

**ONTARIO EMPLOYMENT ASSISTANCE SERVICE (OEAS) QUARTERLY
AGGREGATE DATA REPORT
INSTRUCTIONS FOR SERVICE PROVIDERS**

The Ministry of Training, Colleges, and Universities (MTCU) requires the submission of the Quarterly Aggregate Data Report (QADR), as part of the Ministry's agreement with service providers. The OEAS QADR is for recording aggregate data only. The following instructions will aid the completion and submission of the QADR to MTCU.

OEAS REPORTING PACKAGE

The package contains:

- 1) OEAS Quarterly Aggregate Data Report Instructions
These instructions provide guidelines for data entry, data storage, when and how to submit the OEAS QADR.
- 2) OEAS Quarterly Aggregate Data Report
The OEAS QADR is in Microsoft Excel format. It was developed for the sole purpose of reporting data to MTCU.
- 3) OEAS Quarterly Aggregate Data Report - Status Report
The OEAS Status Report is a narrative report for feedback against target/milestone achievement. It is submitted with the QADR.

OEAS QUARTERLY AGGREGATE DATA REPORT INSTRUCTIONS

DATA ENTRY

The OEAS Quarterly Aggregate Data Report is a Microsoft Excel spreadsheet with the following fields:

SERVICE PROVIDER INFORMATION

Name of OEAS Service Provider is the organization name.

The Region is North, South, East or Central

The TCU Office is the local TCU office.

The Purchase Order or PO Number can be found on your agreement.

PROGRAM INDICATORS

The QADR is designed to capture data on program indicators, expected results and the Voluntary End of Program Survey which focuses on client satisfaction.

This section of the QADR accepts data input in the form of numeric entries only.

Data fields are listed in the order that they appear on the Service Provider Project Plan

No other Program Indicators should be added to the template. If other activities exist in your Project Plan or Agreement you may be asked to report these separately to your ETC. For each quarter a target and an actual result is required.

The targets are found in the completed Project Plan submitted to TCU.

With the exception of the Carry-over Clients row, the Year to Date Totals column populates automatically with data entered in the Actual Columns.

The Carry-over Clients row is for clients who began receiving services prior to April 1, 2011.

New Clients are defined as those who began receiving services within the specified quarter (i.e. Q1, Q2, Q3 and Q4) for April 1, 2011 to March 31, 2012.

EXPECTED RESULTS

The Customer Satisfaction Percentage Target is already populated with the standard expected achievement rate of 80%.

The actual result for the Customer Satisfaction Percentage will automatically populate in the corresponding field once the numbers are entered in the Voluntary End of Program Survey Data section.

Employed can include, full time, part time or self-employed results.

No other Expected Results should be added to the template. If other activities exist in your Project Plan or Agreement you may be asked to report these separately to your ETC.

For each quarter a target and an actual result is required. You do not need to fill in a result for every indicator – only those items identified in your agreement.

VOLUNTARY END OF PROGRAM SURVEY

100% of clients/customers should be given the opportunity to complete the Voluntary Customer Satisfaction Survey. The Voluntary End of Program Survey result is based solely on the number of customers who **complete** the survey.

The 80% client satisfaction expected result is based on those clients who choose to complete the survey.

There are 5 options for customers:

- Strong Disagree
- Mildly Disagree
- Neutral
- Mildly Agree
- Strongly Agree

Enter the number of customers who answered for each option.

The total of the 5 categories will automatically populate in the Total field. Once you have entered the data in the 5 categories please ensure the total matches the number of clients your records indicate have completed the survey.

DATA STORAGE (BACK-UP)

It is advisable to regularly backup two work copies of the data report file to prevent loss in the event of a file corruption.

REPORTING SCHEDULE

The data should be as current as of the reporting period end date. Submission of data to MTCU is due on Friday of the first full week of the month directly following the quarterly cut off. The reporting schedule is as follows:

REPORTING PERIODS	REPORTING DEADLINE
April 1 st - June 30 th 2011	Friday, July 8, 2011
July 1 st - September 30 th 2011	Friday, October 7, 2011
Oct 1 st - December 31 st 2011	Friday, January 6, 2012
Jan 1 st - March 31 st 2012	Friday, April 6, 2012

DATA SUBMISSION

The QADR should be named with the PO (Purchase Order) Number which can be found on your agreement.

The QADR must be submitted to MTCU by email or USB (USB flash drives are memory devices that plug into a computer's USB port). The USB flash drive does not require a password as the document will not contain personal information.

If submitted by USB flash drive, the flash drive will be sent back to the service provider in time for submission of the next quarterly report. Files previously saved on the flash drive will not be deleted by MTCU.

HELP AND SUPPORT

Contact your MTCU local office for help and support.