

## 2017-18 Key Performance Indicator Results

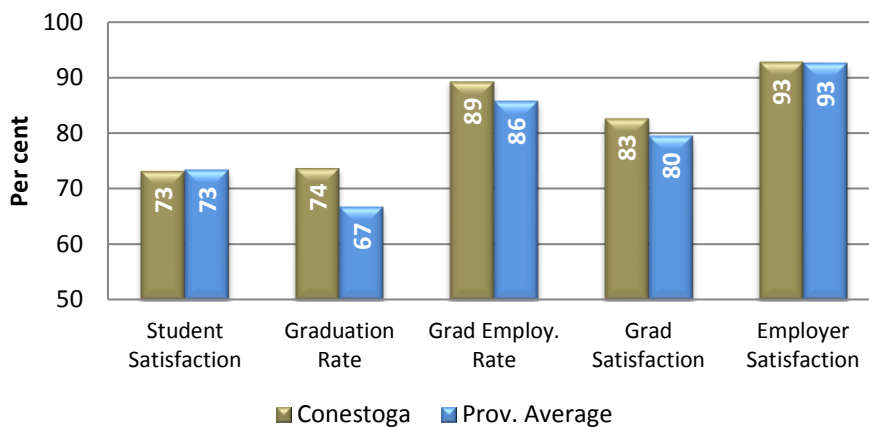
### Report-Back to Students and Staff

Since 1998, Ontario's 24 colleges have been mandated to collect and report performance data from funded full-time post-secondary programs in the areas of graduate satisfaction, student satisfaction, employer satisfaction, employment rate and graduation rate. These Key Performance Indicators (KPIs) provide important insights into our strengths and help identify areas where improvements can be made. The annual KPI survey is just one of the quality assessment mechanisms we use to gauge our success and improve program quality. Examples of other measures include program review processes, stakeholder input provided through our Program Advisory Committees, and student appraisals of teaching.

Conestoga has consistently performed well in the KPIs, thanks to the efforts of our faculty and staff who develop and deliver quality programming and services that result in career-ready graduates with the skills required for success in today's marketplace.

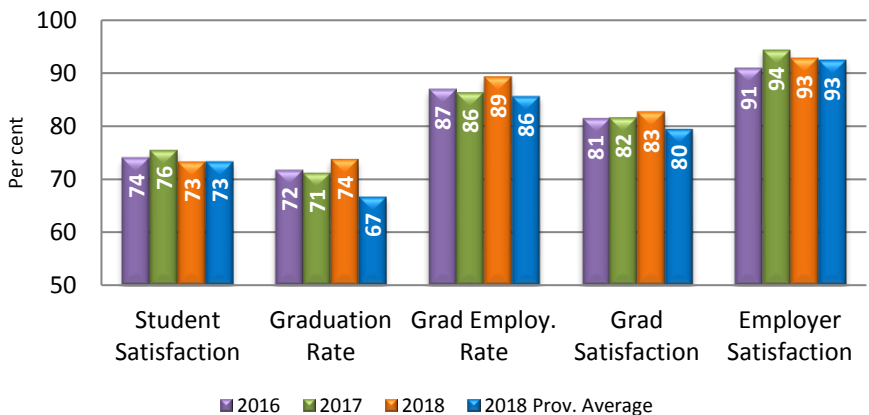
In 2016-17, **Conestoga has risen to be within the top five of all Ontario colleges for four of the five indicators.** Detailed results are provided below:

2017-18 Key Performance Indicators

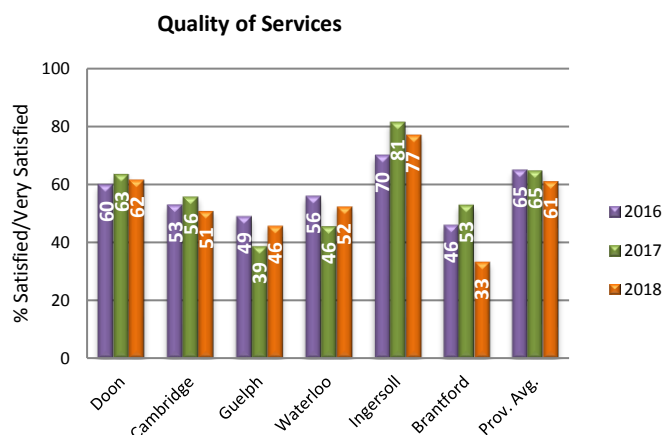
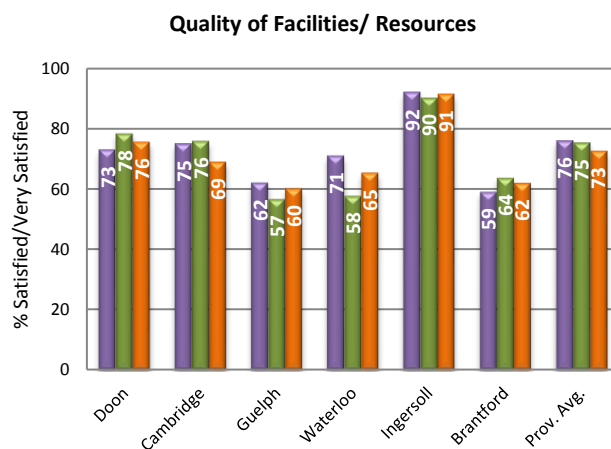
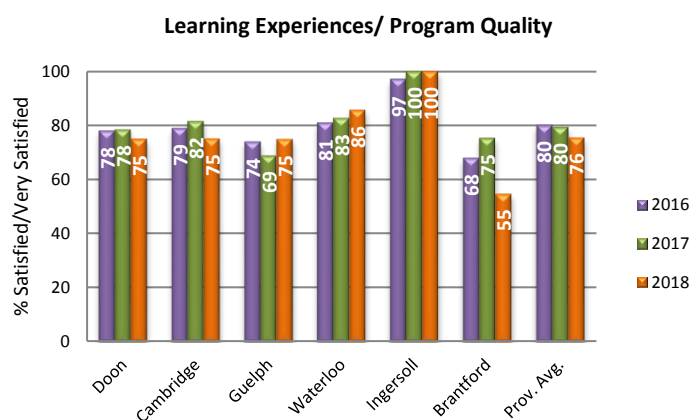
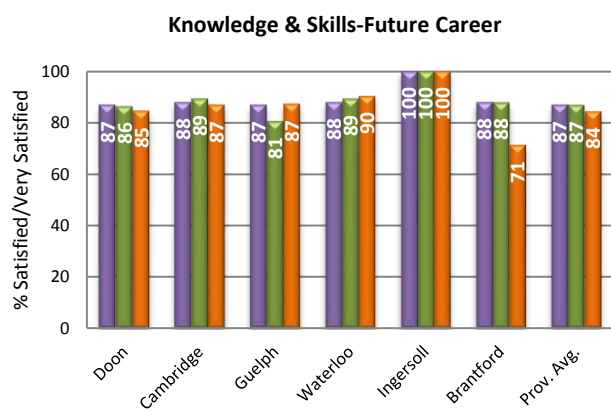


- Overall **Student satisfaction** remains consistent with the provincial average.
- Conestoga's **Graduation rate** continues to increase and is consistently well above the provincial average.
- **Graduate employment rate**, measured at 6 months after graduation, is 89.3% - up 2.9 percentage points from last year and 3.6 percentage points above the provincial average. Conestoga's rate has consistently exceeded the graduate employment rate of most regional competitors and all colleges in the Greater Toronto and Hamilton Area (GTHA).
- **Graduate satisfaction** has also remained strong over the last three years and continues to be above the provincial average and the highest among the same group of GTHA colleges. Eighty-three per cent of Conestoga graduates indicated that their college experience was useful in achieving their goals after graduation.
- **Employer satisfaction** has remained consistent over the last three year; 93% of Employers indicate they are satisfied with the preparation of their recently hired Conestoga graduates.

Key Performance Indicators; 3-year trend



# KPI Student Satisfaction Survey



Satisfaction is measured on a 5-point scale where 1=very dissatisfied, 2=dissatisfied, 3=neither satisfied nor dissatisfied, 4=satisfied, and 5=satisfied. It is important to recognize that very few students who are less than satisfied are actually dissatisfied – most are neither satisfied nor dissatisfied.

The summary question for satisfaction with how well the overall program is providing the **knowledge and skills** required for future career shows very consistent results across our various campus locations with most ratings in the 80's; these are consistent with the provincial average. Ratings for the overall quality of the **learning experiences** in the program are again consistently in the 70s to 80 range across our various campuses and generally equivalent to the provincial average. Brantford has seen a slight decline for both questions and will be a focus point moving forward next year.

Satisfaction ratings for the overall **quality of facilities/resources** have remained high in Ingersoll and are again above the provincial average for Doon campus. Results at other campuses show slight variations from last year, but given sample sizes at these locations, results are not significantly different year over year. Satisfaction with the overall **quality of services** has also remained quite consistent across most campuses between 2017 and 2018; the drop at Brantford is worth further investigation.

Conestoga has been one of Ontario's fastest growing colleges, serving approximately 14,500 full-time students and 30,000 part-time and continuing education registrations each year in 2017-18. While the college's rapid growth has been essential to meet our community and local labour force needs, Conestoga continues to seek enhancements to services and facilities to support the learning experiences of our students. Significant improvements have been made to the Recreation Centre and Library as well as improvements to the virtual services offered by the Library Resource Centre and the Learning Commons to improve service access across all campuses. Recent renovations at the Waterloo and Guelph campuses will support improved student learning experiences once complete. Ongoing review and development of Conestoga's facilities and services is guided in part by student input provided through focus groups and the Annual Student Feedback survey.

Conestoga would like to send a special thank you to the Media and Design students who created the KPI instruction video, the numerous college staff and retired staff for the time and effort put into administering the survey, Conestoga Students Inc. for monitoring the survey implementation, and all the students who took the time to provide feedback.