

# **HERZING INSTITUTES OF CANADA LTD.**

## **2013 Key Performance Indicator Report**



Prepared by CCI Research Inc. for Forum Research Inc.

## 2013 KEY PERFORMANCE INDICATOR REPORT HERZING INSTITUTES OF CANADA LTD.

### 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 Ontario's private career colleges ("PCCs").

### Private Career College Key Performance Indicators

For the 2013 Collection Cycle, three Superintendent-defined "PCC KPIs"<sup>1</sup> are posted at the institution, campus, and program levels for PCCs approved to enrol students funded by the Ontario Student Assistance Program ("OSAP"):

- 1. Graduation Rate:** the percentage of students that enrolled in a vocational program and successfully graduated from the program within a period that is no more than twice as long as the program's approved duration. The Graduation Rate KPI will not include enrolled students who withdraw from a vocational program within the allowed Grace Period (25% of program duration to a maximum of eight weeks);
- 2. Graduate Employment Rate:** the percentage of graduates of a vocational program in the labour force who were employed six months after graduation; and
- 3. Graduate Employment Rate in the Field of Study:** the percentage of graduates of a vocational program in the labour force who were employed in a related or partially related field six months after graduation.

The PCC KPIs included in this report represent outcomes for students who graduated during the 2013 calendar year, or were enrolled in programs for which 200% of the approved program duration completed during the 2013 calendar year, or both. Graduate employment data was collected using a Graduate Outcomes Survey conducted during three survey windows in the 2013 KPI Collection Cycle:

1. Students with graduation dates between January 1 and April 30, 2013 were surveyed between October 1 and December 31, 2013;
2. Students with graduation dates between May 1 and August 31, 2013 were surveyed between January 1 and March 31, 2014; and,
3. Students with graduation dates between September 1 and December 31, 2013 were surveyed between June 1 and August 31, 2014.

### OSAP Default Rate

This report also provides OSAP Default Rates for vocational programs provided by PCCs approved to enrol students funded by OSAP. The Default Rate is measured by the number of borrowers who received a Canada-Ontario Integrated Student Loan (COISL) in 2010-11 and did not receive COISL funding in 2011-12, and were in default of their loan repayment obligations as of July 2013.

### Notes & Contact Information

To ensure the protection of students' privacy, Graduation Rate KPI for programs with fewer than five (5) enrolled students have been marked "SS" to indicate that results are based on a small sample size. Similarly, for the Graduate Employment Rate and Graduate Employment Rate in the Field of Study programs with fewer than five (5) graduates and fewer than 5 graduates in the labour force have been marked "SS". For programs with no applicable entrants, or in which no graduates completed the survey, results are shown as "ND" to indicate that no data is available.

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.

Please note that only graduates who were contacted by phone, agreed to complete the Graduate Outcomes Survey, and were validated by the Date of Birth question (Q. 44) were eligible to be included in the KPI calculations. For more detail around the Graduate Outcomes Survey and reporting methodology, please refer to the [KPI Operating Procedure](#) and [Frequently Asked Questions](#).

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

**Data Issues:** Forum Research Inc., [pcckpi@forumresearch.com](mailto:pcckpi@forumresearch.com)

**Report Issues:** CCI Research Inc., [pcckpi@cci-research.com](mailto:pcckpi@cci-research.com)

**Policy Issues:** Rachel Ross – MTCU, [Rachel.Ross@ontario.ca](mailto:Rachel.Ross@ontario.ca)

<sup>1</sup> The remaining two Superintendent-defined PCC KPIs – Graduate Satisfaction Rate and Employer Satisfaction Rate – will be posted for the 2014 Collection Cycle and going forward.

**INSTITUTIONAL AND CAMPUS LEVEL KEY PERFORMANCE INDICATORS FOR  
HERZING INSTITUTES OF CANADA LTD.**

	<b>GRADUATION RATE (KPI %)</b>	<b>Q6. GRADUATE EMPLOYMENT RATE (KPI %)</b>	<b>Q20. GRADUATE EMPLOYMENT RATE IN THE FIELD OF STUDY (KPI %)</b>
OVERALL - SURVEY POPULATION (All 2013 OSAP- APPROVED PCCS)	77.2%	71.2%	48.0%
OVERALL - HERZING INSTITUTES OF CANADA LTD.	82.7%	70.8%	44.7%
CAMPUS - HERZING COLLEGE, OTTAWA	79.3%	73.2%	56.1%
CAMPUS - HERZING COLLEGE, TORONTO	84.5%	68.4%	32.9%

**PROGRAM LEVEL KEY PERFORMANCE INDICATORS FOR  
HERZING COLLEGE, OTTAWA**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS <sup>2</sup> (A)	NUMBER OF 2013 DEFAULTS <sup>3</sup> (B)	2013 DEFAULT RATE (%) (C = B/A)	NUMBER GRADUATES IN LABOUR FORCE (D)	NUMBER GRADUATES EMPLOYED (E)	Q6. GRADUATE EMPLOYMENT RATE (KPI %) (F = E/D)	NUMBER OF GRADUATES EMPLOYED IN FIELD OF STUDY (G)	Q20. GRADUATE EMPLOYMENT RATE IN THE FIELD OF STUDY (KPI %) (H = G/D)	NUMBER OF PROGRAM ENTRANTS <sup>4</sup> (I)	NUMBER OF PROGRAM GRADUATES <sup>5</sup> (J)	GRADUATION RATE (KPI %) (K = J/I)
OVERALL - SURVEY POPULATION (All 2013 OSAP-APPROVED PCCS)	ND	11655	2190	18.8%	5,336	3,798	71.2%	2,560	48.0%	21,329	16,465	77.2%
CAMPUS - HERZING COLLEGE, OTTAWA	EPFC	138	20	14.5%	82	60	73.2%	46	56.1%	256	203	79.3%
PROGRAM - 3-D ANIMATION	EPFC	9	2	22.2%	2	0	0.0%	0	0.0%	8	5	62.5%
PROGRAM - ACCOUNTING AND PAYROLL ADMINISTRATION	EPFC	SS	SS	SS	6	5	83.3%	4	66.7%	10	9	90.0%
PROGRAM - BUSINESS MANAGEMENT	EPFC	22	3	13.6%	11	7	63.6%	5	45.5%	34	25	73.5%
PROGRAM - COMMUNITY SERVICES WORKER	EPFC	18	4	22.2%	3	3	100.0%	3	100.0%	32	24	75.0%
PROGRAM - COMPUTER NETWORKING TECHNOLOGY	EPFC	22	2	9.1%	10	10	100.0%	10	100.0%	24	16	66.7%
PROGRAM - DIPLOMA IN WEB DEVELOPMENT	EPFC	ND	ND	ND	8	3	37.5%	1	12.5%	15	12	80.0%
PROGRAM - MEDICAL OFFICE ADMINISTRATION	EPFC	9	2	22.2%	11	6	54.5%	4	36.4%	34	28	82.4%
PROGRAM - PARALEGAL	EPFC	5	0	0.0%	10	7	70.0%	3	30.0%	22	20	90.9%
PROGRAM - PERSONAL SUPPORT WORKER	EPFC	11	4	36.4%	9	8	88.9%	7	77.8%	20	15	75.0%
PROGRAM - PHARMACY TECHNICIAN	EPFC	15	1	6.7%	12	11	91.7%	9	75.0%	36	32	88.9%

2 Number of borrowers who received COISL in 2010-11 and did not receive funding through OSAP in 2011-12

3 Number of borrowers who received COISL in 2010-11 and did not receive funding through OSAP in 2011-12 and were in default of the loan repayment obligations as of July 2013

4 Program Entrants exclude students that withdrew from a program prior to the program's Grace Period (25% of program duration to a maximum of eight weeks)

5 A Program Graduate is defined as a former student who has completed all of the necessary requirements for an approved vocational program, including all academic and practical requirements as approved by the Superintendent.

**PROGRAM LEVEL KEY PERFORMANCE INDICATORS FOR  
HERZING COLLEGE, TORONTO**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS <sup>2</sup> (A)	NUMBER OF 2013 DEFAULTS <sup>3</sup> (B)	2013 DEFAULT RATE (%) (C = B/A)	NUMBER GRADUATES IN LABOUR FORCE (D)	NUMBER GRADUATES EMPLOYED (E)	Q6. GRADUATE EMPLOYMENT RATE (KPI %) (F = E/D)	NUMBER OF GRADUATES EMPLOYED IN FIELD OF STUDY (G)	Q20. GRADUATE EMPLOYMENT RATE IN THE FIELD OF STUDY (KPI %) (H = G/D)	NUMBER OF PROGRAM ENTRANTS <sup>4</sup> (I)	NUMBER OF PROGRAM GRADUATES <sup>5</sup> (J)	GRADUATION RATE (KPI %) (K = J/I)
OVERALL - SURVEY POPULATION (All 2013 OSAP-APPROVED PCCS)	ND	11655	2190	18.8%	5,336	3,798	71.2%	2,560	48.0%	21,329	16,465	77.2%
CAMPUS - HERZING COLLEGE, TORONTO	EPAT	179	20	11.2%	79	54	68.4%	26	32.9%	465	393	84.5%
PROGRAM - 3-D ANIMATION	EPAT	ND	ND	ND	1	0	0.0%	0	0.0%	9	7	77.8%
PROGRAM - BUSINESS ADMINISTRATION	EPAT	8	2	25.0%	1	1	100.0%	0	0.0%	13	8	61.5%
PROGRAM - COMMUNITY SERVICES WORKER	EPAT	12	2	16.7%	5	1	20.0%	0	0.0%	13	8	61.5%
PROGRAM - COMPUTER GRAPHIC DESIGN	EPAT	19	2	10.5%	5	1	20.0%	0	0.0%	35	29	82.9%
PROGRAM - FINANCIAL SERVICES REPRESENTATIVE	EPAT	SS	SS	SS	3	1	33.3%	0	0.0%	8	5	62.5%
PROGRAM - IMMIGRATION CONSULTANT	EPAT	ND	ND	ND	20	15	75.0%	8	40.0%	131	123	93.9%
PROGRAM - LAW CLERK	EPAT	15	1	6.7%	3	3	100.0%	2	66.7%	21	16	76.2%
PROGRAM - MEDICAL OFFICE ADMINISTRATOR	EPAT	16	1	6.3%	7	5	71.4%	2	28.6%	26	21	80.8%
PROGRAM - NETWORK SYSTEMS TECHNOLOGY	EPAT	15	3	20.0%	1	0	0.0%	0	0.0%	18	16	88.9%
PROGRAM - PARALEGAL	EPAT	67	6	9.0%	28	24	85.7%	13	46.4%	157	132	84.1%

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PROGRAM - POLICE FOUNDATIONS	EPAT	15	1	6.7%	4	2	50.0%	1	25.0%	19	14	73.7%
PROGRAM - WEB SITE DESIGN	EPAT	SS	SS	SS	1	1	100.0%	0	0.0%	15	14	93.3%

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