

CIPMS Process: Step 1 – Understanding Results

Completing the Results Chart

CIPMS process has 4 steps:

Step 1: Understanding Results

Step 2: Understanding Cause

Step 3: Plan to Improve

Step 4: Review & Adjust

This guide **specifically** helps you with completing Step 1 “Understanding Results” of your business plan, IMS reports, learner satisfaction report, etc.

Please keep the following in mind when you are completing this guide:

- This guide was developed to support the training session delivered to DLI programs on June 18, 2009.
- The performance measures covered were from the 2008-2009 fiscal year when the MTCU developed the Agency Assessment Tool.
- Some of the performance measures change each year. They are listed in the current year business plan template.
- You need to make sure that all of the documentation you are using (IMS report, learner satisfaction report, business plan and schedule B) cover the **same time period**.

The guide is divided into 5 parts to cover each row/column:

Part A: Effectiveness – Status at exit

Part B: Effectiveness – Lost contacts

Part C: Efficiency - # of learners

Part D: Client Satisfaction – Learner Satisfaction Rate

Part E: Client Satisfaction – Learner Completion Rate

Part F: Ranking your results

The numbers shown and calculated in this guide are *examples* only. They are used to show you how you get the answers. Also this is to show you where you can find the same figures on your own documents.

Part A: Effectiveness: Status at Exit

Step 1: We will begin by looking at your learner's goal during the program (Education, Education/Training, Volunteer) and what they are actually doing when they left your program. Find your Agency Target (see yellow box). You need your Business Plan.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V				%	
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 2: Go to your **Business Plan**, find **Section 2**. It looks like this:

Section 2: Site Outcomes	
Please prepare the following using the numbers of learners and contact hours and funding on the Schedule B 2008-2009 that was sent to your agency and the commitment on your LSP.	
Legal/ Corporate Name of Agency School Board	
Site Name Learning	Site Number 01
Check each LBS level this site will offer in 2008-2009. Level 1 <input checked="" type="checkbox"/> Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4 <input type="checkbox"/> Level 5 <input type="checkbox"/>	
2008-2009 LBS Outcomes	
Projected Total Number of Learners Exiting the LBS Program in 2008-09	30
Percentage of LBS Learners Reported as Employed at Exit	20%
Percentage of LBS Learners Reported to have gone on to Further Training or Education including Other LBS Training	15%
Percentage of LBS Learners Reported as Lost Contacts	2%

Step 3: Add the 2 numbers together in the rows: *Percentage of LBS Learners Reported as Employed at Exit* and *Percentage of LBS learners Reported to have gone on to Further Training or Education including Other LBS Training*.

Section 2: Site Outcomes	
Please prepare the following using the numbers of learners and contact hours and funding on the Schedule B 2008-2009 that was sent to your agency and the commitment on your LSP.	
Legal/ Corporate Name of Agency	
School Board	
Site Name Learning	Site Number 01
Check each LBS level this site will offer in 2008-2009.	
Level 1 <input checked="" type="checkbox"/> Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4 <input type="checkbox"/> Level 5 <input type="checkbox"/>	
2008-2009 LBS Outcomes	
Projected Total Number of Learners Exiting the LBS Program in 2008-09	30
Percentage of LBS Learners Reported as Employed at Exit	20%
Percentage of LBS Learners Reported to have gone on to Further Training or Education including Other LBS Training	15%
Percentage of LBS Learners Reported as Lost Contacts	2%

Add the two numbers together:
20% + 15% = 35%

Step 4: Write the total number from Step 3 into the box on the Results Chart as indicated below.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%		%	
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 5: Find your Agency Target (see yellow box). You need your IMS Activity Report.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%		%	
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 6: Go to your IMS Activity Report, section 6 on page 7. It looks like this:

6	STATUS AT EXIT (1 per learner)	# LBS Learners	# OBS IV Learners
A	Employed (received OW on entry)	1	0
B	Employed (received EI on entry)	1	0
C	Employed (other)	10	0
D	Training or education	20	0
E	Other LBS Training	3	0
F	Not currently employed	9	0
G	Volunteer work	6	0
H	Lost contact	3	0
L	Total Learners Exiting Program (6L=5D)	53	0

Step 7: Add the five numbers of LBS Learners indicated by red arrows (rows A + B + C + D +G) together.

6	STATUS AT EXIT (1 per learner)	# LBS Learners	# OBS IV Learners
A	Employed (received OW on entry)	1	0
B	Employed (received EI on entry)	1	0
C	Employed (other)	10	0
D	Training or education	20	0
E	Other LBS Training	3	0
F	Not currently employed	9	0
G	Volunteer work	6	0
H	Lost contact	3	0
L	Total Learners Exiting Program (6L=5D)	53	0

Add the five numbers together:
 $1 + 1 + 10 + 20 + 6 = 38$

Step 8: Divide the number from Step 7 by *Total Learners Exiting Program* (row L; column “# of LBS Learners”) and make the final answer a percent.

38	÷	53	x	100	=	71.7%
Step 7 Total	<i>Divide by</i>	Row L, Total Learners Existing Program – see below circle	<i>Multiply by</i>	<i>Always multiply by 100 to get a %</i>		The first 2 numbers then decimal then 3 rd number is what you put down here

6	STATUS AT EXIT (1 per learner)	# LBS Learners	# OBS IV Learners
A	Employed (received OW on entry)	1	0
B	Employed (received EI on entry)	1	0
C	Employed (other)	10	0
D	Training or education	20	0
E	Other LBS Training	3	0
F	Not currently employed	9	0
G	Volunteer work	6	0
H	Lost contact	3	0
L	Total Learners Exiting Program (6L=5D)	53	0

Step 9: The answer (percent) you get from Step 8, put in the box as indicated below. That is your percentage of total learners exiting the program this was.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%		
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 10: Now we will do Fulfillment of Expectations.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%		
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 11: Divide the agency current result by the agency target

71.7	÷	35	x	100	=	205%
Step 9	<i>Divide by</i>	Step 4	<i>Multiple by</i>	<i>Always multiple by 100 to get a %</i>		All the numbers before the decimal (it is ok if it appears over 100%)

Step 12: Put the answer from Step 11 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
<i>Effectiveness</i> Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
<i>Effectiveness</i> Lost contacts	< 12% at exit				%	
<i>Efficiency</i> # of learners	51,000					
<i>Client satisfaction</i> Learner Satisfaction Rate	85%				%	
<i>Client Satisfaction</i> LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Part B: Effectiveness: Lost Contacts

Step 1: We will now move on to the 2nd row “Effectiveness Lost Contacts”. In other words, how many students left your program and how many were you not able to contact? You need your Business Plan.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit				%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 2: In your Business Plan, go to Section 2. Look for the row *Percentage of LBS Learners reported as Lost Contacts*.

Section 2: Site Outcomes	
Please prepare the following using the numbers of learners and contact hours and funding on the Schedule B 2008-2009 that was sent to your agency and the commitment on your LSP.	
Legal/ Corporate Name of Agency School Board	
Site Name Learning	Site Number 01
Check each LBS level this site will offer in 2008-2009. Level 1 <input checked="" type="checkbox"/> Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4 <input type="checkbox"/> Level 5 <input type="checkbox"/>	
2008-2009 LBS Outcomes	
Projected Total Number of Learners Exiting the LBS Program in 2008-09	30
Percentage of LBS Learners Reported as Employed at Exit	20%
Percentage of LBS Learners Reported to have gone on to Further Training or Education including Other LBS Training	15%
Percentage of LBS Learners Reported as Lost Contacts	2%

Step 3: Put that number from Step 2 on the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%		%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 4: Next we need to find your Agency Current Result. You need your IMS Activity Report again. Look for row H *Lost Contact* under # of LBS Learners

6	STATUS AT EXIT (1 per learner)	# LBS Learners	# OBS IV Learners
A	Employed (received OW on entry)	1	0
B	Employed (received EI on entry)	1	0
C	Employed (other)	10	0
D	Training or education	20	0
E	Other LBS Training	3	0
F	Not currently employed	9	0
G	Volunteer work	6	0
H	Lost contact	3	0
L	Total Learners Exiting Program (6L=5D)	53	0

Step 5: Calculate how many lost contacts vs total learners exiting.

3	÷	53	x	100	=	5.7%
Step 4	Divide by	Row L, Total Learners Existing Program	Multiple by	Always multiple by 100 to get a %		

Step 6: Put the answer from Step 5 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	%	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 7: Now calculate the fulfillment of expectations.

5.7%	÷	2%	x	100	=	285%
Step 5	Divide by	Step 2	Multiple by	Always multiple by 100 to get a %		All the numbers before the decibel (it is ok if it appears over 100%)

Step 8: Move the answer to the Results Chart below. When your projected total is less than what you actually achieved, this is a good thing. Your total should be a “negative” (minus). Put brackets around your total to remind you that this number is actually a “negative” (minus).

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
<i>Effectiveness</i> Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
<i>Effectiveness</i> Lost contacts	< 12% at exit		2%	5.7%	(285%)	
<i>Efficiency</i> # of learners	51,000					
<i>Client satisfaction</i> Learner Satisfaction Rate	85%				%	
<i>Client Satisfaction</i> LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Part C: Efficiency: Number of Learners

Step 1: Now we will do the 3rd row “Efficiency # of learners”. How many learners did you actually get compared to what you thought you would get? You need your Schedule B and IMS Activity Report.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000					
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 2: Go to your Schedule B and look under projected activity. It looks like this:

SCHEDULE B
2008-2009 ANNUAL ALLOCATION AND PERFORMANCE COMMITMENTS
MINISTRY OF TRAINING COLLEGES AND UNIVERSITIES- LITERACY AND BASIC SKILLS (LBS) PROGRAM

AGENCY #	AGENCY NAME:	School Board
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SITE NUMBER	PROJECTED ACTIVITY				FUNDING					
	LOCAL BOARD #	CONTACT HOURS (LBS)	CONTACT HOURS (OBS)	LEARNERS (LBS)	LEARNERS (OBS)	OPERATING	OBS	TRAINING SUPPORT	FIELD SUPPORT	SITE ALLOCATION
1	14	15,000	0	60	0	\$130,000	\$0	\$2,000	\$0	\$132,000

The project title, deliverables and timelines below summarize the detailed proposal, which form part of the contract with the Ministry.

Step 3: Find the number of projected number of learners.

SCHEDULE B
2008-2009 ANNUAL ALLOCATION AND PERFORMANCE COMMITMENTS
MINISTRY OF TRAINING COLLEGES AND UNIVERSITIES- LITERACY AND BASIC SKILLS (LBS) PROGRAM

AGENCY #	AGENCY NAME:	School Board
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SITE NUMBER	PROJECTED ACTIVITY				FUNDING					
	LOCAL BOARD #	CONTACT HOURS (LBS)	CONTACT HOURS (OBS)	LEARNERS (LBS)	LEARNERS (OBS)	OPERATING	OBS	TRAINING SUPPORT	FIELD SUPPORT	SITE ALLOCATION
1	14	15,000	0	60	0	\$130,000	\$0	\$2,000	\$0	\$132,000

The project title, deliverables and timelines below summarize the detailed proposal, which form part of the contract with the Ministry.

Step 4: Move the number from Step 3 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60			
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 5: Go to your IMS Activity Report, page 2, section A. It looks like this:

1 LEARNER DEMOGRAPHIC PROFILE (LBS Levels 1 to 5)			
A LEARNER PROFILE	New Learners	Carry-over Learners	Total Learners
TOTAL	19	65	84

Step 6: Find the number of total Learners.

1 LEARNER DEMOGRAPHIC PROFILE (LBS Levels 1 to 5)			
A LEARNER PROFILE	New Learners	Carry-over Learners	Total Learners
TOTAL	19	65	84

Step 7: Put the number from Step 6 on the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84		
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 8: Calculate the number of learners you currently have as a percentage of the target:

84	÷	60	x	100	=	140%
Step 6	<i>Divide by</i>	Step 3	<i>Multiple by</i>	<i>Always multiple by 100 to get a %</i>		<i>All the numbers before the decibel (it is ok if it appears over 100%)</i>

Step 9: Put the number calculated from Step 8 onto your Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Part D: Client Satisfaction: Learner Satisfaction Rate

Step 1: Now we will look at client satisfaction rate. How satisfied did you think your learners would be compared to what how satisfied they are? You need your Business Plan.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%				%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 2: Go to your Business Plan in section 2. It looks like this:

Percentage of Academic Upgrading (OBS) Learners Reported as Lost Contacts	%	
Learner Satisfaction Survey Results	April 1 to September 30, 2007 data	Projected 2008-2009
Total Number of Learner Exits completing a Learner Satisfaction Survey	15	25
Percentage (%) of Exiting Learners completing the Learner Satisfaction Survey	60%	83%
"Overall Satisfaction" percentage (%) to item "Overall I was satisfied with the LBS Program at this agency" on the Learner Satisfaction Survey Excel Spreadsheet	85.3%	85%

Step 3: Find the projected percentage for the "Overall Satisfaction" percentage (%) to item "Overall....." as shown below:

Percentage of Academic Upgrading (OBS) Learners Reported as Lost Contacts	%	
Learner Satisfaction Survey Results	April 1 to September 30, 2007 data	Projected 2008-2009
Total Number of Learner Exits completing a Learner Satisfaction Survey	15	25
Percentage (%) of Exiting Learners completing the Learner Satisfaction Survey	60%	83%
"Overall Satisfaction" percentage (%) to item "Overall I was satisfied with the LBS Program at this agency" on the Learner Satisfaction Survey Excel Spreadsheet	85.3%	85%

Step 4: Move the percentage found in Step 3 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%		%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 5: Now we will look for the current results. You need your last Learner Satisfaction Summary Report. Look for the percentage of overall satisfaction.

LITERACY AND BASIC SKILLS Learner Satisfaction Survey Results, 2008-2009								
Name of Agency:	School Board				Agency Number:			
Site Name:	School Board				Site Number:	1		
For Period: (Please check)	April 1 - September 30 (Yes/No)		Yes		Number of Exits (use LBS Activity Report for this period)		53	
Questions	Number of Learners Who Responded to Each Question						Overall Satisfaction	Number of Learners Reported On
	Strongly Disagree	Disagree	Do not Agree or Disagree	Agree	Strongly Agree	No Answer		
	1	2	3	4	5	0		
I made good progress in reaching the goal(s) that I set in the LBS Program.			2	9	19		91.3%	30
I found the learning activities to be useful in working toward my goal(s).				4	26		97.3%	30
The staff of this agency explained the LBS Program clearly.				3	27		98.0%	30
The staff of this LBS agency treated me fairly.				3	27		98.0%	30
The hours of the LBS agency were convenient for me.				6	24		96.0%	30
I would tell other people to come to this agency to take part in the LBS Program.			1	5	24		95.3%	30
Overall I was satisfied with the LBS Program at this agency.				7	23		95.3%	30

Step 6: Move the percentage from Step 5 on to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 7: Calculate the fulfillment expectations as a percentage:

95.3	÷	85	x	100	=	112%
Step 5	Divide by	Step 3	Multiple by	Always multiple by 100 to get a %		All the numbers before the decibel (it is ok if it appears over 100%)

Step 8: Move the answer from Step 7 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	112%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Part E: Client Satisfaction: LSS Completion Rate

Step 1: Now we will look at the last row, LSS completion rate. How many students did you think would complete the LSS compared to how many learners actually completed the LSS. You will need your Business Plan and Learner Satisfaction Summary report.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷ (C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	112%	
Client Satisfaction LSS completion Rate	N/A				%	
*for future use	A	B	C	D	E	F

Step 2: Go to your Business Plan and find the agency target for percentage of existing learners completing the Learner Satisfaction Survey. It looks like this:

Percentage of Academic Upgrading (OBS) Learners Reported as Lost Contacts		%
Learner Satisfaction Survey Results	April 1 to September 30, 2007 data	Projected 2008-2009
Total Number of Learner Exits completing a Learner Satisfaction Survey	15	25
Percentage (%) of Exiting Learners completing the Learner Satisfaction Survey	60%	83%
"Overall Satisfaction" percentage (%) to item "Overall I was satisfied with the LBS Program at this agency" on the Learner Satisfaction Survey Excel Spreadsheet	85.3%	85%

Step 3: Move the percentage found in Step 2 and put on the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	112%	
Client Satisfaction LSS completion Rate	N/A		83%		%	
*for future use	A	B	C	D	E	F

Step 4: Look for the agency current result on your last Learner Satisfaction Summary Report. It looks like this:

LITERACY AND BASIC SKILLS Learner Satisfaction Survey Results, 2008-2009								
Name of Agency:	School Board				Agency Number:			
Site Name:	School Board				Site Number:	1		
For Period: (Please check)	April 1 - September 30 (Yes/No)	School Board			Number of Exits (use LBS Activity Report for this period)	1		
	April 1 - March 31 (Yes/No)	Yes				53		
Questions	Number of Learners Who Responded to Each Question						Overall Satisfaction	Number of Learners Reported On
	Strongly Disagree	Disagree	Do not Agree or Disagree	Agree	Strongly Agree	No Answer		
	1	2	3	4	5	0		
I made good progress in reaching the goal(s) that I set in the LBS Program.			2	9	19		91.3%	30
I found the learning activities to be useful in working toward my goal(s).				4	26		97.3%	30
The staff of this agency explained the LBS Program clearly.				3	27		98.0%	30
The staff of this LBS agency treated me fairly.				3	27		98.0%	30
The hours of the LBS agency were convenient for me.				6	24		98.0%	30
I would tell other people to come to this agency to take part in the LBS Program.			1	5	24		95.3%	30
Overall I was satisfied with the LBS Program at this agency.				7	23		95.3%	30

Step 5: Look for number of exits. Use this number for Step 7.

LITERACY AND BASIC SKILLS Learner Satisfaction Survey Results, 2008-2009								
Name of Agency:	School Board					Agency Number:		
Site Name:	School Board					Site Number:	1	
For Period: (Please check)	April 1 - September 30 (Yes/No)			Yes			Number of Exits (use LBS Activity Report for this period)	53
	April 1 - March 31 (Yes/No)			Yes				
Questions	Number of Learners Who Responded to Each Question						Overall Satisfaction	Number of Learners Reported On
	Strongly Disagree	Disagree	Do not Agree or Disagree	Agree	Strongly Agree	No Answer		
	1	2	3	4	5	0		
I made good progress in reaching the goal(s) that I set in the LBS Program.			2	9	19		91.3%	30
I found the learning activities to be useful in working toward my goal(s).				4	28		97.3%	30
The staff of this agency explained the LBS Program clearly.				3	27		98.0%	30
The staff of this LBS agency treated me fairly.				3	27		98.0%	30
The hours of the LBS agency were convenient for me.				6	24		96.0%	30
I would tell other people to come to this agency to take part in the LBS Program.			1	5	24		95.3%	30
Overall I was satisfied with the LBS Program at this agency.				7	23		95.3%	30

Step 6: Look for the number of overall learners who reported on the survey. Use this number for Step 7.

LITERACY AND BASIC SKILLS Learner Satisfaction Survey Results, 2008-2009								
Name of Agency:	School Board					Agency Number:		
Site Name:	School Board					Site Number:	1	
For Period: (Please check)	April 1 - September 30 (Yes/No)			Yes			Number of Exits (use LBS Activity Report for this period)	53
	April 1 - March 31 (Yes/No)			Yes				
Questions	Number of Learners Who Responded to Each Question						Overall Satisfaction	Number of Learners Reported On
	Strongly Disagree	Disagree	Do not Agree or Disagree	Agree	Strongly Agree	No Answer		
	1	2	3	4	5	0		
I made good progress in reaching the goal(s) that I set in the LBS Program.			2	9	19		91.3%	30
I found the learning activities to be useful in working toward my goal(s).				4	28		97.3%	30
The staff of this agency explained the LBS Program clearly.				3	27		98.0%	30
The staff of this LBS agency treated me fairly.				3	27		98.0%	30
The hours of the LBS agency were convenient for me.				6	24		96.0%	30
I would tell other people to come to this agency to take part in the LBS Program.			1	5	24		95.3%	30
Overall I was satisfied with the LBS Program at this agency.				7	23		95.3%	30

Step 7: Calculate the number of learners completing the LSS as a percentage of the total number of exits:

30	÷	53	x	100	=	56.6%
Step 6	Divide by	Step 5	Multiple by	Always multiple by 100 to get a %		

Step 8: Move the number calculated in Step 7 to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	112%	
Client Satisfaction LSS completion Rate	N/A		83%	56.6%	%	
*for future use	A	B	C	D	E	F

Step 9: Calculate the fulfillment expectations

56.6	÷	83	x	100	=	68%
Step 7	<i>Divide by</i>	Step 2	<i>Multiply by</i>	<i>Always multiply by 100 to get a %</i>		

Step 10: Move the number calculated from Step 9 on to the Results Chart.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
Effectiveness Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
Effectiveness Lost contacts	< 12% at exit		2%	5.7%	(285%)	
Efficiency # of learners	51,000		60	84	140%	
Client satisfaction Learner Satisfaction Rate	85%		85%	95.3%	112%	
Client Satisfaction LSS completion Rate	N/A		83%	56.6%	68%	
*for future use	A	B	C	D	E	F

Part F: Ranking Your Results

Look at the percentages in column E “Fulfillment of Expectations.

Perform. Measure	Provincial Target	Provincial Minimum Standard (Baseline)*	Agency Target (Expected Result)	Agency Current Result	Fulfillment of Expectations (D) ÷(C)	Rank
<i>Effectiveness</i> Status at exit	70% in E + FE/T + V		35%	71.7%	205%	
<i>Effectiveness</i> Lost contacts	< 12% at exit		2%	5.7%	(285%)	
<i>Efficiency</i> # of learners	51,000		60	84	140%	
<i>Client satisfaction</i> Learner Satisfaction Rate	85%		85%	95.3%	112%	
<i>Client Satisfaction</i> LSS completion Rate	N/A		83%	56.6%	68%	
*for future use	A	B	C	D	E	F

To make it easier for you, write your 5 numbers down on a paper and put them in order of HIGHEST number to the LOWEST number:

- 205%...1 = highest number = “BEST” = strength in program
- 140%...2 = “SECOND BEST” = next strength in program
- 112%...3 = “MIDDLE” = either problem or strength
- 68%.....4 = “SECOND WORST” = problem area
- (285)%..5 = lowest number = WORST = problem area

Let’s take a closer look at the numbers and how they are ranked. This is part of the CIPMS process - Step 2: Understanding Cause.

205% = “Effectiveness Status At Exit” #1

What does this mean? It *could* mean that the number of students you had and thought that they would meet their goal after they completed your program, they exceeded your expectations. Example: you had 20 students and maybe you thought only 10 would meet their goal after they left your program. The result is that more than 10 students actually met their goal.

Something is ‘working’ within your program that is having a positive impact on your learners when they leave your program. In other words, your program is very *effective* in meeting learner’s goals. Discover what is working and keep at it. Improve on what is working; make whatever it is you are doing better.

(285)% = “Effectiveness Lost Contacts” #5

What does this mean? It *could* mean that when learners leave your program, you thought you would only lose contact with X number of students. But in fact what happened was that you lost contact with more than X number of students.

Something is ‘not working’ in your program in how you find your ex-learners. An *ineffective* approach is being used. Are they aware (during intake, orientation, during program, etc) that you would be contacting them after they leave/quit? Did you tell them to keep you in touch if they move or change their address?

68% = “Client Satisfaction LSS Completion Rate” #4

What does this mean? It *could* mean that you thought more students would complete the LSS but in fact not as many did.

Are students aware that this LSS is required to be filled out even if they quit? Did you explain enough to the learners about how important it is to fill this out? Did you mention LSS to your students when they started at your program? Did you tell them that even if they quit, they should still fill out an LSS? Did you tell them that their answers greatly affect your program and helps you identify what is ‘working’ and what is ‘not working’?

Note that the above are brief estimates and examples of what may cause the results.

Step 2 “Understanding Results” is the most difficult step as it requires research, specific questions to be asked and answered and a lot of time and discussion. You must review whatever process you currently have in place and see if those processes need to be changed. Your Program Monitoring Report may contain some of this information.