

**London Language Institute Inc., London
Language Institute Inc., PCC ID 108381**

Graduate Outcomes Survey

**Confidential
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2015 Winter Term Preliminary Key Performance Indicator Report



Prepared by CCI Research Inc. for Forum Research Inc.

**PRELIMINARY KPI REPORT FOR:
London Language Institute Inc., PCC ID 108381
Graduates from January 1st – April 30th, 2015**

Introductory Comments

This report was developed by CCI Research Inc., a subcontractor of Forum Research Inc. (Forum). Forum is the third party service provider working on behalf of the Superintendent of Private Career Colleges (Superintendent) to deliver the services required to calculate and publish Key Performance Indicators (KPIs) for private career colleges (PCCs).

This report represents the data collected from the first PCC KPI Graduate Outcome Survey window, pertaining to 2015 Winter graduates of OSAP-approved PCCs, or those who graduated from January 1 to April 30, 2015. Relevant footnotes have been included at the bottom of each page. These usually indicate the respondents who were considered for the current question based on responses to earlier questions.

For applicable questions, the percentage of "Refused", "Don't Know", and "Not Applicable" responses are combined and displayed in a single column. Percentages of all other responses for those questions are calculated independently of the "Refused", "Don't Know", or "Not Applicable" results.

Rating questions (e.g., satisfaction questions) are displayed by collapsing the two most extreme responses (e.g., "Very Satisfied" and "Satisfied" were combined and "Very Dissatisfied" and "Dissatisfied" are combined).

For programs with zero (0) completed surveys, all results are shown as NS to indicate that there were no surveys completed. For programs in which fewer than (5) graduates were reported, all results are shown as "SS" to indicate that results are based off a small sample and are not reported to protect the privacy of the graduates."

Note that rounding procedures occasionally cause the sum of individual percentages in a question to be slightly higher or lower than 100%.

The survey questions in this report are numbered to align with the College of Applied Arts and Technology (CAAT) KPI Graduate Outcomes Survey. Therefore, although it appears that this report may be skipping questions, not all questions from the CAAT Graduate Outcomes Survey were included in the PCC Survey.

This preliminary KPI report includes data relating to all of the Graduate Outcomes Surveys that were completed by individuals who graduated from your institution from January 1st to April 30th, 2015. The report includes preliminary results for the Graduate Employment Rate KPI, the Graduate Employment Rate in the Field of Study KPI, Graduate Satisfaction Rate KPI, as well as Employer Satisfaction KPI. Please be advised, however, that Graduate Satisfaction Rate KPI will not be posted as a final KPI later this year but will be included in your final results next year. Graduation rates pertaining to your institution's vocational programs will be calculated and published in spring/summer 2017.

As for the other preliminary reports released this year, please consider this report confidential and for internal purposes only. This data is **not to be shared/published** in any way.

For assistance regarding data, report or policy issues relating to the PCC KPI initiative please contact:

Data issues:

Forum Research Inc.
pckpi@forumresearch.com

Report issues:

CCI Research Inc.
pckpi@cci-research.com

All other issues:

PCC KPI Policy Support Team
PCKPI-Policy@ontario.ca

Preliminary KPIs and Related Graduate Outcomes Survey Statistics

	Total number of graduates available to be called	Total invalid numbers	Total number of graduates refusing survey	# Graduates completed survey	Survey Completion Rate (%)	Survey Response Rate (%)	Q6. Graduates included in Graduate Employment Rate (Validated by Date of Birth Question)*	Q6. Graduate Employment Rate (KPI %)	Q20. Graduate Employment Rate in the Field of Study (KPI %)	Q34. Graduates included in Graduate Satisfaction Rate (Validated by Date of Birth Question)*	Q34. Graduate Satisfaction Rate (KPI %)**	Q34. Neither satisfied nor dissatisfied (KPI %)	Q34. Dissatisfied and Very dissatisfied (KPI %)
Overall													
Survey Population (2015 OSAP-approved PCCs)	8,964	1,973	727	4,107	45.8%	59.4%	2,765	79.0%	57.0%	3,406	77.8%	9.8%	12.3%
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus													
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program													
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy

The Survey Completion Rate is the total number of completed surveys divided by the total number of graduates. The Survey Response Rate is the total number of completed surveys divided by the total number of valid graduate numbers.

Graduate Employment Rate = Employed Graduates/Graduates in Labour Force

Graduate Employment Rate in the Field of Study = Graduates Employed in Related Field/Graduates in Labour Force

Graduate Satisfaction Rate = Graduates Satisfied or Very Satisfied/Graduates that Responded

*Only graduates that were validated by Question 44 – Date of Birth – are included in the KPI calculations.

**Please be advised that Graduate Satisfaction Rate will not be calculated and published as a final KPI this year (2014 KPI Collection cycle). This KPI will be calculated and published for the 2015 KPI Collection Cycle.

Preliminary KPI: Graduate Employment Rate Calculation								
	# Employed or self-employed, but NOT looking for another job (1)	# Employed or self-employed, but looking for another job (2)	Total # Employed (3)=(1)+(2)	# Not employed, but had accepted a job to start shortly (4)	# Not employed, but looking for a job (5)	Labour Force (6)=(1)+(2)+(4)+(5)	# Not employed, but not looking for a job (7)	Q6. Graduate Employment Rate (KPI %) (3)/(6)
Overall								
Survey Population (2015 OSAP-approved PCCs)	1,728	457	2,185	23	557	2,765	135	79.0%
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS
Campus								
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS
Program								
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy

Graduate Employment Rate is defined as the percentage of graduates in the labour force who are employed during the reference week, where labour force is defined as those employed, those not employed but looking for a job, or those not employed but who had accepted a job to start shortly.

Preliminary KPI: Graduate Employment Rate in the Field of Study Calculation											
	# Employed or self-employed, but NOT looking for another job (1)	# Employed or self-employed, but looking for another job (2)	Total # Employed (3)=(1)+(2)	# Not employed, but had accepted a job to start shortly (4)	# Not employed, but looking for a job (5)	Labour Force (6)=(1)+(2)+(4)+(5)	# Not employed, but not looking for a job (7)	# Employed or self-employed in related/partially related field (1a)	# Employed or self-employed, but looking for another job in related/partially related field (2a)	# Employed Related/partially related (3a)=(1a)+(2a)	Q20. Graduate Employment Rate in the Field of Study (KPI %) (3a)/(6)
Overall											
Survey Population (2015 OSAP-approved PCCs)	1,728	457	2,185	23	557	2,765	135	1,337	239	1,576	57.0%
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus											
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy

Graduate Employment Rate in the Field of Study is defined as the percentage of graduates in the labour force who are employed during the reference week in a field related or partially related to their training after graduation. The labour force is defined from Question 6 as those employed, those not employed but looking for a job or those not employed but who had accepted a job to start shortly.

Preliminary KPI: Graduate Satisfaction Rate Calculation									
	# Very Dissatisfied (1)	# Dissatisfied (2)	# Neither satisfied nor dissatisfied (3)	# Satisfied (4)	# Very Satisfied (5)	Q34. Graduates included in Graduate Satisfaction Rate (6) = $((1)+(2)+(3)+(4)+(5))$	Q34. Graduate Satisfaction Rate (KPI %)* $((4)+(5))/(6)$	Q34. Neither satisfied nor dissatisfied (KPI %) (3)/(6)	Q34. Dissatisfied and Very dissatisfied (KPI %) $((1)+(2))/(6)$
Overall									
Survey Population (2015 OSAP-approved PCCs)	133	287	335	1,620	1,031	3,406	77.8%	9.8%	12.3%
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus									
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program									
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy

*Graduate Satisfaction is defined as the percentage of graduates who completed Question 34 who are satisfied or are very satisfied with the usefulness of their education in achieving their goals after graduation. Please be advised that Graduate Satisfaction Rate will not be calculated and published as a final KPI this year (2014 KPI Collection cycle). This KPI will be calculated and published for the 2015 KPI Collection Cycle.

Graduate Call Disposition (Part 1 of 3)											
	% Completed	% Refused	% Refused - Parent/Other not reached	% Respondent is deceased	% Didn't graduate	% Travelling abroad	% No answer	% Callback	% Not in	% Answering machine	Graduates available to be called
Overall											
Survey Population (2015 OSAP-approved PCCs)	45.8%	8.1%	0.8%	0.0%	0.0%	0.0%	0.3%	0.3%	0.1%	3.3%	8,964
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus											
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Call disposition percentages shown represent the number of graduates within each call disposition as a proportion of the graduates available to be called.

Graduate Call Disposition (Part 2 of 3)											
	% Busy line	% Language difficulties	% Business number	% Number not in service, no new number given	% Number not in service, new number given	% Fax or data line	% Wrong number	% No directory listing	% Initial hangup	% Left Message	Graduates available to be called
Overall											
Survey Population (2015 OSAP-approved PCCs)	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	5.9%	0.0%	0.1%	0.4%	8,964
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus											
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Call disposition percentages shown represent the number of graduates within each call disposition as a proportion of the graduates available to be called.

Graduate Call Disposition (Part 3 of 3)											
	% Dialer - No answer	% Dialer - Busy	% Dialer - Operator intercept	% Dialer - Dropped call	% Dialer - Answering machine	% Dialer - Fax/modem	% Dialer - No dial tone	% Cell phone number not assigned	% Reset	% Blank	Graduates available to be called
Overall											
Survey Population (2015 OSAP-approved PCCs)	3.6%	0.1%	9.9%	1.6%	13.3%	0.0%	0.0%	0.0%	0.0%	0.1%	8,964
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus											
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Call disposition percentages shown represent the number of graduates within each call disposition as a proportion of the graduates available to be called.

1. First of all, could you tell me whether you were attending an educational institution on a full-time basis or part-time basis during the reference week?			
% Yes, full-time	% Yes, part-time	% No	Responses

Overall				
Survey Population (2015 OSAP-approved PCCs)	15%	6%	79%	4,269
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS
Campus				
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS
Program				
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy

6. During the reference week were you....						
	% Employed or self-employed	% Employed or self-employed, but looking for another job	% Not employed, but had accepted a job to start shortly	% Not employed, but looking for a job	% Not employed, but not looking for a job	Responses
Overall						
Survey Population (2015 OSAP-approved PCCs)	60%	16%	1%	19%	5%	3,590
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS
Campus						
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS
Program						
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Excluded those respondents who were attending an educational institution on a full-time basis.

11. Have you ever been employed since graduation?			
% Yes	% No	% Refused	Responses

Overall				
Survey Population (2015 OSAP-approved PCCs)	44%	56%	0%	853
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS
Campus				
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS
Program				
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS

*NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Excluded those respondents who were attending an educational institution on a full-time basis,
 or who were employed during the reference week, or were unemployed during the reference
 week and had never looked for a job since graduation.*

15. Were you/will you be...										
	% A permanent employee	% Self-employed	% Freelance	% A contract employee	% A temporary/ occasional or on-call employee	% Seasonal or summer employee	% Elect-to-work employee	% An apprentice	% Refused	Responses
Overall										
Survey Population (2015 OSAP-approved PCCs)	52%	19%	1%	11%	12%	5%	0%	0%	1%	3,096
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Campus										
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
Program										
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

20. Was this job related to the program that you graduated from?			
% Yes	% Yes, partially	% No	Responses

Overall				
Survey Population (2015 OSAP-approved PCCs)	61%	10%	29%	3,087
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS
Campus				
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS
Program				
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS

*NS = No surveys completed; SS = Small sample - not reported to protect privacy
 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 had accepted a job, or not employed during the reference week but had been employed since graduation.*

21. To what extent did the skills you developed during college help you get your job?

	% Helpful and Extremely helpful	% Neither helpful nor unhelpful	% Not helpful and Not at all helpful	% Don't know/ Not applicable, had job before college	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	82%	5%	13%	5%	3.95	1.12	3,081
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Not at all helpful" and 5 means "Extremely helpful". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

22a. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program?: Course content							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	87%	6%	7%	2%	4.07	0.86	3,046
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

*NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.*

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							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	88%	5%	7%	2%	4.11	0.84	3,047
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

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							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	85%	6%	8%	3%	4.10	0.92	3,055
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

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							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	82%	7%	11%	7%	3.96	0.95	3,056
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

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							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	73%	10%	17%	4%	3.72	1.08	3,052
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

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							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Don't know/ Not applicable	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	77%	8%	15%	18%	3.85	1.06	3,051
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

NS = No surveys completed; SS = Small sample - not reported to protect privacy
 Statistics are based on a 5-point scale, where 1 means "Very dissatisfied" and 5 means "Very satisfied". 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 had accepted a job, or not employed during the reference week but had been employed since graduation.

34. How would you rate your satisfaction with the usefulness of your college education in achieving your goals after graduation?							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Refused/ Don't know	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	78%	10%	12%	2%	3.91	1.04	4,112
London Language Institute Inc., ORG ID 215501	NS	NS	NS	NS	NS	NS	NS
Campus							
London Language Institute Inc., PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	NS	NS	NS	NS	NS	NS	NS

*NS = No surveys completed; SS = Small sample - not reported to protect privacy
Included All graduates who provided a valid response to Question 1.*

Preliminary KPIs and Related Graduate Outcomes Survey Statistics - Employer

	Total possible # of employers to be contacted (not dependent upon permission or information provided)	Total number of Graduates consenting to provide information to contact Employer	Graduate Consent Rate (%)	Employers available to be called	Total number of employers refusing survey	# Employers completed survey	Survey Completion Rate (%)	Survey Response Rate (%)	Q74. Employers included in Employer Satisfaction Rate (Validated by Date of Birth Question)*	Q74. Employer Satisfaction Rate (KPI %)**	Q74. Neither satisfied nor dissatisfied (KPI %)	Q74. Dissatisfied and Very dissatisfied (KPI %)
Overall												
Survey Population (2015 OSAP-approved PCCs)	3,378	510	24.8%	703	35	255	36.3%	52.8%	224	92.0%	3.6%	4.5%
London Language Institute Inc., ORG ID 215501	0	0	---	0	0	0	---	---	0	---	---	---
Campus												
London Language Institute Inc., PCC ID 108381	0	0	---	0	0	0	---	---	0	---	---	---
Program												
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	0	0	---	0	0	0	---	---	0	---	---	---
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	0	0	---	0	0	0	---	---	0	---	---	---

The Survey Completion Rate is the total number of completed surveys divided by the total number of employers. The Survey Response Rate is the total number of completed surveys divided by the total number of valid employer numbers.

Employer Satisfaction Rate = Employers Satisfied or Very Satisfied/Employers that Responded

**Only graduates that were validated by Question 44 – Date of Birth – are included in the KPI calculations.*

***Please be advised that Employer Satisfaction Rate will not be calculated and published as a final KPI this year (2014 KPI Collection cycle). This KPI will be calculated and published for the 2015 KPI Collection Cycle.*

Preliminary KPI: Employer Satisfaction Rate Calculation									
	# Very Dissatisfied (1)	# Dissatisfied (2)	# Neither satisfied nor dissatisfied (3)	# Satisfied (4)	# Very Satisfied (5)	Q74. Employers included in Employer Satisfaction Rate (6) = $((1)+(2)+(3)+(4)+(5))$	Q74. Employer Satisfaction Rate (KPI %)* $((4)+(5))/(6)$	Q74. Neither satisfied nor dissatisfied (KPI %) (3)/(6)	Q74. Dissatisfied and Very dissatisfied (KPI %) $((1)+(2))/(6)$
Overall									
Survey Population (2015 OSAP-approved PCCs)	3	7	8	98	108	224	92.0%	3.6%	4.5%
London Language Institute Inc., ORG ID 215501	---	---	---	---	---	0	---	---	---
Campus									
London Language Institute Inc., PCC ID 108381	---	---	---	---	---	0	---	---	---
Program									
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	---	---	---	---	---	0	---	---	---
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	---	---	---	---	---	0	---	---	---

**Employer Satisfaction is defined as the percentage of employers who completed Question 74 who are satisfied or are very satisfied with the employee's overall college preparation for the type of work he/she was doing. Please be advised that Employer Satisfaction Rate will not be calculated and published as a final KPI this year (2014 KPI Collection cycle). This KPI will be calculated and published for the 2015 KPI Collection Cycle.*

Employer Call Disposition (Part 1 of 3)											
	% Completed	% Refused	% Terminated	% Supervisor not there/known	% No answer	% Callback	% Not in	% Answering machine	% Busy line	% Language difficulties	Employers available to be called
Overall											
Survey Population (2015 OSAP-approved PCCs)	36.3%	5.0%	0.9%	1.0%	3.4%	2.0%	0.1%	13.1%	0.1%	0.0%	703
London Language Institute Inc., ORG ID 215501	---	---	---	---	---	---	---	---	---	---	0
Campus											
London Language Institute Inc., PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0

Call disposition percentages shown represent the number of employers within each call disposition as a proportion of the employers available to be called.

Employer Call Disposition (Part 2 of 3)											
	% Supervisor didn't know grad	% Number not in service	% New number given	% Fax or data line	% Wrong number	% Multiple listing	% No new listing	% Wrong number, person moved, new number refused	% Did not work there during the reference week	% Supervisor's name missing	Employers available to be called
Overall											
Survey Population (2015 OSAP-approved PCCs)	0.0%	3.4%	0.0%	0.0%	8.8%	0.0%	0.0%	0.0%	0.9%	0.6%	703
London Language Institute Inc., ORG ID 215501	---	---	---	---	---	---	---	---	---	---	0
Campus											
London Language Institute Inc., PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0
Program											
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	0

Call disposition percentages shown represent the number of employers within each call disposition as a proportion of the employers available to be called.

Employer Call Disposition (Part 3 of 3)

	% Extension number needed	% Employer number activated	% Initial hang up	% Left message	% Dialer - Operator intercept	% Dialer - Dropped call	% Dialer - No dial tone	% Dialer - Other	% Reset	% Multiple Grad Employer	% Blank	Employers available to be called
Overall												
Survey Population (2015 OSAP-approved PCCs)	0.0%	0.0%	0.0%	0.0%	16.4%	5.1%	0.0%	0.0%	0.0%	0.0%	3.0%	703
London Language Institute Inc., ORG ID 215501	---	---	---	---	---	---	---	---	---	---	---	0
Campus												
London Language Institute Inc., PCC ID 108381	---	---	---	---	---	---	---	---	---	---	---	0
Program												
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	---	0
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	---	---	---	---	---	---	---	---	---	---	---	0

Call disposition percentages shown represent the number of employers within each call disposition as a proportion of the employers available to be called.

74. How would you rate your satisfaction with this employee's overall college preparation for the type of work he/she was doing?							
	% Satisfied and Very satisfied	% Neither satisfied nor dissatisfied	% Dissatisfied and Very dissatisfied	% Refused/ Don't know	Mean	Standard Deviation	Responses
Overall							
Survey Population (2015 OSAP-approved PCCs)	91%	4%	4%	2%	4.35	0.81	258
London Language Institute Inc., ORG ID 215501	---	---	---	---	---	---	0
Campus							
London Language Institute Inc., PCC ID 108381	---	---	---	---	---	---	0
Program							
TESOL CERTIFICATE (FULL-TIME), PCC ID 108381	---	---	---	---	---	---	0
TESOL CERTIFICATE (PART-TIME), PCC ID 108381	---	---	---	---	---	---	0

Included only those respondents who confirmed that the graduate was employed by them during the reference week.