job?			79%	76%	80%	78%	86%	50%
34	How would you rate your satisfaction with the usefulness of your college education in achieving your goals after graduation?			80%	78%	79%	87%	92%	87%
35	Would you recommend the college program to someone else or not?			80%	79%	79%	87%	100%	92%
KPISAT	KPI Graduate Satisfaction Rate			89%	85%	87%	86%	82%	85%
Graduate Employment									
Graduate Employment Rate ¹⁻⁴		Number of KPI Respondents	18	Prog. 12-13	MTCU.3 12-13	Overall College 12-13	Prog. 11-12	Prog. 10-11	Prog. 09-10
16	Working 30 hours per week or more			78%	76%	80%	82%	75%	74%
20	Working in a field related or partially related to Field of Study			80%	79%	85%	81%	78%	76%
Employer Satisfaction KPI									
Employer Satisfaction ¹⁻⁴		Number of KPI Respondents	12	Prog. 12-13	MTCU.3 12-13	Overall College 12-13	Prog. 11-12	Prog. 10-11	Prog. 09-10
74	How would you rate your satisfaction with this employee's overall college preparation for the type of work he/she was doing?			76%	77%	80%	100%	100%	98%
				Prog. 10-13	MTCU.3 10-13	Overall College 10-13			
74	How would you rate your satisfaction with this employee's overall college preparation for the type of work he/she was doing? Average of 4 years			94%	89%	81%			
Applicants/Registrants									
Actual students									
Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6	Semester 7	Semester 8		
29	21	20	16	14					
Growth and Stability of Actual Students									
Applicants	Number registered in semester 1	Conversion rate	Number registered in semester 2						
2009-2010	31	83.9%	20						
2010-2011	49	46.9%	16						
2011-2012	56	46.4%	22						
2012-2013	66	43.9%	21						

Applicants and registrations in semester 1 from 2009-2010 to 2012-2013

Year	Applicants	Registrations
2009-2010	31	26
2010-2011	49	16
2011-2012	56	22
2012-2013	66	21

1. Detailed results are available in annual reports on performance indicators for each program.

2. The numbers shown represent the proportion of respondents who reported the top two response options, depending on the survey: satisfied or very satisfied; agree or strongly agree; excellent or very good.

3. The numbers refer to the results of similar programs at the provincial level.

4. If the number of respondents is less than five, the results are not interpreted, and you will find NA for "Not Available".

High-to-Low Program Reports

This type of report **ranks all of your college's programs from highest average rating to lowest average rating for each question in the survey.** It also **ranks the programs, highest to lowest, by KPI score.** This presentation of results enables you to compare results for a particular program against other programs, as well as the provincial and college results. This report is available for all surveys, as indicated below.

Report #7 (page 44): an excerpt from a Student Satisfaction High-to-Low Program Report for a particular college.

	Student	Student including Engagement Items	Graduate	Employer
High-to-Low Program Reports	\$840	\$1,085	\$720	\$435

Please add HST.

For example, a Student Satisfaction High-to-Low Program Report showing all programs in your college would cost \$840.

High-to-Low Program Report: Report #7

Student Satisfaction Survey - 2013/2014

XYZ College

<i>Student Satisfaction KPI</i>				
High to Low by Program	CAPSTONE Satisfied and Very Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied and Very Dissatisfied	Responses
Sample Program 26	100.0%	0.0%	0.0%	20
Sample Program 15	91.7%	6.4%	2.9%	294
Sample Program 25	90.3%	5.4%	4.3%	122
Sample Program 12	89.0%	5.9%	5.1%	136
Sample Program 18	85.7%	14.3%	0.0%	28
Sample Program 4	84.5%	10.7%	4.8%	84
Sample Program 14	83.9%	14.3%	1.8%	168
Sample Program 13	83.4%	12.4%	4.2%	28
Sample Program 19	83.3%	8.9%	7.8%	180
Sample Program 21	80.7%	13.7%	5.7%	652
Sample Program 7	79.6%	16.2%	4.3%	328
Sample Program 9	78.6%	19.8%	1.6%	216
Sample Program 22	75.7%	19.3%	5.0%	140
Sample Program 5	75.0%	21.1%	3.9%	128
College	74.1%	21.5%	4.4%	5,844
Sample Program 23	73.9%	22.7%	3.4%	88
Sample Program 3	72.4%	21.6%	6.0%	116
Sample Program 2	71.4%	23.7%	4.9%	748
Sample Program 1	70.4%	24.7%	4.9%	680
Sample Program 11	70.0%	20.0%	10.0%	80
Province	69.4%	22.6%	8.0%	348,133
Sample Program 8	67.5%	28.5%	4.0%	200
Sample Program 27	65.2%	30.4%	4.4%	296
Sample Program 17	63.2%	22.1%	14.6%	280
Sample Program 16	62.2%	26.4%	11.5%	436
Sample Program 10	60.0%	18.8%	21.3%	80
Sample Program 24	59.2%	17.1%	23.7%	76
Sample Program 6	51.6%	39.1%	9.4%	64
Sample Program 20	47.7%	37.5%	14.8%	88

High-to-Low Question Reports

This type of report **ranks the results of each question, within each survey section**, from the **highest rating to lowest rating for each program or division**. This report enables you to see, at a glance, where a particular program or division has its best, or worst, results. Questions included are those with satisfaction and importance ratings but other questions may be specified in a custom report.

Report #8a (page 46): an excerpt from a Student Satisfaction High-to-Low Question Report for a particular program.

Report #8b (page 47): an excerpt showing a High-to-Low Question Report in MS Excel by program including student engagement questions..

	Student	Student including Engagement Items	Graduate	Employer
High-to-Low Question Reports	\$260 + \$9 per report	\$340 + \$12 per report	\$250 + \$8.75per report	\$69 + \$6.75 per report

Please add HST.

High-to-Low Question Report: Report #8a

Student Satisfaction Survey - 2013/2014

XYZ College

Program ABC				
<i>Please rate how the learning experiences in THIS PROGRAM relate to YOUR future.</i>				
High-to-Low by Question	Satisfied and Very Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied and Very Dissatisfied	Responses
4. This program... Provides you with skills and abilities helpful for your future life outside of work	100%	0%	0%	32
3. This program... Provides you with skills and abilities specific to your chosen career	99%	1%	0%	31
8. This program... Develops your math skills	89%	11%	0%	31
10. This program... Develops your ability to solve problems	87%	13%	0%	30
9. This program... Develops your ability to work with others	84%	14%	2%	29
13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career	83%	13%	3%	32
12. Helps you understand further education opportunities	79%	7%	14%	29
11. This program... Develops your computer skills	78%	12%	10%	30
6. This program... Develops your writing skills	77%	13%	10%	31
5. This program... Helps you understand your career options	59%	31%	10%	29
7. This program... Develops your speaking skills.	56%	30%	15%	27

Questions Summary Report by Program

The Questions Summary Report by Program compares results for **your college program with the provincial MTCU results**, showing **the summary ratings** for each question, including capstones. **Comes with 8 years of trending!**

This report is also available for Graduate and Employer Satisfaction Survey results.

Note: Reports are colour-coded based on the following legend: **Green: Your College > Province MTCU; Yellow: Your College = Province MTCU; Red: Your College < Province MTCU**

Report #9a (page 49): an excerpt from a Student Questions Summary Report for a particular program.

	Student	Student including Engagement Items	Graduate	Employer
Questions Summary Report by Program	\$550 + \$9 per report	\$635+ \$9 per report	\$540 + \$8.75 per report	\$540 + \$8.75 per report
Questions Summary Report by Program including trends	\$675 + \$10 per report	\$750+ \$10 per report	\$630 + \$9.75 per report	\$630 + \$9.75 per report

Please add HST.

For example, a Student, Graduate, and Employer Satisfaction Summary Report by Program with trends for 50 programs in your college would cost \$3,410 or \$3,485 if you included the student engagement items.

This report was originally developed in association with St. Clair College.

Another version of this report is a **summary report** containing the **Student, Graduate, and Employer** data all **on one page**. This report is a powerful tool to help analyze each of your programs. It summarizes the main KPI questions for each of the 3 surveys by comparing your program against the province along with 8 years of trending. The report also includes the KPI graduation rate with the same years of trending and the province benchmark.

Report #9b (page 50): a Student, Graduate, and Employer Questions Summary Report for a particular program.

	Student, Graduate, and Employer
Questions Summary Report by Program	\$920
Additional cost with Trends	\$315

Please add HST.

Questions Summary Report by Program: Report #9a

2007-2014 KPI Student Satisfaction Survey Program Name Program Code MTCU - 12345		2007		2008		2009		2010		2011		2012		2013		2014	
		Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction
Capstone Question 13 Knowledge & Skills	Province MTCU	81	16	63	17	72	13	83	9	84	14	77	0	81	5	60	31
	Your College	80	12	93	7	77	6	82	1	78	5	61	3	70	25	93	4
Q3. Provides you with skills and abilities specific to your chosen career.	Province MTCU	68	32	90	0	66	27	85	5	79	10	83	13	88	4	68	18
	Your College	84	2	62	30	93	1	64	15	62	19	77	1	90	6	93	3
Q4. Provides you with skills and abilities helpful for your future life outside of work.	Province MTCU	65	6	72	12	61	19	67	12	70	19	91	6	64	23	88	3
	Your College	90	10	82	11	80	7	85	15	69	20	66	10	87	8	71	1
Q5. Helps you understand your career options.	Province MTCU	62	33	69	15	72	10	84	5	76	3	67	9	71	17	75	10
	Your College	87	9	94	0	92	7	95	0	72	4	63	1	94	2	63	27
Q6. Develops your writing skills.	Province MTCU	75	6	63	23	92	7	95	4	91	0	88	0	64	19	63	28
	Your College	69	11	82	12	75	3	95	2	92	7	71	4	63	19	90	7
Q7. Develops your speaking skills.	Province MTCU	95	0	72	23	74	7	80	15	90	8	94	1	63	26	82	14
	Your College	66	21	65	10	95	3	81	7	91	5	94	4	75	0	91	6
Q8. Develops your math skills.	Province MTCU	81	12	79	15	87	12	85	3	72	8	77	23	94	0	75	23
	Your College	72	21	86	8	92	0	72	8	88	3	81	13	93	6	74	7
Q9. Develops your ability to work with others.	Province MTCU	65	12	78	4	81	9	78	9	79	10	74	22	85	13	66	27
	Your College	64	32	66	29	78	11	70	12	72	27	89	4	85	0	91	9
Q10. Develops your ability to solve problems.	Province MTCU	63	16	66	6	63	16	72	13	69	4	82	5	73	8	75	0
	Your College	61	21	73	21	78	8	91	8	61	38	78	15	65	31	81	2
Legend Green - Your College > Province MTCU Yellow - Your College = Province MTCU Red - Your College < Province MTCU																	

Questions Summary Report by Program: Report #9b

2006/2007-2013/2014 KPI Student, Graduate and Employer Satisfaction Survey Program Name Program Code MTCU - 12345			2006/2007		2007/2008		2008/2009		2009/2010		2010/2011		2011/2012		2012/2013		2013/2014	
			Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction	Satisfaction	Dissatisfaction
KPI Student Satisfaction - Overall	Province MTCU		81	4	78	12	67	29	68	13	83	4	77	10	63	7	77	17
	Your College		90	9	89	4	63	34	96	14	75	3	65	13	91	9	69	15
KPI Graduate Satisfaction Rate	Province MTCU		64	16	76	14	85	2	92	8	85	0	71	21	92	1	79	8
	Your College		67	26	78	3	68	9	94	2	79	12	66	17	66	8	94	6
KPI Employer Satisfaction Rate	Province MTCU		81	16	87	3	86	13	86	1	69	5	90	6	84	5	72	27
	Your College		75	3	65	13	92	1	95	1	74	3	95	5	73	15	76	18
			2006		2007		2008		2009		2010		2011		2012		2013	
			Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
KPI Graduation Rate	Province MTCU	# of Graduates	478	63	484	68	483	65	570	66	556	69	642	67	698	71	682	69
		# of Entrants	762		715		747		862		811		955		989		996	
	Your College	# of Graduates	97	73	75	82	72	66	91	75	104	77	112	73	121	76	101	61
		# of Entrants	133		92		109		121		136		153		159		166	
KPI Graduate Employment Rate	Province MTCU		249	82	231	82	228	85	247	83	238	81	271	72	252	75	248	72
	Your College		26	77	20	95	13	54	10	40	17	82	23	65	12	58	13	69

The 2013/2014 KPI Graduation Rate is based on students who started one-year programs in 2011/2012, two-year programs in 2009/2010, and three-year programs in 2007/2008, and who had graduated by 2012/2013 as labeled above.

Note that the Province MTCU results are based on the Shared Provincial Dataset.

Legend
 Green - Your College > Province MTCU
 Yellow - Your College = Province MTCU
 Red - Your College < Province MTCU

MS Excel High-to-Low Reports

MS Excel High-to-Low Reports are powerful reports, as they are not constrained in terms of rows and columns of data. Also, they are useful formats for copying and pasting into other reports and/or formats as needed.

The standard High to Low Reports available is a set of MS Excel tables that include the following:

By College:

- 1) An MS Excel spreadsheet with college rating results for each question sorted high-to-low
- 2) An MS Excel spreadsheet with college rating results, the previous year's college rating results and a difference column, sorted high-to-low by difference

By Program:

- 3) An MS Excel spreadsheet for each program displaying rating results for each question, sorted high-to-low
- 4) An MS Excel spreadsheet for each program with the rating results, the previous year's program rating results and a difference column, sorted high-to-low by the difference column.

Report #10a (page 52): an excerpt from the Graduate Satisfaction survey results. Overall college results are listed for each question in order of KPI satisfaction, from highest to lowest.

Report #10b (page 53): an excerpt from the Employer Satisfaction survey. Program results are listed in order of KPI satisfaction, from highest to lowest.

In addition there are endless possibilities for High to Low Reports as a result of data sharing. Moreover, the engagement items could be added to the reports separately.

MS Excel Tabular Reports

Report #10c (page 54): shows an example MS Excel workbook. The tabs illustrate the comprehensive nature of the information contained in the workbook, including Student Satisfaction KPI, Graduate Satisfaction KPI, Graduate Employment Rate KPI, Graduation Rate, Employment Destinations, and Employer Satisfaction KPI for a particular program for the past five survey periods. Benchmark results (e.g., Provincial MTCU, College, similar programs from other Colleges) are also included.

Other possibilities for Tabular reports include MS Excel versions of other Numerical and Graphical reports.

For a quotation on your MS Excel workbook(s) please contact Rose D'Alimonte at rose@cci-research.com with your requirements. If you prefer, call 1-888-246-8068 Ext. 238.

Excel High to Low Report: Report #10a

Graduate Satisfaction Survey - 2012/2013
XYZ College
Overall College

High to Low by Question	Very satisfied and Satisfied	Neither satisfied nor dissatisfied	Dissatisfied and Very dissatisfied	Don't know / Not applicable / Refused	Response
32k. When you first started working after grad. how satisfied were you with your educational preparation....Teamwork	95%	3%	2%	2%	1402
32n. When you first started working after grad. how satisfied were you with your educational preparation....Quality of work	93%	3%	4%	3%	1404
32c. When you first started working after grad. how satisfied were you with your educational preparation....Oral communication	92%	6%	2%	2%	1408
32m. When you first started working after grad. how satisfied were you with your educational preparation....Time management	91%	5%	4%	3%	1404
32d. When you first started working after grad. how satisfied were you with your educational preparation....Written communications	90%	7%	3%	2%	1399
32i. When you first started working after grad. how satisfied were you with your educational preparation....Problem solving	90%	6%	4%	2%	1401
32o. When you first started working after grad. how satisfied were you with your educational preparation....Productivity	89%	4%	7%	3%	1391
22a. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Course content	88%	6%	6%	1%	1623
33. How would you rate your overall satisfaction with the college preparation for the type of work you were doing?	86%	8%	6%	2%	1411
22f. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Skills developed in Co-op, clinical, field placement experience, and career placement services	85%	2%	13%	19%	1623
32r. When you first started working after grad. how satisfied were you with your educational preparation....Responsible	84%	12%	4%	2%	1406
32p. When you first started working after grad. how satisfied were you with your educational preparation....Creative and innovative	83%	6%	11%	4%	1384
32e. When you first started working after grad. how satisfied were you with your educational preparation....Comprehension	82%	6%	12%	2%	1402
32i. When you first started working after grad. how satisfied were you with your educational preparation....Organization and planning	81%	13%	6%	2%	1406
32g. When you first started working after grad. how satisfied were you with your educational preparation....Computer skills	81%	11%	8%	8%	1390
22b. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Courses were up-to-date	80%	14%	6%	2%	1621
32h. When you first started working after grad. how satisfied were you with your educational preparation....Critical thinking	80%	12%	8%	3%	1400
22c. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Overall quality of instruction	79%	12%	9%	1%	1623
32q. When you first started working after grad. how satisfied were you with your educational preparation....Adaptable	79%	14%	7%	2%	1394
32b. When you first started working after grad. how satisfied were you with your educational preparation....Specific job-related skills	76%	16%	8%	3%	1395
32f. When you first started working after grad. how satisfied were you with your educational preparation....Math skills	76%	17%	7%	13%	1373
22d. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Equipment was up-to-date	75%	11%	14%	3%	1624
32a. When you first started working after grad. how satisfied were you with your educational preparation....Specific job-related knowledge	75%	17%	8%	3%	1399
KPI Graduate Satisfaction Rate	72.0%	12.0%	16.0%		1922
34. How would you rate your satisfaction with the usefulness of your college education in achieving your goals after graduation?	71%	6%	23%	2%	2190
32j. When you first started working after grad. how satisfied were you with your educational preparation....Research and analysis	70%	21%	9%	5%	1369
22e. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Preparation for the job market	65%	20%	15%	3%	1622

Excel High to Low Report: Report #10b

Employer Survey Trend Report 2011/2012 to 2012/2013
 XYZ College
 Program ABC

Difference
 between:
 2011/2012
 and
 2012/2013

High to Low by Question	Term: 2012/2013					Term: 2011/2012					Satisfied and Very satisfied
	Satisfied and Very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and Very dissatisfied	Refused/ Don't know	Responses	Satisfied and Very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and Very dissatisfied	Refused/ Don't know	Responses	
73g. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Computer skills	100%	0%	0%	5%	60	67%	33%	0%	5%	49	33%
73c. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Oral communication	100%	0%	0%	0%	60	86%	14%	0%	0%	50	14%
73b. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Specific job-related skills	100%	0%	0%	0%	60	86%	14%	0%	0%	50	14%
73h. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Critical thinking	100%	0%	0%	0%	60	86%	14%	0%	0%	50	14%
73j. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Research and analysis	80%	20%	0%	5%	60	67%	33%	0%	5%	50	13%
73f. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Math skills	80%	20%	0%	5%	60	67%	33%	0%	5%	50	13%
73q. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Adaptable	90%	10%	0%	0%	60	86%	14%	0%	0%	50	4%
73m. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Time management	74%	26%	0%	0%	60	71%	29%	0%	0%	50	3%
73d. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Written communications	100%	0%	0%	0%	60	97%	3%	0%	0%	50	3%
KPI Employer Satisfaction Rate	97.4%	2.6%	0.0%		55	95.4%	4.6%	0.0%		45	2.0%
73i. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Problem solving	88%	12%	0%	0%	60	86%	14%	0%	0%	50	2%
73e. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Comprehension	100%	0%	0%	0%	60	98%	2%	0%	0%	50	2%
74. How would you rate your satisfaction with this employee's overall college preparation for the type of work he/she was doing?	97%	3%	0%	0%	55	96%	5%	0%	0%	45	2%
73r. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Responsible	100%	0%	0%	0%	60	100%	0%	0%	0%	50	0%
73n. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Quality of work	100%	0%	0%	0%	60	100%	0%	0%	0%	50	0%
73a. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Specific job-related knowledge	100%	0%	0%	0%	60	100%	0%	0%	0%	50	0%
73o. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Productivity	99%	1%	0%	0%	60	100%	0%	0%	0%	50	-1%
73l. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Organization and planning	98%	2%	0%	0%	60	100%	0%	0%	0%	50	-2%
73p. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Creative and innovative	79%	21%	0%	5%	60	83%	17%	0%	3%	50	-4%
73k. When the graduate first started working with you after his/her graduation how satisfied were you with his/her educational preparation for the following skills and abilities: Teamwork	89%	11%	0%	5%	60	100%	0%	0%	0%	50	-11%

Excel Tabular Report: Report #10c

Student Satisfaction KPI										
Program Code - Program Name										
Level	Code	Program Name	year	KPI Student Satisfaction	Q13 Knowledge and Skills - Future Career	Q24 Learning Experiences - Program Quality	Q39 Quality of Services	Q49 Quality of Facilities/ Resources	Number of Students Included in KPI	Total Number of Surveys
Overall Province			2013/2014	78.4%	88.1%	82.4%	71.8%	71.3%	99,583	108,482
Overall Province			2012/2013	77.9%	87.5%	81.8%	71.3%	70.9%	91,023	98,943
Overall Province			2011/2012	77.4%	87.2%	81.1%	71.0%	70.3%	88,828	96,756
Overall Province			2010/2011	77.8%	87.3%	81.2%	71.7%	70.8%	91,896	99,589
Overall Province			2009/2010	76.3%	86.3%	80.1%	70.0%	68.9%	91,395	98,751
Province	MTCUCODE		2013/2014	89.9%	98.1%	96.2%	80.8%	84.6%	52	59
Province	MTCUCODE		2012/2013	95.9%	97.7%	97.7%	95.3%	93.0%	43	52
Province	MTCUCODE		2011/2012	88.8%	97.5%	85.0%	85.0%	87.5%	40	49
Province	MTCUCODE		2010/2011	86.7%	98.0%	91.8%	77.6%	79.6%	49	57
Province	MTCUCODE		2009/2010	83.9%	95.8%	85.4%	79.2%	75.0%	48	54
Metro	MTCUCODE		2013/2014	89.9%	98.1%	96.2%	80.8%	84.6%	52	59
Metro	MTCUCODE		2012/2013	95.9%	97.7%	97.7%	95.3%	93.0%	43	52
Metro	MTCUCODE		2011/2012	88.8%	97.5%	85.0%	85.0%	87.5%	40	49
Metro	MTCUCODE		2010/2011	86.7%	98.0%	91.8%	77.6%	79.6%	49	57
Metro	MTCUCODE		2009/2010	83.9%	95.8%	85.4%	79.2%	75.0%	48	54
Your School			2013/2014	74.6%	87.0%	79.5%	67.8%	64.3%	367	413
Your School			2012/2013	73.3%	85.7%	79.4%	65.6%	62.7%	354	395
Your School			2011/2012	70.9%	84.8%	76.7%	62.4%	59.7%	336	377
Your School			2010/2011	75.8%	87.4%	79.6%	69.7%	66.6%	373	407
Your School			2009/2010	74.6%	86.1%	78.7%	67.7%	66.0%	430	464
Your College			2013/2014	74.6%	87.0%	79.5%	67.8%	64.3%	4,768	5,375
Your College			2012/2013	73.3%	85.7%	79.4%	65.6%	62.7%	4,602	5,131
Your College			2011/2012	70.9%	84.8%	76.7%	62.4%	59.7%	4,368	4,904
Your College			2010/2011	75.8%	87.4%	79.6%	69.7%	66.6%	4,848	5,291
Your College			2009/2010	74.6%	86.1%	78.7%	67.7%	66.0%	5,594	6,026
Your College	Your Program	Program Name	2013/2014	86.7%	93.3%	93.3%	73.3%	86.7%	15	19
Your College	Your Program	Program Name	2012/2013	91.7%	94.4%	94.4%	88.9%	88.9%	18	22
Your College	Your Program	Program Name	2011/2012	95.5%	100.0%	90.9%	95.5%	95.5%	22	28
Your College	Your Program	Program Name	2010/2011	89.0%	96.0%	88.0%	88.0%	84.0%	25	27
Your College	Your Program	Program Name	2009/2010	89.5%	94.7%	84.2%	89.5%	89.5%	19	21
College AA	Program PA	Program Name	2013/2014	86.7%	93.3%	93.3%	73.3%	86.7%	15	19
College AA	Program PA	Program Name	2012/2013	91.7%	94.4%	94.4%	88.9%	88.9%	18	22
College AA	Program PA	Program Name	2011/2012	96.4%	100.0%	95.2%	95.2%	95.2%	21	27
College AA	Program PA	Program Name	2010/2011	90.6%	95.8%	87.5%	91.7%	87.5%	24	25
College AA	Program PA	Program Name	2009/2010	89.5%	94.7%	84.2%	89.5%	89.5%	19	20
College BB	Program PB	Program Name	2009/2010	75.0%	100.0%	0.0%	100.0%	100.0%	4	5

Statistical Accuracy Report

The Statistical Accuracy Reports (**Report #11**) are presented in Excel format and provide accuracies for each survey question result. Specifically, these reports contain the valid number of responses for each question, for each response option, the frequency of responses, the percentage of respondents, and the upper and lower confidence limits for the percentage. These are important tools in the interpretation of survey results. These reports are available at the college, division, campus or program level.

	Student	Student Including Engagement Items	Graduate	Employer
Statistical Accuracy Report	\$395	\$570	\$385	\$325

Please add HST.

Discounts are available for this report based on the number of reports required.

Analysis Reports

Are you receiving the full benefit from your KPI data? In order to help you make the most of your KPI results, extensive analysis can be conducted by CCI Research's team of Research Analysts, which can transform your KPI data into dynamic information that can be used as part of the review and improvement process at your college.

The standard **Executive Summary Reports** provide critical information in an easy-to-read format. In general, there are three standard Executive Summary Reports:

1. Teaching and Learning Executive Summary Report: Student, Graduate, and Employer (Report #12a-c)
2. Facilities and Services Executive Summary Report: Student (Report #13)
3. Student Engagement Executive Summary Report: Student (Report #14)

Are you looking for a **concise summary of action items** to improve KPI or aspects of student engagement as provided in the Executive Summary reports? Then the Improvement Priorities Reports are what you need! The **Improvement Priorities Reports** identify where efforts should be focused to improve your results. There are four standard Improvement Priorities Reports:

1. Teaching and Learning Improvement Priorities Report (Report #15)
2. Facilities and Services Improvement Priorities Report (Report #16)
3. Student Engagement Improvement Priorities Report (Report #17)
4. Graduate Improvement Priorities Report (Report #18)

As a result of the questions added to the Graduate and Employer Survey during the 2007-2008 cycle, we can also provide a report entitled **Graduates' Experiences with and Perceptions of their Further Educational Outcomes** (Report #19). This report provides detailed information related to graduates' further educational pursuits, which can impact individual college curriculum planning and marketing decisions. This report can be produced at the **overall college level**, as well as **division/school and program**. Trending is also available with this report.

All analysis reports will be provided in PDF format, and other formats as requested.

Teaching and Learning Executive Summary Report

This report focuses on the teaching and learning aspects of the survey(s) and is available separately for the Student, Graduate and Employer Surveys. The analysis in this report includes:

College Strengths and Areas for Improvement with respect to Teaching and Learning

- Identification of **strengths** to highlight the college's marketability.
- Identification of **areas for improvement** that should be given priority to boost the overall KPI satisfaction rate.
- Data sharing provides **opportunities to utilize different benchmarks**. Note that the provincial benchmark can be replaced with a benchmark that is most relevant for a particular college. Additional benchmarks can be incorporated in customized reports.

College Drivers of Satisfaction for Teaching and Learning

- Correlational analysis to **identify** the top **drivers of satisfaction** (i.e., key factors for increasing satisfaction rates) for the overall college.

College Teaching and Learning Trends

- **Trend analysis** to show where the college results are improving or declining.

College-Specific Questions

- An analysis of **college-specific questions**, where applicable.

Divisional Analysis (Optional)

- **Division/school/faculty analysis** includes a comparison of divisions and identifies **strengths, areas for improvement** and **drivers of satisfaction** for the division/school/faculty, with respect to teaching and learning.

Industry Analysis (Graduate, Employer only)

- For the graduate and employer surveys, **analysis by industry** (NAICS sector) may also be presented. **Ratings** for your college in **20 industries** including Health Care, Manufacturing, Retail Trade, Professional Services, etc. are provided. In addition, a more **detailed analysis** is provided for **each of the top 5 sectors** (based on the number of graduates working in those sectors).

Occupation Analysis (Graduate Survey Only)

- For the graduate survey, **analysis by occupation** (NOCS), may also be presented. Ratings for your college in occupations in the Canadian labour market such as Computer Programmers, Early Childhood Educators, Nurses, General Office Clerks, etc. are provided. In addition, a more **detailed analysis** is provided for **each of the top 5 occupations** (based on the number of graduates working in those occupations).

Standard Executive Summary Reports	Student (Report 13a)	Graduate (Report 13b)	Employer (Report 13c)
Teaching and Learning (Report #12)	\$2,890	\$4,095	\$2,505
Additional cost with Trends	\$840	\$1,450	\$840
Cost for Additional Benchmarks – with analysis	\$840	\$1,450	\$840

Please add HST.

Facilities and Services Executive Summary Report

Report #13 focuses on facilities and service areas, as included in the student survey. The analysis in this report includes:

College Strengths and Areas for Improvement with respect to Facilities and Services

- Identification of **strengths** to highlight the college’s marketability.
- Identification of **areas for improvement** that should be given priority to boost the overall KPI satisfaction rate.
- Data sharing provides opportunities to utilize different benchmarks. The standard provincial benchmark can be replaced with the benchmark that is most relevant for your college today. **Additional benchmarks can be incorporated in customized reports.**

College Drivers of Satisfaction for Facilities and Services

- Correlational analysis to identify the top **drivers of satisfaction** (i.e., key factors for increasing satisfaction rates for the overall college level).

College Facilities and Services Trends

- **Trend analysis** to show where the college results are improving or declining.

Campus Analysis

- **The campus analysis** includes a **comparison of campuses** and identifies strengths, areas for improvement and drivers of satisfaction for the campuses, with respect to facilities and services.

Standard Executive Summary Reports	Student	Graduate	Employer
Facilities and Services (Report #13)	\$1,810	n/a	n/a
Additional cost with Trends	\$555	n/a	n/a
Cost for Additional Benchmarks – with analysis	\$555	n/a	n/a
Cost for Additional Benchmarks – in appendices	\$530	n/a	n/a

Please add HST.

Student Engagement Executive Summary Report

Let us help you explore the student engagement results for your college. **Report #14** focuses on the student engagement items. Trending results for the previous cycles (2009-10, 2010-11, 2011-12, 2012-13, and 2013-14) are also available. The analysis in this report includes:

College Strengths and Areas for Improvement with respect to Student Engagement

- Identification of **strengths** to highlight the college's marketability.
- Identification of **areas for improvement** that appear to be low and may need to be given priority.

College Drivers of Satisfaction

- Learn how aspects of student engagement relate to teaching and learning and facilities and services. Correlational analysis will identify the top **drivers of satisfaction** (i.e., key factors for increasing satisfaction rates for the overall college level).

Student Engagement Executive Summary Report	Student	Graduate	Employer
Student Engagement (Report #14)	\$2,675	n/a	n/a
Student Engagement with Trends	\$3,230	n/a	n/a

Please add HST.

Improvement Priorities Report

The analysis for the standard Improvement Priorities report begins with the basis of the analyses conducted for the Executive Summary Reports (e.g., correlational, trend, comparative, gap analyses, etc.). Added to this foundation is an extensive and focussed examination and synthesis of the analysis to determine priority areas for improvement. The resulting report is a concise listing and discussion of priorities for improvement.

Teaching and Learning Improvement Priorities Report

This report (**Report #15**) provides a **summary of actionable items** at the **college level**, related to student teaching and learning, to improve student, graduate, and/or employer KPI results.

A summary of the supporting results is included in the “Background Information” section.

Facilities and Services Improvement Priorities Report

This report (**Report #16**) provides a **summary of actionable items** at the **college level**, related to facilities and services, to improve student KPI results.

A summary of the supporting results is included in the “Background Information” section.

Student Engagement Improvement Priorities Report

This report (**Report #17**) provides a summary of results at the college level, related to the new student engagement items.

A summary of the supporting results is included in the “Background Information” section.

Graduate Improvement Priorities Report

This report (**Report #18**) provides a summary of actionable items at the college level, related to graduate teaching and learning, to improve student, graduate and/or employer KPI results.

A summary of the supporting results is included in the “Background Information” section.

Improvement Priorities Reports	Student	Graduate	Employer
Teaching and Learning (Report #15 and #18)			
With Executive Summary Report(s)	\$1,425	\$2,050	n/a
Without Executive Summary Report(s)	\$2,815	\$3,415	n/a
Facilities and Services (Report #16)			
With Executive Summary Report(s)	\$1,140	n/a	n/a
Without Executive Summary Report(s)	\$2,250	n/a	n/a
Student Engagement with Trends (Report #17)			
With Executive Summary Report(s)	\$1,670	n/a	n/a
Without Executive Summary Report(s)	\$2,780	n/a	n/a

Please add HST.

For divisional, campus or program Improvement Priorities Reports, please contact Rose D’Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

Graduates' Experiences and Perceptions of their Further Educational Outcomes Report

For the 2007-08 survey cycle, several questions were added to the Graduate and Employer Survey pertaining to graduates' further educational outcomes. Specifically, these questions were designed to collect information related to:

- reason(s) for graduates continuing their education
- sources of information graduates used when making plans for further education
- when graduates made the decision to continue their education
- how related their current program is to the college program from which they graduated
- whether there was an articulation agreement between their college program and the program they are currently enrolled in that specifies how much credit they receive from their college program
- how much of their current program for which they will receive academic credit
- when they found out whether they would be receiving credit for their college program
- their expectations regarding the amount of credit received
- whether they think they would have been accepted into their current program without graduating from college first
- how satisfied they were with the transition experience from college to their current program
- overall, how satisfied they were with their academic preparation for their current program of study

Clearly, the results from these questions can provide important insight into graduates' experiences with and perceptions of their further educational outcomes. These results are of interest not only at the overall college level, but also at the division and program levels as they **may provide information that can impact curriculum and marketing efforts.**

Report # 19 Options

In order to provide a basis for examination of these issues, **concise reports** are available which show the results for these items for the college at the **overall level** as well as by **division/school and program**. **Trending results for the previous cycles (2008-09, 2009-10, 2010-11, 2011-12, 2012-13, and 2013-14) are also available.** If requested, accompanying analysis will provide an overview of the highlights of the results. Moreover, **additional crosstabs** can be conducted using these and other items to answer specific questions such as:

- What sources of information do graduates use when making plans for their further education, and how is this related to other outcomes?

- To what extent do articulation agreements affect the pursuit of additional education?
- Is the amount of credit received related to graduates' perceptions of the relatedness of their current program to the college program from which they graduated?
- What factors affect graduates' transition experiences from college to their current program?
- What factors affect graduates' overall level of satisfaction with their academic preparation for their current program of study?

Please call to discuss your information needs with respect to these graduate items.

Graduates' Program Transferability Report

This report provides useful data for tracking the movement of graduates between college and university and the additional education opportunities being pursued by college graduates. The report can include the percentage and number of graduates enrolled at specific colleges and universities, as well as the type of program being pursued according to institution.

Report #20 (page 65): an excerpt from a Graduates' Program Transferability Report for a particular program.

This report was originally developed in association with Durham College.

To obtain a quote, please contact us at 1-888-246-8068.

Graduates' Program Transferability Report: Report #20

PROGRAM CODE		Program Name										
MTCU CODE:	MTCU CODE	APS CODE:	APS CODE	Sum of Graduates attending School (FT/PT)								38
Graduates enrolled at <u>College</u> : Type of program pursued according to Institution												
Different College program (1)		Post-diploma program (2)		Third year option to a two year program (3)		Continuing Education course - college (4)		College applied degree (6)		Degree offered jointly with a university (7)		
College Name	% enrolled (#)	College Name	% enrolled (#)	College Name	% enrolled (#)	College Name	% enrolled (#)	College Name	% enrolled (#)	College Name	% enrolled (#)	University Name
OTHR	2.6% 1	COLL-A	10.5% 4	COLL-A	5.3% 2	COLL-A	2.6% 1	COLL-F	2.6% 1	COLL-A	7.9% 3	UNIV-A
COLL-A	52.6% 20	COLL-B	2.6% 1									
COLL-B	2.6% 1											
COLL-C	2.6% 1											
COLL-D	2.6% 1											
COLL-F	2.6% 1											
COLL-G	2.6% 1											

◀ ◁ ▷ ▶ \ **Enrolled at College** / Enrolled at University / Programs Being Pursued /

Detailed Program Analysis Report

The Detailed Program Analysis Report (**Report #21**) provides a written analysis that includes an examination of current year KPI, capstone, and teaching and learning survey results in terms of absolute lowest results and gaps between importance and satisfaction, where applicable. Provincial, College, and MTCU results are also shown for key questions, and drivers of satisfaction at the MTCU level are identified. Due to the low number of responses for many programs (particularly in the graduate results), 5-year rolling averages are also examined. Overall, this analysis can assist in prioritizing areas for improvement for individual programs as identified specifically from the KPI results.

Typically, this report is requested for the Student and Graduate Satisfaction Survey results, together, and includes an additional level of synthesis between the separate survey analyses, as appropriate. Student engagement results may also be added to the report to gain further insight into the student experience by program.

	Student/Graduate	Student Including Engagement Items/Graduate
Detailed Program Analysis Report	\$1,100	\$1,420

Please add HST.

Discounts are available for this report based on the number of reports required.

Divisional Analysis Report

The Divisional Analysis Report (**Report #22**) provides a summary of **key analysis findings** in a concise tabular format for **each division at the college**. The findings are **primarily based on** the analysis included in the student **Teaching and Learning Executive Summary**. In addition to stating the Student KPI and capstone satisfaction rates, this report identifies drivers of satisfaction and strengths and areas for improvement for each teaching and learning capstone question.

Similar reports can be requested at the college, program or campus levels.

Report #22 (page 69): shows the teaching and learning divisional analysis report for a particular division.

	Student	Graduate	Employer
Divisional Analysis Report	\$1,835	\$1,800	\$1,435

Please add HST.

The detailed charts, tables, and summary analysis contained in the Division (School) Analysis PowerPoint Presentation (**Report #23**) provide your college with the necessary insight to quickly and easily spot trends, patterns, strengths, and areas to prioritize for improvement within your College’s divisions and programs from the MTCU Student Satisfaction KPI Survey. Conclusions, strengths, and areas for improvement are clearly laid out, allowing your college to quickly and easily focus on the important findings. The summary information in these reports is clear and designed in such a way as to facilitate information sharing and discussion, while the more detailed information can provide your college with any supporting facts and figures needed. The thorough understanding you will gain from these reports can be beneficial in developing a more focused approach in establishing improvement initiatives and creating action-oriented strategies at the division and program levels.

The full PowerPoint presentation contains a number of detailed charts and tables, while the accompanying analysis summarizes learning from the KPI Student Satisfaction Survey in order to identify:

1. KPI drivers at the Division level – i.e., the extent to which each element of the student experience, as defined by the KPI survey questions, including student engagement, contributes to the relevant capstone question results and overall KPI student satisfaction at the College, currently and over the past eight years;
2. Division strengths and areas for improvement both in absolute terms and relative to trending and benchmarking results over the past eight years, as well as consideration of any other contributing factors that may be identified on the basis of the survey, and
3. Actionable gaps and opportunities for improvement in the student experience.

More specifically, each Division Analysis contains:

1. An introduction to the report with objectives, methodology, data considerations, and definitions
2. KPI Trending over the past 8 survey cycles for the division compared to the overall college and to the chosen benchmark (significant differences and patterns identified)
3. Trends in KPI response scales over 8 years (e.g. has the proportion of “very satisfied” students changed over time? etc.)
4. Capstone Trending over the past 8 survey cycles, identification of significant changes over time
5. KPI and Enrolment Trends – compares enrolment trends for the division with KPI and Capstone trends for the past 8 survey cycles
6. KPI Analysis – top drivers of KPI for current year and over time, opportunities for improvement/strengths, student engagement questions as drivers of KPI.
7. The following analysis is included for each of the four Capstone questions:
 - a. Relevant survey questions trended over time
 - b. Top drivers over time
 - c. Top drivers for current year using correlation and regression analysis
 - d. Gap analysis
 - e. Opportunities for improvement/strengths
8. Analysis of Staff Concern and Overall College Experience questions, which includes trending and drivers
9. Demographic trends, crosstabulations, and correlations
10. Overview of results (KPI and Capstones) by Department (if applicable) within the School
11. Summary analysis of school strengths and areas for improvement based on all of the above

Division/School Analysis Report	
	\$2,625

Please add HST.

Divisional Analysis Report: Report #22

School of Skilled Trades - KPI Student Satisfaction - 77%				
CAPSTONE 13 - Knowledge & Skills: 90%		CAPSTONE 39 - Services: 71%		
CAPSTONE 24 - Learning Experiences: 76%		CAPSTONE 49 - Facilities/Resources: 65%		
Drivers of Satisfaction Learning Experiences CAPSTONE 13	Strengths Learning Experiences CAPSTONE 13	Areas for Improvement Learning Experiences CAPSTONE 13	Additional Areas for Improvement Learning Experiences CAPSTONE 13	Additional Areas for Improvement Learning Experiences CAPSTONE 13
Based on Pearson r >=0.4	Based on Satisfaction >=75% Dissat. <15 & School Sat. > College Sat.	Based on Dissatisfaction >=15% & School Dissat. > College Dissat.	Based on Gap Between Satisfaction & Importance Ratings (TOP 5)	Based on Low Satisfaction Ratings (TOP 5)
Provides you with skills and abilities specific to your chosen career.	Develops your ability to work with others. 92% Satisfaction	Develops your computer skills. 20% Dissatisfaction	Develops your math skills. 33% Satisfaction	Develops your math skills. 33% Satisfaction
Provides you with skills and abilities helpful for your future life outside of work.	Helps you understand further education opportunities. 81% Satisfaction		Develops your computer skills. 60% Satisfaction	Develops your speaking skills. 43% Satisfaction
Helps you understand your career options.	Develops your ability to solve problems. 77% Satisfaction		Develops your speaking skills. 43% Satisfaction	Develops your computer skills. 60% Satisfaction
			Develops your ability to solve problems. 81% Satisfaction	Helps you understand your career options. 75% Satisfaction
Drivers of Satisfaction Teachers & Courses CAPSTONE 24	Strengths Teachers & Courses CAPSTONE 24	Areas for Improvement Teachers & Courses CAPSTONE 24	Additional Areas for Improvement Teachers & Courses CAPSTONE 24	Additional Areas for Improvement Teachers & Courses CAPSTONE 24
Based on Pearson r >=0.4	Based on Satisfaction >=75% Dissat. <15 & School Sat. > College Sat.	Based on Dissatisfaction >=15% & School Dissat. > College Dissat.	Based on Gap Between Satisfaction & Importance Ratings (TOP 5)	Based on Low Satisfaction Ratings (TOP 5)
Teachers are up-to-date/current in their fields.	Teachers' presentation of the subject material. 95% Satisfaction	Usefulness of assigned course materials (e.g., books, other readings, software, etc.) 20% Dissatisfaction	Usefulness of assigned course materials 33% Satisfaction	Usefulness of assigned course materials 33% Satisfaction
Helpfulness of teachers outside of class.	Teachers are up-to-date/current in their fields. 91% Satisfaction		Quality of the learning experiences related to the background theory and concepts of your program. 67% Satisfaction	Quality of the learning experiences related to the background theory and concepts of your program. 67% Satisfaction
	Helpfulness of teachers outside of class. 77% Satisfaction		Promptness of feedback on your work. 67% Satisfaction	Promptness of feedback on your work. 67% Satisfaction

PowerPoint Program Review Tools

CCI Research can provide you with a Microsoft PowerPoint presentation for each program (**Report #24**), showing the results of that program from the student, graduate and employer surveys, for use in your program review process. **A sample Program Review can be provided to you upon request.** The presentation contains approximately 22 slides with the following information:

- An overview of the KPI project.
- Survey statistics for the employer, graduate and student surveys, including number available to be surveyed, completed surveys, percent represented and the number included in KPI.
- Student KPI Satisfaction, Graduate KPI Satisfaction, Graduate KPI Employment Rate and Employer KPI Satisfaction results are presented over the past four survey periods and an average is generated.
- Comments are made on areas of significant change in student, graduate and employer KPI results.
- Student KPI and Capstone results are presented by year in program as well as in comparison with college and MTCU benchmarks
- Specific student satisfaction results are displayed in line graphs and tables for each section of the student survey including learning experiences, teachers & courses, facilities/resources and services. These line graphs compare the current year's satisfaction ratings, the previous year's satisfaction ratings, the current year's importance ratings, and the current MTCU satisfaction rating.
- Employer satisfaction and graduate satisfaction results are shown in line graphs and tables, with appropriate comparisons.
- Student engagement results can be included which will be summarized in a similar fashion. A standard slide could be provided in each presentation with introductory and explanatory information about KPI+ and student engagement.
- If requested, significant satisfaction results are summarized in the 'Observations' slides.
- Technical notes are included which specify assumptions used in the analysis.
- There is also a separate addendum MS PowerPoint presentation which shows response frequencies for the results shown in the program review presentation.
- Gap analysis, which involves looking at the differences between importance and satisfaction ratings, can be also be included as part of the presentation.

- Standard benchmarks (Province, College, MTCU) may be replaced by alternate benchmarks. Please note that standard analysis involves comparisons with one benchmark of your choice, comparisons to multiple benchmarks will incur additional cost.

The content and format of the presentation can be modified to suit your purposes. There may, however, be an additional charge for this customization.

- Additional slides are available as a result of data sharing and include:
 - Other data sources (enrolment, retention, graduation rates, course feedback)
 - Provincial Drivers of Satisfaction for the program

Similar MS PowerPoint Presentations are also available by division, campus, or overall college.

	Student, Graduate & Employer			
	Per Program (min. of 10 programs)	Overall College (in addition to Programs)	Per Division (in addition to Programs)	Per Campus (in addition to Programs)
Without Analysis	\$131	\$131	\$165	\$165
Additional cost for Concise Summary Analysis of KPI Satisfaction Results	\$45.00	\$78	\$39	\$39
Full Analysis of KPI Satisfaction Results	\$120	\$120	\$120	\$120
Additional cost for Inclusion of Student Engagement Results Without Analysis	\$23	\$434	\$34	\$34
Additional Cost for Gap Analysis	\$28	\$39	\$39	\$39
Additional Cost for Drivers of Satisfaction	\$78*	\$535	\$130*	\$89*
Additional Cost for Enrolment/Retention/Graduate Rate	\$28	\$39	\$39	\$39

* The first Drivers of Satisfaction report, if the Overall College is not selected, is \$535; successive reports are as shown.

Note: Discounts may be available based on the number of programs requested.

Please direct questions regarding the content, specifications, or possible customization of analysis or program review tools to Rose D'Alimonte at rose@cci-research.com. If you prefer, call 1-888-246-8068 Ext. 238.

Interactive Program Review Tools in Excel

The detailed charts, tables, and summary analysis contained in the Program Analysis Excel Report (**Report #25**) provide your college with the necessary insight to quickly and easily spot trends, patterns, strengths, and areas to prioritize for improvement within your College's divisions and programs from the MTCU Student and Graduate Satisfaction KPI Surveys. Conclusions, strengths, and areas for improvement are clearly laid out, allowing your college to quickly and easily focus on the important findings. The summary information in these reports is clear and designed in such a way as to facilitate information sharing and discussion, while the more detailed information can provide your college with any supporting facts and figures needed. The thorough understanding you will gain from these reports can be beneficial in developing a more focused approach in establishing improvement initiatives and creating action-oriented strategies at the division and program levels.

Interactive and easy-to-understand numerical reports in Microsoft Excel format by program help gain insight into the pattern of MTCU Student Satisfaction KPI responses over the past eight survey cycles. The reports will be in Excel workbook format with multiple tabs which include:

1. An Introduction to the report
2. An interactive Program Dashboard tab which shows high-level program results with drop-down menus for choice of year and benchmark. Benchmarks could include: Large or Small or Medium Colleges Programs, the relevant College School, and the College overall
 - a. The Program Dashboard tab includes an optional strengths and priorities for improvement section (priced separately). Strengths and priorities provide a second level of analysis, allowing for easy identification of high performing items and those items requiring attention. Strengths and priorities are determined using multifaceted criteria which includes accurate margin of error significance testing, trending results, gap results, capstone drivers, and division results
3. An interactive Question Selector tab which shows detailed program results over time (satisfaction, along with importance and usage where applicable) choosing questions of interest using a drop-down menu
4. An interactive Benchmark Comparator tab which shows detailed program satisfaction results over time with drop-down menus for choice of question and benchmark
5. Tabs which show at-a-glance summaries of all items within each Capstone Question area:
 - a. Knowledge and Skills Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
 - iii. Current year satisfaction and importance

- b. Learning Experiences Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
 - iii. Current year satisfaction and importance
- c. Facilities/Resources Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
 - iii. Current year satisfaction, importance, and usage
- d. Services Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
 - iii. Current year satisfaction, importance, and usage
- e. Staff Concern and Overall College Experience
 - i. Individual item results over 8 years
 - ii. Rolling average results
- 6. Multiple additional tabs of detailed program results in table format to allow for more in-depth investigation as required, which could include:
 - a. Detailed program-level results with 8 years of trending
 - b. Detailed program-level results with 4-year rolling averages
 - c. Detailed program results for Large or Small or Medium Colleges Program Benchmark
 - d. Detailed Benchmark results for the relevant School
- 7. An interactive Question Selector tab which shows detailed program results for Student Engagement Questions over time choosing questions of interest using a drop-down menu
- 8. An interactive Benchmark Comparator tab which shows detailed Student Engagement results over time with drop-down menus for choice of question and benchmark
- 9. An interactive Benchmark Comparator tab which shows detailed Student Profile results over time with drop-down menus for choice of question and benchmark
- 10. An Interactive Graduate Dashboard Tab
- 11. An interactive Question Selector tab which shows detailed Graduate program results over time (satisfaction, along with importance where applicable) choosing questions of interest using a drop-down menu
- 12. An interactive Benchmark Comparator tab which shows detailed Graduate program satisfaction results over time with drop-down menus for choice of question and benchmark
- 13. Tabs which show at-a-glance summaries of all items within Graduate Skills/Program aspects:
 - a. Graduate Skills Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
 - iii. Current year satisfaction and importance
 - b. Graduate Program aspects Summary
 - i. Individual item results over 8 years
 - ii. Rolling average results
- 14. Graduate Strengths and Priorities for Improvement
- 15. Graduate Tabular Results
- 16. Technical Notes describing the background and specifics of the report

	Student Satisfaction Only	Student Engagement added	Student Profile Added	Graduate Satisfaction Added
Program Reviews in Excel	\$150/ program*	call for quote	call for quote	call for quote

**pricing applies only if reports are ordered for ALL programs. Subsequent orders will be offered at a substantially discounted price. (e.g., \$105/program, plus \$50/program to include the Graduate tabs)*

To view a sample of the report, please [click here](#)

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Section 3

A large white rectangular box with a dark blue border containing the text "Appendices".

Appendices

Appendix A: Benchmark Options

The following tables show various benchmarks available at the college, campus, or division levels.

College Benchmarks

The various benchmarks available at the college level are shown in the table below. Note that other benchmarks can be defined and customized according to your particular need.

Type of Benchmark	Overall	Based on Size of College	Based on Geographic Region
Average	Provincial Average	Large Colleges Average	Metro Average
		Medium Colleges Average	Central Region Average
		Small Colleges Average	Eastern Region Average
			Southwestern Region Average
			Northern Region Average
Top 3	Top 3 Colleges Average	Top 3 Large Colleges Average	Top 3 Metro Colleges Average
		Top 3 Medium Colleges Average	Top 3 Colleges in Central Region Average
		Top 3 Small Colleges Average	Top 3 Colleges in Eastern Region Average
			Top 3 Colleges in Southwestern Region Average
			Top 3 Colleges in Northern Region Average
Top	Top College	Top Large College	Top Metro College
		Top Medium College	Top College in Central Region
		Top Small College	Top College in Eastern Region
			Top College in Southwestern Region
			Top College in Northern Region

Campus/Location Benchmarks

The various benchmarks available at the campus level are shown in the table below. Note that other benchmarks can be defined and customized according to your particular need. These benchmarks may be most useful in the area of facility and services.

Type of Benchmark	Based on Size of College	Based on Geographic Region
Average	Large Campus Average	Metro Large Campus Average
		Central Region Large Campus Average
		Eastern Region Large Campus Average
		Southwestern Region Large Campus Average
		Northern Region Large Campus Average
	Medium Campus Average	Metro Medium Campus Average
		Central Region Medium Campus Average
		Eastern Region Medium Campus Average
		Southwestern Region Medium Campus Average
		Northern Region Medium Campus Average
	Small Campus Average	Metro Small Campus Average
		Central Region Small Campus Average
		Eastern Region Small Campus Average
		Southwestern Region Small Campus Average
		Northern Region Small Campus Average
Top 3	Top 3 Large Campus Average	Top 3 Metro Large Campus Average
		Top 3 Central Region Large Campus Average
		Top 3 Eastern Region Large Campus Average
		Top 3 Southwestern Region Large Campus Average
		Top 3 Northern Region Large Campus Average
	Top 3 Medium Campus Average	Top 3 Metro Medium Campus Average
		Top 3 Central Region Medium Campus Average
		Top 3 Eastern Region Medium Campus Average
		Top 3 Southwestern Region Medium Campus Average
		Top 3 Northern Region Medium Campus Average
	Top 3 Small Campus Average	Top 3 Metro Small Campus Average
		Top 3 Central Region Small Campus Average
		Top 3 Eastern Region Small Campus Average
		Top 3 Southwestern Region Small Campus Average
		Top 3 Northern Region Small Campus Average

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Type of Benchmark	Based on Size of College	Based on Geographic Region
Top	Top Large Campus	Top Metro Large Campus
		Top Central Region Large Campus
		Top Eastern Region Large Campus
		Top Southwestern Region Large Campus
		Top Northern Region Large Campus
	Top Medium Campus	Top Metro Medium Campus
		Top Central Region Medium Campus
		Top Eastern Region Medium Campus
		Top Southwestern Region Medium Campus
		Top Northern Region Medium Campus
	Top Small Campus	Top Metro Small Campus
		Top Central Region Small Campus
		Top Eastern Region Small Campus
		Top Southwestern Region Small Campus
		Top Northern Region Small Campus

Division/School/Faculty Benchmarks

A selection of various benchmarks available at the division level is shown in the table on the following page. In addition, examples of particular benchmarks are included for clarification. Note that other benchmarks can be defined and customized according to your particular need.

Type of Benchmark	Overall	Based on Size of College	Based on Geographic Region
Average	Provincial Division Average e.g., Applied Arts Provincial Average	Large Colleges Division Average	Metro Division Average e.g., Metro Colleges Business Average
		Medium Colleges Division Average	Central Region Division Average e.g., Central Region Health Average
		Small Colleges Division Average	Eastern Region Division Average
			Southwestern Region Division Average
			Northern Region Division Average

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Type of Benchmark	Overall	Based on Size of College	Based on Geographic Region
Top 3	Top 3 Colleges Division Average e.g., Top 3 Technology Average (from three different colleges)	Top 3 Large Colleges Division Average	Top 3 Metro Colleges Division Average
		Top 3 Medium Colleges Division Average	Top 3 Colleges in Central Region Division Average
		Top 3 Small Colleges Division Average	Top 3 Colleges in Eastern Region Division Average e.g., Top 3 Community Services Average (from three different Eastern Region Colleges, using the definition for Community Services Divisions as defined by one Eastern Region College)
			Top 3 Colleges in Southwestern Region Division Average
			Top 3 Colleges in Northern Region Division Average
Top	Top College Division e.g., Top Business Result	Top Division from Large Colleges	Top Division from Metro Colleges
		Top Division from Medium Colleges	Top Division from Colleges in Central Region
		Top Division from Small Colleges	Top Division from Colleges in Eastern Region
			Top Division from Colleges in Southwestern Region
			Top Division from Colleges in Northern Region e.g., Top Northern Colleges Technology Result

Program Benchmarks

The benchmarks available at the program level include the following average benchmarks that were available before data sharing:

Provincial Average

College Average

Division Average

MTCU Average (average of programs across the province with the same MTCU code)

In addition, the following benchmarks are now available because of data sharing:

Top 3 Program Average

- This is the average of the three programs with the top 3 results.
- This can be calculated when there are at least 4 programs in an MTCU grouping and at least 30 responses in total (we estimate that this will be available for approximately 20% of programs which contain about 60% of the students).
- If this benchmark cannot be calculated, then the MTCU average will be used.

Top Program

- This can be utilized under the same circumstances as the Top 3 Program average.

Specific selected program average

- This would be a customized benchmark based on college specifications.
- This could be another similar program (i.e., MTCU code) or a subset of programs within an MTCU code (e.g., the two-year version of the program only).

Specific selected programs named and shown independently

- This would produce a customized set of benchmarks based on college specifications.

Other factors, such as college size or geographic location, can be used to create other meaningful benchmarks.

As evidenced in this discussion the possibilities for benchmarks are virtually limitless. Some of these benchmarks are considered more standard in nature and can generally be substituted in various reports without increasing the cost of the reports. Some benchmarks are less standard and may impact costs. Your quote will identify costs related to benchmarks, as appropriate.