Appendix B: Graduate Outcomes, Graduate Satisfaction Survey

The following is the survey preamble and the survey. The questions reflect what graduates were asked and are not the exact questions.

Graduate Outcomes/Graduate Satisfaction Survey

Good evening/afternoon, my name is _____ and I'm calling from X for _____ **(NAME OF COLLEGE FROM LIST)**. Could I speak to _____ **(NAME FROM LIST**)? **IF NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK. WHEN YOU HAVE THE RIGHT PERSON, CONTINUE**: Hi, _____ **(FIRST NAME FROM LIST),** my name is _____ and I'm calling from XXXXXX for _____ **(COLLEGE FROM LIST).** We're following-up with students who graduated six to eight months ago in order to get your comments about the college and your experiences since leaving the college. Your comments are important to _____ **(NAME OF COLLEGE)** so it can improve its programs and services.

I'd like to ask you a few questions but first I want to let you know that this information is being collected under the authority of subsection 8(2) of Ontario Regulation 34/03 made under the Ministry of Training, Colleges and Universities Act. The information is used by the college to help students and graduates make informed career decisions and to review programs. Anonymous information is provided to the Ministry to produce the annual aggregated employment profile of graduates and to report on the performance of colleges. If you want more information about this or the follow-up, it is available on the collegekpi.com web site or I can give you a contact name and number at your college. **IF ASKED COLLEGE CONTACT AND PHONE NUMBER FROM LIST PROVIDED.**

Section A – Educational Status

1. Were you attending an educational institution on a full-time basis or part-time basis during the reference week?
   - ☐ Yes, full-time – CONTINUE
   - ☐ Yes, part-time – CONTINUE
   - ☐ No – SKIP TO Q.6

2. During that week, were you attending a college, a university, or other institution?
- ☐ College – Other than an Ontario College of Applied Arts and Technology – CONTINUE
- ☐ College – Ontario College of Applied Arts and Technology – SKIP TO Q.5
- ☐ University – SKIP TO Q.4
- ☐ Other educational institution – SKIP TO Q.5
- ☐ Refused – SKIP TO Q.5

3. Was this... READ LIST
- ☐ different college program from the _____ (PROGRAM NAME) program
- ☐ A college post-diploma program
- ☐ A third-year option to a two-year program (e.g., a flow-through program)
- ☐ A continuing education course
- ☐ A college applied degree
- ☐ A degree offered jointly with a university (i.e. a collaborative program)
- ☐ None of the above

IF ENROLLED IN A COLLABRATIVE PROGRAM IN Q.3, ASK Q.3a. ELSE SKIP TO Q.4b:

3a. And, which university is jointly offering this degree?

IF ATTENDING UNIVERSITY IN Q.2, ASK Q.4; OTHERWISE GO TO Q.5

4. Was this a university... READ LIST
- ☐ Certificate or diploma program
- ☐ Degree program
- ☐ Continuing education course
- ☐ A degree offered jointly with a university (i.e. a collaborative program)
- ☐ None of the above

IF ENROLLED IN A COLLABRATIVE PROGRAM IN Q.4, ASK Q.4a1. ELSE SKIP TO Q.4a:

4a1. And, which college is jointly offering this degree?

4a. What program did you enrol in? **PLEASE GET THE EXACT, OFFICAL TITLE OF THE PROGRAM**
- ☐ _____
- ☐ None/Not applicable/Refused ➔ GO TO Q.5
- ☐ Not reported/Don't know ➔ GO TO Q.5

IF ATTENDING UNIVERSITY IN Q.2, SKIP TO Q.5:

4b. What program did you enrol in?

PLEASE GET THE EXACT, OFFICAL TITLE OF THE PROGRAM

☐ _____

☐ None/Not applicable/Refused ➔ GO TO Q.5

☐ Not reported/Don't know ➔ GO TO Q.5

5a. Please tell me whether each of the following were a major reason, a minor reason or not a

		Major	Minor	Not a Reason	RF	DK
A.	Potential for higher income	3	2	1	8	9
B.	No work/ job available in your field of study	3	2	1	8	9
C.	To get diploma/ certificate/ degree	3	2	1	8	9
D.	Interest in further/ more in-depth training in field	3	2	1	8	9
E.	Interest in pursuing a different field of study	3	2	1	8	9
F.	Needed for professional designation	3	2	1	8	9
G.	Gain theoretical knowledge/ broader education	3	2	1	8	9
H.	Encouragement from others (family members, friends, faculty)	3	2	1	8	9
I.	More opportunities for career advancement	3	2	1	8	9
J.	Upgrade/ improve skills	3	2	1	8	9
K.	There was a formal transfer agreement between your previous and your current program	3	2	1	8	9
L.	Company required/ paid for it	3	2	1	8	9

IF ANSWERED PART TIME IN Q1, SKIP TO Q.6, ELSE CONTINUE:

5b. When you were making your plans for further education, please tell me whether each of the following was a major source of information, minor source of information or not used at all? READ AND ROTATE LIST

		Major	Minor	Not Used at all	RF	DK
A.	College website	3	2	1	8	9
B.	College hard copy publications	3	2	1	8	9
C.	College faculty/ counselors/ program coordinators	3	2	1	8	9
D.	College administration, i.e. registrar's office, student services	3	2	1	8	9
E.	University website/ publications	3	2	1	8	9
F.	University staff (including registrar's office, faculty, etc.)	3	2	1	8	9
G.	Other students (including current and former college and university students)	3	2	1	8	9
H.	Ontario College University Transfer Guide (OCUTG)	3	2	1	8	9
I.	Parents and Family	3	2	1	8	9

5c. And, what additional source of information, if any, did you use? PROBE UNTIL UNPRODUCTIVE.

- ☐ Other _____
- ☐ None ➔ GO TO Q5e
- ☐ RF ➔ GO TO Q5e
- ☐ DK ➔ GO TO Q5e

FOR EACH ADDITIONAL SOURCE OF INFORMATION USED IN Q5c, ASK 5da:

5da. Was this a major or a minor source of information?

5e. When did you decide that you would further your education after college graduation? Was it**...** READ LIST

- ☐ Before entering the _____ (COLLEGE PROGRAM) Program at _____ COLLEGE
- ☐ At the start of the _____ (COLLEGE PROGRAM) Program at _____ (COLLEGE) college
- ☐ During the _____ (COLLEGE PROGRAM) Program at _____ (COLLEGE) college
- ☐ After completion of the _____ (COLLEGE PROGRAM) Program at _____ (COLLEGE) college
- ☐ Refused
- ☐ Don't know

5f. How related is your current program to the _____ (COLLEGE PROGAM) at _____ (COLLEGE) college? Would you say it is..... READ LIST

- ☐ Very related
- ☐ Somewhat related, or
- ☐ Not related at all
- ☐ Refused
- ☐ Don't know

5g. Was there an articulation agreement between your college program and the program you are currently enrolled in that specifies how much credit you receive from your college program, or not?

- ☐ Yes
- ☐ No
- ☐ Refused
- ☐ Don't know

5h. Please estimate how much of your current program you have or will receive credit for. Would it be.... READ LIST

- ☐ Two or more years
- ☐ One to two years
- ☐ One year
- ☐ About half a year
- ☐ Less than half a year
- ☐ None
- ☐ Refused

☐ Don't know

5i. When did you find out whether you were receiving credit for your college program? Was it..... READ LIST

☐	With offer of admission	
☐	At or before registration	
☐	After registration	
☐	Have not heard yet	➔ GO TO Q.5k
☐	Have not applied for credit yet, or	➔ GO TO Q.5k
☐	You are not applying for credit	➔ GO TO Q.5k
☐	Refused	➔ GO TO Q.5K
☐	Don't know	➔ GO TO Q.5k

5j. Relative to what you expected, the amount of credit you received was.... READ LIST

☐ Less than expected
☐ The same as expected, or
☐ More than expected
☐ Refused
☐ Don't know

5k. Do you think you would have been accepted into your current program without graduating from college first?

☐ Yes
☐ No
☐ Refused
☐ Don't know

5l. Overall, how satisfied are you with the transition experience from college to your current program?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Refused
☐ Don't know

5m. And, overall, how satisfied are you with your academic preparation for your current program of study?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Refused
☐ Don't know

IF ATTENDING SCHOOL FULL-TIME IN Q.1, GO TO Q.34

6. During the reference week were you... READ LIST

☐	Employed or self-employed	– CONTINUE
☐	Employed or self-employed, but looking for another job	– CONTINUE
☐	Not employed, but had accepted a job to start shortly	– SKIP TO Q.11
☐	Not employed, but looking for a job	– SKIP TO Q.9
☐	Not employed, and not looking for a job	– SKIP TO Q.8

7. How many jobs did you have during that week?
☐ One job ☐ Two jobs ☐ Three jobs ☐ Four jobs or more

IF EMPLOYED IN Q.6, SKIP TO Q.14; OTHERWISE CONTINUE

8 What was the main reason you were not looking for employment? ONLY ONE MENTION RECORDED

IF NOT LOOKING FOR EMPLOYMENT IN Q.6, SKIP TO Q.10 OTHERWISE CONTINUE

9 What is the main reason that you were not employed? FIRST MENTION RECORDED

IF NOT EMPLOYED, BUT LOOKING FOR A JOB IN Q.6, GO TO Q.11; OTHERWISE CONTINUE

10. Have you looked for employment since graduation?

☐	Yes	– CONTINUE
☐	No	– GO TO INSTRUCTIONS BEFORE Q.14
☐	Refused	– GO TO INSTRUCTIONS BEFORE Q.14

11. Have you ever been employed since graduation?

☐	Yes	– CONTINUE
☐	No	– GO TO INSTRUCTIONS BEFORE Q.14
☐	Refused	– GO TO INSTRUCTIONS BEFORE Q.14

12. How many weeks of full-time employment have you had since graduation?
_____ weeks ☐ Refused ☐ Don't know

13. How many weeks of part-time employment have you had since graduation?
_____ weeks ☐ Refused ☐ Don't know

IF EMPLOYED OR NOT EMPLOYED BUT HAVE ACCEPTED A JOB IN Q.6, OR WAS EVER EMPLOYED IN Q.11, CONTINUE, OTHERWISE GO TO Q.34

14 In what month and year did you start that job (EMPLOYED IN Q.6)/will you start your job (NOT EMPLOYED BUT HAVE ACCEPTED A JOB IN Q.6)/did you start your last job since graduation (EVER EMPLOYED IN Q.11)? If you had more than one job, please tell me about the job that took the most time each week.
_____ Month ___ Year ☐ Refused ☐ Don't know

15. Were you/will you be... READ LIST
☐ A permanent employee
☐ Self-employed
☐ Freelance
☐ A contract employee
☐ A temporary or on call employee
☐ Seasonal or summer employee
☐ Elect-to-work employee
☐ Refused

IF NOT EMPLOYED BUT HAVE ACCEPTED A JOB IN Q.6, GO TO Q.18; OTHERWISE CONTINUE

16. How many hours per week do/did you work at your job?
_____ per week ☐ Refused

IF THE NUMBER OF HOURS WORKED IN Q.16 IS LESS THAN 30, ASK Q.17; OTHERWISE SKIP TO Q.18

17. What was the main reason for working less than 30 hours per week? ONLY ONE MENTION RECORDED

18. What was/will be your job title and what kind of work were/will you be doing? ONLY ONE MENTION RECORDED
_____ ☐ Refused

19. When you were selected for this job, what educational background was needed to get the job? ONLY ONE MENTION RECORDED
_____ ☐ Refused ☐ Don't know

20. Was this job related to the _____ (PROGRAM NAME) program that you graduated from?
☐ Yes ☐ Yes, partially ☐ No

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

- ☐ Extremely helpful
- ☐ Helpful
- ☐ Neither helpful nor unhelpful
- ☐ Not helpful
- ☐ Not at all helpful
- ☐ Don't know

22. Thinking about the demands of this job, how satisfied are you with each of the following aspects of your program? Please indicate if you were very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied. The first aspect is... READ LIST

	Very Dissatisfied	Dissatisfied	Neither Sat/ Nor Dissat	Satisfied	Very Satisfied	DK/ NA
A. Course content	1	2	3	4	5	9
B. Courses were up-to-date	1	2	3	4	5	9
C. Overall quality of instruction	1	2	3	4	5	9
D. Equipment was up-to-date	1	2	3	4	5	9
E. Preparation for the job market	1	2	3	4	5	9
F. Skills developed in courses	1	2	3	4	5	9

23. What was/will be your gross starting salary? WHEN RESPONDENT DIDN'T RECALL, GOT BEST APPROXIMATION

$ _____ . ____ per hour/week/month/year

- ☐ Refused
- ☐ Don't recall/Don't know

24. What company or organization did you/will you work for?

- ☐ Recorded company or organization – CONTINUE
- ☐ Self-employed or freelance – CONTINUE
- ☐ Refused – GO TO Q.27

25– 26. So that we can know where our graduates are working, could I have the local address of this company?

- ☐ Recorded street address, city, province, postal code, USA or Country Outside of Canada:
- ☐ Refused
- ☐ Don't know

27. What type of business, industry, or service is this? FIRST MENTION ONLY RECORDED

☐ Refused ☐ Don't know

Section B – Employer Consent

IF NOT EMPLOYED IN Q.6, GO TO Q.34; IF EMPLOYED IN Q.6 AND SELF-EMPLOYED OR FREELANCE IN Q.15, GO TO Q.31; OTHERWISE CONTINUE

28. To help improve its programs,_____ (COLLEGE) would like to survey employers who have hired graduates of the college to ask their opinion of the relevance of the college's programs. Would you give the college permission to contact your employer to gather this information? Any information that is collected from the employer is collected under the same authority, subsection 8 (2) of Ontario Regulation 34/03 made under the Ministry of Training, Colleges and Universities Act, and will be used for the same purposes as described at the beginning of the interview – to help students and graduates make informed career decisions and to review programs. Anonymous information is provided to the Ministry to produce the annual aggregated employment profile of graduates and to report on the performance of colleges.
    - ☐ Yes, permission given – CONTINUE
    - ☐ No, permission not given – GO TO Q.31

29. Could you please give me your immediate supervisor's name and title?
    - ☐ Recorded immediate supervisor's name and title
    - ☐ Refused
    - ☐ Don't know

30. And could I have your supervisor's phone number, starting with the area code?
    - ☐ Telephone number: _____
    - ☐ Refused
    - ☐ Don't know

IF PERMISSION WAS GIVEN IN Q.28 AND NOT REFUSED IN Q.29 OR IN Q.30, WAS MARKED FOR EXTRACTION TO THE EMPLOYER SURVEY

Section C – Program Evaluation

31. There are a number of skills and abilities that may be required of employees. For each skill and ability, please identify how important that skill and ability is to performing your own work. Please indicate if the skill is extremely important, important, neither important nor unimportant, unimportant, or not at all important. The first skill is... READ LIST A–R

		Not at all Important	Unimport	Neither Imp Nor Unimp	Important	Extremely Important	NA/ DK
A.	Specific job-related knowledge – demonstrates conceptual knowledge related to the work	1	2	3	4	5	9
B.	Specific job-related skills – uses specific technical skills related to the work being done	1	2	3	4	5	9
C.	Oral communication – speaks in a clear, concise, and correct manner	1	2	3	4	5	9
D.	Written communications – writes in a clear, concise, and correct manner	1	2	3	4	5	9
E.	Comprehension – demonstrates understanding by restating information, ideas, and concepts in different ways	1	2	3	4	5	9
F.	Math skills – applies math techniques with the accuracy required to solve problems and make decisions	1	2	3	4	5	9
G.	Computer skills – uses computers and other technological tools necessary to perform required tasks	1	2	3	4	5	9
H.	Critical thinking – evaluates his/her own thinking throughout the steps and processes used in problem solving and decision making	1	2	3	4	5	9
I.	Problem solving – evaluates the validity of arguments based on qualitative and quantitative information	1	2	3	4	5	9
J.	Research and analysis – collects, analyzes, and organizes relevant necessary information	1	2	3	4	5	9
K.	Teamwork – interacts with others in ways that contribute to effective working relationships and achievement of goals	1	2	3	4	5	9
L.	Organization and planning – determines tasks and resources to complete project objectives	1	2	3	4	5	9
M.	Time management – sets priorities and allocates time efficiently to complete several tasks within specific deadlines	1	2	3	4	5	9
N.	Quality of work – performs tasks accurately and pays attention to detail	1	2	3	4	5	9
O.	Productivity – is productive in completion of tasks	1	2	3	4	5	9
P.	Creative and Innovative – creates innovative strategies and/or products that meet identified needs	1	2	3	4	5	9
Q.	Adaptable – adapts to new situations and demands by applying and/or updating his/her knowledge and skills	1	2	3	4	5	9
R.	Responsible – takes responsibility for her/his own actions and decisions	1	2	3	4	5	9

32. When you first started working after graduation, how satisfied were you with your educational preparation for the following skills and abilities. Please tell me if you were very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied. The first skill and ability is… READ LIST A–R. SKIP THOSE ITEMS RATED NOT APPLICABLE IN Q.31.

		Very Dissatisfied	Dissatisfied	Neither Sat Nor Dissat	Satisfied	Very Satisfied	DK/NA
A.	Specific job-related knowledge – demonstrates conceptual knowledge related to the work	1	2	3	4	5	9
B.	Specific job-related skills – uses specific technical skills related to the work being done	1	2	3	4	5	9
C.	Oral communication – speaks in a clear, concise, and correct manner	1	2	3	4	5	9
D.	Written communications – writes in a clear, concise, and correct manner	1	2	3	4	5	9
E.	Comprehension – demonstrates understanding by restating information, ideas, and concepts in different ways	1	2	3	4	5	9
F.	Math skill – applies math techniques with the accuracy required to solve problems and make decisions	1	2	3	4	5	9
G.	Computer skills – uses computers and other technological tools necessary to perform required tasks	1	2	3	4	5	9
H.	Critical thinking – evaluates his/her own thinking throughout the steps and processes used in problem solving and decision making	1	2	3	4	5	9
I.	Problem solving – evaluates the validity of arguments based on qualitative and quantitative information	1	2	3	4	5	9
J.	Research and analysis – collects, analyzes, and organizes relevant necessary information	1	2	3	4	5	9
K.	Teamwork – interacts with others in ways that contribute to effective working relationships and achievement of goals	1	2	3	4	5	9
L.	Organization and planning – determines tasks and resources to complete project objectives	1	2	3	4	5	9
M.	Time management – sets priorities and allocates time efficiently to complete several tasks within specific deadlines	1	2	3	4	5	9
N.	Quality of work – performs tasks accurately and pays attention to detail	1	2	3	4	5	9
O.	Productivity – is productive in completion of tasks	1	2	3	4	5	9
P.	Creative and Innovative – creates innovative strategies and/or products that meet identified needs	1	2	3	4	5	9
Q.	Adaptable – adapts to new situations and demands by applying and/or updating his/her knowledge and skills	1	2	3	4	5	9
R.	Responsible – takes responsibility for her/his own actions and decisions	1	2	3	4	5	9

33. How would you rate your overall satisfaction with the college preparation for the type of work you were/are doing? Please indicate if you were/are very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

34. How would you rate your satisfaction with the usefulness of your college education in achieving your goals after graduation? Please indicate if you are very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

35. Would you recommend the _____(PROGRAM NAME) program to someone else or not?
- ☐ Yes, would recommend – CONTINUE
- ☐ No, wouldn't recommend – CONTINUE
- ☐ Refused – GO TO Q. 39
- ☐ Don't know – GO TO Q. 39

36. Why do you say that? ONLY ONE MENTION RECORDED

37. Would you recommend _____ (COLLEGE NAME) college to someone else or not?
- ☐ Yes, would recommend
- ☐ No, wouldn't recommend
- ☐ Refused – GO TO Q.39
- ☐ Don't know – GO TO Q.39

38. Why do you say that? ONLY ONE MENTION RECORDED

Section D – College Specific Questions

Q39–Q43. Every college was given an opportunity to ask up to five college-specific questions. This information is not been reported to the ministry.

44. For survey validation purposes, graduates were asked to provide the day and month of their birth.

IF NOT EMPLOYED BUT LOOKING IN Q.6, THEN ASK Q.45; OTHERWISE SKIP TO NOTE BEFORE EMPLOYER QUESTIONS

45. If you would like some help in finding a job, I can give you the name and telephone of someone at the college who can assist you.
- ☐ Yes, provide name and number – CONTINUE
- ☐ No, assistance not wanted – SKIP TO NOTE BEFORE EMPLOYER QUESTIONS

You may call _____ (CONTACT AT COLLEGE) at _____ (PHONE NUMBER).

GRADUATES WHO WERE EMPLOYED IN Q.6 AND SELF-EMPLOYED OR FREELANCE IN Q.15 WENT ON TO Q.71 OF THE EMPLOYER SATISFACTION SURVEY; OTHERWISE RESPONDENTS WERE THANKED AND CALL WAS TERMINATED