

TRILLIUM COLLEGE INC.

2013 Key Performance Indicator Report



Prepared by CCI Research Inc. for Forum Research Inc.

2013 KEY PERFORMANCE INDICATOR REPORT TRILLIUM COLLEGE INC.

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"¹ 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

Report Issues: CCI Research Inc., pcckpi@cci-research.com

Policy Issues: Rachel Ross – MTCU, Rachel.Ross@ontario.ca

¹ 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 TRILLIUM COLLEGE INC.

	GRADUATION RATE (KPI %)	Q6. GRADUATE EMPLOYMENT RATE (KPI %)	Q20. GRADUATE EMPLOYMENT RATE IN THE FIELD OF STUDY (KPI %)
OVERALL - SURVEY POPULATION (All 2013 OSAP-APPROVED PCCS)	77.2%	71.2%	48.0%
OVERALL - TRILLIUM COLLEGE INC.	77.8%	75.4%	49.1%
CAMPUS - TRILLIUM COLLEGE, BURLINGTON	82.5%	86.0%	51.2%
CAMPUS - TRILLIUM COLLEGE, PETERBOROUGH	75.0%	77.3%	50.0%
CAMPUS - TRILLIUM COLLEGE, OSHAWA	78.4%	74.0%	52.1%
CAMPUS - TRILLIUM COLLEGE, CHURCH STREET, TORONTO	70.0%	55.6%	44.4%
CAMPUS - TRILLIUM COLLEGE, ST. CATHARINES	75.5%	71.7%	43.4%
CAMPUS - TRILLIUM COLLEGE TORONTO, YONGE STREET	83.3%	50.0%	50.0%

**PROGRAM LEVEL KEY PERFORMANCE INDICATORS FOR
TRILLIUM COLLEGE, BURLINGTON**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS ² (A)	NUMBER OF 2013 DEFAULTS ³ (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 ⁴ (I)	NUMBER OF PROGRAM GRADUATES ⁵ (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 - TRILLIUM COLLEGE, BURLINGTON	EQGO	54	7	13.0%	43	37	86.0%	22	51.2%	143	118	82.5%
PROGRAM - BUSINESS MANAGEMENT	EQGO	ND	ND	ND	SS	SS	SS	SS	SS	5	3	60.0%
PROGRAM - COMMUNITY SERVICE WORKER	EQGO	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - INTRA ORAL DENTAL ASSISTING LEVEL 1 & 2	EQGO	ND	ND	ND	5	5	100.0%	2	40.0%	ND	ND	ND
PROGRAM - MASSAGE THERAPY	EQGO	11	1	9.1%	5	5	100.0%	2	40.0%	32	27	84.4%
PROGRAM - MEDICAL OFFICE ASSISTANT	EQGO	ND	ND	ND	2	1	50.0%	1	50.0%	12	12	100.0%
PROGRAM - PERSONAL SUPPORT WORKER	EQGO	8	3	37.5%	9	8	88.9%	7	77.8%	18	16	88.9%
PROGRAM - POLICE FOUNDATIONS	EQGO	ND	ND	ND	1	0	0.0%	0	0.0%	7	6	85.7%
PROGRAM - PRIMARY CARE PARAMEDIC	EQGO	16	3	18.8%	17	14	82.4%	9	52.9%	59	47	79.7%
PROGRAM - SPORTS INJURY THERAPY	EQGO	10	0	0.0%	ND	ND	ND	ND	ND	ND	ND	ND

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
TRILLIUM COLLEGE, PETERBOROUGH**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS ² (A)	NUMBER OF 2013 DEFAULTS ³ (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 ⁴ (I)	NUMBER OF PROGRAM GRADUATES ⁵ (J)	GRADUATION RATE (KPI %) (K = J/I)
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CAMPUS - TRILLIUM COLLEGE, PETERBOROUGH	EPUW	95	20	21.1%	44	34	77.3%	22	50.0%	148	111	75.0%
PROGRAM - ACCOUNTING & PAYROLL ADMINISTRATION	EPUW	7	0	0.0%	SS	SS	SS	SS	SS	11	4	36.4%
PROGRAM - ADVANCED ESTHETICS & SPA OPERATIONS	EPUW	ND	ND	ND	6	6	100.0%	5	83.3%	17	15	88.2%
PROGRAM - BUSINESS MANAGEMENT	EPUW	5	1	20.0%	2	2	100.0%	1	50.0%	10	5	50.0%
PROGRAM - COMMUNITY SERVICE WORKER	EPUW	15	7	46.7%	3	2	66.7%	1	33.3%	13	7	53.8%
PROGRAM - DEVELOPMENTAL SERVICE WORKER	EPUW	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - EXECUTIVE OFFICE ASSISTANT	EPUW	SS	SS	SS	ND	ND	ND	ND	ND	9	8	88.9%
PROGRAM - INTRA ORAL DENTAL ASSISTING LEVEL 1 & 2	EPUW	13	0	0.0%	1	1	100.0%	0	0.0%	17	14	82.4%
PROGRAM - MASSAGE THERAPY	EPUW	SS	SS	SS	SS	SS	SS	SS	SS	ND	ND	ND
PROGRAM - MEDICAL OFFICE ASSISTANT	EPUW	SS	SS	SS	8	6	75.0%	2	25.0%	10	6	60.0%
PROGRAM - NETWORK ADMINISTRATOR	EPUW	5	1	20.0%	SS	SS	SS	SS	SS	ND	ND	ND

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**PROGRAM LEVEL KEY PERFORMANCE INDICATORS FOR
TRILLIUM COLLEGE, PETERBOROUGH**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS ² (A)	NUMBER OF 2013 DEFAULTS ³ (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 ⁴ (I)	NUMBER OF PROGRAM GRADUATES ⁵ (J)	GRADUATION RATE (KPI %) (K = J/I)
PROGRAM - PERSONAL SUPPORT WORKER	EPUW	28	4	14.3%	16	12	75.0%	8	50.0%	47	43	91.5%
PROGRAM - POLICE FOUNDATIONS	EPUW	6	2	33.3%	ND	ND	ND	ND	ND	11	7	63.6%
PROGRAM - VIDEO GAME DESIGNER	EPUW	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND

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**PROGRAM LEVEL KEY PERFORMANCE INDICATORS FOR
TRILLIUM COLLEGE, OSHAWA**

APPROVED VOCATIONAL PROGRAM NAME	"OSAP" CODE	NUMBER OF 2010 - 2011 LOAN RECIPIENTS ² (A)	NUMBER OF 2013 DEFAULTS ³ (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 ⁴ (I)	NUMBER OF PROGRAM GRADUATES ⁵ (J)	GRADUATION RATE (KPI %) (K = J/I)
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CAMPUS - TRILLIUM COLLEGE, OSHAWA	EPUT	156	40	25.6%	73	54	74.0%	38	52.1%	282	221	78.4%
PROGRAM - ACCOUNTING & PAYROLL ADMINISTRATION	EPUT	6	2	33.3%	ND	ND	ND	ND	ND	7	6	85.7%
PROGRAM - ADVANCED ESTHETICS & SPA OPERATIONS	EPUT	ND	ND	ND	7	6	85.7%	3	42.9%	10	8	80.0%
PROGRAM - BUSINESS MANAGEMENT	EPUT	5	3	60.0%	4	4	100.0%	2	50.0%	12	8	66.7%
PROGRAM - COMMUNITY SERVICE WORKER	EPUT	29	10	34.5%	5	2	40.0%	2	40.0%	44	33	75.0%
PROGRAM - INTRA ORAL DENTAL ASSISTING LEVEL 1 & 2	EPUT	10	2	20.0%	3	2	66.7%	2	66.7%	17	13	76.5%
PROGRAM - LEGAL ADMINISTRATIVE ASSISTANT	EPUT	6	0	0.0%	ND	ND	ND	ND	ND	7	4	57.1%
PROGRAM - MASSAGE THERAPY	EPUT	7	1	14.3%	3	3	100.0%	2	66.7%	14	13	92.9%
PROGRAM - MEDICAL LAB ASSISTANT/TECHNICIAN	EPUT	13	3	23.1%	19	15	78.9%	10	52.6%	48	42	87.5%
PROGRAM - MEDICAL OFFICE ASSISTANT	EPUT	31	8	25.8%	15	9	60.0%	6	40.0%	30	23	76.7%
PROGRAM - NETWORK ADMINISTRATOR	EPUT	SS	SS	SS	1	1	100.0%	1	100.0%	6	6	100.0%

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TRILLIUM COLLEGE, OSHAWA**

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PROGRAM - PERSONAL SUPPORT WORKER	EPUT	23	5	21.7%	12	8	66.7%	8	66.7%	65	49	75.4%
PROGRAM - PHARMACY ASSISTANT (B)	EPUT	5	1	20.0%	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - POLICE FOUNDATIONS	EPUT	5	1	20.0%	2	2	100.0%	1	50.0%	20	14	70.0%
PROGRAM - VIDEO GAME DESIGNER	EPUT	ND	ND	ND	SS	SS	SS	SS	SS	ND	ND	ND

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TRILLIUM COLLEGE, CHURCH STREET, TORONTO**

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CAMPUS - TRILLIUM COLLEGE, CHURCH STREET, TORONTO	EPBE	15	4	26.7%	9	5	55.6%	4	44.4%	30	21	70.0%
PROGRAM - ACCOUNTING & PAYROLL ADMINISTRATION	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - ADVANCED ESTHETICS & SPA OPERATIONS	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - COMMUNITY SERVICE WORKER	EPBE	ND	ND	ND	ND	ND	ND	ND	ND	5	4	80.0%
PROGRAM - DEVELOPMENTAL SERVICE WORKER	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - HAIRSTYLING	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	ND	ND	ND
PROGRAM - MASSAGE THERAPY	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	ND	ND	ND
PROGRAM - MEDICAL OFFICE ASSISTANT	EPBE	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS

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TRILLIUM COLLEGE, ST. CATHARINES**

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CAMPUS - TRILLIUM COLLEGE, ST. CATHARINES	EPBG	109	30	27.5%	53	38	71.7%	23	43.4%	188	142	75.5%
PROGRAM - ACCOUNTING & PAYROLL ADMINISTRATION	EPBG	SS	SS	SS	3	3	100.0%	1	33.3%	19	11	57.9%
PROGRAM - BUSINESS MANAGEMENT	EPBG	SS	SS	SS	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - COMMUNITY SERVICE WORKER	EPBG	49	15	30.6%	14	10	71.4%	5	35.7%	66	50	75.8%
PROGRAM - DEVELOPMENTAL SERVICE WORKER	EPBG	SS	SS	SS	1	1	100.0%	1	100.0%	9	6	66.7%
PROGRAM - EXECUTIVE OFFICE ASSISTANT	EPBG	SS	SS	SS	ND	ND	ND	ND	ND	SS	SS	SS
PROGRAM - INTRA ORAL DENTAL ASSISTING LEVEL 1 & 2	EPBG	ND	ND	ND	4	3	75.0%	2	50.0%	11	6	54.5%
PROGRAM - MASSAGE THERAPY	EPBG	7	1	14.3%	5	2	40.0%	0	0.0%	ND	ND	ND
PROGRAM - MEDICAL OFFICE ASSISTANT	EPBG	24	5	20.8%	12	8	66.7%	5	41.7%	33	31	93.9%
PROGRAM - PERSONAL SUPPORT WORKER	EPBG	16	5	31.3%	11	9	81.8%	9	81.8%	29	20	69.0%
PROGRAM - POLICE FOUNDATIONS	EPBG	SS	SS	SS	1	1	100.0%	0	0.0%	15	13	86.7%

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PROGRAM - VIDEO GAME DESIGNER	EPBG	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND

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TRILLIUM COLLEGE TORONTO, YONGE STREET**

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CAMPUS - TRILLIUM COLLEGE TORONTO, YONGE STREET	EPBM	10	1	10.0%	2	1	50.0%	1	50.0%	42	35	83.3%
PROGRAM - DENTURISM	EPBM	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND
PROGRAM - INTRA ORAL DENTAL ASSISTING LEVEL 1 & 2	EPBM	ND	ND	ND	SS	SS	SS	SS	SS	SS	SS	SS
PROGRAM - MEDICAL LAB ASSISTANT/TECHNICIAN	EPBM	SS	SS	SS	ND	ND	ND	ND	ND	21	16	76.2%
PROGRAM - NETWORK ENGINEERING	EPBM	ND	ND	ND	1	0	0.0%	0	0.0%	5	5	100.0%

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.